



Hello from Graham

Here for you in your community

I'm Graham Jacotine, your Community Co-ordinator. I'm here to help with tenancy management queries, estate management issues, and tackling anti-social behaviour, to help residents live in a clean and safe environment.

If you have any queries or concerns you can email graham.jacotine@irwellvalley.co.uk or or call 0300 561 1111.

Get involved and make a difference

Your feedback is invaluable as it helps us to understand how we're doing and how we can improve. By listening to you and acting on your feedback we are accountable to you. From responding to an online survey, to joining one of our customer groups, there is something for everyone. Yet how much time you want to give, and how you'd like to use your voice, be assured your contribution can make a big difference. Visit www.irwellvalley.co.uk or contact Graham for more information.



What's on

Warm Hubs have been set up all over the country, offering friendly and inclusive places for all members of the community to keep warm.

World Foods, with craft and a chat - Thursdays 3:30pm-5:30pm at Chorlton Central Church.

The Broughton Hub is open Monday-Thursday between 5pm-8pm for a free family night. There are hot and cold drinks, as well as snacks on offer each evening.

BetterOff coffee and chat sessions from 10am to 2pm at the Broughton Hub every Wednesday.

Please access the links below for information, news and activities happening in your area:

<https://www.salford.gov.uk/events>

<https://www.skiddle.com/whats-on/Manchester>

<https://www.visitmanchester.com/whats-on>



Support with the rising cost of living

We know things are difficult right now with household bills spiralling. Visit our website www.irwellvalley.co.uk to access information about support in your area, including:

- Food banks and pantries
- Local credit unions offering adorable loans
- Local authority support
- Information about other partner organisations

The government's Help for Households page and Greater Manchester Combined Authority's Helping Hand site contain lots of helpful information about support available. Visit

<https://helpforhouseholds.campaign.gov.uk/> and <https://www.greatermanchester-ca.gov.uk/helping-hand>



Check you're receiving what you're 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



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.

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

He is 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.