

York Street Tenants and Residents Association

You said, we did

Stockport Homes attended the York Street Tenants and Residents Association meeting on Wednesday 23rd November. As promised, this explains what we agreed and how we will keep you updated about the issues you raised:

You Said 'there is Anti-Social Behaviour that is not being dealt with'

We have cameras in the lifts and foyer areas of the blocks that are monitored on a regular basis. Please report any issues to the Police immediately or the following day.

Please keep your Antisocial Behaviour Officer, Daisy Walker and Neighbourhood Housing Officer, Soniya Akhter updated with any times and dates of incidents. We will follow up with the footage and report back to you.

You can contact

**Daisy on 07766 315 991
and Soniya on 07866 999 592.**

You said 'irresponsible dog ownership remains an issue'

No dogs are allowed in high rise blocks. 38 dogs have been removed or rehomed in 2022. We will continue to monitor this and make it clear at sign up to new tenants.

Please continue to report any dog sightings to your Neighbourhood Housing Officer.

You said 'Concierge door entry is not managing your visitors'

Our Concierge Team deal with 2,500 calls a day. This has made it difficult to provide the standard of service you expect. We agree that the current Concierge service is not meeting your needs and we want to make changes to ensure that it works better for you.

We are delivering a pilot in other areas with high rise blocks, where we have given door entry responsibility to the customer. We plan to roll this out further based on positive feedback. The Concierge service will continue to proactively monitor CCTV and handle a large range of emergency alarm activations such as lifts, fire alarms, sprinklers etc. The cost will not reduce, but we will work more effectively to tackle the issues which impact on you.

Your Neighbourhood Manager, Fay Whittaker will be in touch when we have the dates for the new service in your area. This will be done via letter to all residents.

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You said ‘there needs to be more cleaners for all the blocks’

There are two caretakers assigned to York Street and there is a deep clean underway of all of the blocks which will include handrails of the stairs and communal areas, floors, the landing areas and lifts.

The Caretakers will:

- Keep communal corridors, stairwells, foyers and lifts clean and tidy
- Litter pick the communal space outside the block
- Keep the bin areas clean and safe
- Report bulky waste / fly tipping for removal and identify evidence of perpetrators who will be recharged for the removal.
- Report repairs in communal areas
- Publish the standards in the noticeboards

If you have any concerns about the standard of cleaning, you can report them to us by:

- If the caretaker is on site, please feel free to speak to them directly
- Contact Pip Lishman, Caretaking Team Leader on 07929 653 365
- Complete the monthly satisfaction survey
- Attend the monthly estate walkabout with your Housing Officer

You said ‘We don’t communicate enough with you, or keep you updated about the progress of issues you have raised’

We agree that we haven’t kept you informed and we are sorry. We understand that communication is key and want you to know we are listening.

We will produce a ‘how to report guide’ for all residents which will also be available on our website and in the notice boards. We are committed to making sure we keep you updated, even if we don’t have an outcome at that stage.