



## Hear from your Neighbourhood Officer about what they're up to in your area.

Dear customer

Welcome to your Haughton Green Community Newsletter.  
The Neighbourhood Officers for your area are Ryan Heywood and  
Keeda Mills. They've each provided an update below.



*Ryan*

Ryan Heywood.  
Lead Neighbourhood Officer.

## **Droylsden, Dukinfield, and the area around Lancaster Road in Haughton Green.**

I was sadly not joined by any customers for my recent neighbourhood inspections in April. I'd really love for you to come along on my next inspection, which is booked in for July 10<sup>th</sup> from 10am-1pm. I'll be starting at Fairfield apartments at 10am and then moving over to Haughton Green and starting from the Oasis Community Centre at approximately 11:30am. If you do want to come, then drop me an email.

I'm really pleased to see that residents are attending our Community Drop-in session hosted at the Oasis Community Resource Centre each month. At the last drop-in there was a steady stream of customers coming in to discuss a variety of things, such as untidy gardens, anti-social behaviour, and repairs. Our drop-in sessions are held on the last Thursday of every month at the Oasis from 11:30am-2:30pm. There's no need to make an appointment, so you can just pop in and speak to us in person if there's anything you'd like to discuss.

### **Energy Improvement Works**

We're currently working with our contractor, Connolly's, to install additional loft insulation in lots of homes across Haughton Green as part of our ongoing efforts to improve energy efficiency and comfort. However, we've experienced some delays where lofts have been boarded or used for storage. We'd like to kindly remind customers that lofts should not be boarded or used to store items. This is because it presents a fire risk and can reduce the effectiveness of the insulation.

As we move into the next phase of this project, we'd really appreciate your help by removing any items from lofts and ensuring there is no boarding before appointments.

### **Community Skip Day**

I am also excited to announce we will be hosting a community clean up day on Tuesday 17<sup>th</sup> June.

There will be skips at several locations across the Haughton Green estate, as well as at Fairfield and Canalside apartments. We'll also be doing a litter pick from 11am, meeting at the Oasis Community Resource Centre. I'll be sending out further information about this in the coming days, but if you'd like to help out or be involved, please email me.

My email address is – [Ryan.Heywood@irwellvalley.co.uk](mailto:Ryan.Heywood@irwellvalley.co.uk)



*Keeda*

Keeda Mills.  
Neighbourhood Officer.

## **The rest of the Haughton Green estate**

Hi everyone, I'm Keeda.

It has been almost 8 weeks since I joined the Neighbourhoods Team at Irwell Valley and whilst I'm still bedding in and getting to know Haughton Green, I've been shown so much kindness and support from my colleagues and customers.

I have had plenty of opportunities to get out and about and it's been lovely to meet so many of you. I know that fly-tipping and grounds maintenance are two areas of concern for residents. Please continue to report these issues to us so that we can investigate and deal with them.

You can find some useful resources on the Tameside Council website to help you with recycling, as well how to use your bins correctly – something which is really important in communal bin areas. Keeping these areas clear is essential for ensuring they are safe. It's also important they remain tidy and free from rubbish, otherwise it can lead to problems with pests. Remember, maintaining these spaces is a shared responsibility for all residents.

You can find a quick guide to help you identify what waste should go into each bin. You can find it here: <https://www.tameside.gov.uk/whichbin/binswap>

If you need to dispose of bulky items, Tameside Council offer a heavy or bulky items collection service for up to 5 items. You can find out more here: <https://www.tameside.gov.uk/bulkyrefuse>

Did you know Tameside Council also has a bin app? You can check collection dates, report missed collections and access real time updates about the service!

## **Render Removal Works at the High-Rises**

Don't forget there's a dedicated Resident Liaison Officer, Steven Green, from Starfish Ltd, who is on-site each day to answer any questions you might have about the works. You can also contact Steven by emailing [sgreen@starfishltd.com](mailto:sgreen@starfishltd.com) or calling his mobile number 07903 870908.

We'd also like to remind customers to ensure you do not have any ornaments or decorations on the windowsill of your flat. This is to ensure there is no damage caused by the vibration of the mast climbers going up and down the building. Please also remember not to open your windows beyond the built-in restrictors when the mast climbers are near your floor or window.

Starfish have been conducting window surveys to help reduce any disruption from the work. If you have not had a survey, please contact Steven using the above details.

