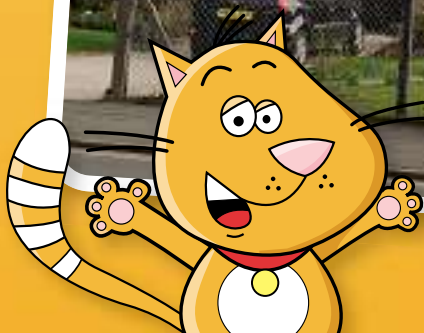
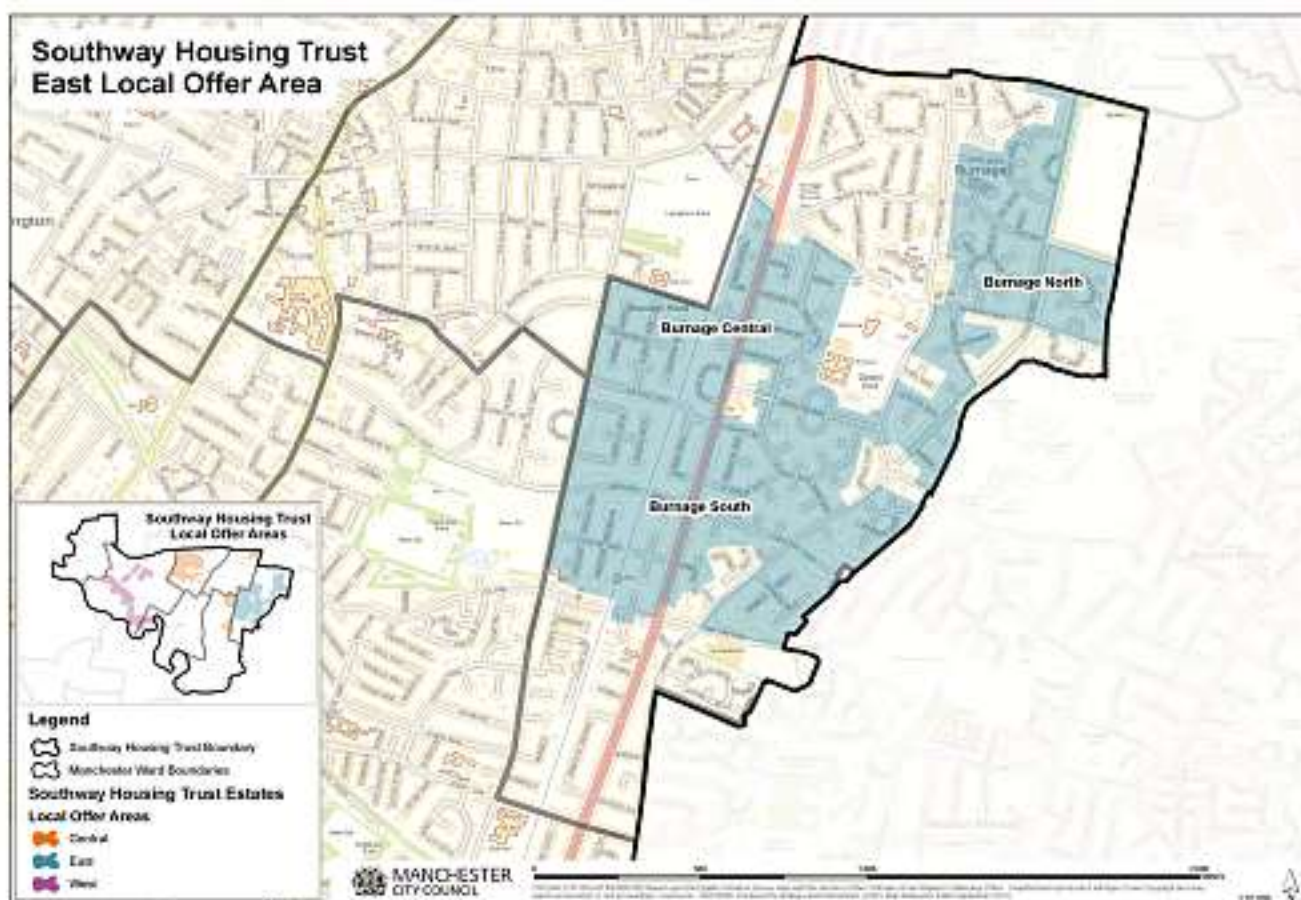


# East Local Offer



# About the Area



There are about 2060 Southway homes in the East Local Offer area. The charts below show who lives in the area and how many homes there are.

