

Heaton & Norris

Your Community - Your Home



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We want you to enjoy living here and be proud to call it your home. You will find some useful information in this leaflet and another place where we regularly update information is on the electronic notice board in the block foyer, so be sure to check this for important information for your block.

Housing Management

Your dedicated Neighbourhood Housing Officer is:

Toni Burtoft

They will make contact and visit you within the first 6 weeks of your tenancy starting. This is to check that you are settling into your new home. They can also respond to any queries you may have regarding your new tenancy and, if you need any additional support, they can help you find this.

Your Housing Officer is also available throughout your tenancy if you have any tenancy related matters. They can be contacted on **0161 217 6016** or **housingofficers@stockporthomes.org**

High Rise Living and Building Safety

Your safety is our priority. Stockport Homes Group (SHG) want you to feel safe in your home and feel confident to report any building safety concerns you might have.

You can read more about where you live, by scanning the QR code

- ✓ Building information
- ✓ Fire Rise Assessments
- ✓ Resident Engagement Strategy
- ✓ Evacuation Strategy
- ✓ Structural Assessments
- ✓ Safety Checks
- ✓ External Wall Information



If you are non-digital we will send you a new copy of the Multi-storey booklet and the Building Safety Resident Engagement Strategy.

To report a Building Safety concern either visit

🖱️ www.stockporthomes.org/my-home/high-rise-living-and-building-safety/report-a-building-safety-concern/

☎️ Or call 0161 217 6016

Make sure your bag fits. A blocked chute is a broken chute.



Only use bin bag size 25L or smaller

A blocked bin chute also prevents others from disposing of their waste, can lead to fly tipping and can cause fires and smoke filled corridors. Every time a chute is blocked it leads to a specialist company having to be called out to attend and clear.



No Dogs Allowed

We would like to remind residents and their visitors that dogs are **NOT permitted** in the multi storey blocks unless assistance dogs i.e. Guide Dogs, Hearing Dogs with proof from a recognised organisation.

If you are found with a dog in the block you may face legal action and you risk losing your home and/or being asked to rehome your dog.

Please report any sightings of dogs or if you are disturbed by barking and witness any dog fouling to your Housing Officer on **0161 216 6016** or email **housingofficers@stockporthomes.org**

DO NOT THROW ANY ITEMS FROM YOUR WINDOW

THIS IS A CRIMINAL ACT WHICH COULD CAUSE SERIOUS INJURY OR DEATH



⚠️ Anyone found responsible risks losing their home and criminal prosecution.

We need your help to catch those responsible, if you witness anyone throwing rubbish please note the location and report it through to immediately us in confidence on **0161 217 2016**

Be aware CCTV is being used to identify those responsible!



Your block. Your responsibility.

Bulky waste blocks fire exits and costs lives. You are putting everyone at risk if you do not report it.



⚠️ If you leave bulky waste in a communal area you will be found and you will be fined.

We have made over 600 trips to the tip, equating to 775 days or 13,788 dedicated working caretaker hours lost.

Never store BBQ's close to buildings as these are an ignition source and can be a fire risk.



Furniture Project



Would you like to help a family or individual make a house a home?

Contact the Furniture Recycling Project – the free service collects and recycles good quality furniture and electrical white goods including sofas, wardrobes, cookers and much more!



**Thank you for collecting furniture
from my house today, they were
so professional and friendly!
So happy to know my furniture is
going to someone in need!**

Customer

To help make a house a home – donate today at

 **07870994500**

 **www.sk-y-light.org/furniture**

 **furniture.donations@stockporthomes.org**

Building Control

The Control Room and Concierge Service exists in blocks that have Closed Circuit Television (CCTV) and door entry systems installed. The CCTV (both internal and external) are monitored 24 hours a day, seven days a week, 52 weeks a year. CCTV images are recorded and saved so they can be played back by the Police and other agencies if required.

Customers with a Control Room and Concierge Service can contact a member of the team via their intercom in their flat 24 hours a day, 365 days a year to report any suspicious activity, anti social or criminal related behaviour, alternatively customers can call 0161 217 6016. .

