

# Your latest rent statement



A few words from  
Christie, chair of  
our Resident  
Scrutiny Panel.

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Support through  
the cost-of-living  
crisis.

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Irwell Valley Homes  
is turning 50! Share  
your stories with us.

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Help to  
access this  
information

irwell  
valley  
homes



This newsletter has been  
uploaded to our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk)  
where you can use our accessibility tool to read.

The tool will allow you to translate; increase  
/ decrease the font; change the font type  
and spacing; change the colour contrast or  
have the content read aloud.



Click on the icon to open the tool and  
select what you need.

If you need us to communicate or provide services  
in a particular way, please let us know.

Email [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk), call us on  
0300 561 1111 or discuss with your Scheme Co-  
ordinator.

ڪا نيوڙ ليئر ٿي. ٻيماري ويب سائٽ پر Irwell Valley Homes ه آپ کا تازه ترين ڪرايه کا بيان اور  
کوڏ ڪو اسڪين ڪريين. QR ايڪسسپيبلٽي ٽول کا استعمال ڪرڻ ٻوڙ اردو مي پڙهڻ ڪرڻ لڳو.

To jest Twoje ostatnie zestawienie czynszu i biuletyn z Irwell Valley Homes.  
Zeskanuj kod QR, aby przeczytać go w języku polskim, korzystając z narzędzia  
ułatwień dostępu na naszej stronie internetowej.

امسح رمز الاستجابة السريعة. Irwell Valley Homes هذا هو أحدث بيان إيجار ورسالة إخبارية من  
ضوئياً لقراءته باللغة العربية باستخدام أداة الوصول الموجودة على موقعنا.

ਇਹ ਇਰਵੈਲ ਵੈਲੀ ਹੋਮਸ ਤੋਂ ਤੁਹਾਡਾ ਨਵੀਨਤਮ ਬਿਰਾਇਆ ਬਿਆਨ ਅਤੇ ਨਿਊਜ਼ਲੈਟਰ ਹੈ। ਸਾਡੀ  
ਵੈਬਸਾਈਟ 'ਤੇ ਪਹੁੰਚਯੋਗਤਾ ਟੂਲ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਇਸ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਪੜ੍ਹਨ ਲਈ QR ਕੋਡ ਨੂੰ ਸਕੈਨ  
ਕਰੋ।

છરવેલ વેલી હોમ્સ તરફથી આ તમારું નવીનતમ ભાડું નિવેદન અને ન્યૂઝલેટર છે. અમારી  
વેબસાઇટ પર સુલભતા સાધનનો ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન  
કરો.

Este é o seu mais recente extrato de aluguel e boletim informativo da Irwell Valley  
Homes. Escaneie o código QR para lê-lo em português usando a ferramenta de  
acessibilidade em nosso site.

这是 Irwell Valley Homes 最新的租金报表和时事通讯。使用我们网站上的辅  
助工具扫描二维码以中文阅读

Esta es su última declaración de renta y boletín informativo de Irwell Valley  
Homes. Escanee el código QR para leerlo en español usando la herramienta de  
accesibilidad en nuestro sitio web.

را اسڪن ڪندي تا با QR است. ڪڍ Irwell Valley Homes اين آخرين بيانيه اجاره و خبرنامه شما از  
استفاده از ابزار دسترسی در وب سایت ما، آن را به فارسی بخوانید.

Aceasta este cea mai recentă declarație de chirie și buletin informativ de la Irwell  
Valley Homes. Scanează codul QR pentru a-l citi în limba română folosind  
instrumentul de accesibilitate de pe site-ul nostru.

Ez az Ön legújabb bérleti nyilatkozata és hírlevele az Irwell Valley Homes-tól.  
Olvassa be a QR-kódot, és olvassa el magyarul a weboldalunkon található  
akadálymentesítési eszköz segítségével.

Ev daxuyanî û bultena weya kirê ya herî dawî ye ji Irwell Valley Homes. QR-kodê  
bişopînin da ku bi kurdî bi amûra gihîştinê ya li ser malpera me bixwinin.

