



Beaver and Voewood

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You said: There were issues with noise, drugs, and domestic abuse

We opened two ASB cases from October to December following complaints from residents and tenancy warnings were issued against the perpetrators. Support and action plans have been agreed with the complainants.

Repairs



There were various issues reported to us including a leak in the communal area, damp, broken lift buttons, and issues with radiators.

All repairs were reported, assessed and completed.

You said: The biomass boiler was switching off

This was investigated and customers are reminded to ensure there is always credit on their meter. If support is needed please contact the Energy Advice Team on 0161 218 1838

Work to the building



You Said: you were unhappy with some of the sprinkler works

Cross corridor and stairwell doors in both blocks are now completed except making good where the floor tiles were stripped. Quartzelec will be starting shortly on boxing in the sprinkler pipework and cable traywork. It's anticipated this work will be completed by the end of February 2022.

Trees



You said: That the trees were blocking out the light in some of the properties

The tree at the rear close to no.1 was surveyed in May 2021. It is in good condition, but advice is to reduce and reshape the crown by 30%. It's been placed in a works programme awaiting a timescale.

Thank you for your valuable feedback.

Please get in contact by calling 0161 217 6016 to report any Building Safety issues.



Beaver and Voewood

Concierge



You Said: That too many people were tailgating in the blocks and the CCTV wasn't picking up the right areas

Additional CCTV cameras have been installed on floors 1, 4, 7 and 10.

When working on Concierge, staff have been reminded and continue to question everybody whether they know them or not and complete verification checks. This applies to customers and all visitors to their properties inclusive of family members, friends, and visitors attending in a professional capacity such as local Councillors, SHG staff, delivery drivers and carers who are asked and must provide ID.

In the event of a person tailgating, attempts should always be made by staff to advise the person that this has been identified and to politely request they leave the building. If a person is refused access, and subsequently tailgates, attempts should be made to contact the customer to make them aware of this.

Fire doors



You said: That fire doors were being left or jammed open

Residents and contractors are being reminded of the risks of wedging fire doors open and that if they see a door being held open by any object that they should move it so the door closes freely and fully into the frame. The blocks are routinely inspected on a monthly basis by the Building Safety Technician and the Building Safety Officer.

Caretaking Service



You said you were unhappy with the standards of cleanliness.

An inspection took place to identify areas for improvement. The block continues to be monitored as part of the day to day management in addition to a monthly inspection by Housing Services, which are recorded as good.

Welfare



Some customers asked about support for rehousing, food and general welfare.

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Thank you for your valuable feedback.

Please get in contact by calling 0161 217 6016 to report any Building Safety issues.



Brecon Ludlow and Conway Towers

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You Said: There were issues with dogs in the block and concerns about drug taking and noise nuisance

Between October and December 2021, we opened eight new ASB cases for tenants living in Brecon, Ludlow and Conway Towers and issued three tenancy warnings to perpetrators of ASB. Other open cases continue to be investigated using noise monitoring equipment. We are also working closely with Greater Manchester Police.

Caretaking



You Said: There was litter in the blocks and the bin chutes were blocked

The caretaking team use an app called 'Sweep Up' to identify and photograph issues and track and monitor follow up actions to rectify the problem. We have identified 'hot spots' for littering and specific projects are on-going. Additional cameras have been installed to monitor and track littering, along with a publicity campaign. Any customers caught littering are issued with a recharge where clear evidence of the incident is available.

Concierge



You Said: There are issues with people entering the blocks and tailgating

Our Concierge staff team have been reminded and continue to question everybody entering the blocks whether they know them or not and to complete verification checks. This applies to customers and all visitors to their properties inclusive of family members, friends and visitors attending in a professional capacity such as local Councillors, Stockport Homes' staff, delivery drivers and carers who must provide ID. In the event of a person tailgating, attempts should always be made by our Concierge staff to politely request they leave the building. If a person is refused access, and subsequently tailgates, attempts should be made to contact the customer they are visiting to make them aware of this.