The Control Room and Concierge Service works closely with the Police, the Safer Neighbourhoods teams and Housing Officers to reduce crime and address anti-social behaviour. Staff will report any issues of concern, including potential incidents and people acting suspiciously by providing footage upon request for action to be taken by the appropriate organisation. Residents can play their part in keeping blocks secure by not wedging doors open or allowing anyone to tailgate into the block.

The Control Room and Concierge Service also provides an 'Emergency Repairs only' Out of Hours service both for Stockport Homes and Stockport Metropolitan Borough Council liaising with appropriate contractors in the event of an Emergency Repair or incident.

Safer Neighbourhoods Team

Whether it's aggressive behaviour or even illegal activity, we know that ASB can seriously affect the quality of your lives. We take reports of ASB very seriously and will thoroughly investigate any cases.

How to report ASB

You can report ASB by using the Online Report form available on the website, by ringing **0161 217 6016**, emailing **safer@stockporthomes.org** or **in person by visiting Cornerstone.**

When a complaint of ASB is made, SHG will record the complaint, assess the type of ASB being complained of.

SHG will complete a Complainant Risk Assessment Matrix (RAM) to establish and identify vulnerable complainants and agree an action plan including what support will be provided.

Cases will be dealt with by a named Safer Neighbourhoods Officer (SNO) taking the approach to tackle ASB using prevention, intervention, support and enforcement action. Any action SHG takes in a case is incremental in nature and legal action is always the last resort. SHG will thoroughly investigate all complaints and gather and obtain evidence where it exists from complainants, other residents and partner agencies including the Police and also through the use of Noise Monitoring Equipment, CCTV and Professional Witnesses as appropriate.

Report a Repair

We are committed to maintaining your home in a good condition.

Emergency repairs

If your repair is an emergency or a health & safety essential repair, please book by calling our Customer Experience Hub on **0161 217 6016**.

Routine Repairs

You can report a routine repair by filling out our online form, scan the QR to report a repair today.

We will attend routine repairs within 30 working days of the repair being reported.



Customer Responsibilities

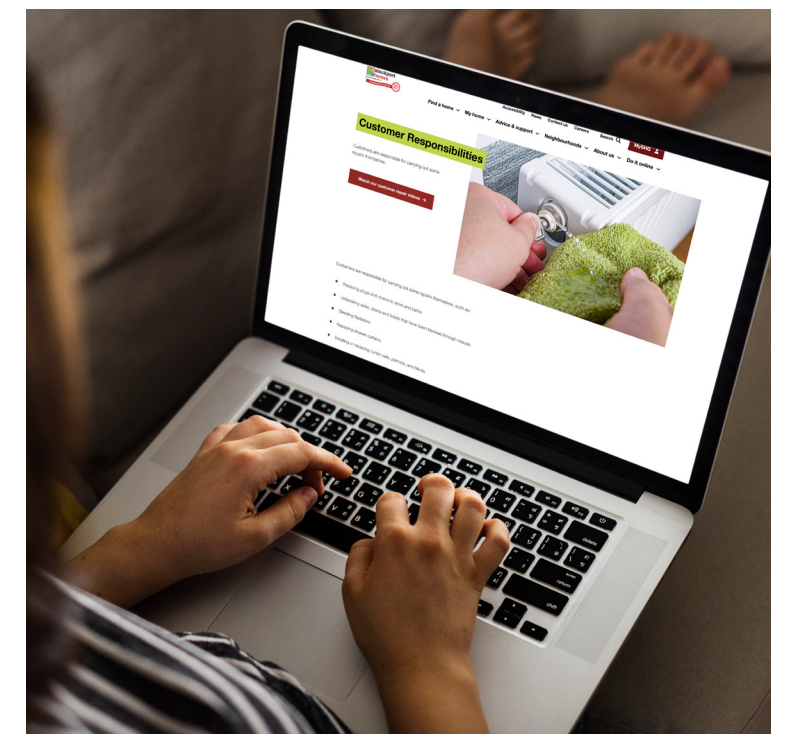
Customers are responsible for carrying out some repairs themselves.

