

Meet your Community Co-Ordinators

Hello from Shannon

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Hi everyone I'm Shannon your Community Co-ordinator. I cover areas across Trafford, which include; Stretford, Timperley, and the Heatherway Estate in Sale.

I am here to help with tenancy management queries, estate management issues, and tackling anti-social behaviour to help you live in a clean and safe environment.

If you have any queries or concerns you can email me at shannon.walsh@irwellvalley.co.uk or call us on 0300 561 1111.

Community Drop In

Myself and the Community Co-Ordinators from the Sale West estate have introduced monthly drop-in sessions for our customers, which will be based at the Sale West Community Café.

These sessions will take place on the second Wednesday of every month between 11am-12pm.



Recycling and Waste Disposal

I would like to take this opportunity to remind customers the importance of using the correct bins when recycling and disposing of household waste.

You can find out what items go in what bin via Trafford Councils website: <https://www.trafford.gov.uk/residents/environment/recycling-rubbish-and-waste/what-goes-in-my-bins>

If you have your own household bins and have issues with waste collection, please report this to Trafford Council in the first instance.

If you live in a communal building with shared bins and have issues with bin collection, please report this to Trafford Council and Irwell Valley Homes.



Support with the Rising Cost living

We know things are difficult right now with household bills spiralling.

Visit our website www.irwellvalley.co.uk to access lots of helpful information about support in your area.

Including:

- Food banks and pantries operating on your doorstep
- Local credit unions offering adorable loans
- Local authority support such as discounts and hardship funds
- Information about other partner organisations who can offer support.

The government's Help for Households page also includes details of the financial support available, including £400 towards energy bills this winter. Visit <https://helpforhouseholds.campaign.gov.uk/>.



Keeping you safe

Your safety is our priority – please help us to help you by regularly checking your smoke and carbon monoxide detectors to ensure they're working properly. If you need help with this or have any concerns about the condition of your detectors, or if you believe one is missing, please contact us.

Portable gas appliances like camping stoves and heaters are not permitted in your home under your tenancy agreement because of the health and safety risks they pose. We understand customers may be concerned about rising energy bills, but bottled gas is also more expensive than mains gas.

Please ensure you are keeping to the terms of your tenancy agreement and protecting your home and loved ones by not using appliances like this indoors.

I continue to work with Greater Manchester Police and Trafford Council to address on-going reports of anti-social behaviour. We are working hard to reduce complaints and keep customers safe.

I am also carrying out regular estate audits to identify any issues. The dates are published on www.irwellvalley.co.uk and we'd love for customers to join us for the next ones – get in touch if you'd like to come along.

Check you're receiving what you are entitled to

If you're struggling to keep up with payments for your day-to-day essentials, it's worth checking you're receiving all the benefits you're entitled to. Our easy-to-use benefits calculator takes just 10 minutes to do a quick financial check – searching for benefits, grants and other support you or your family may be entitled to.

Search 'benefits calculator' on www.irwellvalley.co.uk to check today

