

# **YOUR NEIGHBOURHOOD PLAN**

**HEATON NORRIS  
2019/2020**





*Stephen Fensom*

## **I am delighted to share our 2019/2020 Annual Neighbourhood Plan for **Heaton Norris****

We understand that your home and neighbourhood are more than just bricks and mortar. We are committed to Working Better to provide customer service of the highest standard to create homes and communities to be proud of.

This document provides information as to how we plan to achieve safer, stronger and more attractive surroundings. There are also details about your local team, how to contact them and how to make sure 'YOUR VOICE' and opinions are heard and acted upon.

**Myself and my team look forward to working with, and for, you over the coming year.**

*Stephen Fensom*

**Chief Operating Officer**

# YOUR PROPERTY AGENT

Your Property Agent is your point of contact for your neighbourhood. If you're unsure of something or simply want to ask a question, contact **Julie**.



*Julie Smith*



## YOUR TEAM

### LEGAL COORDINATOR

Will take action on:

- Challenging anti-social behaviour
- Tenancy breaches

### COMPLIANCE AND FACILITIES AGENT

Ensure our properties are safe and comply with all current health and safety legislation.

# YOUR CLEANING SERVICE

Contractor:  *Hi-spec Services*

## Communal areas to be cleaned:

- Entrances, exits, doors, door glass, door mats, internal/external light covers
- Floors, landings, hallways and external areas to entrances
- Stairs, handrails, balustrades, banisters
- Walls, woodwork, ceilings, light fittings, sockets, door frames, skirting boards, ledges, switches and panels
- Bin stores
- Internal windows
- Intake rooms, store rooms, plant rooms, tank rooms
- Kitchen areas
- Toilet areas

## This service includes:

- Vacuuming carpets and sweeping hard surfaces
- Washing of floors, stairs, walls and surfaces
- Cleaning of internal doors, porches, architrave, skirting, sills, handrails and balustrades
- Clearing of cobwebs, dust and debris
- Cleaning of laundry equipment
- Removal of graffiti and chewing gum
- Collection of litter refuse, and fouling from all areas, both internally and externally adjacent to communal entrances
- Cleaning of Internal window frames, heads, sills, panels, window fixtures and fittings and the like

Located on the notice-board within your communal area is a sign off sheet that the contractor must sign and date to show that they have visited and cleaned as required.

If you have any comments with the standard or frequency of the cleaning carried out, then please do not hesitate to contact us.

# YOUR WINDOW CLEANING SERVICE

Contractor:  *Hi-spec Services*

Frequency: MONTHLY

## **This service includes:**

- Glass cleaning to external windows and associated furniture via the 'Reach and Wash' system

## **After cleaning, all windows should be:**

- Clean and streak-free
- Free of loose dust
- Free of debris, stains and cobwebs

Requests to cover more visits will incur an additional charge which will be agreed with you on an individual basis.

# GROUNDS MAINTENANCE ANNUAL PROGRAMME

Contractor: GREEN FINGERS

Task	WINTER			SPRING/SUMMER							WINTER	
	J	F	M	A	M	J	J	A	S	O	N	D
Grass Cutting (March - Oct)			1	2	2	2	2	2	2	1		
Leaf Clearance	1	1	1								1	1
Grass Edging	1											
Litter Clearance	1	1	1	2	2	2	2	2	2	1	1	1
Weeding Planting Areas	1	1	1	2	2	2	2	2	2	1	1	1
Herbicide Application				1	1	1	1	1				
Hedge Maintenance							1			1		
Shrub Pruning							1			1		
Rose Pruning			1									

It is also important to note that some areas are maintained by Stockport Council. If you are unsure about any plot of land in your area, please speak to your Property Agent who will advise accordingly.

# YOUR NEIGHBOURHOOD

Though we are out and about in neighbourhoods daily, every month your Neighbourhood Team will undertake a formal inspection of your neighbourhood to ensure that we maintain consistent standards, monitor progress regarding specific projects and highlight any ongoing issues or trends.

## Issues we may highlight include:

- Litter/rubbish
- Untidy gardens
- Damaged fencing, footpaths, roads and trip hazards
- Graffiti
- Vandalism
- Abandoned and/or untaxed vehicles
- Dog fouling
- General repairs

The 2019/2020 timetable for Neighbourhood Inspections within our **Heaton Norris neighbourhoods** is shown below:

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Hamilton Square and Southdown Close	In the morning of the 1st Thursday of each month											

# YOUR PROPERTY

Throughout 2019/2020 we will continue to work together improve both your homes and communities. To keep up to date with what improvements are being planned, visit the website or follow us on social media.

# YOUR VOICE

Recently launched, Your Voice is designed to provide you with multiple ways to speak to us and for us to listen and act upon your feedback. We want to know what we're doing well, where we can improve, and where change may be needed.



If you have any comments or queries, there are a number of ways to contact us:

 **yourhousing**

 **[yourhousinggroup.co.uk/contact-us](https://yourhousinggroup.co.uk/contact-us)**

 **@Your\_Housing**

 **Your Response 0345 345 0272**



If you have any comments or queries,  
there are a number of ways to contact us:

-  **yourhousing**
-  **@Your\_Housing**
-  **[yourhousinggroup.co.uk/contact-us](http://yourhousinggroup.co.uk/contact-us)**
-  **Your Response [0345 345 0272](tel:03453450272)**