

# Quarterly Prize Draw

We are very pleased to announce the launch of **MUIR Quarterly Prize Draw!**

Every resident has the chance to win a first prize of £250.00, with two runners up claiming £50.00 each. The first draw will take place in January 2009, just in time to sweep away those post-Christmas blues!

There will then be further draws throughout the year in April, July and October.

The draw is open to all of our residents. However in order to qualify for each draw, you must meet ALL of the following requirements:

- Your rent account must be clear, or, if you are in arrears, you must have made regular payments in line with what you have agreed with us for the previous three months
- There must not have been any anti-social behaviour, nuisance or other breaches of your tenancy conditions caused by you, anybody living with you or anybody visiting you over the previous three months
- You must not have an overdue gas safety inspection outstanding at your property
- You must have returned a Customer Information Form to us

**If you comply with this criteria, then IT COULD BE YOU!**

The main purpose of the draw is to acknowledge and reward the vast majority of our residents. Those of you who pay the rent on time and who don't cause us, or more importantly, your neighbours, any problems.

We asked those of you who attended our 40th birthday Big Events at Chester and Huntingdon back in September what you thought of the idea of rewarding 'good' residents in some way. Over 82% of you felt that this was a good idea, so here we are!

**We look forward to telling you who the lucky winners are in the next Voice.**



## Helping Us To Help You

As you will be aware, we have been collecting information from you, our customers, since earlier this year. We have now received information from over 70% of you. It is really important to us to make sure that we understand the needs of all our residents, so that we can make sure that our services are meeting these needs.

If you have not yet completed a customer information form, it would help us to make sure that we are meeting YOUR needs if you did so. We can complete a form over the phone with you, which will only take five minutes or so of your time – contact our customer services team on **01928 728000** to do this. There is still chance for you to be entered into the prize draw to win a 22" LCD digital television, so **get in touch now!**

Don't forget that if there are certain sections of the form that you are not comfortable with completing, you don't have to! We are only asking for information that you are happy to give us, but remember that the more information we have, the better able we are to make sure that our services meet the needs of you and your household.

### So what are we doing with this information?

We are using the customer information provided to us to help people on an individual basis. For example, to date, we have carried out 46 adaptations to properties to help people with disabilities cope better in their home as a result of information that was provided to us on the customer information forms. There are many other cases where a referral has been made to an occupational therapist or a disabled facilities grant application has been made in order to carry out a major adaptation.

Some residents have benefitted from receiving advice from our income management team following requests made through the customer information form, with applications for housing benefit or other benefits being made as a result. In one instance, a resident had asked if they could be regularly invoiced for the amount of rent they owed due to frequent changes in his income and consequently his housing benefit entitlement. As a result, the income management officer now contacts the resident on the same day each month to advise exactly how much rent needs to be paid.

Residents at a scheme in Huntingdon have had their communal wheelybins replaced with large eurobins. This happened more quickly as a result of a request on a Customer Information Form. A carpet at one of our supported housing schemes is being replaced, again as a direct result of information that was provided to us on a Customer Information Form.

We are now better able to respond to people's individual needs when we visit, or when a contractor comes out to do a repair, by knowing that we need to knock loudly, give the resident extra time to answer the front door, or telephone before we visit. Similarly, we are able to make sure that we communicate in other ways which suit individual needs. For example, more of you will have received this edition of Voice in large print as a result of what you have told us.

We are also using customer information in other ways. We now know that of those of who have responded, there are 50% of households (1576 households) who have at least one person in the household who has a disability or long-term illness. We will be developing our Disability Equality Scheme over the coming months – now that we have a better understanding of who our residents with disabilities are, we will be looking to involve some of those residents in that review. If you are interested in being involved, please get in touch!

There are other examples of how the customer information we have received will help us to shape and improve our services appropriately. Eight residents across the country have identified themselves as being from a Gypsy/Roma or Irish Traveller background. As a result of this information, we will be working with those residents to develop a Gypsy/Traveller good practice guide for staff.

**A big thank you to those of you who have returned forms so far. If you haven't done so yet, GET IN TOUCH! We look forward to hearing from you.**



# You said....We did!

If you want to have more of a say in how your services are provided, or want to influence our policies and decision making processes, why not join a **Task & Finish Group**. Any Muir resident can volunteer to be on the group. We believe that everyone has valuable experience to contribute.

