



# SALE WEST

altogether better

## Sale West regeneration

An update about how we're improving homes, enhancing your community and building more affordable housing for people in need.



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With phases 1 and 2 of the Sale West regeneration now complete, here's a reminder of what's been delivered since we launched the project in 2020.



**607**

homes and buildings have had a new roof, improving insulation and boosting energy efficiency.



**640**

homes have received a new kitchen, with customers able to choose their own colours, tiles and finishes.



**12**

parking courts have been resurfaced and relined – making better use of the space available.



**235**

homes have had new ventilation or heating systems, to help deal more effectively with condensation, damp and mould.



**4**

new natural play areas have been created, giving young people a new space to enjoy.

**1**

new road – Hamilton Avenue - has been opened to connect the estate together more easily.



**300**

new trees have been planted to enhance the environment and boost local drainage.



## PLUS

New street signage and finger post signs to help people find their way more easily.

A new nature trail across the estate highlighting some of the environmental enhancements we've made - including swift bricks and boxes; hedgehog highways and bird and bat boxes.

Investment in the community to support residents through the cost-of-living crisis.

Volunteering and employment opportunities including apprenticeships, work experience and the HITZ youth engagement programme delivered by Sale Sharks to help young people gain the skills and qualifications they need to move towards work or further education.



79

new homes for social rent have been built, providing new homes for people in need which are 41% cheaper than renting privately.

22

new homes for affordable rent have been delivered – including 'adaptable ready' apartments which are in short supply in Trafford.



## Gathering feedback on further improvements needed

Earlier this month we also completed a walkabout of the estate at dusk. This was set up in response to concerns raised about street lighting in some areas, particularly over the winter months.

We have found an area of Hurst Avenue is not adequately lit and have raised this with our partners at Trafford Council, along with some other pathways which were darker than we thought they should be.

We also found several areas of fly-tipping. Where those responsible are known, we have issued warnings and instructions to clear the waste. Our estates team will clear other rubbish where the source is unknown.

If you would like to join us on one of our walkabouts in the future, please get in touch – we'll be sharing the details of our 2025 inspections on our website soon: [www.irwellvalley.co.uk/for-customers/your-neighbourhood](http://www.irwellvalley.co.uk/for-customers/your-neighbourhood).



# What's next? An update about phase 3

Last month we received planning permission from Trafford Council for phase 3 of the regeneration.

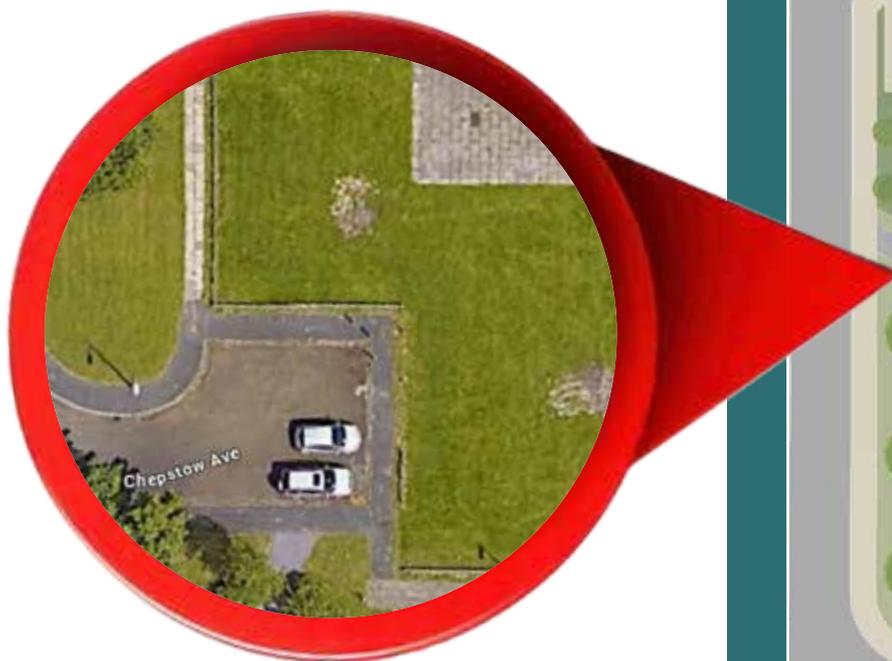
Thank you to all customers who provided their input about the plans ahead of them being submitted – we really appreciated your feedback, which we gathered through community events online and in person, a customer survey and via many conversations with residents on their doorsteps and over the phone.

Changes we made as a result of the feedback included alterations to the shape and overall height of block one and a reduction in the size of blocks two and three.

Preparation work has now begun, ready for our contractor to start on site in the new year. You can see the areas involved in phase 3 on the map here.

As highlighted, it doesn't include building on the park or Phoenix Gardens. The community allotment will move to a bigger site very close by and we'll also fit it with a water supply which we know is something members are looking forward to!

