



Making our communications more accessible

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

Dear customer

Welcome to your latest Community Newsletter for Bolton and Bury! The Neighbourhood Officers covering this patch are Stephanie Jones, Steve Cave, Chelsea Newton and Avery Santoro. They've each provided an update from their area inspections below.

Plus, we recently launched our new customer strategy, Together With You. You can read it [here](#).

To kickstart our plans, we organised our first ever Customer Connect Day - our team were out and about making a difference in our communities. A range of activities took place in Bolton and Bury including **litter picking, seasonal planting and gardening across the area**. We also **visited elderly residents with care packages** and **volunteered at the Horwich Lend a Hand weekly coffee morning**.

It was great to connect with our customers and we look forward to doing more events like this in the future.



Steph

Stephanie Jones.
Neighbourhood Officer.

Bury, Whitefield and Prestwich Pendle (Brierfield), Rossendale (Bacup) and Nelson

Hello everyone,

I hope you've all had a good few months. I carried out my inspection on 14th October and have some updates for you.

Fly-tipping and ASB

While on my inspection, I identified fly-tipping and traces of drug use in certain areas of Bury. Following my inspection, I have spoken with several different partner agencies such as Bury Council and the local Bury Police Team with a view to resolving these issues.

If you have witnessed incidents of drug use, you can report this completely anonymously to Crimestoppers by calling 0800 555 111. Irwell Valley Homes do our utmost to try and tackle anti-social behaviour and encourage clean and safe communities. However, we cannot do it without your help. If you see something, please report it.

Dog fouling

One thing I came across in all areas was dog fouling. If you are a dog owner, please pick up after your dog – failing to do so is illegal and you could be fined. It is also a health and safety issue as humans can pick up infections from dog waste.



Customer connect day

It was lovely to see some of you during our customer connect day on the 15th October. My team visited two sites across Bury and Prestwich for gardening and litter picking. It was great to meet customers on the day for a chat - whether it was thanking us for our hard work or making us aware of issues to resolve in the future. We will be back in the future to work on more sites. If you have suggestions about a particular area you would like us to concentrate on, let me know by emailing stephanie.jones@irwellvalley.co.uk

Money worries?

For those struggling, we are here to help! We know how expenses rise during the winter to keep our homes warm and our fridges full. Please don't suffer in silence. Irwell Valley Homes are here to support and can offer help for those who find themselves in financial struggles. Requesting a visit from me can be the first step to helping resolve these worries - stephanie.jones@irwellvalley.co.uk.

Bury drop in

If you would like to meet me in person, my next Bury drop-in will be Wednesday 26th November 2025, **10.00am -12.30pm**. No appointments necessary, just drop in! Please note, this will be the last drop-in of the year.

Here to help

If you plan to be alone for Christmas or if you would like any more information on the help and support we can provide this winter, and around Christmas time, please contact us on 0300 561 1111 and request a Lead Neighbourhood Officer to carry out a visit.

You can also email me at any time - stephanie.jones@irwellvalley.co.uk



Avery

Avery Santoro.

Neighbourhood Officer.

Bury - Radcliffe

Thank you to everyone who got in touch ahead of my recent estate inspections on the 9th of October. Your feedback was invaluable and helped me focus on key areas across Radcliffe and highlighted areas of concerns that we have not been previously made aware of.

Fly-tipping

The main concern identified during inspections was an increase in fly-tipping and incorrect bin use. Please ensure that all waste is disposed of correctly and that recycling facilities are used wherever possible. If you are missing your general waste bin or any of your recycling bins, [please contact Bury Council for replacements](#).

For schemes with larger communal bins, we are working closely with Bury Council to ensure collections are taking place as scheduled following multiple missed collections for various reasons, and we are exploring the possibility of providing additional bins where sites are regularly reaching capacity or where bins need replaced.

Community Connect Day

It was lovely to see some of you on our Customer Connect Day on 15th October. My team did some gardening on Bowker Street, giving the area a refresh.



Tackling damp and mould

If you are experiencing damp and mould, please report this by calling us on **0300 561 1111**, or on our website's live chat: <https://www.irwellvalley.co.uk>

As we move into the colder months, it's important to take steps to prevent condensation and damp inside your home. The most effective way to manage this is through good ventilation and consistent heating:

Open windows briefly each day to allow fresh air to circulate, especially when using radiators to dry clothes

- Open windows briefly each day to allow fresh air to circulate, especially when using radiators to dry clothes.
- Always use extractor fans when cooking or showering, and check that they are working properly. If your extractor fan isn't operating, please report this to our repairs team straight away (call us on 0300 561 1111, or on our website's live chat: <https://www.irwellvalley.co.uk>)
- Keep internal doors closed when cooking or bathing to prevent moisture spreading.
- Leave a small gap between furniture and external walls to help air circulate.
- Wipe away condensation that forms on windows and sills to prevent mould growth.

These simple actions can help maintain a healthy home environment and reduce the likelihood of condensation-related issues.

Financial Support

As the winter and festive period approach, we understand that some households may experience additional financial pressures as well as an increased cost of living. If you are struggling to keep your home warm or struggling to access food and essential items, please contact us, you're not alone and we can offer advice and support with referrals to food banks, food pantries, energy support schemes, Bury's Household Support Fund and other local services.

Contact us 0300 561 1111, via email contact@irwellvalley.co.uk or on our website's live chat <https://www.irwellvalley.co.uk>

Community Support and events

The brilliant team of volunteers at **Growing Together Radcliffe** have a range of community events running over the next few weeks at their centre at The GTR support centre (formerly The ROC centre), Westminster Avenue, Radcliffe, M26 3WD

Christmas Fair – Saturday 29th November, 11am–3pm

£1 entry (includes a drink). Santa will be a special guest on the day!

