

## Update for York Street Residents

Thank you to everyone who attended the residents' meeting on 7<sup>th</sup> February. 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 / Are Doing
<p>You would like Stockport Homes to listen to your concerns and provide feedback on actions.</p>	<p>It has been agreed that Stockport Homes will hold three residents meeting a year. The dates are:</p> <ul style="list-style-type: none"> <li>• Wednesday 22nd May 2024</li> <li>• Wednesday 18<sup>th</sup> September 2024</li> <li>• Wednesday 29<sup>th</sup> January 2025.</li> </ul>
<p>There is never any communication made to Lancaster House, it is always missed.</p>	<p>Stockport Homes are sending out a short survey to help us gather your views on how you prefer to have your say and give us feedback about where you live. It will be sent after your next residents meeting.</p> <p>For more information or a paper version please get in touch with the Customer Engagement Team on 0161 217 6016 or at <a href="mailto:customer.engagement@stockporthomes.org">customer.engagement@stockporthomes.org</a></p>
<p>There was a lack of communication throughout the heating development and damage to properties.</p>	<p>Stockport Homes will review and look to improve the communication provided going forward. The next phase of the heating programme will be Bowden House in February 2024 and Pembroke House in March 2024.</p> <p>There are customer drop-ins available on the following dates:</p> <ul style="list-style-type: none"> <li>• Monday 26<sup>th</sup> February 1pm till 2.30pm at Pembroke House.</li> <li>• Monday 4<sup>th</sup> March 12noon till 1pm at York Street Community Centre.</li> <li>• Monday 1<sup>st</sup> April 12noon till 1pm at York Street Community Centre.</li> </ul> <p>Three Sixty will continue to monitor materials and discuss with operatives to ensure that customers belongings are covered.</p> <p>There will be a deep clean arranged once the work is complete.</p>

	<p>Any concerns please contact the Stockport Homes Customer Liaison Officer Patrick Arnold on 07800 617802.</p>
<p>There are concerns about the tariff charges for the new heating system.</p>	<p>Stockport Homes procure the gas and electricity contracts from a framework, with the support of a broker. Biomass heating is through a direct competitive tender.</p> <p>A broker is used to assist with procuring flexibly and to lock in prices through the year when the market is low, rather than having to fix prices at a specific date. During the recent fuel crisis, we had already locked in prices that were below the price guarantee to ensure that residents were protected from those initial price spikes.</p> <p>Tariffs are set by combining the total fuel spend per site, divided by the total volume of heat generated. Heat is metered at the property level and tenants only pay for heat they use.</p> <p>The Tariff will come into effect from 8<sup>th</sup> April and customers will receive written confirmation from the Energy Advice Team.</p> <p>You can request more information from the Energy Team on 0161 474 4062 or <a href="mailto:energy.advice@stockporthomes.org">energy.advice@stockporthomes.org</a></p>
<p>It is a struggle to attend daytime meetings and drop ins about the heating programme as customers work.</p>	<p>Please contact the Energy Advice Team to arrange a visit time that is convenient for you.</p> <p>0161 474 4062 <a href="mailto:energy.advice@stockporthomes.org">energy.advice@stockporthomes.org</a></p>
<p>Fire doors are open at Bowden and Lancaster House.</p>	<p>The fire doors at Bowden and Lancaster House have been reported to the repairs team and will be completed as a matter of urgency.</p>
<p>Not enough Caretakers for how many blocks and properties there are.</p>	<p>The Caretaking Service aims to ensure that the blocks are clean, safe and well maintained. Sites are regularly inspected and monitored and the service is delivered to all the blocks on the estate seven days a week. From Monday to Friday the service is delivered by two members of the caretaking team.</p>