Phase 3 also includes the opening of the road between Ascot Avenue and Chepstow Avenue, as well as changes to the road layout at the top of Thirsk Avenue and Chepstow Avenue. The idea is to improve the connectivity of different parts of the estate and ensure appropriate access to all homes.



Block two is off Chepstow Avenue and is next to the Phoenix Garden.





Block one is off Thirsk Avenue next to the Sale West Community Centre and Sale West Park.



Block 3 is off Ascot Avenue next to Ascot House Assessment Centre.



## What are we building?

Our new contractor Tyson will start work on block one early next year.

This will be an apartment block of 39 homes, available for social rent.

Blocks two and three – which will begin later – will provide homes for older people and specialist supported housing to help meet local housing need.

The designs use ‘passivhaus’ principles – making them extremely energy efficient, good for both customers’ bills and kinder to the environment.

We know the upcoming building work may be a concern for customers, but we - together with our new contractor Tyson - have robust plans in place to minimise the inconvenience for residents.

We will be in touch again with more details about the steps we’ll be taking to ensure the area remains accessible through the works and will keep you updated on more precise timescales so you know what to expect and when.

## An update about Epsom Avenue.

Seddon, our contractor for phase 1 and 2 of the regeneration, has now completed their work on the estate and vacated their base on Epsom Avenue.

We have heard the feedback from residents on Epsom Avenue and understand the preference is for green spaces to remain, so we have planted some trees and are letting the grass regrow on the corner with Firs Way.

# Your community news



## Check if you or a loved one is entitled to Pension Credit

**With the changes to the Winter Fuel Payment this year, it's more important than ever to check if you're entitled to Pension Credit.**

We know that many older people across Greater Manchester don't currently claim Pension Credit as they mistakenly assume they aren't entitled to it.

But even if you or a loved one is only eligible for a small amount each week, it unlocks several other benefits and discounts – including the Winter Fuel Payment of either £200 or £300.

New rules this year mean that not all pensioners will receive this payment, but those in receipt of Pension Credit will qualify automatically.

You can call by one of the weekly Citizens Advice sessions held at Sale West Community Centre and they'll be able to help you to check your eligibility. They run each Tuesday between 11am and 1pm and Thursday between 9.30am and 3.30pm.

You can also check if you're eligible by using the Pension Credit calculator. Visit [www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator) or call 0800 99 1234.

If you would prefer to apply directly you can do so by visiting [www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim).



## Employability and exercise sessions from Sale Sharks

The Sale Sharks Foundation have introduced a new Employability and Exercise session each Wednesday at Sale West Community Centre.

The sessions, which run between 2pm and 4pm, teach skills including CV building and interview techniques, alongside low impact activity sessions which are also designed to help overcome social isolation.

For more information contact Eamon Hasoon at Sale Sharks: [eamon.hasoon@salesharks.com](mailto:eamon.hasoon@salesharks.com) or call 07355 092125.

Sale Sharks are also running exercise and life skills sessions for people over 50. These take place on Tuesdays between 1.30pm and 3pm. The same session, but targeted at those with disabilities, takes place on Wednesdays between 2pm and 3.30pm.



## Connect with your community over a home-cooked meal.



Join us at the Sunshine Café each Tuesday and Thursday for our Strictly Lunch get together for older members of the community.

As well as friendly company, you can enjoy a two-course set menu and drink for just £3 thanks to funding from Our Sale West and the Irwell Valley Foundation.

The menu features a choice of three options, including a vegetarian dish, and offers the opportunity to come together with others from the local area for some company and conversation.

# Stay well this winter

As your landlord we're committed to providing you with a safe and healthy home, so please contact us if you need our help and support – particularly over the colder months.

We know the high cost of living continues to be a concern, especially during winter. If you're struggling, please reach out to us so we can see how we can help.



Our website contains lots of useful information - from help with energy bills to advice around dealing with condensation.

Visit <https://www.irwellvalley.co.uk/about-us/our-news/updates-for-customers/advice-to-live-well-in-your-home-this-winter/> to find out more or scan the QR code.

scan me



## Support in Greater Manchester

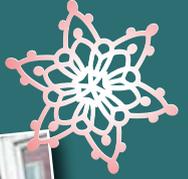
Greater Manchester Combined Authority's Helping Hands web pages feature details of support available in Trafford.

Visit [www.greatermanchester-ca.gov.uk/helping-hand](http://www.greatermanchester-ca.gov.uk/helping-hand) to find out more or scan the QR code.

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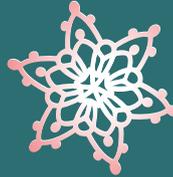
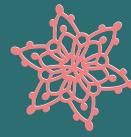
# Having a pre-Christmas clear-out? Save the date for our skip day!