## Who Lives in the Area?



= One Adult aged under 60 (15%)



= One Adult aged over 60 (23%)



= Two Adults both under 60 (12%)



= Two Adults at least one over 60 (14%)



= Three or more adults (8%)



= One Parent Family (17%)



= Two Parent Family (8%)

There is a higher number of people aged over 60 living in the East area. Nearly half of our homes in the area have at least one person aged over 60 living there.

**The East Local Offer covers the area of Burnage.**

## What type of Southway Properties are in the Area?



= 1060 Houses



= 500 Parlour Houses



= 450 Cottage Flats



= 50 Bungalows

# Your Local Offer

## What are Local Offers?

Local Offers represent a new way of tailoring the services of social housing providers, like Southway, based on what tenants want.

Local Offers from providers will be for the right services, in the right locations, at the right cost.

### Key features will be that:

- tenants see the difference Local Offers are making to things that matter
- Local Offers lead to increased tenant satisfaction and value for money
- a wide cross-section of tenants are involved in setting and monitoring the Local Offers
- reliable systems are in place to check the delivery of Local Offers
- tenants know whether they are getting a good deal
- cost-effective Local Offers compare well against other providers
- Local Offers don't stand still – the provider is always striving to improve

## What do Local Offers Include?

Our Local Offer to you is based around 3 key themes:

- your community
- your home and repairs
- your neighbourhood and environment

## Who do Local Offers Include?

This Local Offer has been created by Southway Housing Trust in partnership with our tenants through the Residents Consultative Group, Voice Panel events, feedback from trailer road-show events and survey responses.

The Local Offer in action will include participation from the Police, the City Council, Southway and of course our tenants.

## How your Local Offer will be monitored

We have set up Local Offer Project Teams to monitor how we are performing against the promises we have made. For more information about the Local Offer Project Team for the East, go to page 7, where you can also find information about how you can get involved.



## Jargon Buster

**Local Offer** – A set of promises about what we have agreed we will do in your area

**Residents Consultative Group** – A group of tenants who volunteer to scrutinise the work of Southway

**Voice Panel Events** – One off community events held to get resident's views

**Core Offer** – Promises we make to you about our service standards

**ASB** – Anti Social Behaviour, something we take very seriously and are committed to tackling

**Local Offer Project Teams** – committed to overseeing our progress in delivering the promises made in your Local Offer

# Southway's Core Offer

Southway have made a Core Offer to all of our tenants and residents. You can go online to see the Core Offer in full at [www.southwayhousing.co.uk](http://www.southwayhousing.co.uk), or you can contact us if you want a copy of the document.



The Core Offer includes what we have promised to all our customers in every area. We have tried to make our promises clear, simple to understand and based on actions that you can see. The Core Offer includes what we will do in the following service areas:

## Repairs

We will provide you with a well maintained home. Wherever possible, we will aim to complete the repairs you order on the first visit to your home and at a time that is convenient for you. If it is not possible to complete the repair on the first visit we will keep you informed on the progress of the repair.

### You can request a repair:

- By telephone, 8am to 5.30pm, Monday to Friday through our Connect Team on 0161 448 4200
- 8.45am to 5.00pm Monday to Friday at our office, Aspen House
- 24 hours a day, seven days a week online at [www.southwayhousing.co.uk](http://www.southwayhousing.co.uk)

In addition to the above you can report an emergency repair, 24 hours a day, seven days a week on 0161 448 4200 but please only call us out of normal office hours if the problem threatens your health, safety or security.

