



## **Crewe, Nantwich and Chester Autumn 2008**



**Hello! For anyone who hasn't met me yet, my name is Kerry Lilliot** and I am your Community Housing Officer.

I have worked for Muir Group Housing since 1998 and have been your Community Housing Officer since 2000. I have recently been covering Vale Royal from April – August but I'm now back covering Crewe and Nantwich and some areas of Chester.

I enjoy meeting and working with people and getting out and about on my patch. I have included a list of the scheme inspections I plan to do shortly so you know when I will be on site to highlight any concerns you have about your scheme.

If you require a home visit to discuss any issues you may have in your home please contact me on 01928 728010.

## **Unwanted Items?**

Do you have any unwanted household items? If so, Crewe Christian Concern (CCC) might be able to help. The furniture project will collect unwanted items of furniture you wish to donate. The furniture will then be passed to people in need or sold as surplus in a weekly sale.

CCC are based in Crewe and offer a number of projects aimed at helping people to participate fully in their community. They offer workshop projects, furniture projects, a pregnancy crisis project, whole child project, on track shop, conference facilities and training.

If you would like to contact Crewe Christian Concern please ring 01270-586186. Lines are open 5 days a week with a 24-hour answerphone.

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## **Council Changes**

On 1 April 2009, we will all be having a new council, replacing our Borough or City Councils, and Cheshire County Council. The new Council, Cheshire East and Cheshire West will be one tier, or unitary - just one council dealing with all the services that the two councils currently deal with. The idea is to simplify things.

So Chester City, Crewe and Nantwich, Ellesmere Port and Neston and Vale Royal Council, and the County Council will all cease to exist. Cheshire East and Cheshire West will deal with your Housing Benefit, your Council Tax, your waste disposal and collection, your children's school - to mention a few services. You will no doubt hear from the new Council in due course.

If you have a Parish Council or Town Council, they will not be affected by the changes.

# 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](mailto:beverley.price@muir.org.uk); or Jan Kaneen for the Southern region on 01480 492988/07717 300061 email [jan.kaneen@muir.org.uk](mailto:jan.kaneen@muir.org.uk).



**MUIR FORMED A PARTNERSHIP WITH O.P. BUILDING & MAINTENANCE IN FEBRUARY 2008, TO IMPROVE SERVICES AND BENEFIT CUSTOMERS, ENSURING VALUE FOR MONEY.**

## Appointments for Repairs

As part of our new partnership with our Responsive Maintenance Contractors, we have introduced an appointments system for non-emergency 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.

## 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.

# 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.

## 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.



ALL MUIR STAFF WEAR PHOTO ID BADGES

## 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 in 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](mailto:beverley.price@muir.org.uk).



# Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
Monks Orchard - <b>Nantwich</b>	Car park	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
School Bank - <b>Wynbunbury</b>	Rear car park	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
Baronia Place - <b>Nantwich</b>	Central bin area	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
Thornton Bank, Hilbre Bank - <b>Alpraham</b>	Car park	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
Church Minshull	Car park	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
Tailors View, Arnold Street - <b>Nantwich</b>	In front of houses	12th Nov 2008	Between 10am-3pm	Kerry Lilliott
Ashmuir Close - <b>Crewe</b>	Next to garages	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Walker Close - <b>Haslington</b>	Car park	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Dutton Way - <b>Crewe</b>	By the flats	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Oxford Street and West Street - <b>Crewe</b>	Car park	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Casey Lane - <b>Basford</b>	In front of properties	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
West Avenue - <b>Weston</b>	In front of properties	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Brookhouse Drive - <b>Crewe</b>	In front of house	19th Nov 2008	Between 10am-2pm	Kerry Lilliott
Ellwood Green - <b>Hough</b>	Car park	19th Nov 2008	Between 10am-12	Kerry Lilliott
School Close - <b>Marbury</b>	Car park	26th Nov 2008	Between 10am-12	Kerry Lilliott
Quarrybank - <b>Peckforton</b> , Rylands Close - <b>Malpas</b> , St Wenefredes Green - <b>Bickley</b>	Car park	26th Nov 2008	Between 10am-12	Kerry Lilliott
Pinewood Close - <b>Elton</b>	In cul-de-sac	3rd Dec 2008	Between 9am-11am	Kerry Lilliott
Whitefields, Stafford Gardens - <b>Elton</b>	Outside properties	3rd Dec 2008	Between 9am-11am	Kerry Lilliott

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.



**Do you need help to read this? Please contact us**

Tel: 01928 728000 or Textphone: 01928 728066



**Portuguese**      **Informações de feedback**  
Necessita de ajuda para ler isto?  
Entre em contacto connosco

**Punjabi**      ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਵਾਲੇ ਜਾਣਕਾਰੀ  
ਕੀ ਖਿਚਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਬਿਰਧਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

**Somali**      **Macluumaadka Talasiinta**  
Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

**Urdu**      تبصرے سے متعلق معلومات  
اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ براۓ مہربانی ہم سے رابطہ کریں۔

**Welsh**      **Gwybodaeth atborth**  
Os arnoch chi angen cymorth i ddarllen hyn?  
Cysylltwch â ni

**Arabic**      معلومات التغذية المرتجعة  
هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

**Bengali**      মূল্যায়ন সংক্রান্ত তথ্য  
ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

**Chinese**      回饋意見  
閱讀本文時，您是否需要協助？請與我們聯繫

**Gujarati**      પ્રતિભાવ અંગેની માહિતી  
શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો

**Polish**      **Informacja zwrotna**  
Potrzebujesz pomocy, aby to przeczytać?  
Skontaktuj się z nami.