

Neighbourhood Champions - Guide for participants

irwell
valley
homes



Thank you for joining us a Neighbourhood Champion!



Some further points about
the services to help you as
you fill out the survey.

We understand the importance of living in a clean, tidy, and well-maintained neighbourhood, which our services play a large part in.

The Neighbourhood Champions survey allows us to gather feedback from customers about the service our partners provide in your area to ensure they are delivering the standards we all expect.

It is available to complete as often as you would like.

Responses will be checked each week and any issues reported back to our contractors.

Please don't use the survey to report urgent reports as they may not be picked up in time.

- Over the spring and summer months, Gould's, our grounds maintenance partner will complete grass cutting every ten days. During the winter, this will take place once a month.
- The survey asks about dog fouling and litter as we know these are important issues in your community. Irwell Valley Homes will work with our partners to complete an investigation into repeated offences of this kind and is committed to improving issues for residents. However, it's important to highlight these offences fall outside of our official remit as a housing association and we are dependent on the contribution and input of the relevant local authority in taking action.
- If you find incidents of fly-tipping or rubbish which has been dumped, please report these to us. We can investigate what action is needed; try to determine who the offenders are and take action against them; and identify any hot-spots in our neighbourhoods which require special attention.
- If the rubbish is causing an obstruction or fire safety concern, please contact us directly (*not via this survey*) so the necessary action can be taken as a priority.
- Please include a brief description of what has been left and the exact location to help us with this.

Thank you for your support with the Neighbourhood Champions initiative
and in helping us hold these important services to account.