Groups help us to understand what its like from a resident's point of view. This year **Task & Finish Groups** have helped us to achieve some important decisions and positive changes.

## Here are some examples...

### 'Involving People'

Residents at our first group helped to write our first Resident Involvement Strategy, 'Involving People'.

### Bathrooms

A Task & Finish Group helped the maintenance team to select basins, pedestals, and fitments as standard for replacement within our maintenance programme. Residents gave practical advice and were instrumental in selecting the final choices.

### 'Access to Customer Services'

The group also helped to develop the first stage of our Customer Services Strategy. Residents told us what it's like to be a Muir customer, how it feels when things go wrong or right, and most importantly how they want to access our services.

### Complaints Review

We asked for help to evaluate how we deal with complaints. Residents gave us honest views and thoughts. The group now meets regularly to review complaints that have been recieved by Muir, and help us to learn from these complaints and improve our services.

### Where are the Task and Finish Groups held?

They are usually held at our main offices in Helsby, Nr Cheshire, but we will soon be holding them in Huntingdon, Cambridgeshire too.

### How much time will I need to commit to a Task & Finish Group?

They are usually held between 11am and 3pm with refreshments and lunch provided.

### How will I get there?

All travel expenses will be reimbursed and arranged for you if required.

### What if I have a disability?

We want to involve as many people as possible. We will talk to you about your needs and make appropriate arrangements.

### I would like to come but I am a carer or have children to look after!

We will pay for reasonable carer or childcare costs. In some situations we may provide a crèche.

### Interested?

Join us now, fill in the slip and send it to:

Beverley Price, MGHA,

Oakmere House, Mere's Edge, Helsby, Nr Cheshire WA6 0DJ Feel free to use the SAE Provided

or email: [beverley.price@muir.org.uk](mailto:beverley.price@muir.org.uk)

or phone: 01925 790624, leaving your contact details.

## I'm interested in Muir's Task & Finish Group

FAO Beverley Price

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone Contact: \_\_\_\_\_

Email: \_\_\_\_\_

# How have Muir performed?



In our last editorial team meeting, we went through all our performance information and chose a selection of indicators to report on in forthcoming Voice's. The editorial team said it was important to show benchmark information against other housing associations, so in this issue we have picked benchmarking figures for repairs and gas certificates.

## Routine repairs (% completions) Top Quartile = 97.5%

Association	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Quarter Change	Annual Change
Accord	92	93	94	100	100	0.00	8
Ashram	97.82	99.17	97.99	98.5	98.41	-0.09	1
Beth Johnson	96.5	95	97.88	97.11	94.25	-2.86	-2
Clwyd Alyn	98.7	98.1	96	98	97	-1.00	-2
Equity				99		-99.00	0
Johnnie Johnson	97.26	96.52	98.45	98	98	0.00	1
<b>Muir</b>	<b>94.7</b>	<b>94.4</b>	<b>95.4</b>	<b>98</b>	<b>97.3</b>	<b>-0.70</b>	<b>3</b>
Trident	94.7	95	95.1	94.6	94.6	0.00	0
Average	96.0	95.9	96.4	97.9	97.1	-12.96	0.98

## % of Valid CP12 Certificates (reporting from Qtr 3 07/08)

Association	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Quarter Change	Annual Change
Accord		98.6	97.83	93	98	5.00	
Ashram		98.42	100.00	80	99	19.00	
Beth Johnson		96		96	98	2.00	
Clwyd Alyn		97		99	98.5	-0.50	
Equity						0.00	
Johnnie Johnson		98.75	100	100	100	0.00	
<b>Muir</b>		<b>99.5</b>	<b>99.4</b>	<b>98.2</b>	<b>99</b>	<b>0.80</b>	
Trident		93.5	97.2	93.7	93.8	0.10	
Average		97	99	94	98	3.30	

If you have a view on what performance information should be included in future Voice's please get in touch with the editorial team via:

**kate.ingram@muir.org.uk** Tel: 01244 606 138

or write to us using the SAE provided.