Our community skip day on Sale West this summer was a great success – so we're organising another to help customers in the run up to the festive season.

**We'll have three skips on the estate on Friday 6th December.**

Volunteers from Irwell Valley Homes will also be out with their litter pickers – if you'd like to join us, just get in touch with your Neighbourhood Officer, their details are later in this newsletter.



.....  
**We'll message again nearer to the time with details of the skip locations.**  
.....

*\*Please note the following items cannot be disposed of in the skip: dining/office chairs; armchairs; sofas; fridges; freezers; oven/cookers; microwaves; TVs; gas bottles and mattresses.*

## Don't forget about the weekly visit from the NHS Community Health Advisors

They visit Sale West Community Centre every Tuesday between 11.30am and 1pm and are on hand to chat through any health concerns you may have.

They can't prescribe medications or attend to urgent treatment needs but can help with advice around healthy lifestyles, vaccinations and screening as well as carry out blood pressure, weight and BMI checks.



For more information contact Our Sale West on 0161 973 3778 or email [enquiries@oursalewest.co.uk](mailto:enquiries@oursalewest.co.uk).

# Who deserves your nomination in our first ever Heart of Community Awards?



Our work is all about homes, but without you - our amazing customers – they're just bricks and mortar.

We know there are incredible folks doing wonderful things in the communities we're proud to serve, and we want to celebrate them.



That's why we're launching our first-ever Heart of the Community Awards, and we can't wait to see your nominations!

The categories are:

- ♥ Inspirational Person of the Year
- ♥ The Good Neighbour Award
- ♥ The Community Champion
- ♥ Community Group of the Year
- ♥ Bloomin' Marvellous Award

Head over to our website at [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) to send in your nominations. If you'd prefer a paper form, just give us a call on **0300 561 1111** or drop us an email at [communications@irwellvalley.co.uk](mailto:communications@irwellvalley.co.uk).

For every nomination you make you'll get an entry into a prize draw to win **£100** in shopping vouchers. **The winner in each category will take home a £200 prize, thanks to our wonderful sponsors.**

Be sure to get your entries in by **Friday, 17th January 2025**. We can't wait to hear more about the amazing people and projects making a difference across our communities.



Scan here to see the award categories and to nominate someone.



Thank you to our wonderful sponsors:



# Please prioritise paying your rent over the festive season.

December can be an expensive time, we're here to help if you need support to maintain your payments.

If you're worried about how you'll pay your rent over the coming weeks, or are currently in rent arrears, please contact our friendly team who are here to help. They can work with you to explore the options available. If you're already on a repayment plan but your circumstances have recently changed, please reach out to see what more we can do to help.



- 📞 Call 0300 561 1111
- ✉ Email [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)
- 💬 Live chat on our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk)
- 📱 Send us a message on social media @IrwellValleyHomes

**Struggling to make your money stretch this Christmas?**

Citizens Advice might be able to help

**citizens advice**

Citizens Advice host weekly drop-in sessions at Sale West Community Centre where you can access expert advice to help you maximise your income and deal with debt.

They know everyone's circumstances are different so they will listen to you and tailor their support to meet your needs.

You can drop-in any time between 11am and 1pm each Tuesday and any time between 9.30am and 3.30pm on Thursday's.

# Join thousands of customers using our new online service!

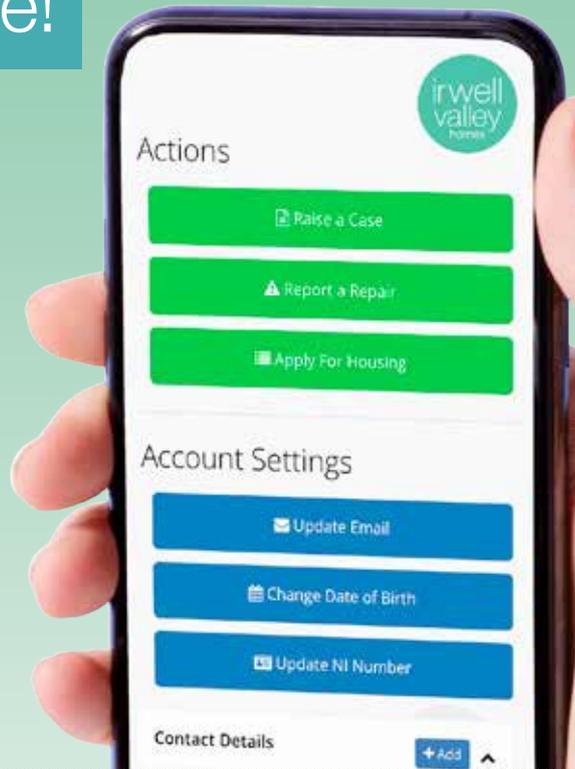
Did you know we have launched a new online service offering a way to manage your home and tenancy at a time to suit you?