Kun ibsa kiraa manaa fi barruu oduu keessan isa haaraa Irwell Valley Homes irraa.  
Meeshaa dhaqqabummaa marsariiti keenya irratti argamu fayyadamuun Afaan  
Oromoo dubbisuuf QR code scan godhaa.



**“I’m proud to be part of a group with real influence making a difference across Irwell Valley Homes”**

Christie is chair of our Resident Scrutiny Panel, a group of customers who hold us to account and help us to improve.

Last year one of the main themes of customer feedback was around improving our cleaning and grounds maintenance service. The panel has recently reviewed these contracts, as well as the communications we send around service charges.

Christie says: *“We are a diverse group, with different lifestyles, different customer experience and from different geographical areas, which brings a wealth of experience and opinions for us to consider.*

*“By allowing staff and customers to work together, it gives customers a real opportunity to assess and influence decisions that affect them.*

*“We can address concerns, build relationships with staff and have our voices heard at the highest level.*

*“Having our review recommendations taken to the Board of Management gives me confidence that customers will see an improvement in services and performance. We’re now looking forward to beginning our next review which is focused on damp and mould.”*



## Get involved

There’s lots of ways you can use your voice and experiences to shape our services and help us to improve. From mystery shopping to responding to a survey, visit [www.irwellvalley.co.uk/get-involved](http://www.irwellvalley.co.uk/get-involved) to find out more.

We’re currently recruiting customers to help us decide how we invest money in communities.

The Irwell Valley Foundation provides funding to customers and community projects working in the neighbourhoods where we have homes. By joining the Irwell Valley Foundation group, you can help us decide where and how we invest this money.

Want to get involved? Please email [ivfoundation@irwellvalley.co.uk](mailto:ivfoundation@irwellvalley.co.uk).





# Support with the rising cost of living

We know the current climate is difficult.

One of the quickest and easiest things you can do is check you're receiving everything you are entitled to.

Our benefits calculator takes just 10 minutes to do a quick financial check – searching for benefits, grants and other support you may be entitled to.

Scan the QR code, search our website for 'benefits calculator' or speak to your scheme co-ordinator.



Last year we helped our customers to access £234,593 in extra income they were entitled to.

## Get discounts on your mobile and broadband

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

They're delivered in the same way as normal packages, just at a lower price.

To check out the various deals available, scan the QR code or search 'Ofcom social tariffs'.



#CostOfLiving



## Check if you're entitled to the Pension Top Up today.

Research from the Pension Top Up campaign found there are more than 36,000 older people across Greater Manchester who are not claiming what they're entitled to.

Pension Credit is a weekly benefit to boost your income and is based on how much money you have coming in.

Even if you are only eligible for a small amount of extra income, just by claiming it you can unlock lots of other support. This includes free NHS dental treatment; help towards the cost of glasses and a free TV licence.

Call the Pension Credit Claim line on 0800 99 1234 to discuss your eligibility and make a claim or speak to your scheme co-ordinator for help.

## First 2023 cost of living payment due this spring

If you receive means-tested benefits including Universal Credit or Pension Credit you will receive a £900 cost of living payment from the government over the course of this year. It will be paid automatically in three instalments in spring 2023, autumn 2023 and spring 2024.

Those on disability benefits will also receive £150 in summer 2023, while pensioners will receive £300 in winter 2023/24.

## Wellbeing support

Money worries and mental health are often linked. If you're struggling to cope, you're not alone. Step Change and Mental Health UK have teamed up to provide a range of guides and support.

Visit [www.stepchange.org/debt-and-mental-health-support.aspx](https://www.stepchange.org/debt-and-mental-health-support.aspx) to find out more or scan the QR code.

Scan me





# Celebrating 50 years of supporting people to live well

## ANNIVERSARY

This year Irwell Valley Homes celebrates its 50th birthday! We want to celebrate the wonderful stories of the people who live in our homes and neighbourhoods.

We'd love to hear from anyone who has memories to share and have put together a customer-led panel to help us choose the most inspirational stories from the last five decades.

