



Burnley, Pendle, West Lancs

Autumn 2008



Hello, I'm Carlton Young and I am the Community Housing Officer for the Burnley, Pendle and West Lancashire areas. If your home falls within any of these borough boundaries, then I am your local contact with Muir Group and am based at the Burnley office on Cow Lane in Burnley town centre.

This Local Voice newsletter is designed to tackle various issues within the areas that you live and to advise residents of any issues on a more local and personal basis than our main Voice magazine.

Skelmersdale Flats – Communal Painting

Communal areas to all our flats in Skelmersdale are currently being repainted. So far both blocks of flats on Elmstead have been completed. Enstone, Evington and Eversley are next to be painted and may have already been done by the time you receive this newsletter. It has certainly helped freshen the blocks up by having a new coat of paint.

There is always a problem with walls being marked by bicycle tyres as residents take their bicycles up the stairs. It would be very much appreciated if everyone could take a little more care when doing so.

Alexandra Close & Elm Court – Landscaping

The large shrubbery beds have become quite overgrown on both schemes. I have arranged for them to be cleared of weeds, shrubs cut back and then have the soil covered in bark chippings – this should slow future weed growth and let the shrubs regain strength and grow back in a more controlled way.

Alexandra Close - Bungalow Rebuild

Progress is now being made on the rebuilding of the bungalow following the fire at Easter. It is estimated that the build will be completed at or just after Christmas – subject to weather.

Muir Group, with their low tolerance of Antisocial behaviour, were pleased to be able to assist the Police in their enquiries that lead to the successful arrest of two perpetrators, involved in the fire, both of whom have pleaded guilty and are now awaiting sentence at Preston Crown Court.

To keep insurance premiums to a reasonable level, we have a £5000 pound excess on our policy, this means that although the bungalow was insured we have incurred a heavy expenditure on this property including a large loss of income through the property being empty.

Higher & Lower Tentre - Security Marking

Following a successful Friends of Muir bid we were able to offer a security marking service to the residents of Higher and Lower Tentre. Myself and two other officers from Muir Group spent a day calling at all those who had expressed an interest in having their valuables security marked with a Police and Insurance approved micro dot security system.

Fly tipping

Please ensure that you do not dump rubbish in your neighbourhood. We increasingly have to collect and dispose of articles which have been dumped such as sofas, TVs, car parts, etc. Not only can these items be unsightly, but they can also be dangerous. It costs us, and ultimately you, to have such items removed and disposed of.

Fly tipping is illegal and can lead to the local authority taking court action against those responsible.

Such action could result in a fine of up to £50,000 at Magistrates Court, or an unlimited fine at Crown Court, and/or a prison sentence of up to 5 years. If we identify any residents as being responsible for fly tipping, we will recharge them for any costs that we incur. We can also take action for breach of tenancy.

Getting Involved

You can influence the way that Muir Group operates and how we deliver our services to you. Maybe you have an idea or can use your personal experiences to help us to improve.

It really doesn't matter how much time you have available or what your experiences are, as we believe that everyone can make a valuable contribution just by getting a little more involved, and we have a wide range of ways to suit your time and commitment.

Some of these are, becoming a board member; attending our Task and Finish Groups; or becoming a member of our Think Tank. Ask for a copy of our resident involvement fact sheet which tells you all about them.

You can also have an impact in your own local

community by getting more involved with local issues or projects. Perhaps you have a great idea for a new project, want to start up a residents group or get the community together to solve a local problem. We can help to get you going, and support you as and when you need it.

For more information please contact your local Community Housing Officer or alternatively, you can speak to your local Community Engagement Officer. Beverley Price for the North & Northwest regions on 01925 790624/07717 300036 email: beverley.price@muir.org.uk; or Jan Kaneen for the Southern region on 01480 492988/07717 300061 email jan.kaneen@muir.org.uk.

Fire Safety & Awareness Campaign

Muir Group is pleased to announce that they have forged a new partnership arrangement with Lancashire Fire and Rescue Service in East Lancashire covering the Burnley and Pendle areas.



As part of our new partnership the Fire Service have offered to carry out a fire safety inspection to our properties and offer fire safety advice to our residents.

They advise us that they will be calling on all residents to carry out their inspections between now and April 2009.

They have also offered to extend their services to all new ingoing residents to ensure that everyone is fully 'fire aware'.

We are hoping to soon have a similar partnering arrangement with the Fire Service in West Lancashire so that our residents there can also benefit from this important service.

Patch Plans

We are publishing Patch Plans for the start of the next financial year (April 2009). There will be a Patch Plan for each Community Housing Officer and they will cover all of the neighbourhoods managed by that Community Housing Officer.

Your Patch Plan will provide you with information on programmed works which are planned for the coming year, so you will be able to see if and when you will be getting any improvements such as kitchens and bathrooms or painting to communal and/or external areas. It will also tell you when we are coming to inspect your estate, so that you have the opportunity to come along on the inspection.

The Plan will also tell you other information about the patch, such as feedback from the estate inspections; improvements to estates; activities being arranged; opportunities for resident involvement and general news affecting you.

Knotts Mount – landscaping

Residents will already be aware that there have been some issues with the landscaping recently and that I am still in discussion with the landscaping contractors to resolve them. The recent weather has not helped, a result of which has meant that the landscapers are behind schedule in delivering the agreed works to the estate.

If anyone has a desire to assist in the landscaping or if a group of residents wish to come together to form a gardening club then I would be pleased to offer funding assistance for tools and a suitable storage facility.

Knock Knock, Who's There?

