

Your latest rent statement

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irwell
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homes



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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 Community Co-ordinator – their details are on page 5.

ڪا نيوڙ ليئر ٿي. ٻيماري ويب سائٽ پر Irwell Valley Homes ه آپ کا تازه ترين کرايه کا بيان اور کوڊ کو اسڪين ڪريين. QR ايڪسسپيبلٽي ٽول کا استعمال ڪرڻ ٻوڙ اردو مي پڙهڻ ڪڙ 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 ضوءًا لقراءته باللغة العربية باستخدام أداة الوصول الموجودة على موقعنا.

ਇਹ ਇਰਵੈਲ ਵੈਲੀ ਹੋਮਸ ਤੋਂ ਤੁਹਾਡਾ ਨਵੀਨਤਮ ਕਿਰਾਇਆ 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 marsariiit keenya irratti argamu fayyadamuun Afaan Oromoo dubbisuuf QR code scan godhaa.

Prepare for a
rent increase
this autumn.

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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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“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. Read about some of the projects the Foundation has supported recently on **page 11**.



Here
for you

Support in your home and neighbourhood

Your Community Co-ordinator is there to help you to manage your tenancy and support you to live well in your home.

They make sure your neighbourhood is clean and tidy by carrying out neighbourhood inspections every three months – to find out the next dates in your area visit www.irwellvalley.co.uk/for-customers/tenant-information/your-neighbourhood.

They also pick up any issues including untidy gardens, fly tipping, neighbourly tensions and reports of antisocial behaviour. Please help us by reporting anything you are concerned about.

If you're unsure who your Community Co-ordinator is, you can check on here website here: Your neighbourhood - Irwell Valley Homes

If you would like to join them on their neighbourhood inspection, please get in touch with them using the contact details listed.

Last year we launched Community Newsletters for the different neighbourhoods our Community Co-ordinators serve. Visit www.irwellvalley.co.uk/about-us/news/updates-for-customers to catch up with the latest news from your area.



scan me



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

Prepare for a rent increase this autumn

We know times are tough as the cost of living continues to stretch household budgets.

As a not-for-profit housing provider, our costs are also increasing and we're facing unprecedented financial challenges.

Every year, in October, we review your rent and set it for the next year. In October there will be an increase in the rent you pay. Without this we would have to significantly reduce services for customers and cut investment in homes.

Under the government's rent setting formula, any increase is normally linked to the previous September's Consumer Price Index (CPI) rating – set at CPI + 1%. However, because CPI was very high last year at 10.1%, the Government has capped this year's rent increase at 7%. So, from October your rent will increase by 7% compared to what it is now.

If you receive benefits, these will increase by 10.1% from 10th April (if you receive your benefits from the 1st-9th of the month your increase will start in May). So, your increase in benefits will be more than your increase in rent. You will also get the increase well ahead of the rent increase.

Though we know news of a rent increase will be hard, we hope letting you know what to expect later this year will provide extra time to prepare.

As usual, we will be in touch again in the summer with a full break down of your new rent charge and the steps you need to take.

How will service charges be affected?

If you pay service charges, these will also increase in October.

We don't make any profit from service charges – they simply cover the cost of providing services to you.

The cost of these products and services has risen over the past 12 months and this change will be reflected in your service charges for 2023-24.

Again, we will be in touch in the summer with more information about this, specific to your building or neighbourhood.

We're here to help

We know it's difficult right now, so we urge anyone who is concerned about their finances to contact us.

Our knowledgeable and approachable team can help with:

- Applications to financial support from trust funds, hardship funds and charities.
- Ensuring you're receiving all the welfare benefits you're entitled to.
- Budgeting and managing your bills.
- Opening a bank account.
- Finding affordable sources of credit.
- Saving energy and lowering your household bills.



Last year we secured £234,593 in additional income for our customers, helped 221 into secure employment and supported more than 300 customers to pay their rent and manage their tenancy.

Your rent support officer is Tracy Brown.

