

**Please find an update about your area from your Neighbourhood Officer.**

Your Neighbourhood Officers are your first point of contact for anything related to your tenancy or neighbourhood (you might know them as a Housing Officer!) They host regular community drop-ins and carry out a programme of Neighbourhood Inspections each year to pick up any tenancy or neighbourhood issues.





**STEVE**

Steve Cave.  
Neighbourhood Officer.

## Making our communications more accessible

A copy of this email has also been uploaded to our website where you can read it using our accessibility tool. This will allow you to translate; increase / decrease the font; change the font type and spacing; alter the colour contrast or have the content read aloud.

Click [here](#) and look for this icon to open the tool:



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**Dear Resident,**

Hello everyone, I have recently completed my neighbourhood inspections, and I was really pleased to be able to speak to several customers from 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.

My next inspection is booked in for Wednesday 13th May 2026 starting in West Houghton and Horwich, then also on Thursday 14th May starting in Bolton town centre and ending in Brightmet. It would be great to have customers join me. If you'd like to come along, then please email me to get this scheduled - [steve.cave@irwellvalley.co.uk](mailto:steve.cave@irwellvalley.co.uk)

**Identifying fly-tippers**

During my estate audits I was disappointed to see a large amount of fly tipping in the car park area of Turnstone Road, the communal stairs of Turnstone road, the Pendlebury Street area and our properties in Castle Street. I have been able to identify individuals responsible and they have all received tenancy warnings. If you need to remove items from your property, the Bolton Council website has lots of information here:

<https://www.bolton.gov.uk/rubbish-recycling/bulky-item-collections>.

### **Communal Areas**

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. In the past few weeks, I have seen multiple items such as suitcases, bikes and buggies and clothes . If any items are found in communal areas, they may be stickered and then subsequently removed, so please do move them into your home if you don't want them disposed of.

### **Drop ins**

Drop-ins for your area take place on the first Wednesday every month. These monthly drop-ins are a chance for you to raise any issues, ask questions and share ideas about improvements we could make. No need to make an appointment, just stop by.

Date: The first Wednesday of the month. The next one is Wednesday 1 April

Time: 9am - 11am

Location: Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP.

If you can't make the drop-in, you are always welcome to request a home visit or phone call by calling 0300 561 1111 or emailing [steve.cave@irwellvalley.co.uk](mailto:steve.cave@irwellvalley.co.uk).

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## Join us as a Community Connector

We have an exciting new opportunity for you to get involved in making your community a great place to live. Our Community Connectors will help us to drive the improvements which matter most where you are. It's all part of our latest Communities Strategy, which we launched last year, with three goals:

- Promoting safe and peaceful neighbourhoods.
- Maintaining clean and green spaces.
- Working with customers and our partners to make a difference.

Community Connectors will be our eyes and ears on the ground ensuring our Neighbourhood Officers and Customer Engagement Lead respond to what's needed.

**For more information or to register your interest, email [involve@irwellvalley.co.uk](mailto:involve@irwellvalley.co.uk) or give us a call on 0300 561 1111.**

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Both me and my family would really recommend independent living for the peace of mind it gives you, without losing your independence at home

Janet,  
one of our  
Independent  
Living customers



### Would you or someone you know benefit from moving into Independent Living?

We offer a choice of affordable homes across Greater Manchester that support people aged 55 and over to live independently in their own homes, but with help at the push of a button, if they need it.

Our Independent Living homes offer:

**Safety** - Residents enjoy their own self-contained home, within a safe and friendly community

**Support** - There is a dedicated scheme manager for each building and a secure door entry system.

**Social** - There are great communal facilities - where there is always something going on for those who want to get involved!

For more information, get in touch at [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk) or by calling 0300 561 1111

**Or you can view available Independent Living properties on our website by clicking the button below.**

[View available Independent Living](#)

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## Meet your Heart of the Community award winners!

We received nominations from across Greater Manchester highlighting the amazing work that goes on in our neighbourhoods across the region.

From good neighbours looking out for those living next door, to community groups and eco-champions doing wonderful things to make their area a great place to live, the entries we received were truly awe-inspiring.

Here are your amazing winners:

**The Good Neighbour Award** - Jason Smethurst

**The Green Fingers Award** - Wendy Dudley-Evans

**The Community Champion** - Jeannie Ashton

**Community Group of the Year** - G-Force Cafe

You can find out more about our worthy winners and the difference they've been making by clicking the link below.

Meet your winners

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