



Update for Mottram Estate Residents Forum March 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	
Residents of the Mottram Neighbourhood complimented the painting work that is currently being carried out in the blocks.	
Safer Neighbourhoods	
Customers stated there are young people from the college, loitering outside of Millbrook towers during the day.	The CCTV was shared with Stockport Collage who ID'd the students involved and spoke to all involved.
Customer mentioned people have started to drink in the area again as the weather is getting better.	The Safer Neighbourhoods Service are going to talk to Stockport Council Licensing Team about this as the weather is getting warmer and establish what action can be taken.
Customers stated there are rough sleepers, staying in bin chute rooms.	Safer Neighbourhoods Service have requested for customers to report these issues to Neighbourhoods Service, so they are able to review CCTV to try and identify the rough sleeper to take action. SHG will also refer the matter over to Rough Sleeping Outreach Team and any other service.
Customers stated there are people have been loitering on the steps going up to Chesworth.	Safer Neighbourhoods Service ask again for customers to report these issues to Neighbourhoods Service so they can monitor the situation to take the appropriate action.
Neighbourhoods	
Abandoned cars Mottram designated parking spaces, they are taking up spaces for residents to park in.	Tenants need to report vehicles they believe are abandoned. Please ensure if the vehicle is taxed and MOT'd , and tenant confirms they use it but not often, they are allowed to leave the vehicle there.
Customers are suspecting that Stockport Homes staff are using the Mottram Resident Parking in office hours.	Please provide any car registrations to Stockport Homes that you believe to be staff. However, some staff members are permitted to park on this car park, including the furniture recycling project. HR will investigate any registrations provided and speak to members of staff that are parking in the car park.



	A reminder will be going out to staff regularly to remind them not to use this car park.
Customers have asked if fob access for the car park to be wiped and reinstalled for customers who need it to reduce misuse from people who do not live in the neighbourhood.	NHO confirmed with management we cannot swipe all the use of staff to the car park as some staff need access to the car parks to complete work on the estate. We will need reg plates/models and makes of the car to progress with cancelling their fob if they are not permitted to use the carparks.
Customers mentioned there is still an outstanding repair for the barrier at the small car park outside of Ratcliffe Towers is still broken.	NHO has chased with repairs team again about where the car park barrier is up to.
Customers mentioned that there are dogs in the blocks.	NHO discussed with tenants to report any sightings of dogs and explained the dog laws have changed.
Customers mentioned there is rubbish at Chesworth, around the boiler house.	NHO arranged CPD to clean around boiler house on Chesworth.
Residents are still throwing rubbish out of their windows onto the garages (Mottram). Customers stated it was cleared on a Friday and was full off rubbish again by the Sunday evening.	NHO has asked tenants to let me know when they notice the rubbish on the boiler roof for NHO to check the cameras and identify what flat it is coming from.
Environmental Services	
Customers stated The Furniture Project Vans parking in the Mottram carpark overnight using up spaces.	The Furniture Team require access to the Furniture Stores direct from the car park, for unloading and loading purposes. The larger vehicle is generally parked overnight outside the main car park adjacent to the biomass boiler and the team have been asked where possible to also park the smaller van in the same area.
AOB	
Biomass has recently changed it is delivery and is significantly louder then the old delivery method.	The biomass delivery method has recently been updated because the previous system had broken down and had become too costly to keep repairing. Unfortunately, it is not possible to return to the old delivery method. The Monday delivery will need to continue taking place early in the morning, as the heating is used throughout the weekend and fuel levels are low by Monday. However, we will be discussing whether the Wednesday and Friday deliveries can be moved to a





later time in the day to help reduce early morning noise disruption wherever possible.

The next residents meeting is on:

Tuesday 3rd December 2024



0161 217 6016



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