Get in touch with us through our app; talk to us via live chat on our website www.irwellvalley.co.uk; send us a direct message on social media @IrwellValleyHomes; email contact@irwellvalley.co.uk or call 0300 561 1111 to get in touch with them.

Receive everything that you're entitled to

If you're struggling to pay for day-to-day essentials, check you're receiving all the benefits you're entitled to.

Our easy-to-use benefits calculator takes 10 minutes to do a quick financial check – search 'benefits calculator' on www.irwellvalley.co.uk to check today or scan the QR code.

If you need help checking your eligibility or can't get online, call us on 0300 561 1111 and we can help.



Extra support for working parents who receive Universal Credit was announced last month with the news that help with childcare costs will now be paid up front rather than in arrears. Find out more at www.gov.uk/childcare-grant.



How we supported David* to clear his debts and make a fresh start

Following a nasty accident David suffered a long-term injury which affected his mobility and led to him losing his job. His mental health deteriorated, and he turned to alcohol to help him cope.

His finances suffered and his debts began to mount – adding to the mental strain he was under. At the same time, he struggled to cope in his home and before long rubbish began spiralling out of control.

He finally sought help and our Tenancy Sustainment Team stepped in to help him get back on track.

We worked with David on various issues, including accessing help from Citizens' Advice around his debts and applying for a debt relief order. This was granted and helped to remove the financial pressure he was under.

Our Tenancy Sustainment Coach supported him to access counselling and specialist help with his alcohol issues; provided vouchers to replace certain household items he needed; and organised a referral into a specialist cleaning and decluttering service to restore his home to normal.

"I'm in a much happier place now – mentally and physically, and much better off financially too," David said.

"Seeking help and the support I've had has made such a difference to my life and outlook."

*name has been changed

First 2023 cost of living payment due this spring

If you receive means-tested benefits including Universal Credit, Pension Credit and Tax 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.



#CostOfLiving

Support with energy costs

If you're worried about your energy bills, contact your supplier. They may be able to provide financial support and will work with you to agree a suitable payment plan. In March the government extended the Energy Price Cap for another three months from April to June, so the average household should not pay more than £2,500 a year on energy bills – although this depends on how much you use.

Prepayment energy charges will also be brought in line with customers who pay by direct debit. This is expected to save customers around £45 a year on energy bills from 1st July.

Did you know?

The Priority Services Register offers extra support and security to those who have a physical or mental health condition; are pregnant or have young children; and pensioners. To register contact your supplier or operator.

Spring is here...but keep planning ahead

Lighter nights and warmer days are on the horizon as we head into spring and summer. If you're able to, continue topping-up your meter or paying your direct debits at a similar rate to the autumn and winter to build up reserves to help you when the colder and darker weather hits again in the autumn and winter.

HOUSEHOLD SUPPORT FUND EXTENDED

The government has allocated further funds to the Household Support Funds run by local councils.

Each local authority has different criteria, but the fund is there to help people who are struggling to pay for things like energy and water bills, food and other essential items.

Visit your local authority website and search 'Household Support Fund' for information about how it works in your area.

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



Managing damp and mould

Most homes get condensation, especially when the temperature drops. Left unmanaged, this can lead to damp and mould.

As the nicer weather beckons, please continue to look out for damp, mould and condensation.

If you need our help managing this, please get in touch so we can help.

Reduce moisture in your home

We all create between 3 and 4 pints of moisture each day through activities like cooking, bathing, washing and ironing. To reduce the impact of this, try the steps below.

- Cover pans when cooking.
- Use your extractor fan. They're cheap to run and make a big difference. Leaving them on helps ventilate the room. **If your fans are broken or missing, please report these to us straight away.**
- If you have a PIV unit ensure it is kept on.
- Open trickle vents on windows or open windows for 20 minutes every morning and after cooking and bathing to let air circulate.
- Ensure brick air vents are kept clear and not blocked off.
- Wipe condensation from windows in the morning.
- Dry laundry outside if you can and not on radiators.
- Vent tumble dryers outside unless it is a self-condensing model, in which case open the door or window when in use.
- Where possible, position large furniture against internal walls rather than outside walls.
- Use a disposable dehumidifier. You can get them from homeware stores for around £3 - £6. A plug-in option would also help to remove moisture from the air.
- Keep your home as warm as you can and at a consistent temperature – we know this is really hard in the current climate.

