



CONSORTIUM

Spotlight on Miles Platting

get in the know

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Calling all residents of Miles Platting!

Welcome to the second edition of Renaissance's newsletter. The Renaissance Consortium is a partnership between Lovell, Adactus Housing Association and the architects PRP. Manchester City Council has employed the Renaissance Consortium to manage and refurbish the Miles Platting area.

The improvement works are now well underway and we have a big job to do.

Turn to page 5 to find out more!!

That is why we are asking YOU to get involved in **Miles Platting Focus**.

This is an opportunity to give us your views on how our services should be delivered, how they could be improved and to help us make sure that all residents are kept informed and involved in building the future of Miles Platting.



Work has started at Butler Court'

In this issue find out more about:

- Miles Platting Focus
- Apprentices start work
- Tenant Satisfaction Survey
- Residents' Groups

August family funday

Following the success of the Easter Fun Day, Adactus teamed up with Zest, Family Welfare Association and Manchester Sports Development to deliver an afternoon of fun in the sun for the residents in Miles Platting. Sun protection was in high demand as parents and children alike enjoyed the activities on offer. These included mini athletics, kite making and an inflatable bungee run. The highlight of the day was when the fire service came down and allowed the children to test their strength firing the water hose. A great day was had by well over 300 residents.



The fire service really put on a show



Crowds pack out Victoria Mill Park

The next event planned in Miles Platting is part of the Manchester wide Food and Drink festival. On Wednesday, 10th October between 12 and 5pm. You are invited to

taste the Foods of Miles Platting at Miles Platting Library. On offer will be British, African, French and other cuisines. Mmmm, see you there!

Operation Brake

On the 3rd and 4th of August Renaissance teamed up with Greater Manchester Police, the Neighbourhood Wardens, and East Manchester's community safety team to conduct joint patrols across Miles Platting until 10 o'clock at night. The purpose of these patrols was to prevent under age drinking and identify the shops selling alcohol to under 18's, break up large gangs of youths and to identify those causing problems.

Over the two nights a number of hotspots were targeted and a significant amount of alcohol was seized.

We will take a firm approach to anti social behaviour and will take legal action against perpetrators if necessary.

If you are having problems with youth or neighbour nuisance let us know before it gets out of hand. Call us on

0800 234 6826

However Renaissance's role is not just to tell young people about what they shouldn't be doing – we also believe that young people should be offered activities that inspire them. In that spirit we put on two nights of activities such as dj-ing and mc-ing workshops, street dancing and sports which were well attended by a range of ages and provided a welcome summer diversion for all the young people who came along.

Show Homes

The show homes at 7 Sabden Close and 6 Sealey Walk are now nearing completion and will be ready for you to have a look at from 10 am on Tuesday 9th October. They will be partly furnished, and some decoration will have taken place in the property. One room has been left bare to illustrate the most disruption you can expect to experience during the refurbishment works. A decorating allowance will be available to tenants to complete decorations afterwards, and some of the rooms have been decorated to demonstrate what can be done with the allowance.

Renaissance are producing a fact sheet explaining decoration allowances which will soon be available at the Varley Street Office.



A newly refurbished kitchen

Contact Information

We understand that contact details have not been made clear to residents if they have any queries or concerns with the refurbishments. To address this problem, you will find that there is now a clear notice in all properties which are being worked in. On the notice there are contact details for the Lovell site team and key members of Adactus.

This will hopefully ensure clear communication lines are open to all residents whilst work is being carried out in their homes. They will do their best to answer any enquiries you may have and sort out any day to day problems. If however, you are not satisfied, you may follow the complaints procedure below:

If you are not happy with the service you have received contact our Customer Care staff at the Varley Street office in person or by telephoning 0800 234 6826. We will try to sort out your problem as quickly as possible and you will receive a written response within 10 working days.

A fact sheet about our Complaints Procedure is available at the Varley Street Office.

