

# Estate Walkabouts



At Erimus Housing, we want to get you as involved as possible in making your estate a great place to live in. Our regular estate walkabouts give you the chance to have your say and help improve the appearance of your neighbourhood.

### What is the aim of an estate walkabout?

---

Walkabouts aim to get residents and estate officers to work together to make your estate a better place to live in. The walkabouts mean you can point out any issues on the estate and get to know your estate officer better, as well as meeting other local residents.

### Who is involved?

---

When you take part, you will be joined by other residents on the estate, along with your estate officer and other key officers who will listen and can help make improvements to your area.

### What do I have to do?

---

All you need to do is tell your estate officer that you would like to take part in the walkabout and turn up on the day the walkabout is due to take place. Walkabout dates are advertised in InSight, the Erimus Housing newsletter for residents.



## What does a walkabout involve?

---

- A tour of your estate, when residents and officers walk around the neighbourhood together looking for anything which may make the estate look unsightly such as untidy gardens, cars parked on grass, litter, fly tipping or unreported repairs. We will also check the paving and the lighting in your area
- A log of all issues identified during the walkabout is recorded by the estate officer
- You agree how to solve any problems, or how to tackle any issues with your estate officer and the other residents and record this on the walkabout report. It includes what action will be taken, who has responsibility and the timescales for action to take place

## How is feedback given to residents?

---

Feedback on the estate walkabout is essential. Some of the issues identified may not be Erimus Housing's responsibility but by working with officers from your local council and other agencies, we can make sure that issues are addressed and fed into the appropriate sections and departments.



All residents who take part receive a copy of the walkabout report. A copy is also sent to the local area housing forum and the report is referred back to at the next walkabout.

## **When do estate walkabouts take place?**

---

We visit all of our neighbourhoods to ensure they are clean and safe places to live in. All walkabout dates are published in our residents' newsletter. If you have attended a walkabout before, your estate officer will let you know the details of the next walkabout. This is so that you can raise issues and concerns with us in advance and join us on the day if you wish.

## **Why should I get involved?**

---

You can help shape the changes to your area. Your involvement really can make a difference. Residents who have been involved in walkabouts have felt that they have had the opportunity to have their opinions heard and their ideas used for the benefit of their area.

Estate walkabouts are an important aspect of our commitment to involving residents in setting and maintaining standards in their neighbourhoods.





## Who can I contact?

---

For more information, please contact your local area housing office on:

Area 1 – 01642 818306

Area 2 – 01642 224321





Area 3 – 01642 241601

Area 4 – 01642 591834

or log on to our website at  
[www.erimushousing.co.uk](http://www.erimushousing.co.uk)

We also have an answer phone service to take your complaints of nuisance, anti-social behaviour and offensive incidents on 01642 773605.

Colour coded information leaflets are available for the following services:

	CUSTOMER SERVICE
	HOUSING MANAGEMENT
	SUPPORT SERVICES
	REGENERATION
	MANAGING YOUR MONEY
	REPAIRS AND MAINTENANCE

We will make this information available in other languages, Braille, large print or other formats on request.

#### Arabic

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بتسقيقات أخرى عند طلب ذلك.

#### Bengali

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফরম্যাতে পাওয়ার ব্যবস্থা করব।

#### French

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

#### Hindi

आपको मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

#### Kurdish Sorani

ئێگەر داوا بکړیت، ددهواتین ئهم زانیاریانه به زمانهکانی تر، به بریل (شیوازی نووسینی نابینا)، به جایی بیټی گهوره یان به شیوازی تر، دا بین بکړیت.

#### Polish

Na żądanie udostępnimy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

#### Punjabi

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਵਾਂਗੇ।

#### Russian

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

#### Simplified Chinese

本資訊能按需求以其他語言、盲文、大印刷體或者其他格式提供。

#### Traditional Chinese

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

#### Urdu

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناؤٹوں میں فراہم کر دیں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,  
73-75 Albert Road, Middlesbrough TS1 2RU.  
Tel: 01642 773600 Fax: 01642 773611  
Email: info@erimushousing.co.uk  
Web: www.erimushousing.co.uk

Ref No: HM6V1



business for neighbourhoods

