

Please find an update about your area from your Neighbourhood Officer.

Your Neighbourhood Officers are your first point of contact for anything related to your tenancy or neighbourhood (you might know them as a Housing Officer!) They host regular community drop-ins and carry out a programme of Neighbourhood Inspections each year to pick up any tenancy or neighbourhood issues.



Siobhan

Siobhan Newman.
Lead Neighbourhood Officer.

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 Resident,

Having recently returned from maternity leave, I have enjoyed hitting the ground running and getting to know the current customer and community need. I previously covered this patch for 3 years and I am aware of the ongoing and unresolved issues that are still concerning customers. My aim since returning has been to tackle this head on and provide some visible solutions.

Dog fouling

I appreciate that residents may be concerned about dog mess, as I noticed a high volume of this during my estate inspections. Please can residents with pets ensure that they are cleaning up after them to keep the environment nice for everyone. As well as being unhygienic, dog mess has recently prevented contractors from completing important work within our estate and blocks. It is an offence to not clean up after your animals and tenancy action can be taken against offenders.

Communal areas

I'd also like to remind residents that items should not be stored in communal spaces, in line with our sterile policy. **You can view the policy [here](#).**

We will be taking action to make sure this policy is followed, so please ensure that all communal spaces are free from your items.

I have also picked up some minor repairs needed in communal areas, which will be reported and attended to. As always, if you have any concerns about the communal spaces, please do call 0300 561 1111 or email contact@irwellvalley.co.uk to raise reports about missed cleans, fly tipping or repairs.

Denton and Droylsden

My estate audits for Denton and Droylsden were a great opportunity for me to get out and speak to many of you!

The biggest piece of news for Fairfield and Canalside Apartments is we now have two additional bins at each block, which will be there for a trial period of a few months. We are really hoping that this helps to reduce the overflowing waste and fly-tipping. Please may I remind all residents to observe the new signage in the bin store, which gives clear direction on how to recycle and dispose of your waste appropriately.

As part of the project work at both blocks, we will also be looking to install CCTV, with the vision that legal action can be taken against offenders.

Haughton Green

I did my estate audits for Haughton Green on Friday 30th January 2026, and generally the estate is in good order. Our estates team have been working hard to ensure that all fly tipping and litter is reported and resolved and some cases have been escalated to the local authority when addresses have been found on dumped items. This helps to ensure we keep the estate looking clean and tidy, so please continue to support our estates team with their efforts.

Drop ins

Drop-ins for your area take place on the last Thursday every month. These monthly drop-ins are a chance for you to raise any issues, ask questions and share ideas about improvements we could make. No need to make an appointment, just stop by.

Date: The last Thursday every month - the next one is Thursday 26th March

Time: 11:30am - 2:30pm

Location: Oasis Community Resource Centre, Tatton Road, Haughton Green

If you can't make the drop-in, you are always welcome to request a home visit or phone call by calling 0300 561 1111 or emailing contact@irwellvalley.co.uk

Finally, I wanted to let you all know I am moving to a different role within the Neighbourhoods team and will no longer be the Neighbourhood Officer for your area. We will share the details of your new neighbourhood officer as soon as we can. In the meantime, please be assured that we are still here for you if you need us.

If you need to report any neighbourhood or tenancy issues then please contact our customer service team and they will arrange for a member of the neighbourhoods team to follow up with you - email contact@irwellvalley.co.uk or call on 0300 561 1111.

Join us as a Community Connector

We have an exciting new opportunity for you to get involved in making your community a great place to live. Our Community Connectors will help us to drive the improvements which matter most where you are. It's all part of our latest Communities Strategy, which we launched last year, with three goals:

- Promoting safe and peaceful neighbourhoods.
- Maintaining clean and green spaces.
- Working with customers and our partners to make a difference.

Community Connectors will be our eyes and ears on the ground ensuring our Neighbourhood Officers and Customer Engagement Lead respond to what's needed.

For more information or to register your interest, email involve@irwellvalley.co.uk or give us a call on 0300 561 1111.

Both me and my family would really recommend independent living for the peace of mind it gives you, without losing your independence at home

Janet
Independent
Living
Customer



Would you or someone you know benefit from moving into Independent Living?

We offer a choice of affordable homes across Greater Manchester that support people aged 55 and over to live independently in their own homes, but with help at the push of a button, if they need it.

Our Independent Living homes offer:

Safety - Residents enjoy their own self-contained home, within a safe and friendly community

Support - There is a dedicated scheme manager for each building and a secure door entry system.

Social - There are great communal facilities - where there is always something going on for those who want to get involved!

For more information, get in touch at contact@irwellvalley.co.uk or by calling 0300 561 1111

Or you can view available Independent Living properties on our website by clicking the button below.

[View available Independent Living](#)



Meet your Heart of the Community award winners!

We received nominations from across Greater Manchester highlighting the amazing work that goes on in our neighbourhoods across the region.

From good neighbours looking out for those living next door, to community groups and eco-champions doing wonderful things to make their area a great place to live, the entries we received were truly awe-inspiring.

Here are your amazing winners:

The Good Neighbour Award - Jason Smethurst

The Green Fingers Award - Wendy Dudley-Evans

The Community Champion - Jeannie Ashton

Community Group of the Year - G-Force Cafe

Find out about the incredible things they have been doing in their neighbourhoods by clicking the link below.

Meet your winners

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