Home Owners

Owner Occupiers also have a part to play in helping achieve the overall impact of the scheme and can indeed receive the benefit of having works carried out to their property as part of the scheme. As we progress each owner will be visited by one of our representatives who will discuss the works, both around and to their property, and which we hope will encourage them to allow the essential works to be undertaken to their property. These works may include:-

- New boundary treatments
- Refurbishment of existing open spaces and provision of new
- Vibrant facelift
- Infrastructure works i.e. roads, footpaths and service diversions
- Turn around of some properties

In addition home owners will have the option of purchasing some external and internal works to the properties. This will be discussed individually with home owners by Lovell Tenant Liaison Officers in the near future.

Local apprentices play a part in Miles Platting redevelopment

Renaissance's contract with Manchester City Council which was signed in March this year, includes a commitment to offer apprenticeships over the next 30 years.



Renaissance's ten new recruits

The first round of recruitment began last month and has resulted in ten young people, aged 16-21 years old, being offered an initial two year contract with Renaissance – with either Lovell construction or Adactus' maintenance teams.

Six out of the ten have been recruited from the local area with the support of New East Manchester, Skills Solutions and MANCAT and all the apprentices will gain hands on experience whilst working on the redevelopment of the 107 hectare (264 acre) area of Miles Platting in East Manchester.

Over the two years they will have the opportunity to train and specialise in one aspect of construction and maintenance such as plumbing or joinery, or learn a range of skills to become a multi-skilled operative.

We wish the best of luck to the new starters and keep your eyes peeled for the next round of recruitment next year.

Home Contents Insurance

Renaissance can now offer the opportunity to join Manchester City Council's Home Contents Insurance, which is run in partnership with Norwich Union. The buildings are insured by Renaissance against damage but it is the tenant's responsibility to ensure that they have sufficient insurance cover for their own possessions.

Insurance premiums start at £1.96 per week for under 60's, and from £1.31 per week for over 60's. Payments can be made weekly, monthly or even yearly, and can be paid by a BACs, standing order, debit card over the telephone or by cheque. Unfortunately payments cannot be taken at the Varley Street office.

Most of your household goods and contents would be covered - furniture, TV, clothing, carpets and electrical goods and you get 'new-for-old' cover. Anything you lose would be replaced 'as new' except for bed linen and clothing which will be replaced at their current cost minus an amount for 'wear and tear'.

If you are interested in this service you can pick up an information pack and application form from the Varley Street Office reception.

Respite



The respite flat at Reginald Latham Court

Remember - there is a flat available for your convenience, to get away from any noise and disturbance. The flat is located at Reginald Latham Court, opposite the library.

The flat has a kitchen so you can make lunch and hot drinks throughout the day as well as a lounge with television, to make your stay as comfortable as possible.

Should you wish to take advantage of the facility, please contact your Resident Liaison Officer at the Varley Street Office on 0800 234 6826 who will give you further information.

Residents take a peek into the future

In August we held a trip to the first housing PFI in Manchester - Grove Village, Ardwick. A dozen tenants, including members of Sawley Road, Landos Court and Naylor Court Tenants Groups made the trip to find out how life had changed in the four years since the PFI began. Everybody found the trip

very informative and found that despite the inconveniences of the refurbishment work residents were now extremely happy with the end result and they now live on a much more pleasant, cleaner and safer estate. The residents that attended now have a better idea of what they can expect in Miles Platting in years to come.

Meet the team...

Maintenance Team

Andrew Hoggard, our Senior Maintenance Manager, oversees the whole maintenance team in Miles Platting. Andrew co-ordinates the Direct Labour Service (DLS) team that delivers all maintenance and repairs that take place on the estate. Some of you may have welcomed these staff into your home when in need of routine maintenance on your property and we strive to deliver a prompt and effective service. The maintenance team are also responsible for taking care of open spaces and clearing empty properties ready for new tenancies.

If you have a repair, you can contact the customer service team on our freephone number 0800 234 6826 who will make an appointment with one of the team.



Andrew Hoggard, Senior Maintenance Manager

Below: The Maintenance Team



Do you want to join Miles Platting Focus?