In 2009 we will be starting a programme of tenancy audits. A tenancy audit is a visit to you at home which allows you to talk to us about any issues that you have, as well as giving us the chance to make sure that our properties are being looked after and that all the tenancy conditions are being maintained.

If a member of our staff, or one of our contractors, does visit you at home, they will show you their identification card (ID). You should always check the ID of anybody who calls on you at home and if you are unsure who they are and why they are visiting you, you should not let them in unless you are satisfied that it is safe to do so.

Barnoldswick- external lighting

A consultation exercise is currently underway on Rainhall Crescent in Barnoldswick following the installation of new UPVC porches to the upstairs flats.

Over many years residents in the upstairs flats have installed their own external lights to illuminate the stairways. When the new porches were fitted some of the lights had to be removed. As the lights were not Muir's responsibility they were not replaced, however it has now been agreed that Muir should look into the possibility of fitting new lights to these flats and extending the offer to other upstairs residents whose lights were not affected.

Once the consultation period is over then a funding bid will be made via the 'Scheme Enhancement' budget.

Noise Nuisance

If you are suffering from anti-social behaviour caused by noise nuisance, it is essential that you contact the Environmental Health Department at your local Council, as well as contacting us at Muir. You will be asked to complete diary sheets in order to supply evidence of the problems.

FOMG, Who & What

Friends of Muir Group (FOMG) is a registered charity formed by Muir Group Housing Association in 2002. Its main purpose is to reflect Muir Group's commitment to investing into our communities.

Friends of Muir Group supports community projects and initiatives that benefit the communities in which Muir Group residents live. Friends of Muir has already made a positive difference to schemes, communities and neighbourhoods across our regions by providing funding to get projects off the ground and to keep them going.

Amongst the brilliant community projects that FoMG has given grants to this year are:

A gardening group for people with learning difficulties; National In Bloom Project; Community Adult Learning Days and Friendship Groups; Community Safety Days; Social Outings throughout the regions; school projects; play schemes; anti-bullying campaigns; community recycling.

Friends of Muir Group Board meets four times a year to make decisions on shaping the future of the charity and to approve grant applications. The next meeting is on the 9th December, all bids to reach Beverley Price by 26th November 2008. For further info or assistance call 01925 790624 or 07717 300036 email beverley.price@muir.org.uk.



Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
Higher & Lower Tentre	Top of Higher Tentre	31st Oct 2008	10.30am	Carlton Young
Hubie Street & Poplar House	Entrance to scheme	31st Oct 2008	11.45am	Carlton Young
Accrington Road (Naime St)	Naime St - outside No 33	31st Oct 2008	12.30pm	Carlton Young
Pendlemist View & Cotton Court	Outside first block 15-25 Pendlemist View	31st Oct 2008	2.30pm	Carlton Young
Rainhall Crescent	On garage site to rear of flats	3rd Nov 2008	2.30pm	Carlton Young
Hill View Blacko	Car park	3rd Nov 2008	3.45pm	Carlton Young
Elmstead, Skelmersdale	Car park	7th Nov 2008	10.30am	Carlton Young
Eversley	Car park	7th Nov 2008	11.45am	Carlton Young
Evington	Car park	7th Nov 2008	12.30pm	Carlton Young
Enstone	Car park	7th Nov 2008	1.00pm	Carlton Young
Alexandra Close, Skelmersdale	Outside bungalows	7th Nov 2008	2.30pm	Carlton Young
Elm Close & Lancaster Crescent	By garages at Elm Close	7th Nov 2008	3.15pm	Carlton Young

Please note that if your scheme is not included in this edition of the Voice it will be advertised in the next edition. Alternatively, contact your CHO to arrange a home visit, residents meeting or a scheme walkabout. If an exact time is not listed against your scheme, please contact your Community Housing Officer for information on 01928 728000.

Appointments for Repairs

As part of our new partnership with our Responsive Maintenance Contractors, we have introduced an appointments system for repairs to the inside of your home from the 16th September 2008.

When you report a repair to our Customer Service Team they will offer you an appointment, where applicable.

You can choose a morning, midday or afternoon slot for a specific day for the contractor to attend to complete your repair. Where it is not possible for you to be at home during normal working hours we will be able to offer a limited number of appointments for a Thursday evening or Saturday morning.

You can report a repair by calling the Customer Services Team on 01928 728000.



Do you need help to read this? Please contact us

Tel: 01928 728000 or Textphone: 01928 728066



<p>Portuguese Informações de feedback</p> <p>Necessita de ajuda para ler isto? Entre em contacto conosco</p>	<p>Arabic معلومات التغذية المرتجعة</p> <p>هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الإتصال بنا</p>	<p>Bengali মূল্যায়ন সংক্রান্ত তথ্য</p> <p>ইহা পড়তে আপনার কি সাহায্যের দরকার? নয়া করে আমাদের সাথে যোগাযোগ করুন</p>
<p>Punjabi ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਬਾਰੇ ਜਾਣਕਾਰੀ</p> <p>ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।</p>	<p>Chinese 回饋意見</p> <p>閱讀本文時，您是否需要協助？請與我們聯繫</p>	<p>Gujarati પ્રતિભાવ અંગેની માહિતી</p> <p>શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાથે</p>
<p>Somali Macluumaadka Talasiinta</p> <p>Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.</p>	<p>Urdu تبصرے سے متعلق معلومات</p> <p>اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ براہ کرم ہم سے رابطہ کریں۔</p>	<p>Polish Informacja zwrotna</p> <p>Potrzebujesz pomocy, aby to przeczytać? Skontaktuj się z nami.</p>
<p>Welsh Gwybodaeth atborth</p> <p>Os arnoch chi angen cymorth i ddarllen hyn? Cysylltwch â ni</p>		