



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:



Dear customer

We are currently in the process of recruiting a Neighbourhood Officer for your area. We will share the details with you as soon as we can.

In the meantime, please be assured that we are still here for you if you need us.

If you currently have an active case your previous Neighbourhood Officer was investigating, this will now have been assigned to another member of the team who will be in touch with you.

If you need to report any neighbourhood or tenancy issues then please contact our customer service team and they will arrange for another member of the neighbourhoods team to follow up with you.

You can contact us:

via live chat on our website www.irwellvalley.co.uk;
send a message through our customer portal (sign in or register on our website [here](#));
email us at contact@irwellvalley.co.uk
call us on 0300 561 1111.

In the meantime, please find updates and information that we hope you will find useful below.

Customer Connect Day

You may have seen that we recently launched our new customer strategy, Together With You. You can read it [here](#).

To kickstart our plans, we organised our first ever Customer Connect Day on October 15th. Our team were out and about making a difference in our communities. A range of activities took place across our neighbourhoods, including **litter picking, seasonal planting and gardening**. We also **visited elderly residents with care packages** and **volunteered at local food banks and charities**.

It was great to connect with our customers and we look forward to doing more events like this in the future.



Our new office

We recently sent out some information about our office move. In case you missed it, we are no longer based at the Soapworks building in Salford and will be moving to a new home in Sale soon.

There will be very little impact on you as all our regular contact channels remain open as usual and our neighbourhoods team will continue to be out and about in your area as normal. If you'd like to meet with one of our team in person, we can visit you at home or we have various community spaces where we can do this, including:

- The Oasis Community Resource Centre, Tatton Road, Haughton Green, Tameside, M34 7PH
- Healthwatch Bury, 56-58 Bolton Street, Bury BL9 0LL
- Endeavour Community Hub, 98 Calvert Road, Great Lever, Bolton

Please contact us in advance and the relevant colleague or team will make arrangements with you.

We'll also be in touch again in the new year with details of our new head office!

Top tips for DIY

Fixing small issues around your home will stop them becoming bigger problems. We have put together some easy-to-follow videos to help you take care of some common problems around your home. If you have a disability or additional needs which mean you need support carrying out repairs that you are responsible for, please contact us – we're here to help.

[View our DIY tips](#)



Do you know someone who is doing great things in your neighbourhood?

Whether they fundraise for a great cause, take time to litter-pick or are just a really great neighbour, nominate them for an Irwell Valley Homes Heart of the Community Award. The winners will get a special engraved glass award, a certificate commemorating their achievement and a £200 cash prize.

Plus, you could win something too - everyone who fills out a nomination will be entered into a prize draw to win £100.

[Nominate someone today](#)



Get support to live well this winter

We know that the cost of living continues to be challenging, especially as we head into the winter months. Click the link below to find out what support is available to you.

Please don't suffer in silence. Irwell Valley Homes are here to support and can offer help for those who find themselves in financial struggles. Asking for support can be the first step to helping resolve these worries.

[Get support this winter](#)

We're here to support you

Remember, we're still here to support you while we are hiring for a Neighbourhood Officer in your area.

If you need help or have any concerns, please do get in touch with us at contact@irwellvalley.co.uk or by calling 0300 561 1111.

**Kind regards,
Daniel Isherwood
Neighbourhoods Manager
Irwell Valley Homes
0300 561 1111**

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