### **Drop-in**

Don't forget me and Ryan hold our monthly drop-in session at the Oasis Community Resource Centre the last Thursday of the month from 11.30am – 2.30pm. I'll also be holding my next neighbourhood inspections in July. You can find all the details about them below or on the Irwell Valley Homes website.

In the meantime you can contact me by emailing – [Keeda.Mills@irwellvalley.co.uk](mailto:Keeda.Mills@irwellvalley.co.uk)

## **Grounds Maintenance Update**

Our contractor Goulds is committed to delivering an improved service following the issues last spring and summer. We know that there have been some issues, but all first cuts should now have taken place.

The next cuts should be much easier and will take place every two weeks. As part of their improvement plan, Goulds have recruited into the team including members who are responsible for our larger estates like Haughton Green, as well as an area supervisor providing oversight of the Irwell Valley Homes contract.

We continue to meet with them regularly to hold them to account on the service they provide as we move further into the grass cutting season.

If you have any concerns about the grounds maintenance service in your area, or if you believe any sites near your home have been missed, please complete our 'Rate My Gardener' survey.

The results are shared with Goulds for action and your feedback really helps us to improve. Anyone who completes a Rate My Gardener survey is also entered into our prize draw every three months to win £50 in shopping vouchers.

[Click here to complete the survey.](#)



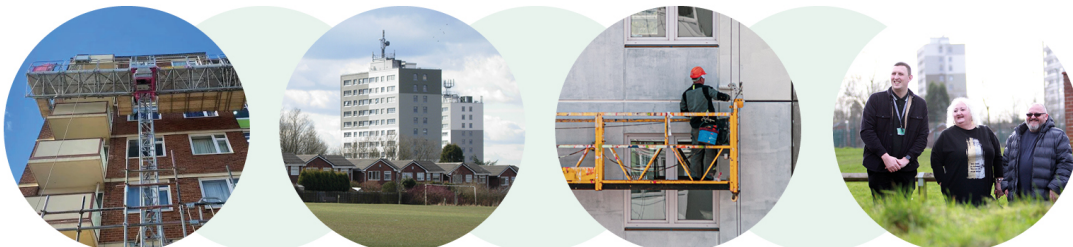
## Mutual Exchange

If your current home no longer suits your needs, whether it's too big or too small, there are options available to you.

This includes **Mutual Exchange or MEX** – a way for social housing residents to move homes by swapping with another social housing customer.

We continue to hold our internal transfer list, but mutual exchanging offers another option to explore - particularly when wait times for a transfer can be long.

For more information about the process, [click here](#).





## Got a question or concern? Come and join us on our neighbourhood inspections

We completed our first Community Check-ins of 2025 in January and have the next ones planned on the following dates:

### **Ryan:**

July 10th from 10am-1pm. Starting from Fairfield Apartments.

### **Keeda:**

July 8th from 10:30am. Starting from Castleton Court.

July 9th from 12:30pm. Starting from Tatton Walk.

July 10th from 12:30pm. Starting at Shepherd Walk.

If you'd like to join us, please drop us a line or leave us a message via Live Chat on [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) or by calling **0300 561 1111**. **We'd love to see you then!**



# Community drop-in



Come and meet your Neighbourhood Officers **Ryan Heywood** and **Keeda Mills** who are here to help you with any neighbourhood or tenancy issues in **Haughton Green**.



The sessions are a chance to meet the team working in your area.

You can ask raise any issues you're experiencing, ask questions and share feedback for how we can improve.

We look forward to seeing you!

## Your community drop-in:



**Oasis Community Resource Centre on Tatton Road**



**The last Thursday of the month**



**11:30am - 2:30pm**

☎ 0300 561 1111 🌐 [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) ✉ [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk) 📱 [/irwellvalleyhomes](https://www.facebook.com/irwellvalleyhomes) 🐦 [@irwellvalley](https://twitter.com/irwellvalley)



## We're here to support you

Remember, we're here to support you. Your Neighbourhood Officer is your

go-to person for any issues related to your tenancy or community.

They carry out regular community check-ins to ensure communal areas are clean, safe, and well-maintained. They will pick up any tenancy or neighbourhood issues.

You can contact your Neighbourhood Officer by emailing:

[Ryan.Heywood@irwellvalley.co.uk](mailto:Ryan.Heywood@irwellvalley.co.uk)

[Keeda.Mills@irwellvalley.co.uk](mailto:Keeda.Mills@irwellvalley.co.uk)

**Kind regards,  
Ryan and Keeda.**

