



Hear from your Neighbourhood Officer about what they're up to in your area.

Dear customer

Welcome to your Tameside patch newsletter. The neighbourhood officers for your area are Ryan and Keeda.

They've each provided an update from their areas below.



Ryan

Ryan Heywood.

Lead Neighbourhood Officer.

Droylsden, Dukinfield, and the area around Lancaster Road in Haughton Green.

During my last neighbourhood inspection I was really pleased to be able to speak to several customers throughout the community on my way around. It's always helpful to speak to you on these inspections as it ensures I don't miss anything that's happening in the community, good or bad. The next inspection is booked in for Friday 17th October 2025. and it would be great to have customers join us. The inspection starts at Fairfield apartments at 10am, then moves over to Haughton Green starting from Mancunian Road at around 11am. If you'd like to come along, then please get in touch so we can arrange this.

Haughton Green Community Day

In June I was really pleased to complete a joint project day with Manor Green Primary School on our Haughton Green estate. Their year 3 classes had been learning about the environment and wanted to help improve the area around their school with some litter picking. It was a brilliant morning with Irwell Valley colleagues being joined by around 50 pupils, parents, and teaching staff from the school. We conducted a litter pick across various hotspot areas on the estate, including the precinct and bandstand. It really was a great day, and it was finished with me arranging several skips to be placed across the estate. Thank you to all those who used the skips respectfully. We're hoping we can make this a regular event with Manor Green Primary School to help build even better connections within our communities. I really appreciate everyone who got involved.





One concern I would like to address in this newsletter is the increasing number of items being stored in communal areas at some of our blocks. Our new sterile policy which we introduced at the start of the year means any items in the internal or external communal areas must be removed. In the past few weeks, I have seen items such as white goods, large items of furniture, children's bikes and buggies and clothes being dried in internal communal areas. We all have a part to play in keeping our community tidy, please ensure that any items you currently have in communal areas are moved into your home. I don't want any personal items of yours to be disposed of, so your assistance with this matter would be greatly appreciated. If any items are found in communal areas they may be stickered and then subsequently removed.

New Neighbourhood Officer

It is with sadness that I must inform you all that I am leaving Irwell Valley Homes from September. I've had a terrific time at IVH, and especially in Haughton Green, but the time has come for me to move on.

You will receive an announcement in the coming weeks on who your new neighbourhood officer will be.

In the meantime, please report any neighbourhood or tenancy issues via our Customer Service Team and they will arrange for another member of the neighbourhoods team to follow up with you.

You can reach them via live chat on our website www.irwellvalley.co.uk; send a message through social media; email contact@irwellvalley.co.uk or call on **0300 561 1111**.

I wish you all the very best in your homes and in the community for the future!

Ryan



Keeda

Keeda Mills.

Neighbourhood Officer.

The rest of the Haughton Green estate

Hi everyone! I completed my last neighbourhood inspection in July and it was a productive session, and I enjoyed the opportunity to meet many of you in person and address your questions and

and I enjoyed the opportunity to meet many of you in person and address your questions and concerns about what's happening in the area. Your feedback is invaluable, and it helps us to better understand and respond to the needs of our community. So please keep grabbing me if you see me out and about.

My next neighborhood inspection is scheduled for Wednesday, October 15th, at 11:00 AM. For this upcoming inspection, I will be starting at Castleton Court and proceeding back through the estate. I encourage all residents to join me if you are able. It's a great opportunity to highlight any areas for concern that you might have. To help with planning, I kindly ask that you confirm your attendance by Monday, October 6th. You can do this by sending me an email at keeda.mills@irwellvalley.co.uk.

Fly-tipping

Following my recent inspection, as well as messages from residents, I want to address the ongoing issue of fly-tipping, particularly around Haughton Green. Our Estates Team is working diligently to keep the area clean and free from improperly discarded waste.

However, we also need the help of residents in tackling these issues. Following some resident engagement I have been able to issue several tenancy warnings for fly-tipping. So if you witness any fly-tipping please contact me with the information, so I can look to take action.

I also want to emphasise that fly-tipping from our residents is a serious breach of your tenancy agreement, and it will not be tolerated. We all play a vital part in keeping our community clean, so let's work together on this issue to make our community one we can continue to be proud of.

I appreciate your support and cooperation with this.

Monthly drop-in

It has been truly great to see so many of you at our monthly drop-ins at The Oasis Centre. These sessions provide a more informal setting for us to connect, and I've genuinely enjoyed meeting with you and hearing your queries. I hope you will continue to visit us with any questions or concerns you may have.

Our next drop in is scheduled for Thursday 25th September from 11:30am-2:30pm.

Remember, I'm here to help. If you need me, please do get in touch by emailing keeda.mills@irwellvalley.co.uk

Keeda



Follow us on social media for the chance to win a £100 Shopping voucher

We regularly share information and advice for our customers on our social media channels. Follow us today for:

Help with accessing benefits.

Advice for tackling debt

Info about free meals and activities for children

And much more!

Plus, when we hit our 5000th follower, one lucky person will be chosen at random to win a £100 shopping voucher.

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Recycling and Bulky Waste collections

As fly-tipping and waste management has been identified and raised as an issue in Haughton Green, we wanted to share a couple of useful resources to help you recycle where you can and use bins correctly – something which is especially important in communal bin stores.

Tameside Council have created a quick guide to help you identify what waste should go into each bin. You can find it here: <https://www.tameside.gov.uk/whichbin/binswap>

Remember if you need to dispose of bulky items, Tameside Council offer a heavy or bulky items collection service for up to 5 items. You can find out more here: <https://www.tameside.gov.uk/bulkyrefuse>

Did you know Tameside Council also has a bin app? You can check collection dates, report missed collections and access real time updates about the service!



Your Neighbourhood Inspections

We carry out regular Neighbourhood Inspections to ensure communal areas are clean, safe, and well-maintained.

Droylsden, Dukinfield, and the area around Lancaster Road in Haughton Green:

October 18th 10am-1pm starting from Fairfield Apartments.

Keeda:

October 15th starting from Castleton Court at 11am.

If you'd like to join us, please drop us a line or leave us a message via Live Chat on www.irwellvalley.co.uk or by calling 0300 561 1111. We'd love to see you then!

We're here to support you

Remember, we're here to support you. Your Neighbourhood Officer is your go-to person for any issues related to your tenancy or neighbourhood.

You can contact your Neighbourhood Officer by emailing:

keeda.mills@irwellvalley.co.uk

You can also reach them via live chat on our website www.irwellvalley.co.uk; send a message through social media; email contact@irwellvalley.co.uk or call on 0300 561 1111.

We hope you enjoy the beginning of Autumn.

Kind regards,

Ryan and Keeda

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