

## Update for Brinnington 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 or Are Doing..
<p>How do we dispose of unwanted furniture?</p>	<p>You can find more information about how to dispose of bulky household items and garden waste here:  <a href="https://www.stockport.gov.uk/bulky-items-and-waste">https://www.stockport.gov.uk/bulky-items-and-waste</a></p> <p>You can also donate any unwanted good quality furniture through Stockport Homes Furniture Recycling Project:  <a href="https://www.sk-y-light.org/furniture/donate-furniture/">https://www.sk-y-light.org/furniture/donate-furniture/</a></p>
<p>Can we add a notice about furniture removals in block foyers?</p>	<p>Information leaflets about Stockport Council's bulky waste service will be shared with tenants and added to noticeboards in high-rise and low-rise blocks where possible.</p>
<p>The area is not clean, when do the caretakers visit?</p>	<p>The caretaking service is delivered within the multi storey blocks on a daily basis.</p> <p>There are daily and weekly tasks to be completed at the blocks. The priority is to ensure that the health and safety tasks are carried out throughout the block, including:</p> <ul style="list-style-type: none"> <li>• Block walk throughs</li> <li>• The rotation and checking of internal paladin bins (twice a day as a minimum)</li> <li>• The clearance and removal of spillages</li> <li>• The removal of any bulky waste and fly tipping within the block</li> <li>• Sweeping of any debris on stairs and corridors</li> <li>• Spot mopping or wiping (for example spills or urine)</li> <li>• Sweeping and mop of landings</li> <li>• Lift cleaning</li> <li>• Interior panels lift alarm checks</li> </ul>

	<ul style="list-style-type: none"> <li>• Cleaning of exterior door surrounds</li> <li>• Bin room emptying and cleaning</li> <li>• External litter picking</li> <li>• Cleaning of external bin and recycling areas</li> <li>• Cleaning of handrails, windows, panels, banisters and chute rooms.</li> <li>• Reporting any issues within the block and follow up (for example repairs, damage, door issues, fly tipping, blocked chutes and ASB issues).</li> </ul> <p>The schedule of tasks may change depending on the area and the type of activities happening on-site. For example, investment projects could impact when specific tasks are completed during the day or week.</p> <p>Any service issues can be reported via One Number (0161 217 6016). Visits and inspections can also be arranged.</p>
<p>There is a lot of fly-tipping in our area.</p>	<p>Stockport Homes and Stockport Council continue to work together with residents to raise awareness of the appropriate disposal of rubbish and waste.</p> <p>When fly tipping happens and the person responsible is identified, Stockport Homes will take appropriate action. This could include actions under the tenancy agreement, issuing a fine, recharges for removal and /or giving a Community Protection Notice.</p> <p>You can report incidents of fly tipping direct to Stockport Council here:  <a href="https://www.stockport.gov.uk/start/report-a-fly-tipping-issue">https://www.stockport.gov.uk/start/report-a-fly-tipping-issue</a></p>
<p>Gardens are overgrown and have broken fence panels as a result.</p>	<p>This is being investigated by the Housing Officer</p>
<p>Which housing officers cover which areas?</p>	<p>There are number of different Housing Officer who manage the area as it is so large.</p> <p>You can find more information on our website here: <a href="#">Your Neighbourhood Housing Officer - Stockport Homes</a> or contact 0161 217 6016.</p>

<p>Report of flagpole being built behind Dartmouth Crescent.</p>	<p>This is currently being investigated.</p>
<p>Motorbikes are on the increase again and causing issues.</p>	<p>Reports of off-road bikes should be made to Greater Manchester Police (GMP) so they can be aware of the activity and allocate resources as needed.</p>
<p>Anti-social behaviour is still a problem in our area, particularly causing disruption in the early hours of morning.</p>	<p>There are no current hotspots on the estate for anti-social behaviour with current cases being around neighbour disputes and noise nuisance.</p> <p>Please continue to report any incident of anti-social behaviour to the Safer Neighbourhood Team (<a href="mailto:safer@stockporthomes.org">safer@stockporthomes.org</a>) or Greater Manchester Police (GMP) where appropriate.</p>
<p>Seems like cameras do not work. Are they monitored?</p>	<p>Cameras are monitored 24hrs a day. Please appreciate we manage 1800 SHG cameras so whilst we may not always see an incident as it happens, we can use playback.</p> <p>There are several cameras with a fault, which have been raised for repair.</p> <p>There is a 5<sup>th</sup> installation planned in public space which is awaiting agreement from partners and technical engineers.</p>
<p>Do GMP have any responsibility for the concerns of anti-social behaviour in our area?</p>	<p>Yes certainly. Any incidents of anti-social behaviour or criminal activity should be reported to GMP.</p>
<p>It feels like there aren't many patrols in Brinnington, and a lack of physical presence from the police.</p>	<p>Safer Neighbourhood Officers work in partnership with the local Brinnington Police and Police Community Support Officers (PCSOs) to tackle anti-social behaviour in the area and neighbour issues.</p> <p>Officers work out of First House in Brinnington and, to our knowledge, are regularly on the estate.</p>
<p>We have reported issues to the police but nothing seems to change.</p>	<p>Officers from GMP have been invited to the next residents meeting and are due to attend. Any concerns can be raised directly with GMP</p>

<p>We have Damp, Mould, and Condensation in our property.</p>	<p>All reports should be urgently reported to Stockport Homes on 0161 217 6016. The issue will be inspected and follow up work completed where appropriate.</p> <p>You can also report any Damp, Mould or Condensation in your home on our website <a href="#">here</a>.</p>
<p>We're experiencing issues with intercoms not working, and it's taking too long for emergency services to access blocks.</p>	<p>We know about the technical issues with door entry management and are testing a solution.</p> <p>Police can contact us using their airwaves radio to gain access. In an emergency, the Fire Service can either inform us when they are on their way, or we will use an emergency key for urgent access.</p> <p>For the Ambulance Service, we have met with control room managers to arrange for them to notify us before arriving. They can contact us through the door entry system if the call is diverted to us, or by calling 0161 474 3840.</p>
<p>Bin stores in Gardner Grange are not convenient for people with disabilities who cannot lift rubbish into bins without some leverage to support.</p>	<p>This is currently being followed up by our Housing Officers.</p> <p>Residents can be supported to complete <a href="#">this form</a> for Stockport Council assisted bin collection.</p>
<p>Are there investment plans for new kitchens?</p>	<p>The kitchens in this area were upgraded in 2009/10 and are not due for replacement until after 2039/40.</p> <p>SHG aims to carry out stock condition surveys on five-year cycles with the latest survey taking place in the current financial year (2024/25).</p> <p>The purpose of this is to record the condition of components (like kitchens) and use the information to plan the capital investment program.</p> <p>Stock condition survey results will show if components need to be replaced sooner than expected (moved up to an earlier replacement program) or if their replacement can be</p>

delayed and done later than currently planned.

The next residents meeting is on  
**Tuesday 10<sup>th</sup> September 2024**