## When logged into the portal you can:

- Report a non-emergency repair, including photos or video to illustrate the problem... and keep track of when appointments are booked in.
- View your rent account and any repayment agreements you might be on.
- Report anti-social behaviour.
- Access information we send and important documents about your home and tenancy.
- Read the latest news from Irwell Valley Homes.
- And much more!

To request a log-in for this exciting new service, scan the QR code or visit [www.irwellvalley.co.uk/contact-us/customer-portal](http://www.irwellvalley.co.uk/contact-us/customer-portal) to fill out the form.

Alternatively, live chat with us on our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) or send us a direct message on social media @IrwellValleyHomes.



## Use the portal to update us about your circumstances.

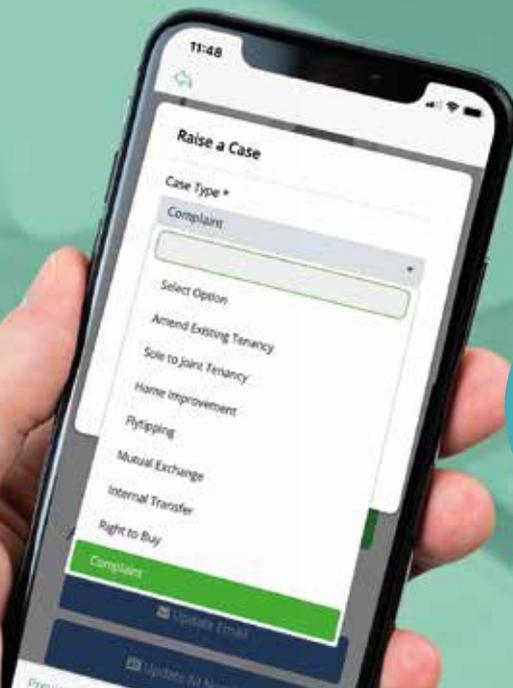
You can use the new online service to keep us updated about your circumstances and any special requirements you or a member of your household has.

Letting us know any changes helps us to deliver a better service for you.

Once you've logged into the portal, go to the '**About me**' section and check/update the information there. When you're happy everything is up to date, simply tick the box to let us know all the details are correct.

We really appreciate you taking a couple of minutes to let us know. If you'd prefer to talk us through any updates directly rather than using the portal, just get in touch – you can find out the different ways to reach us here [www.irwellvalley.co.uk/contact-us/get-in-touch](http://www.irwellvalley.co.uk/contact-us/get-in-touch).

Use the customer portal to **manage your home** and tenancy online when it suits you.



# Your key contacts



Lisa Cartright,  
Rent Support Officer

Your Rent Support Officer is Lisa Cartright. If you need any support with your rent account you can contact her through Live Chat on our website; by sending a direct message on social media @IrwellValleyHomes; by emailing [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk) or calling 0300 561 1111.

## Estate regeneration

If you have any further questions about the regeneration don't hesitate to get in touch with Jenni – her details are below.



Jenni Pocsai,  
Regeneration Officer

[Jenni.Pocsai@irwellvalley.co.uk](mailto:Jenni.Pocsai@irwellvalley.co.uk)

## Home and neighbourhood

If you need any support with your home, tenancy or neighbourhood, contact your Neighbourhood Officer - their details are below.

They also host monthly drop-in surgeries at the Sunshine Café on the third Monday of each month between 10am and 11am. You can call by to meet them in person and discuss any questions or concerns you have. The next one takes place on Monday 16th December.

Chelsea Newton  
Neighbourhood Officer

[Chelsea.Newton@irwellvalley.co.uk](mailto:Chelsea.Newton@irwellvalley.co.uk)

Paul Laverick  
Neighbourhood Officer

[Paul.Laverick@irwellvalley.co.uk](mailto:Paul.Laverick@irwellvalley.co.uk)

Jon Minott  
Neighbourhood Officer

[Jon.Minott@irwellvalley.co.uk](mailto:Jon.Minott@irwellvalley.co.uk)

## Thanks to everyone who joined us for our House Exchange roadshow!

Last week we held an event at Sale West Community Centre offering help and advice for customers looking to move home into somewhere which better suits their needs.

We were joined by our partners from House Exchange who helped visitors get set up on their social housing database - a great way to find others who are looking for a swap. Our lettings and neighbourhoods teams were also there to chat through any home or tenancy issues.

**Couldn't make it to the event?** Here's some advice about getting set up with House Exchange.

The first step is to create an account on [www.houseexchange.org.uk](http://www.houseexchange.org.uk) detailing the requirements you need and want in a new home.

From there, create an advert for the home you want to swap. Include good quality photos which show it off well and make sure your description covers all of the property's selling points.

Publish your advert.

House Exchange will then start to trawl through their database to see if it can find a suitable swap.

