



Bradford, Craven & Hambleton Autumn 2008



Hello my name is Raja Khan and I am the Community Housing Officer for all the housing schemes in Bradford, Craven and Hambleton.

This newsletter tackles a number of issues relating to Gregory Court (Clayton), Earls View (Sutton-in-Craven), Springwell Close (Cowling), and Danelaw Gardens (Brompton).

Bathroom replacement programme at Gregory Court

Several residents have complained about repairs to the bathroom suites and the associated works since they were installed at Gregory Court. I would like to take this opportunity to remind residents the bathroom suites are under defects until March 2009 and that it is important that all defects are reported to the Association's Customer service team before the end of this period.

Car Parking

During the past few years there have been problems with Car parking particularly at The Crofts and The Poplars. I would like to remind residents that there are no designated car parking spaces on these schemes. I have also noticed several abandoned vehicles on The Poplars which have now been reported to Craven District Council Environmental Dept.

Resident Involvement at Gregory Court

Following a successful bid to Friends of Muir Group Residents from Gregory Court, Clayton participated in a day trip to the Historic market town of Skipton last month. On the whole it was a fairly dry day and residents were able to visit the local shops and other places of interest.

If residents have any ideas/activities that we may be able to obtain funding for please contact me.

Landscape Improvements at Sutton-in-Craven

Residents may have noticed that we have completed a number of Improvements to the landscape at Earls View and installed a handrail at The Crofts. This was a direct result of residents participating in our annual residents scheme inspection in March 2008.

This is a prime example of working with residents. If you have any ideas how we can improve your scheme why not join me on my next scheme inspection.

Tree Works

Following a recent site inspection with the Association's Landscape contractor we have identified work on a number of trees at Danes Crest and Danelaw Gardens. Unfortunately we will need to remove two trees at Danelaw Gardens and Danelaw Road as they were interfering with the properties.

"I would like to ask everybody one question..... What can we do for you? More specifically, what's needed in your area that will benefit everybody?"



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

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.

Anti-Social Behaviour in Brompton

I am aware of the recent Anti-social behaviour problems at Danelaw Gardens and Danelaw Road.

I would like to take this opportunity to remind residents that the Association takes a tough stance on Anti-social behaviour. During the past several months I have been developing partnership working with other agencies such as the Northallerton Safer Neighbourhoods Policing Team and the Environmental Health section at Hamilton District Council.

With their assistance we are all now in a better place to deal with residents who are causing problems within the area.

Springwell Close Grit Bins

Residents will have noticed that the grit bin at Springwell Close has been re-sited and I am in the process of obtaining quotes to re-turf the previous grit bin site.

Are there any other improvements we can make to your scheme? Why not join me on the next scheme inspection.

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.



ALL MUIR STAFF WEAR PHOTO ID BADGES

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.

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.

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.



Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
North Riding House - Northallerton	Car park	7th Oct 2008	2pm	Raja Khan
Danelaw Gardens - Brompton	Car park outside Blck 5	21st Oct 2008	1pm	Raja Khan
Danes Crest and Danelaw Road - Brompton	Garages on Danes Crest	28th Oct 2008	1pm	Raja Khan
Earls View, The Poplars & Manor Way - Sutton-in-Craven	The Poplars car park	5th Nov 2008	1pm	Raja Khan
The Crofts - Sutton-in-Craven	The Crofts car park	5rd Nov 2008	2.30pm	Raja Khan
Gregory Court - Clayton	The courtyard	19th Nov 2008	2pm	Raja Khan
Springwell Close - Cowling	Springwell Close grit bin	26th Jan 2009	2pm	Raja Khan
Willow Way - Sutton-in-Craven	End of Willow Way	4th Mar 2009	2pm	Raja Khan
Hopehill View - Cottingley	Rear of Hopehill View	26th Mar 2008	11am	Raja Khan

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



Portuguese **Informações de feedback**

Necessita de ajuda para ler isto?
Entre em contacto connosco

Arabic **معلومات التغذية المرتجعة**

هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Punjabi **ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਬਾਰੇ ਜਾਣਕਾਰੀ**

ਕੀ ਤੁਹਾਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Bengali **মূল্যায়ন সংক্রান্ত তথ্য**

ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

Somali **Macluumaadka Talasiinta**

Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

Chinese **回饋意見**

閱讀本文時，您是否需要協助？請與我們聯繫

Urdu **تبصرے سے متعلق معلومات**

اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ براہ مہربانی ہم سے رابطہ کریں۔

Gujarati **પ્રતિભાવ અંગેની માહિતી**

શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો

Welsh **Gwybodaeth atborth**

Os arnoch chi angen cymorth i ddarllen hyn?
Cysylltwch â ni

Polish **Informacja zwrotna**

Potrzebujesz pomocy, aby to przeczytać?
Skontaktuj się z nami.