



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:



Louis

Louis Graham.
Housing Officer.

Dear Resident,

We have recently expanded our Neighbourhoods Team. Each Housing Officer is now looking after a smaller area, giving us more time to deliver the best possible service for our customers.

If we haven't met before, I'm Lous and I'm the Housing Officer for Bolton - Central, Daubhill, Derby and Farnworth.

I'm your first point of contact for anything related to your tenancy or neighbourhood, so please do get in touch if you need any support.

Monthly drop-ins

I hold monthly drop-ins where you can raise any issues, ask questions and share ideas about improvements we could make.

Here are the details of my next one:

Location: Harmony Youth Project, The Picture House, Unit 2, 101, Bolton, BL1 1QD

Times: 10am - 1pm

Date: Thursday 6th August

You can check the dates for upcoming drop-ins on our [website](#) or our [social media](#).

Can't make it?

If you can't attend a drop-in, I am still here to support. You are always welcome to request a home visit or phone call by calling **0300 561 1111** or emailing contact@irwellvalley.co.uk.



Connecting with our customers and communities

Last week was our annual Customer Connect event, when colleagues from across Irwell Valley Homes swapped their day jobs to make a difference out in our communities across Greater Manchester.

From gardening projects, litter picks and community clean-ups to painting, planting and volunteering at local food banks and community groups, teams rolled up their sleeves over three days to help improve local spaces and support valued community projects.

Colleagues also spent time with customers at coffee mornings and community events, listening to feedback and building relationships.

In Bolton, Irwell Valley colleagues visited Calvert Road for a litter-pick, planted some bulbs at The Melville and hosted a coffee morning at Ainsdale Court. We also spent time at Lend A Hand, Horwich a group that supports the local community with every day tasks and hosts weekly inclusive coffee mornings.

A huge thank you to everyone who made our teams feel so welcome!

Fed up with fly-tipping? We're taking action

We know that fly-tipping can have a big impact on how you feel about your neighbourhood. That's why we're taking action – and we need your help too.

What we're doing

Where possible, we're using CCTV to identify people responsible. We regularly issue tenancy warnings for fly-tipping and have also introduced a new re-charge policy to help us recover the cost of clearing dumped rubbish.

Under the new policy, where we can identify the person responsible, we'll charge them for the cost of clearing it up. This also applies when tenants leave behind rubbish or unwanted furniture when moving out of their home.

How you can help

If you see fly-tipping, please report it. If you know who is responsible, any information or evidence you can provide will help us investigate and take action.

You can report fly-tipping:

- On our website [here](#)
- Call: 0300 561 1111
- Email: contact@irwellvalley.co.uk

By working together, we can help keep our neighbourhoods clean, safe and welcoming.

Tailoring our services to you

Thank you to everyone who completed our survey letting us know about any needs you might have which affect how we communicate with you or provide services in your home.

Examples could include allowing extra time for you to answer the door when we visit, arranging appointments for the morning or afternoon only or providing a magnifier for you to use to increase the font size on the printed communications we send to you. Letting us

use to increase the font size on the printed communications we send to you. Letting us know about any electrical equipment you rely on to be able to manage a health condition or disability also helps us to manage and prioritise the service we provide for you.

We've recorded the details securely on our system and if we need any further information we'll give you a call to chat through.

Don't worry if you missed it – you can contact us at any time to update us about your circumstances, including any adjustments that might only be temporary, for example an injury that might affect your mobility for a certain time.

Irwell Valley Homes

Suite 2, Second Floor, Oaklands House 34 Washway Road

Sale, UK M33 6FS

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