### We aim to complete repairs within the following timescales:

- Emergency – within 3 hours
- Urgent – between 1 and 5 working days (depending on what's wrong)

- Routine – 10 working days
- Major – 45 working days

### When you request a repair we will:

- Tell you which priority category your repair request falls into
- Offer you an appointment that is convenient to you (except for emergency repairs as we will attend within 3 hours)
- Always show photographic identification when we arrive to do the work
- Follow our code of conduct when working in your home

## Valuing Customers

Southway aims to deliver the best possible services to meet our customers' needs. To achieve this we have committed ourselves to:

- Provide a range of ways for you to contact us either on the phone, in the office, or online
- When you contact us, we will be friendly and polite, give our name and ask how we can help
- We will try to deal with your enquiry immediately
- We will listen to what you have to say, so that we have a full understanding of the situation
- We will provide the help and advice you require whenever possible, and seek it for you if we cannot
- We will treat you with care and responsibility

## You can access all the services provided by Southway Housing Trust:

- By phone to our Connect Team, 0161 448 4200. We will pick up within 6 rings
- In person at Aspen House, open 8.45am to 5pm, Monday to Friday
- In writing, by either letter or email. We will acknowledge your letter within 2 days and reply in full, usually within 10 days
- By asking us to visit your home, at a time that is convenient for you
- Through our website [www.southwayhousing.co.uk](http://www.southwayhousing.co.uk)

When you contact us we recognise that personal information is confidential and we will always work in full adherence to the Data Protection Act 1988.

If you wish to see the personal information we hold on you, please send us your request in writing and we will tell you what the charges are and the steps you need to follow. All requests for personal information will be dealt with within 40 days of receipt, in line with the current legislation.

## Dealing with Anti Social Behaviour

We believe in preventing and tackling antisocial behaviour by working with the local community and participating in a range of partnership groups.



If you experience, or wish to make a complaint about, anti social behaviour you should report it to us. In dealing with anti social behaviour we promise:

- all reports will be placed on file and you will be given the name of an officer who will deal with your case
- to keep you informed on a weekly basis of the progress of your case
- to arrange a meeting with you either in your home or at our office to agree with you an action plan on how we will deal with the complaint

We will respond to reports of antisocial behaviour swiftly, and in line with our procedures. There are three levels of priority which will indicate the time in which we will take action.

- **High** – within 24 hours
- **Medium** – within 5 working days
- **Standard** – within 7 working days

## How to complain

Southway Housing Trust will do everything possible to get things right first time. In the event that we get it wrong, or you are unhappy with the service provided, we have a clear three stage complaints process. If you need any help to make a complaint, let us know and we will support you.

Through our complaints process we will:

- Acknowledge your complaint and let you know how it will be dealt with
- Undertake a thorough independent investigation
- Apologise to you, if we have made a mistake
- Apply any learning to our service to stop the same mistake happening again
- Offer you the chance to appeal if you are not satisfied

# Your Local Community Offer

## We Promise:



To provide a more visible presence and ensure our officers spend more time in the East area in order to increase customers' accessibility to our services



To promote IT training sessions at the Westcroft Community Project specifically targeted at over 60's



To work with existing resident groups and the Burnage Multi Agency Group to encourage younger members of the community to get involved



To work in partnership with the Police to develop activities for young people in the East area



To increase partnership working with the Police to tackle incidents of youth nuisance in the East Area, particularly around St Margaret's Church



To promote our service in dealing with anti-social behaviour, particularly our legal powers available to tackle environmental nuisance

# Your Local Neighbourhood and Environmental Offer

## We Promise:



To work in partnership with the Street Environment Team to help reduce dog fouling in the local area



To arrange to have a skip on the estate at least once every 2 months for your rubbish and to ensure this service is accessible for elderly tenants



To work with Highways and residents to create better parking and access on cul-de-sacs in the Holmdale Avenue & Arbor Avenue areas



To carry out planned boundary restoration work on properties within the East area



To carry out 3 'Clean and Green' events in the East area in partnership with local community partners.



To begin consultation on environmental improvement proposals for bungalows, passageways and landlocked sites in the East area



# Your Local Home Improvement and Repairs Offer

## We Promise:



To carry out external improvement works on non-traditional properties within the East area including external insulated cladding, structural works, re-roofing and insulation



To replace windows and doors, and carry out re-roofing work where required, on Ainsford Road properties



To complete internal works, including new kitchens and bathrooms, on properties in Cranwell Drive, Overlea Drive, and Brayside Road



To consult with local residents about future planned maintenance issues in the East Area including work on bungalows, ginnels and passageways



To offer tenants who previously refused internal or external work another opportunity to have the work carried out

# Keeping Our Promises

## Local Offer Project Teams

We have set up Local Offer Project Teams that include members of Southway staff as well as people from the local communities. The Project Teams will have excellent knowledge of the area, as well as the motivation to make real improvements to the neighbourhood. The team members are experienced in dealing with front-line services who can also communicate clearly with everybody involved in the project, including local residents.

