

Update for Lancashire Hill Residents Forum June 2026

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 / Are Doing
Assets/ Painting Queries	
Assets attending a meeting to provide an update about the heat alarm installation that is currently being carried out at The Longsons, The Bentleys and Stonemill Terrace. Customers were also informed that Clarkethorne has now been added to the works and the communal work will begin shortly.	
Safer Neighbourhoods	
Safer Neighbourhoods provided an update about a social media post that had gone onto a Lancashire Hill Facebook Group, confirming the post not to be true and that the police are looking into the post which included fake information about people.	
Neighbourhoods	
Customers explained some concerns about a broken lift in The Bentleys and the lack of communication around the lift.	An update about the lift has now been sent out to customers, and I have asked the relevant team to provide regular updates to keep The Bentleys informed in the future.
Dog Foul not being picked up is still happening in and around Hanover Towers.	I will organise a clean-up and ask control room to monitor.
Pendlebury Towers, people are throwing rubbish out of the window and also leaving bulky waste outside the block.	The control room is monitoring the block and we check CCTV when bulky waste has been left and we re-charge the tenant.
A known property is throwing nappies and cutlery out of the window. Property has been passed onto the Housing Officer.	Neighbourhood Officer has requested Control Room to monitor the block, to identify people who are throwing rubbish out of the window.
Customers expressed a concern about the danger of rubbish being thrown out the window and the potential of someone getting seriously hurt.	A leaflet drop will be organised and will emphasise the dangers of items being thrown out of the window, and this is criminal offence and further action will be taken.
Customer Engagement	

The Customer Engagement Team are recruiting for new customers to join The Building Safety Resident Panel, if this is something you would be interested in, please email:
customer.engagement@stockporthomes.org