Did you know?

It costs just £3.68 a year to run a bathroom fan and £9.61 a year to run a kitchen fan. Find out more by scanning the QR code here:



Condensation is not the only cause of damp and mould. It may be the result of leaks, issues with guttering, cracks in walls, missing fans or – in ground floor rooms/ homes - rising damp. If you are affected by any of these problems, please contact us so our specially trained teams can investigate the cause and resolve the issue.



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.

How the Irwell Valley Foundation is making a difference in our communities



Hampers spread festive joy

Nearly 2,000 households across Bolton were delighted to receive a festive dinner hamper in 2022 thanks to local charity Urban Outreach's annual campaign.

The Irwell Valley Foundation was proud to show its support with a donation towards the food costs, while colleagues working in the Bolton area gave their time to deliver parcels.

Supporting vulnerable women to recognise their worth

A project supporting vulnerable women in Radcliffe has broadened its valuable work to include help through the current cost-of-living crisis.

The Women of Worth initiative, which has received funding from the Irwell Valley Foundation, supports women through

challenges including domestic abuse, mental health issues, debt, substance misuse and homelessness. In the current climate, they are also providing help and advice around dealing with rising household bills and saving energy.

Bloomin' marvellous Easter parcels

A community group delivered Easter treats to doorsteps across Haughton Green as part of an annual campaign designed to let older residents know local people care.

The Forever Green group, run entirely by volunteers and supported by the Irwell Valley Foundation, deliver the Easter parcels containing daffodils, chocolate and an Easter card every year to those who may be bereaved, lonely or living with or caring for someone with a long-term health condition.

Volunteer Cathy Newton said: *"They go down really well – letting people know we're thinking of them."*



Community grocery serves up savings on food shop

A new community grocery in Trafford is being well used by residents looking to make much-needed savings on their food bills.

The Broomwood Community Grocery received funding from the Irwell Valley Foundation to buy fresh produce that isn't as easily available through supermarket redistribution schemes.

Paul Huxley, who runs the grocery from his G-Force community café on the Broomwood estate, said: *"The feedback so far has been amazing."*

Meanwhile, a community shop in Manchester which provides free food parcels and discounted groceries has also been supported with funding from the Foundation.

Shabnam, from the Rainbow Surprise project in Crumpsall, said: *"People have told us they wouldn't be able to put food on the table without this service, which shows how important what we're doing here is."*



If you know of a community group or project doing great things in your neighbourhood who could benefit from funding to help their efforts go further, please get in touch! **We've got £50,000 to giveaway to our communities this year to celebrate our 50th anniversary, with each project or group able to apply for a maximum of £5,000.** See page 10 for more information and visit www.irwellvalley.co.uk to check eligibility criteria and to apply.

As one of our customers, if you could benefit from a personal grant to help you overcome barriers that may be holding you back in life, visit www.irwellvalley.co.uk to find out more about how to apply.



scan me

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** to hear the latest news.



Proud to be playing our part in tackling poverty in the region

We've joined an alliance working across Greater Manchester to prevent and reduce poverty and create a more prosperous and inclusive city region.

Irwell Valley Homes is one of 25 principal partners of Greater Manchester Poverty Action, which sees our Irwell Valley Foundation provide grant funding to support the group's work.

Ceris Esplen, Director of Strategy and Partnerships, said: *"As an affordable housing provider, we know first-hand the pressures people across Greater Manchester are facing right now.*

"Preventing and tackling poverty is a key priority for us and working with partners such as GMPA is more important than ever. By working together and supporting initiatives such as the Real Living Wage Campaign and the Poverty Truth Commissions we aim to make a real impact - supporting people to overcome the challenges surrounding poverty and live well in their home and community."