Repairs



During our conversations with tenants, five repairs were reported to us which have been actioned.

Welfare



Some tenants that we spoke to asked for additional support and information to support mental health and rehousing queries.

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Thank you for your valuable feedback

Please get in touch with us by calling 0161 217 6016 to report any Building Safety issues.



Heaton and Norris Towers

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You Said: There were issues with people taking drugs in the block and young people entering the block, urinating in the lifts, and leaving litter. The Anti-Social Behaviour (ASB) team have used CCTV to identify perpetrators. The team have opened six new cases since September in relation to these issues. One warning has been issued and an injunction has been secured in another case. Victims have been referred for additional support. A number of joint visits with the police also took place.

Welfare



Some tenants asked for support with furnishing their property and rehousing enquiries.

All enquires were referred and all customers were contacted by the appropriate service to ensure they received support and information.

Thank you for your valuable feedback.

Please get in contact by calling 0161 218 6016 to report any Building Safety issues.



Hollywood Towers

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You Said: there were issues with noise, drugs, dogs, and young people accessing the building

Stockport Homes use CCTV to identify issues. Four ASB cases have been opened in the last three months following complaints from residents. In all cases tenancy warnings were issued to the perpetrators and support provided to complainants.

The outreach youth team are visiting the area on a Wednesday night to speak to young people and divert them away from nuisance behaviour.

Repairs



Six existing repairs were reported. All repairs were assessed, actioned, and completed

Welfare



Some tenants that we spoke to asked for additional support with money advice, rehousing and mental health.

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Thank you for your valuable feedback.

Please get in contact by calling 0161 217 6016 to report any Building Safety issues.



Lancashire Hill

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

Fire door left open



You Said: The fire doors are being left open

Residents and contractors are being reminded of the risks of wedging fire doors open and that if they see a door being held open by any object that they should move it so the door closes freely and fully into the frame. The blocks are routinely inspected on a monthly basis by the Building Safety Technician and the Building Safety Officer.

Sprinkler Installations



You Said: You were unhappy with some of the sprinkler works and contractors

There is a national shortage of building supplies and this has delayed some of the completion. All customers that are unhappy have had contact from Stockport Homes and will receive ongoing information

Lifts



You Said: The lifts were sometimes out of order

All lifts within high rise buildings are subject to monthly routine servicing and six-monthly thorough examinations to reduce the number of repairs.

Unfortunately, lifts are subjected to misuse and vandalism which significantly increases the number of repairs and downtime. Although this is continually monitored during the monthly contract meeting with Sheridan's our lift maintenance contractor, solutions to prevent these actions are currently limited.

Caretaking Service



You Said: You were unhappy with the standards of cleanliness

The Caretaking Team have taken action where issues of cleanliness have been raised directly by customers. There is ongoing monitoring of standards taking place by the Environmental Services Operations Manager to ensure standards are maintained in addition to joint inspections with Housing Service on a monthly basis

Welfare



Some tenants that we spoke to asked for additional support and advice on rehousing

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Thank you for your valuable feedback.

Please get in contact by calling 0161 217 6016 to report any Building Safety issues.



Lenham Romney Hollow End and Dunton

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block. In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You Said: There were issues with people throwing rubbish out of their window.

The neighbourhood team ran a campaign to advise customers of the consequences of this behaviour. The Anti-Social Behaviour (ASB) team are using cameras that can focus on a particular property. Please continue to report this to your Housing Officer if this issue persists.

You Said: That young people were coming into the blocks.

We know this is an ongoing problem. The ASB, Neighbourhood and Concierge teams are working together using cameras to identify the young people. Some parents have been visited to warn against this behaviour.

You Said: There is a smell of cannabis and drug use in the blocks.

We have opened four ASB cases in these blocks from October to December. All cases had a tenancy warning and Stockport Homes were successful in securing an injunction against a perpetrator in one of the cases. Support and action plans were agreed with all complainants in each case.