We want to work with you to improve Miles Platting and as part of this commitment we believe that all residents should have the opportunity to have their say. We are therefore constantly looking to improve our service, and as part of this we intend to set up a panel where you will be able to keep up to date with progress and help to develop service improvements.

This group will be open to any resident to participate in. Initially there is no regular commitment and you do not need to be voted in to have a voice. This is a great time to get involved because we want to work with residents to make sure Miles

Platting Focus delivers information and consultation in the way that local people want it to. There are two ways to find out more about Miles Platting Focus; you can either attend a public meeting which we will arrange in the near future or respond to questionnaires by post, phone, e-mail or on the Adactus website.

The first meeting of Miles Platting Focus has been arranged for 5.45pm on Tuesday 16th October at Miles Platting Library - please contact us if you would like to attend so we can cater for everyone.

To become a vital part of the decision making process in Miles

Platting please complete the form below and return it to our Varley Street office in the pre paid envelope provided. Alternatively contact Suzannah Robinson at the Varley Street Office on 0800 234 6826.

You can also help us, help you, with our Annual Tenant Satisfaction Survey. Look out for the survey forms arriving at your homes in October. It will take ten minutes to help us improve our service and you will have the chance of winning a £50 shopping voucher.

We look forward to hearing from you.

Name:

Address:

Contact telephone number:

E-mail:

I would like to participate by attending the Miles Platting Focus meetings:

I would like to participate in Miles Platting Focus by postal questionnaire:

I would like to participate in Miles Platting Focus by completing online questionnaires:

Please complete and return to:
Renaissance Consortium, Varley Street,
Miles Platting, Manchester M40 8EE

cut along here

Miles Platting Residents' Associations

Renaissance have been working closely with residents in recent months to establish residents groups across Miles Platting.

Sawley Road Resident Association is now formally constituted and will be holding another public meeting in the near future. Look out for posters and fliers with the date, time and venue to be confirmed. In addition they are already working on a community garden

project and are looking for volunteers to help out with planning and physical work to get it ready for next Spring.

We have also had meetings with residents from Naylor, Gunson and Landos Court about forming a joint tower block residents group.

Finally we have just held a public meeting about the possibility of setting up a residents group for Queensbury Court and

the surrounding area at which many residents turned up to express their views.

For more information on any of these residents groups or if you want to set up a group yourself, please contact the resident involvement team on

0800 234 6826

INTRODUCING... FINANCIAL INCLUSION FOR TENANTS

Each month this section of our newsletter introduces the new services that Renaissance can offer to you.

This month sees the introduction of our financial inclusion officer Kate Winterbottom.

Kate's role is to provide you with up to date information about your financial

concerns. She will ensure that you are receiving all the benefits that you are entitled to and assist those tenants that require support in benefits appeals. Kate can also advise you, where appropriate, on how to manage your debts and she works closely with the East Manchester Credit Union, who can offer low cost loans to help people avoid spiralling debt problems.

For advice on financial issues you can contact Kate on:

0800 234 6826

or speak to East Manchester Credit Union on:

0161 231 5222

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<input type="checkbox"/>	我需要語言溝通上的協助，我的第一語言是中文。	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Kurdish	Tôi cần sự giúp đỡ về ngôn ngữ giao tiếp, ngôn ngữ chính của tôi là tiếng Việt Nam.	<input type="checkbox"/>	Vietnamese
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Useful contacts

Varley Street Office
0800 234 6826
Open 9am - 5pm Monday - Friday (& until 6pm on Wednesday)
Emergency Repairs 0800 234 6826
Lovells local office 0161 277 6800
Allpay 0870 234 6040 for Direct Debit, debit/credit card payments & ordering new rent cards

Housing Benefit queries:
0161 219 6100
Council Tax queries: 0161 219 6130
MCC Adaptations Team:
0161 219 6130
Find out your utility supplier:
Gas: 0870 608 1524

Electric: 0870 751 0093
Miles Platting Library: 0161 254 7021
Miles Platting Swimming Pool:
0161 205 8939
Check out your Tenant's Handbook for more useful contacts in the Miles Platting area.