**We've got £50 in high street shopping vouchers for 10 lucky nominees, with all others entered into a random prize draw to win £50.**

From examples of how someone has been a great neighbour, to community projects or neighbourhood groups which have really made an impact over the years, we want to hear from you!

### Please get in touch by:

- ✉ Emailing [communications@irwellvalley.co.uk](mailto:communications@irwellvalley.co.uk)
- 👤 Speaking to your **Community Co-ordinator**
- ☎ Calling us on **0300 561 1111**.

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Connect with us on social media  
**@IrwellValleyHomes** and keep an  
eye on your inbox over the coming  
weeks to hear more about our  
anniversary plans and how we'll  
celebrate this with you in your area.  
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### £50k for 50 years! Celebrate our 50th birthday with a cash boost for your community

To celebrate our 50th anniversary, this year we have £50,000 in grant funding available for community projects working in the neighbourhoods we serve across Greater Manchester.

Organised through our charitable investment fund The Irwell Valley Foundation, the funding pot is open for applications now – with groups or projects able to apply for a maximum of £5,000.

From food banks helping families with rocketing grocery bills and youth clubs offering a place for young people to learn new skills, to community hubs tackling loneliness and isolation, if the project is supporting Irwell Valley Homes customers, we want to hear from you.

Please take a minute to read through the eligibility criteria on our website here [www.irwellvalley.co.uk/our-foundation/funding](http://www.irwellvalley.co.uk/our-foundation/funding) before completing an application here:

[www.irwellvalley.co.uk/our-foundation/apply](http://www.irwellvalley.co.uk/our-foundation/apply).

Spread the word to any community groups or projects working in your area who you think might benefit!

We'll update you on successful applicants in the next newsletter and in the meantime turn to the next page to read about some of the things the Foundation has supported recently.

# Respect for our colleagues



We strive to always treat you, our customers, with dignity and respect and ask the same in return.

Sadly, sometimes during their work our colleagues are subject to unacceptable behaviour including threats, abuse and physical violence.

This behaviour is distressing and can have a serious impact on a person's health and wellbeing, so we will support our colleagues and act when it happens.

## Our zero-tolerance approach

We operate a zero-tolerance approach to abuse of any kind towards our colleagues or those working on our behalf, including:

- Verbal abuse
- Aggression and/or violence
- Threats of abuse
- Inflammatory and false allegations
- Harassment
- Hate speech
- Offensive and derogatory remarks

This applies during visits, via any direct communication and over social media networks, and covers customers as well as anyone else visiting their home.



A new one-stop shop for managing your home and tenancy is on the way!



We're working on a new service that will let you manage your home and tenancy online.

From raising a repair to viewing your rent account or live chatting with our Customer Service and Support Team, the new online service will make it quicker and easier to contact us and access information you need.

All customers who have provided an email address to us will get an account and we will send you log-in details for this.

We don't currently have an email address for you on your system. Please contact us to provide one:

Visit [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk)

Email [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)

**Live Chat** with us on our website

Call us on **0300 561 1111**.

If you would prefer not to be signed up to the portal, please get in touch using one of the methods above to let us know and we will update your preferences on our database.

Watch this space for more exciting updates soon and connect with us on social media [@IrwellValleyHomes](https://www.instagram.com/IrwellValleyHomes) to hear the latest news.



# Peace of mind we're here if you need us

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Your scheme pendant allows you to get in touch with the scheme office or our mobile warden service at the touch of a button in an emergency.

It's important to wear your pendant or have it close to hand so you have easy access if you need it.



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If you or your family have any queries about the pendant alarm system, just ask your scheme co-ordinator – they're here to help.

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## Keeping your home and your neighbours safe and secure

The safety and security of our customers and colleagues is really important to us, and we can all play a part in keeping everyone safe.

### Some top tips include:

1. Be vigilant when coming in and out of the main front door – don't let anyone you don't know into the building with you.
2. We know it sometimes feels impolite not to hold a door open for someone, but if you don't know them they could be an unwelcome visitor.
3. Visitors should use the intercom to let the person they are visiting know they have arrived



**This will help to ensure only people who are welcome and expected come inside the building. We really appreciate your help with this.**