Armed Forces & Local Community Breakfast – Every Wednesday, from 10am

£4.50 per person – a great opportunity to meet others and enjoy a hearty breakfast.

Prize Bingo – Every Wednesday, 1pm–3pm

£1 entry, £1 per book, and £1 for refreshments.

Radcliffe Youth Club – Fridays, 6pm–8pm

Run by Bury Youth Service, these are free sessions during term time for young people aged 11–18.

Chatty Café – Every Friday, 10:30am–12:00pm

Free hot food and drinks for all. This is a welcoming weekly space for residents to socialise, stay connected, and enjoy a warm meal — everyone is encouraged to drop in.

If you wish to know more about what events are happening, take a look at their [Facebook page](#).

I want to wish everyone a very Merry Christmas and a Happy New Year. I'm looking forward to seeing what the new year brings us and getting more involved with everyone in the community.

Don't forget, you can always contact me by emailing avery.santoro@irwellvalley.co.uk



Steve

Steve Cave.

Neighbourhood Officer.

Breightmet, Burnden, Halliwell, Heaton, Horwich and Westhoughton

Hi everyone,

I hope you are all keeping well. I have been on my regular estate audits and found large flytipping spots around Turnstone road and 55 Manchester inf Bolton. To combat this, I organised a skip in Westbrook Court and Grosvenor Street as part of our customer connect day. I hope it was useful - I was delighted to see it full to the brim.

Myself and two colleagues also tidied the area and did some planting. It was a great success and I hope everyone liked the outcome!



Prepare your home for winter

With colder weather approaching, you might want to take steps that will prevent your pipes from freezing or bursting. United Utilities have some great advice on their website here: <https://www.unitedutilities.com/help-and-support/winter/>

Winter costs

We understand that Winter can bring additional costs. If you need advice about how to access things such as Winter Fuel payments or food and energy vouchers, please do get in touch with me: steve.cave@irwellvalley.co.uk

Community Drop Ins

If you need support with anything, you are very welcome to come to one of my community drop-ins. Here are the details of the next one:

Date: Wednesday 3rd December

Time: 9am - 11am

Locations: Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP.

Please do come along and discuss anything that is on your mind - no need to make an appointment, just drop by.

If you are unable to attend a drop-in, you can get in touch at any time at steve.cave@irwellvalley.co.uk



Chelsea
Chelsea Newton.
Neighbourhood Officer.

Bolton - Central, Daubhill, Deane, Derby and Farnworth.

Hello everyone,

I have now been on patch for 3 months and I'm enjoying meeting you all and getting stuck in. I recently completed my neighbourhood inspections in Central Bolton, Daubhill, Deane, Derby and Farnworth.

Fly tipping

One of my main finds from the estate walk abouts was a high level of fly tipping on streets and back alleys where Irwell Valley Homes have properties. I appreciate that this may not have been Irwell Valley Homes customers and have reported over 40 different counts of fly tipping to the council. I encourage you to do this too if you see fly-tipping near your property. There is a really easy form that you can fill out on the council website - you can pinpoint the exact location of the rubbish and the council will collect it. **Fill out the form [here](#).**

Meanwhile, I have plans to work with the council and Environmental Health with a view to keeping the streets cleaner and minimising the likelihood of pests.

Home Improvements

Lately I have also encountered multiple cases where customers have made unsafe improvements to their homes. In these situations, we often need to ask the customer to return their homes to their original condition.

We understand you will want to put your own stamp on your home and we encourage you to make it your own, but please do ask for permission before you carry out alterations. **You can do this by filling out our Home Improvement form [here](#).**

Customer connect day

I had a wonderful time taking part in our community customer connect day where I organised work on Lydiate Close to tackle some overgrown bushes that were becoming a hazard for our tenants. We pulled these out, tidied the area and provided a skip for tenants to get rid of unwanted items, saving them taking a trip to the dump.

It was a really nice morning engaging with you all and feeling a great sense of community.



Bolton customer drop-in

If you would like to meet me in person, my next customer drop-in is on **Wednesday 3rd December at Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP, 9am - 11am.**

Please do come along and discuss anything that is on your mind - no need to make an appointment, just drop by.

If you aren't able to attend a drop-in, don't forget that you can email me at Chelsea.Newton@irwellvalley.co.uk



Do you know someone who is doing great things in your neighbourhood?

Whether they fundraise for a great cause, take time to litter-pick or are just a really great neighbour, nominate them for an Irwell Valley Homes Heart of the Community Award. The winners will get a special engraved glass award, a certificate commemorating their achievement and a £200 cash prize.

Plus, you could win something too - everyone who fills out a nomination will be entered into a prize draw to win £100.

Nominate someone today



Get support to live well this winter

We know that the cost of living continues to be challenging, especially as we head into the winter months. Click the link below to find out what support is available to you.

[Get support this winter](#)

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 neighbourhood.

They carry out regular Neighbourhood Inspections to ensure communal areas are clean, safe, and well-maintained.

You can contact your Neighbourhood Officer by emailing:

stephanie.jones@irwellvalley.co.uk

avery.santoro@irwellvalley.co.uk

steve.cave@irwellvalley.co.uk

chelsea.newton@irwellvalley.co.uk

The Irwell Valley Foundation is also here to help

The Irwell Valley Homes Foundation is our charitable investment fund. They have recently helped to fund several projects in Bolton and Wythenshawe, from food banks to youth clubs. Find out more [here](#).

We hope you have a safe and happy Winter.

**Kind regards,
Steph, Avery, Chelsea and Steve.**

Irwell Valley Homes
Oaklands House 34 Washday Road
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