

## Update for York Street Residents – June 2024

Thank you to everyone who attended the June residents' meeting. We've compiled a summary of the issues discussed and included updates on the actions we have taken or are currently implementing in response to those concerns.

You Said:	We are Doing / We Did
<p>We would like an update on the antisocial behaviour cases on York Street.</p>	<p>There are six open antisocial behaviour cases. We cannot go into detail about certain cases due to data protection. However, one case is being worked on jointly with the Police for a Closure Order.</p> <p>We would encourage anyone who is experiencing any issues to come forward and report to the Safer Neighbourhoods Team or the Police, anonymously to ensure that this can be included in the current action.</p>
<p>Positive praise to Stockport Homes given to Safer Neighbourhoods Team and Energy Team for their support to specific individuals during open antisocial behaviour cases and the Heating Programme.</p>	<p>We really appreciate your feedback and enjoy hearing your positive experiences with some of our colleagues. We will ensure to pass on the praise to the individuals and their teams.</p>
<p>We are not happy with the service we pay for to keep the block secure. What improvements are going to be made?</p>	<p>There is a proposal to increase the CCTV coverage and currently a pilot running in another area, looking at the feasibility of having security patrols.</p> <p>If this is a success it may be rolled out to other blocks. We will keep residents updated on this at future meetings</p>
<p>There are only a few cameras to cover the estate.</p>	<p>We are currently obtaining pricing for replacing the existing CCTV system across the estate. This will be delivered on a phased basis.</p> <p>It will consist of replacing the existing cameras and installing additional cameras. All of these cameras will be monitored by the Control Room.</p>
<p>Some door entry handsets are not working correctly.</p>	<p>The contractor has been asked to follow up on this and in the meantime those not working correctly will be put down for a 'tag' call to enable any calls to go through to the Control Room.</p>

	Please speak to your Housing Officer if you have any concerns or report any repairs to One Number 0161 217 6016
Unhappy with the contractors who have completed the heating programme.	All customers will have had the chance to complete a satisfaction survey following the works. This results of these are used to assess areas that need improving.
Unclear on how the new heating system works and how it takes credit.	Support is available for residents experiencing difficulties operating the heating. Contact our Energy Advice Team on 0161 474 4062 or email <a href="mailto:energy.advice@stockporthomes.org">energy.advice@stockporthomes.org</a>
Unhappy with how the communal areas have been left after completing works.	The contractor was undertaking works to the communal stairwells, this work has been completed, including removal of scaffolding.
Is there any support with the cleaning of the flats after the heating work is completed?	Properties should have been left in an acceptable way following the works and if not should have been picked up on handover. If there are specific examples where you feel this wasn't the case, please make the Energy Team aware and we will check the handover information and/or revisit.
The water is very hot can it be turned down?	Yes, if the water is too hot an adjustment can be made by our operatives. Please report this to the Energy Team who will make the arrangements.
When will the scaffold at Pembroke be removed?	The scaffolding was removed on 30th May 2024.
The Internal communal areas need decorating.	The internal communal areas will be decorated this financial year. A contractor has completed a site visit to measure up and price this work.
The padlock on the gate to rear of Pembroke has been removed by the Police.	The padlock has been replaced and a new code issued.
The doors are often wedged open, sometimes by contractors.	We discourage this and will issue residents with replacement fobs for free if they have been lost. Please report any issues to your Housing Officer, Soniya. We will raise this with any contractors working on site and ensure they have fobs to access the building.
The blocks look a mess after the heating work and needs additional cleaning.	Additional cleaning will be completed when all the work is completed.

When will Bowdon's bin chute be fixed?

The final elements of work on the fire suppression system will be completed by the end of July. We will let residents know when the chute can be re-opened after the fire suppression system is tested and operational.

The next residents meeting will be on **Wednesday 18<sup>th</sup> September 2024.**

At York Street Community Centre at **5pm.**