Concierge



You said: There were problems with people tailgating and Concierge letting people into the blocks

Our Concierge staff team have been reminded and continue to question everybody entering the blocks whether they know them or not and to complete verification checks. This applies to customers and all visitors to their properties inclusive of family members, friends and visitors attending in a professional capacity such as local Councillors, Stockport Homes' staff, delivery drivers and carers who must provide ID.

In the event of a person tailgating, attempts should always be made by our Concierge staff to politely request they leave the building. If a person is refused access, and subsequently tailgates, attempts should be made to contact the customer to make them aware of this.

Repairs



You Said: There were issues with the lifts breaking down

All lifts within high rise buildings are subject to monthly routine servicing and six-monthly thorough examinations to reduce the number of repairs.

Recent improvements have been implemented to reduce lift repairs. This has included the fitting of new door motors to the lifts in Romney and Hollow End, a new floor display in Dunton and a system reset. Since this work has been completed repairs have reduced.

Unfortunately, lifts are subjected to misuse and vandalism which significantly increases the number of repairs and downtime. Although this is continually monitored during the monthly contract meeting with Sheridan's our lift maintenance contractor, solutions to prevent these actions are currently limited.

Welfare



Six tenants that we spoke to asked for additional support and advice to support personal enquiries relating to things such as mobility and rehousing.

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Thank you for your valuable feedback.

Please get in touch with us by calling 0161 217 6016 to report any Building Safety issues.



Mottram Lincoln Millbrook and Ratcliffe Towers

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

Repairs



You said: The lift buttons don't work and needed repairing

All lifts within high rise buildings are subject to monthly routine servicing and six-monthly thorough examinations to reduce the number of repairs.

Unfortunately, lifts are subjected to misuse and vandalism which significantly increases the number of repairs and downtime, although this is continually monitored during the monthly contract meeting with Sheridan's our lift maintenance contractor, solutions to prevent these actions are currently limited.

Concierge



You Said : That people were getting into the blocks by tailgating

Our Concierge staff team have been reminded and continue to question everybody entering the blocks whether they know them or not and to complete verification checks. This applies to customers and all visitors to their properties inclusive of family members, friends and visitors attending in a professional capacity such as local Councillors, Stockport Homes' staff, delivery drivers and carers who must provide ID.

In the event of a person tailgating, attempts should always be made by our Concierge staff to politely request they leave the building. If a person is refused access, and subsequently tailgates, attempts should be made to contact the customer to make them aware of this.

Welfare



Five customers wanted support with rehousing or support from Adult Social Care for adaptations.

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.

Stockport
Homes

Thank you for your valuable feedback.

Please get in contact by calling 0161 217 6016 to report any Building Safety issues.



Radnor, Palatine, Bowdon and Lancaster

Recently tenants in your block took part in our Building Safety survey, which asked how you want to be involved and kept informed about fire safety in your block.

In addition to fire safety, we identified key themes from the feedback we received.

ASB - anti social behaviour



You Said: There were issues with noise, drugs, and dogs.

Two ASB cases have been opened in the last three months following complaints from residents. In all cases tenancy warnings were issued and investigations using noise monitoring equipment are ongoing. Support and action plans were agreed with all complainants.

Repairs



Six repairs were reported to us. All repairs were assessed and completed

Checks were completed to balconies that were reported to be slippy.

Concierge



You said: That too many people were tailgating in the blocks and the CCTV wasn't picking up the right areas.

Concierge will question anyone that buzzes to access the block asking for a name and the flat number they are visiting.

The local Councillor has since conducted member surveys and said there has been improvement to the service.

Young people



You Said: young people have been entering the block and causing nuisance and climbing over the fence to the boiler room.

The outreach youth work team have been visiting the area to speak to young people and get them involved in activities. A surveyor has looked at how to improve the fencing but due to the Highways Act 1980 no further modifications are allowed. Please continue to report any issues.

Welfare



Some tenants that we spoke to asked for additional support with rehousing queries

All enquires were referred and all customers were contacted by the appropriate service to ensure they receive support and information.