

## Update for Residents at Hollywood Towers & Montague House

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
There is a misuse of recycling bin area.	Stockport Homes installed clear signage to the gates of the recycling area. This was completed on 6 <sup>th</sup> September 2023.
The bins not being emptied for several months.	Stockport Council's external contractor is contracted to empty the bins on a fortnightly basis. If there are any issues, please contact your Housing Officer, Toni on 0161 217 6016.
There needs to be more regular monitoring of the bin area as there are fly tipping issues.	Stockport Homes have looked into options to restrict access of the bin area to address misuse: <ul style="list-style-type: none"> <li>• Option 1 – Lockable Gate</li> <li>• Option 2 - Installing a pedestrian gate at top.</li> </ul> Results of survey to be considered and issue to be discussed a resident meeting.
There is minimal recycling by residents and incorrect disposal of waste.	Stockport Homes will continue to promote the benefits of recycling and ensure that the area is accessible to all customers.  A survey went out to all residents week commencing 29 <sup>th</sup> Jan in Hollywood Towers and Montague to ask your views and check usage. If you haven't had your say, please ask your Housing Officer, Toni for a survey
There is confusing signage around the bins area which indicates the site is a recycling site.	Stockport Homes removed the sign.
There should be action taken against those responsible for fly tipping in the recycling area.	Recharges are in place for perpetrators of fly tipping if they are captured on CCTV. In December 2023, Stockport Homes successfully captured a tenant from Montague, a warning was issued and a recharge.

	<p>A reminder leaflet was delivered in December to all residents in Hollywood Towers and Montague and door knocking exercises also completed at Montague.</p> <p>Please continue to report any fly tipping on 0161 217 6016 with as much information as possible.</p>
<p>Painting required in communal entrance.</p>	<p>A job was raised with the 3Sixty Team and was completed on 1<sup>st</sup> September 2023.</p>
<p>The work cabins are unsightly and need to be removed from the external building Work cabins unsightly and need to be removed from external building</p>	<p>A job was raised and the cabins were removed in September 2023.</p>
<p>Gates on external building not functioning properly</p>	<p>A job was raised with the Repair Team and was completed on 31<sup>st</sup> September 2023.</p> <p>Please report any repairs on 0161 217 6016.</p>
<p>Handle on communal lounge missing</p>	<p>Job completed.</p>
<p>Carpark gate requires installation and a health and safety check.</p>	<p>A job has been raised with 3Sixty for a new fence panel to go around the electric barrier and they are waiting for the parts to arrive. Once complete, your Housing Officer Toni will send a short survey to all residents who need access and fobs.</p>
<p>Pedestrian gates require the MAG locks removing and making good.</p>	<p>A job was raised and this was completed by Stockport Homes external contractor in September 2023.</p>
<p>13 glazing panels to the new curtain walling have cracked and need replacing</p>	<p>Ongoing awaiting completion date. Alternative contractors are being employed to agree a solution for this issue.</p>
<p>There are young people smoking cannabis in the stairwell and congregating in the foyer area of the block.</p>	<p>Stockport Homes will continue to monitor the CCTV in the blocks and advise customers to continue to report any incidents of antisocial behaviour. You can raise your concerns with the Safer Neighbourhood Team on 0161 217 6016 or if your case is urgent, please contact the Police directly.</p> <p>There are no current cases open in Hollywood Towers and/or Montague.</p>

<p>There is graffiti on the walls.</p>	<p>A job was raised with Stockport Homes' external contractor Acorn to remove the graffiti. The youth was identified using the CCTV footage, a warning issued, and a recharge was completed.</p> <p>Further graffiti has recently been found again CCTV is being used to identify those responsible and follow up action being taken</p>
<p>Some garage doors look a mess and require painting</p>	<p>Assets are looking into this and we will provide an update at the next residents meeting.</p>
<p>Residents would like access to the communal lounge.</p>	<p>Stockport Homes have given access to the customers interested. If you would like more information, please contact your Housing Officer, Toni on 0161 217 6016.</p>
<p>Utilising the communal lounge for activities and coffee mornings.</p>	<p>Last year Stockport Homes held a successful Halloween and Christmas Event with over 25 families attending. We are planning for future events including an Easter event.</p> <p>We also have a dedicated Customer Engagement Team to support groups in a variety of different ways;</p> <ul style="list-style-type: none"> <li>• Becoming a constituted group</li> <li>• Getting involved with Stockport Homes' services.</li> <li>• Activities in your area</li> <li>• Funding bids and much more</li> </ul> <p>Your Engagement Officer for Hollywood Towers and Montague is Marley Brougham. You can contact Marley on 07812 483 365 to share your ideas.</p>
<p>Residents would like more contact with the Neighbourhood Housing Officer.</p>	<p>Stockport Homes have updated the electronic notice boards with your Housing Officer information, including a picture and contact details.</p> <p>The next dates for the Walk and Talk sessions are:</p> <ul style="list-style-type: none"> <li>• 19<sup>th</sup> March 2024</li> </ul>
<p>There are dogs in the blocks.</p>	<p>Dogs are not allowed in the high-rise blocks unless they are a registered assistance dog. Dogs are only allowed in the low-rise blocks that do not have a communal entrance area.</p>

	<p>It can be difficult to take legal action, but it is important to continue to report any issues to your Housing Officer, Toni, to strengthen individual cases.</p> <p>You can contact Toni on 0161 217 6016</p>
<p>There is damage to paving outside shop where bin wagon drove over.</p>	<p>Works has started to repair the damage, this has been delayed due to the requirement of structural survey reports as the area contains heating pipes.</p> <p>Reinforcement of the ground has been required rather than filling it.</p>
<p>There are holes and barriers left by contractors at front of block.</p>	<p>Stockport Homes raised a job and completed the work in December 2023.</p>

The next residents meeting is on  
**Tuesday 13<sup>th</sup> February**

At Hollywood Towers at **5pm.**