

Update for Victoria Park Residents

Thank you to everyone who attended the 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 Did
<p>The Caretakers work 7 ½ hour days but we don't always see them during those times.</p>	<p>Stockport Homes Caretaking Services is provided across each of the blocks at Victoria Park, with the scheduling and frequency of caretaking tasks being subject to change dependent on the block and issues which may arise during the day.</p> <p>Customers will be familiar with team members who work within the team, there will be occasions when members of the team will work in different locations for a variety of reasons or may not be present in the block. This could include the holidays, attending mandatory training or meetings.</p> <p>During the working week (Monday to Friday), the team can start early, so there may be times of the day when customers don't always see them. This allows specific tasks to be carried out without interruption in a safe manner.</p> <p>Please report any caretaking issues to One Number on 0161 217 6016</p>
<p>There is a strong smell of dog in the lifts and foyer area of Voewood and Beaver House.</p>	<p>The Caretaking Team are looking into other cleaning solutions that are appropriate to use.</p>
<p>Dogs living in the blocks.</p>	<p>Stockport Homes has recently taken legal action against a property which has seen the removal of one dog.</p> <p>Dogs are not allowed in high rise blocks but are allowed in the low rise. We are encouraging residents to report any issues to your Housing Officer, Wendy Harris.</p>
<p>There is no community spirit and a lack of activities/engagement for children.</p>	<p>We have a dedicated Customer Engagement Team who can support individuals and groups in a variety of different ways:</p> <ul style="list-style-type: none"> • Help to set up a constituted resident's group

	<ul style="list-style-type: none"> • Support with planning and providing activities in your area • Funding bids <p>Support to get involved with Stockport Homes and service improvements.</p> <p>Your Engagement Officer for Victoria Park is Marley Brougham. You can contact Marley on 07812 483 365 to share your ideas.</p>
<p>Homeless people are living in the blocks and creating a mess. The problems are increasing at night.</p>	<p>Outreach Workers are notified who can offer housing support and advice to the person to prevent this continuing. The Police will also be notified to assist if the problems continues. There have been no recent reports but please report to your Housing Officer if you have any concerns.</p> <p>Please report to Control Room 0161 474 3840 or call via Handset so we can monitor on CCTV/Track back.</p>
<p>Entrance door at Voewood is broken.</p>	<p>A job has been raised and we will update you once the work is complete.</p>
<p>The fire doors are always open in Voewood and Beaver House.</p>	<p>Fire doors should remain shut at all times, due to fire regulations, we are unable to lock them.</p> <p>We always discourage anyone using them unless there's an emergency and anyone found using them will be issued with a warning. We are happy to issue replacement fobs free of charge to enable easy access. Please contact your Housing Officer to arrange a replacement fob.</p>
<p>Antisocial behaviour is increasing in the area and it is difficult to know where noise/specific issues come from.</p>	<p>We will investigate any complaint that comes to us, and we will leaflet the area to try and find which property the noise is coming from.</p>
<p>Elderly residents do not feel safe.</p>	<p>Everyone has a right to feel safe in their home. If residents witness any issues of antisocial behaviour which makes them feel unsafe, please report to the Police and Stockport Homes in confidence.</p> <p>You can report any concerns anonymously or directly and we will never reveal where a complaint has come from.</p>
<p>Strong smell of weed in the blocks.</p>	<p>Smoking cannabis is illegal and should be reported to the Police, however if you know where it is coming from please report to your Housing Officer and we will send a warning</p>

<p>Ventilation fault in properties and black smoke appearing.</p>	<p>Stockport Homes' Compliance Team have investigated the roof of Beaver, Voewood and Victoria Park and increased the ventilation fan settings. We will continue to monitor this. The individual who reported the issue inside their property has been contacted. Please report any issues to your Housing Officer</p>
<p>Are the cameras faulty? The camera near the biomass spoiler constantly spins.</p>	<p>A job has been raised to repair the faulty camera which will be complete by 10th June. Outstanding faults on cameras outside Voewood House, inside the blocks and on the left of the carpark were checked on 3rd May and were working. <i>The pole that was removed cannot be reinstated as result of the water that affected this.</i></p>
<p>Residents told to contact the landlord when reporting antisocial behaviour issues to the police.</p>	<p>Police should be dealing with antisocial behaviour reports; however we work very closely with the Police on tackling issues.</p> <p>Please continue to report any issues to the Police and Stockport Homes Safer Neighbourhoods Team.</p>
<p>Residents can hear other intercoms.</p>	<p>A job has been raised to investigate the issue and we will provide an update once the work is complete. If you continue to have any issues with your intercom, please contact One Number.</p>
<p>We are unable to contact Concierge in emergencies.</p>	<p>If residents need to contact the Control Room for out of hours emergencies, please contact 0161 474 3840</p>
<p>We're forgotten about but told things aren't as bad in this block compared to others.</p>	<p>Regular meetings are being scheduled in so there is a Forum for all residents to raise any issues they have. Stockport Homes values your opinion and our aim is to resolve issues that arise, these may vary in each area.</p>
<p>Take action against residents who are inviting friends/family who are creating damage/nuisance</p>	<p>Action will be taken if evidence is available identifying anyone causing wilful damage. It is important that any incidents are reported to both the Police and Stockport Homes SAfer Neighbourhood Team so the matter can be investigated and/or CCTV reviewed.</p>
<p>Where is the investment?</p>	<p>There aren't any planned investment work for Beaver or Voewood.</p>

	<p>However, Stockport Homes has ordered new flooring for both blocks as a result of the Electricity Northwest Works.</p> <p>We will provide an update at the next Residents Forum.</p>
<p>What can be done with the roundabout? The grass is never cut.</p>	<p>The grass area on the roundabout has never been cut or maintained by Stockport Homes or Stockport Council.</p> <p>A suggestions box will be available in Voewood and Beaver House for residents to put forward ideas for improving the local area.</p>
<p>Interested in Your Local Pantry for the area.</p>	<p>Due to high demand, the Pantries are currently only open for new members at Penny Lane (Lancashire Hill) and Woodley.</p> <p>For more information, please visit https://www.sk-y-light.org/other-services/your-local-pantry/</p>

The next residents meeting is on
Wednesday 4th September 2024.

At St Andrews Church, Hall Street at
5pm.