The Project Team will also make sure that we stick to the conditions of the Local Offers that we make. They will hold Southway accountable to the promises we have made.

The Project Team will be encouraged to ask questions and receive further information if we don't meet our targets set out in our Local Offers.

They will be monitoring our performance and will have powers to ask us to explain why we haven't met our targets.

These are the people in the East Local Offer Project Team:

- **East Area Neighbourhood Team Leader, Southway**
- (name to be confirmed)

- **Dennis Wellington**
  - Head of Property Services, Southway
- **Maureen Ward**
  - Customer Involvement Manager, Southway
- **Davine Forde**
  - Project Manager of Burnage Multi-Agency Group
- **Cath Biggar**
  - Representative from Burnage Good Neighbours
- **Dennis Powell** - Local tenant
- **Dee Lees** - Local tenant
- **Councillor Cameron**
- **Councillor Sandiford**
- **Charlotte Nassem**
  - Project Manager at Westcroft Community Project
- **Shirley Fitzpatrick** - Local tenant
- **Paul Holt** - Street Environment Manager

If you would like to join the East Project Team please contact Maureen Ward on 0161 448 4229.



## Key Dates and Timeline for Progress

### March 2011

- Local Offer launched
- Local Offer Project Team meets

### Spring 2011

- External improvements work underway
- Residents' Conference
- Internal improvement works to be completed
- First community Clean Up event
- Tea Mobile trailer out and about in Burnage
- Surveying of front boundaries for planned programme

### June 2011

- Local Offer Project Team

meets to review progress

### Summer 2011

- Consultation with residents on parking solutions
- IT training sessions for over 60's to be held at Westcroft Community Project
- Community Clean Up event to take place
- Consultation with residents on environmental improvement proposals for bungalows, landlocked areas & passageways
- Subject to completion of consultation with residents, work to begin on the parking and access improvements to

the narrow cul-de-sacs east of Kingsway

### September 2011

- Local Offer Project Team meets to review progress

### Autumn 2011

- Work starts on planned boundaries programme
- Based on consultation with residents, environmental work to commence to the bungalows, landlocked areas & passageways

### December 2011

- Local Offer Project Team meets to review progress

# Extra services for customers with reduced hearing or vision

To get this newsletter in your language, Braille, large print or on CD:

Tel: 0161 448 4200 Fax: 0161 448 4334 Textphone: 0161 448 4349

Email: connect2southway@southwayhousing.co.uk Web: www.southwayhousing.co.uk

SMS: 07554 400781 (include your address and no more than 160 characters please)

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

## Arabic

এই তথ্যগুলো অন্যান্য ভাষায়, ব্রেইলে, বড় অক্ষরে অথবা সিডিতে পেতে চাইলে দয়া করে নিচে দেওয়া নম্বরে টেলিফোন করুন।

## Bangla

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

## Chinese

لطفاً برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

## Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

## French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रेल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

## Hindi

بۆ بەدەست ھێنانی ئەم زانیاریانە بە ھەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەمۆ تکیایە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوە.

## Kurdish

که چیری تاسی دا مالومات په بویله ژبه باندی، یا د رندو خلکو د پاره خاص لیک باندی، په غږونکو کښی یا په سی-دی کښی بند تر لاسه کول غواری نویبا. مهربانی وکړی او مونږ ته په لاتدی ورکړی شوی تلفون شمیره زندگ وکړی

## Pushto

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

## Somali

Bu bilgiyi diğەر dillerde, Braille olarak, büyük puntoda ya da CD de almak isterseniz lütfen aşağıdaki numarayı arayınız.

## Turkish

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

## Urdu

Southway Housing Trust

Aspen House, 825 Wilmslow Road, M20 2SN