Customers are responsible for carrying out some repairs themselves, such as:

- ✓ Replacing plugs and chains to sinks and baths
- ✓ Unblocking sinks, drains and toilets that have been blocked through misuse.
- ✓ Bleeding Radiators.
- ✓ Replacing shower curtains.
- ✓ Installing or replacing curtain rails, pelmets, and blinds.
- ✓ Replacing broken toilet seats.
- ✓ Filling minor cracks and holes before redecoration.
- ✓ Adapting or adjusting doors to accommodate carpets or floor covering (aside from Fire Doors).
- ✓ Repairs to their own improvements/alterations.
- ✓ Items the tenant, their family or visitors have damaged.
- ✓ Replacing lamps and fluorescent tubes (unless fixed behind a screw).
- ✓ Installing TV aerials (unless you live in a block of flats).
- ✓ Connecting and disconnecting household appliances
- ✓ Lock changes and replacing keys where lost.
- ✓ Garden Maintenance & Repairs to sheds.
- ✓ Repair or replacement of internal doors

We have produced a series of videos to help you maintain your home.

Scan here to watch the self-help videos



Customer Engagement

Welcome to your new community! For more information about what's happening where you live, from attending local groups through to finding out how you can have your say about where you live – contact the Customer Engagement Team, **customer.engagement@stockporthomes.org** or visit our website for more information **www.stockporthomes.org/my-home/get-involved/**

Group	Contact Name / email	Where do they meet?
Make A Difference Health and community activities	makeadifferencecgm@gmail.com	Heaton Norris Community Centre, off Love Lane. and Merseyway Innovation Centre
Stockport Women's and Girls Network Alliance of local groups.	stockportswagn@gmail.com	Heaton Norris Community Centre, off Love Lane.
Allans Café Traditional community café and cooked breakfasts	heatonshncc@gmail.com	Heaton Norris Community Centre, off Love Lane.
Arabian Twilight Cafe	heatonshncc@gmail.com	Heaton Norris Community Centre, off Love Lane. Every Friday evening from 4PM to 7PM.
Us Girls Female youth group	heatonshncc@gmail.com	Heaton Norris Community Centre, off Love Lane.
All Saints Church	0161 282 0677	Manchester Rd, Stockport SK4 1QA
Love Heaton Norris Wellbeing and local events	loveheatonnorris1@gmail.com	Contact email.
Heaton Norris Post Hyperlocal newspaper	admin@drawingboardproductions.co.uk	Contact email to submit
Coffee Chill and Spill Mums Group	coffeechillandspill@gmail.com	Heaton Norris Community Centre, off Love Lane. Contact email for meeting dates
Heaton Norris Friends of the Park Events in the park and improvements to the park	heatonnorrisparks@gmail.com	Pavilion in Heaton Norris Park, off Love Lane.

Money Advice

It's really important that you keep up to date with payments for your rent and other charges. The easiest way to pay is by Direct Debit, and we can set up payments on any day to suit you. Failure to make payments on time is a breach of your tenancy and you would be putting your home at risk.

If you need to speak to the team about your rent account they can be contacted on **0161 217 6016, option 3, then option 3.**

If you find that you are struggling paying your rent and other bills contact us straight away; we have a dedicated Money Advice team that can assist you with making sure you are claiming everything you are entitled to and access any support that is available.

Housing Support

The Housing Support team provides support to help you sustain your tenancy. The team can help with budgeting, improving your health and wellbeing, completing essential forms, connecting you to statutory and non-statutory services and providing advice and signposting with housing options queries.

The team have a daily drop support service at Cornerstone between 09:00-17:00, we are also able to provide an outreach service if you are struggling to leave your home.

Contact the team on **0161 474 3773** or email us on **housing.support.team@stockporthomes.org**

Employment & Customer Training

Our Employment Support and Customer Training team can provide you with advice and guidance for all issues relating to training and employment. We can support you with job searching and gaining work experience, identifying an apprenticeship, accessing training or work placements and much more.

