

Update for York Street 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
<p>The entrance doors are not working at Durham House.</p>	<p>The entrance door at Durham House has been repaired. The door was being repeatedly vandalised; the person responsible for the on-going damage to the door has now moved out of the block.</p>
<p>You weren't informed about the new heating system installation.</p>	<p>All residents receive written communications from Stockport Homes and the contractor prior to any works starting in their block.</p> <p>We are hosting monthly drop-ins at York Street Community Centre where you can call in and speak with our Customer Liaison Officers and Energy Advisors to ask any questions you may have about the installation works. We send reminders for the drop-in's a few days before each event.</p> <p>The next Community Centre drop-in will be Tuesday 6th February, 12pm – 1pm.</p> <p>We have also created an 'everything you need to know' information sheet that we are delivering to properties as the work starts, these can also be collected at our drop ins. If you are not receiving reminders, or would like a copy of our resources, please contact customer.engagement@stockporthomes.org</p> <p>If you are unable to attend a drop-in, you can contact your Customer Liaison Officer Michaela Grant on 0161 217 6016 For any urgent issues out of hours please contact the One Number Team on 0161 217 6016</p>
<p>You are concerned about asbestos in your property.</p>	<p>Stockport Homes have a dedicated Asbestos Team to support residents in their property.</p> <p>Any asbestos related work would be sealed off and is closely monitored externally to ensure that the work does not pose any health and safety issues.</p> <p>If you notice asbestos in your property or around the building, please call the One Number Team on 0161 217 6016.</p>

<p>A local take away is pouring fat down the drains at the back of the blocks.</p>	<p>Stockport Homes visited the site to take photos and passed the information onto Stockport Council who will be dealing with this.</p> <p>If this continues, please report any issues directly to Stockport Council on 0161 480 4949 or email https://www.stockport.gov.uk/</p>																																				
<p>You would like a breakdown of the concierge service charge.</p>	<p>We will discuss the concierge charges at the next residents meeting. Headlines below:</p> <table border="1" data-bbox="587 678 1473 1209"> <thead> <tr> <th>York Street</th> <th>23/24</th> <th>22/23</th> <th>21/22</th> </tr> </thead> <tbody> <tr> <td>Income:</td> <td>72,235</td> <td>72,235</td> <td>69,453</td> </tr> <tr> <td>Expenditure:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Employment costs</td> <td>52,010</td> <td>49,385</td> <td>48,417</td> </tr> <tr> <td>Contract costs</td> <td>14,409</td> <td>12,035</td> <td>11,799</td> </tr> <tr> <td>Overheads</td> <td>9,963</td> <td>9,213</td> <td>9,032</td> </tr> <tr> <td>Capital costs</td> <td>9,736</td> <td>10,018</td> <td>9,821</td> </tr> <tr> <td>Total:</td> <td>86,117</td> <td>80,652</td> <td>79,070</td> </tr> <tr> <td>Surplus/(Deficit)</td> <td>(13,882)</td> <td>(8,417)</td> <td>(9,617)</td> </tr> </tbody> </table> <p>The concierge service is being reviewed and we would value your input. In April 2024, we'll have focus groups where you can share feedback on the current service and help shape its future improvements and delivery.</p> <p>To find out more, please register your interest with the Engagement Team on customer.engagement@stockporthomes.org</p>	York Street	23/24	22/23	21/22	Income:	72,235	72,235	69,453	Expenditure:				Employment costs	52,010	49,385	48,417	Contract costs	14,409	12,035	11,799	Overheads	9,963	9,213	9,032	Capital costs	9,736	10,018	9,821	Total:	86,117	80,652	79,070	Surplus/(Deficit)	(13,882)	(8,417)	(9,617)
York Street	23/24	22/23	21/22																																		
Income:	72,235	72,235	69,453																																		
Expenditure:																																					
Employment costs	52,010	49,385	48,417																																		
Contract costs	14,409	12,035	11,799																																		
Overheads	9,963	9,213	9,032																																		
Capital costs	9,736	10,018	9,821																																		
Total:	86,117	80,652	79,070																																		
Surplus/(Deficit)	(13,882)	(8,417)	(9,617)																																		
<p>Has the points system for housing applications changed?</p>	<p>The housing points system is still the same but due to the housing crisis, there aren't many properties available. Stockport Homes offers a Mutual Exchange service where you exchange your home with another council, Stockport Homes or housing association tenant. For more information, please contact the One Number Team on 0161 217 6016 (option 2)</p>																																				
<p>The lift in Palatine has been vandalised, are the CCTV cameras working?</p>	<p>All the cameras have been checked and are working.</p>																																				

	<p>Stockport Homes has a Safer Neighbourhoods Team dedicated to resolving anti-social behaviour within our neighbourhoods. Please continue to report any vandalism or anti-social behaviour to us on 0161 217 6016.</p>
<p>There is an issue with littering and weeds at the back of Durham House.</p>	<p>Stockport Homes inspected the site on 26th October and the external Grounds Maintenance contractor removed the litter. The site was inspected again by Stockport Homes on 22nd November, and we saw no litter at that time.</p>
<p>There has been fly tipping outside Palatine House and there is broken glass outside Durham House.</p>	<p>A job was raised with Stockport Homes' contractor Acorn to remove the items. The site was inspected in November 2023 by Stockport Homes and it was clear.</p> <p>Please continue to report any fly tipping on 0161 217 6016 with as much information as possible.</p>
<p>There are dogs in the blocks.</p>	<p>Dogs are not allowed in the high-rise blocks unless they are a registered assistance dog. Dogs are only allowed in the low-rise blocks that do not have a communal entrance area.</p> <p>It can be difficult to take legal action, but it is important to continue to report any issues to your Housing Officer, Soniya, to strengthen individual cases.</p> <p>You can contact Soniya on 0161 217 6016</p>
<p>What do the Caretakers do and how often are the blocks cleaned?</p>	<p>The Caretaking daily tasks include:</p> <ul style="list-style-type: none"> • Walk through of block to identify any hazards and urgent work, including spot cleaning as required. • Change over all bins under the chutes and mop and wipe over surfaces in lifts. • Throughout the week we will mop the main foyer, lift foyers and stairwells, external litter pick and empty litter bins. <p>All notice boards will be updated with the new service standards for Caretaking and what to expect.</p>



Proud to

The next residents meeting is on
Wednesday 7th February 2024

At York Street Community Centre at
5pm.