	<p>The daily and weekly tasks may vary at each block, subject to the type and layout of the block. Tasks include block walk throughs, cleaning of the foyer, lifts, landings and stairwells, chute and bin check and change, external litter picking, reporting of issues such as repairs and fly tipping to be actioned as required.</p> <p>For any queries or issues, please contact the Caretaking Team on <a href="mailto:caretakers@stockport.gov.uk">caretakers@stockport.gov.uk</a> or 0161 217 6016.</p>
<p>There was human mess in Lancaster House and the Caretaker put a cover over it.</p>	<p>Where a biohazard such as urine, blood or human faeces is found within a communal space, the Caretaking Team will, in the first instance, place appropriate signage to make customers aware of the hazard. The issue will then be reported through to the Contact Centre to ask for a specialist team to remove it.</p>
<p>The chutes are regularly blocked but elderly residents cannot open the large industrial bins when this happens.</p>	<p>The Caretaking Team will when on site, report blocked chutes to the Contact Centre for a contractor to attend. Customers are asked to also report blocked chutes on 0161 217 6016 outside of working hours in the evenings and at weekends.</p> <p>The external general waste bins are the property of Stockport Council, who provide the waste and refuse service at the blocks. The issue raised of customers being unable to lift the bin lids has been raised with Stockport Council and advice is being sought from them.</p>
<p>Everywhere is a mess.</p>	<p>The Caretaking and Neighbourhood Housing teams work in partnership to record, report and action as appropriate issues such as litter, fly tipping, contaminated bins, repairs, and abandoned vehicles as part of their daily tasks.</p> <p>Customers are invited to attend 'Walk and Talk' events with the Neighbourhood Housing Officer on their monthly inspection of the estate and identify any potential issues.</p> <p>The next Walk and Talk event is on Wednesday 20<sup>th</sup> March at Lancaster House at 12pm. More information, please visit: <a href="https://www.stockporthomes.org/neighbourhoods/events-calendar/walk-and-talk-york-street/">https://www.stockporthomes.org/neighbourhoods/events-calendar/walk-and-talk-york-street/</a></p>

<p>There is a broken padlock at Pembroke.</p>	<p>A combination lock has been fitted 16<sup>th</sup> February 2024 and the code given to residents via a hand delivered letter.</p>
<p>The Caretaker used to open the gates and close up at Durham House, can we not have this system in place?</p>	<p>Totally Local Company are employed by Stockport Council to collect the bins from the block, each crew has access including keys to gates and padlocks.</p>
<p>The intercom doesn't last long when someone calls.</p>	<p>The cut off time is below three minutes. We would advise tenants to inform visitors to ring again if they have not managed to open it first time.</p> <p>However, we will be speaking to the contractor that maintain the system whether there is anything that can be done to change the timing.</p>
<p>Do we have to pay for additional door fobs?</p>	<p>You can request a new fob, free of charge by contacting your Housing Officer, Soniya on 0161 217 6016 or emailing <a href="mailto:doentry@stockporthomes.org">doentry@stockporthomes.org</a></p>
<p>Why are we paying a service charge for Concierge when it doesn't exist anymore?</p>	<p>The Concierge Service has been moved to the Safer Neighbourhoods Team and is undergoing a review. We will be holding focus groups and would like customers views on the current service and how we can improve.</p> <p>The session for your area is on Wednesday 28<sup>th</sup> February 10-12pm at York Street Community Centre.</p> <p>To register your interest, please contact the Customer Engagement Team on <a href="mailto:customer.engagement@stockporthomes.org">customer.engagement@stockporthomes.org</a></p>
<p>Why do Pembroke pay the same charges as the other blocks when they don't receive the same service?</p>	<p>Pembroke all have the same level of smoke detection within the flats (heat and smoke detectors) as other properties but don't have sprinklers.</p> <p>Because of the layout of the upper floor there are some flats that have fire rated doors fitted to enable a safe evacuation past the flats on that section to the central staircase (of the L shape there are a few flats that only have one direction of escape on the landing due to there not being a staircase at that end hence them needing fire doors).</p>

	<p>The charge is for this aspect of building safety monitoring 365 days a year. Pembroke House customers are not being charged for either lifts or a sprinkler system.</p>
<p>If residents are causing anti-social behaviour, why are they able to still live here?</p>	<p>The Safer Neighbourhoods Team will work to resolve anti-social behaviour by issuing warning letters and have a range of legal tools available, but these all rely on having the evidence. We always make sure we get legal advice from solicitors and will use the powers we have but eviction is not always an option.</p>
<p>We are worried about who will be moving into the closed property at Durham.</p>	<p>The Allocations Policy ensures all vacant properties are advertised fairly and to those in highest need. Stockport Homes cannot allocate homes outside of this Policy, but we will make sure we complete all relevant checks on whoever successfully bids for the closed property.</p>

The next residents meeting is on  
**Wednesday 22<sup>nd</sup> May 2024.**

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