Contact the team for employment information and advice on **employmentsupport@stockporthomes.org**, or by calling **0161 474 2862**. If you would like to join our training sessions please contact us on **customer.training@stockporthomes.org**



Proud to be part of SHG



This service provides members with access to affordable food, including fresh fruit and vegetables, meat, fridge and store cupboard items. Each time a member shops at Your Local Pantry, they select 10 items and pay only £5.50!

To join Your Local Pantry please contact the team on pantry@stockporthomes.org

Woodley Pantry Arthur Greenwood Community Centre Hiple Close, Woodley, Stockport, SK6 1ES	Tuesday	3pm - 6pm
Penny Lane Pantry Hanover Towers, Lancashire Hill Penny Lane, Stockport, SK5 7SD	Wednesday	10am - 12:30pm
Brinnington Pantry First House, 367 Brinnington Road Brinnington, Stockport, SK5 8EN	Wednesday	2pm - 6pm
@Number 5 5 Cuddington Crescent, Bridgehall, SK3 8LX	Thursday	2pm - 6pm
Mottram St Pantry Mottram Towers, Mottram Fold, SK1 3NY	Friday	10am - 12:30pm

www.yourlocalpantry.co.uk

Fire Safety

This building is designed to contain a fire within the flat or area where it starts.

Fire doors save lives.

Do not leave a fire door wedged or propped open.



Never disconnect an automatic closer.



If a fire breaks out in your flat:

Leave the room where the fire is and close the door.

1



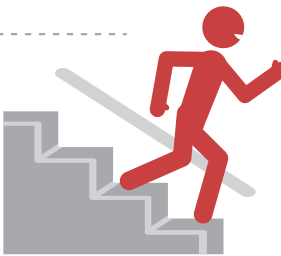
2

Alert anyone in your flat and leave. When closing the flat, close the door behind you. **Do not** stay to put out the fire.



3

Use the staircase to exit the building. **Do not** use the lift.



4



Dial 999 and wait for the fire service to arrive. **Do not** re-enter the building.

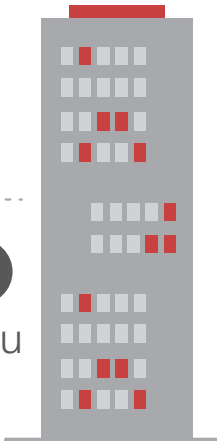
If you see or hear of a fire in another flat or part of the building:

1

It will normally be safest for you to remain in your flat.

2

However, you are of course, free to leave the building if you would prefer to do so.



3

If you are instructed to leave by a member of the emergency services, you should do so immediately.



4

In either case, use the staircase to exit the building. **Do not** use the lift.



A high degree of fire separation between flats and the rest of the building is achieved by making each flat a fire-resisting enclosure. This is known as compartmentation. If you notice any fire doors within the building that are damaged or wedged open, please call us on **0161 217 6016**.



Proud to be part of SHG



Please remember that you can also arrange a free safe and well visit by calling Greater Manchester Fire and Rescue on freephone **0800 555 815** or visit www.manchesterfire.gov.uk.

GREATER MANCHESTER FIRE AND RESCUE SERVICE

Lift Guidelines for Residents

To ensure the lifts remain safe, clean, and operational for everyone, please follow these important guidelines:

Respect the lifts – They are a vital service for all residents.

Keep it clean – Please pick up any litter and dispose of it properly.

Avoid damage – Do not tamper with or physically damage the lift controls.

No vandalism – Damaging the lift or its equipment is strictly prohibited.

Accountability – Any proven damage will be charged to the individual responsible or the resident hosting the person who caused the damage.

Stay informed – Always read and follow any warning notices inside the lift.

Supervise children – Keep children's hands away from the doors to prevent injury.

If you become stuck in the lift, press the Control Room button. Only call 999 if there is a medical emergency.

Let's work together to keep our lifts safe and reliable for everyone!

