

Meet your Community Co-ordinator

Hello from Siobhan

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I'm Siobhan, your Community Co-ordinator and I cover all of Eccles.

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 me at siobhan.newman@irwellvalley.co.uk or call 0300 561 1111.

Getting in touch with us

Are you using the Irwell Valley smart phone app? This is the quickest and easiest way to manage your account, make rent payments, check repairs, and more!

Search your app store for Irwell Valley Homes and visit our website www.irwellvalley.co.uk for a step by step guide.



What's on in Eccles

Warm Hubs have been set up all over the country, offering friendly and inclusive places for all members of the community to meet others and keep warm - often over a free cup of tea or soup. If you are feeling lonely or struggling to afford to have your heating on at home, they are a safe and welcoming space for all.

The 5 Salford Gateway locations are running warm hubs, including Eccles Gateway and Broughton Gateway.

The address for Eccles is:
Eccles Gateway
28 Barton Lane
Eccles
Salford
M30 0TU

Eccles Gateway is open Monday-Thursday between 5pm-8pm. Monday is movie night, Tuesday & Thursdays are for board games, with a craft session on a Wednesday. There are hot and cold drinks, as well as snacks on offer each evening. Additionally on a Friday afternoon a movie is shown, which is aimed at older residents (but all welcome). Hot drinks, biscuits and cakes are served.



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 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.

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

She 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.

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.

