

Your latest rent statement



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

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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
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, call us on
0300 561 1111 or discuss with your Scheme Co-
ordinator.

کا نیوز لیٹر ہے۔ ہماری ویب سائٹ پر Irwell Valley Homes آپ کا تازہ ترین کرایہ کا بیان اور
کوڈ کو اسکرین کریں۔ QR ایکسیسیبلٹی ٹول کا استعمال کرتے ہوئے اردو میں پڑھنے کے لیے

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 اسکن کنید تا با QR است. کد Irwell Valley Homes این آخرین بیانیه 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 marsariiit 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 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.



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



First 2023 cost of living payment due this spring

If you receive means-tested benefits including Universal 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 to find out more or scan the QR code.

scan me



Support in Greater Manchester

Greater Manchester Combined Authority's Helping Hand web pages contain details of a wide range of support in the region – from food banks and help with childcare costs to support into employment.

Visit www.greatermanchester-ca.gov.uk/helping-hand 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
- 👤 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.
.....

£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 before completing an application here:

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

Email 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.

How to prepare for a move to Universal Credit

If you currently claim benefits, changes are on the way. The Department for Work and Pensions (DWP) is looking to move most people who claim benefits onto Universal Credit (UC) by March 2025.

We don't yet know when your area will be moved over, but there are steps you can take to help you prepare for when that time comes.



- UC claims are usually made and managed online so you will need access to the internet on a mobile device or computer. If you need help to get online, your local library can help. In some circumstances, you may be allowed to manage your claim over the phone, for example if a disability means you can't access online services.
- You will need an email address. Getting one is free and easy to do using such websites as <https://signup.live.com/> or <https://accounts.google.com>.
- UC is paid directly into your bank account so you will need to ensure you have a bank account that will accept payments from the DWP.
- UC is usually paid monthly, not fortnightly, so you may need to look at how this could affect your household budget and the timings of any payments you have set up.
- Your UC payment will include help towards your rent – unlike Housing Benefit which is normally paid directly to us. Paying your rent by monthly Direct Debit is the easiest way to make sure this is paid on time, and you don't miss a payment.
- Further advice can be found at www.understandinguniversalcredit.gov.uk, which includes video guidance.

When it's time to move over, you will be contacted by the DWP, and you will not be worse off. However, if you choose to move UC before the DWP plan to transfer you over, you may miss out on money you're entitled to – so first use our benefits calculator <https://irwellvalleyha.entitledto.co.uk/home/start> to check that this is the right decision for you. If you need any help with this, please get in touch.

scan me

