





**Please find an update about your area from your Neighbourhood Officer.**

*Your Neighbourhood Officers are your first point of contact for anything related to your tenancy or neighbourhood (you might know them as a Housing Officer!) They host regular community drop-ins and carry out a programme of Neighbourhood Inspections each year to pick up any tenancy or neighbourhood issues.*



*Keeda*

Keeda Mills.

Neighbourhood Officer.

## **Making our communications more accessible**

A copy of this email has also been uploaded to our website where you can read it using our accessibility tool. This will allow you to translate; increase / decrease the font; change the font type and spacing; alter the colour contrast or have the content read aloud.

Click [here](#) and look for this icon to open the tool:



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**Dear Resident,**

I hope this newsletter finds you all well and that you are enjoying the early signs of spring. Please read on for an update about your neighbourhood.

### **Grounds Maintenance**

I appreciate that several of you have recently contacted us regarding the ground maintenance schedule. As is standard practice, the maintenance has been operating on a winter phase schedule. With spring now officially upon us, we are pleased to confirm that full grounds maintenance operations are resuming.

We also sent a recent update letting you know that, from 1st April the service will not be contracted out to a gardening company and that we are starting a new team in Irwell Valley Homes who will

out to a gardening company and that we are starting a new team in Irwell Valley Homes who will carry out this work. You can read the full update [here](#).

## **Fly-Tipping**

I am aware that fly-tipping remains an issue across the estate and want to reassure you that we are taking this matter seriously and have been working with Tameside Council to stop this behaviour.

If anyone has any information regarding the identity of fly-tippers, we strongly urge you to report this immediately to both Irwell Valley Homes and Tameside Council. Any information shared will be treated with the strictest confidence and cooperation is vital in helping us keep our community clean and holding offenders accountable.

Recently we were able to find identifying addresses linked to some dumped waste and have passed this information to Tameside Council's enforcement team. They have confirmed that they will be moving forward with issuing substantial fines to the individuals responsible. I would also like to thank the residents who responded promptly to the recent email about unsanitary items which were left in the foyer of Fitzgerald Court. The sharing of information by tenants has been invaluable and we have been able to take action as a result.

## **Additional Bins for High Rises**

I am pleased to share some positive news about the communal bins. Following recent customer feedback, we have arranged for each high rise block to have additional bins. These will be collected on a weekly basis, providing much-needed extra capacity. Please note that the existing bins provided by Tameside Council will continue to be emptied in line with the current collection schedule. We will provide a further update with more information before the new bins are delivered in the coming weeks.

## **Drop ins**

Drop-ins for your area take place on the last Thursday every month. These monthly drop-ins are a chance for you to raise any issues, ask questions and share ideas about improvements we could make. No need to make an appointment, just stop by.

Date: The last Thursday every month - the next one is Thursday 26th March.

Time: 11:30am - 2:30pm

Location: Oasis Community Resource Centre, Tatton Road, Haughton Green

If you can't make the drop-in, you are always welcome to request a home visit or phone call by calling 0300 561 1111 or emailing [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)

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## Join us as a Community Connector

We have an exciting new opportunity for you to get involved in making your community a great place to live. Our Community Connectors will help us to drive the improvements which matter most where you are. It's all part of our latest Communities Strategy, which we launched last year, with three goals:

- Promoting safe and peaceful neighbourhoods.
- Maintaining clean and green spaces.
- Working with customers and our partners to make a difference.

Community Connectors will be our eyes and ears on the ground ensuring our Neighbourhood Officers and Customer Engagement Lead respond to what's needed.

**For more information or to register your interest, email [involve@irwellvalley.co.uk](mailto:involve@irwellvalley.co.uk) or give us a call on 0300 561 1111.**

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Both me and my family would really recommend independent living for the peace of mind it gives you, without losing your independence at home

Janet,  
one of our  
Independent  
Living customers



### Would you or someone you know benefit from moving into Independent Living?

We offer a choice of affordable homes across Greater Manchester that support people aged 55 and over to live independently in their own homes, but with help at the push of a button, if they need it.

Our Independent Living homes offer:

**Safety** - Residents enjoy their own self-contained home, within a safe and friendly community.

**Support** - There is a dedicated scheme manager for each building and a secure door entry system.

**Social** - There are great communal facilities - where there is always something going on for those who want to get involved!

For more information, get in touch at [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk) or by calling 0300 561 1111

Or you can view available Independent Living properties on our website by clicking the button below.

[View available Independent Living](#)



## Meet your Heart of the Community award winners!

We received nominations from across Greater Manchester highlighting the amazing work that goes on in our neighbourhoods across the region.

From good neighbours looking out for those living next door, to community groups and eco-champions doing wonderful things to make their area a great place to live, the entries we received were truly awe-inspiring.

Here are your amazing winners:

**The Good Neighbour Award** - Jason Smethurst

**The Green Fingers Award** - Wendy Dudley-Evans

**The Community Champion** - Jeannie Ashton

**Community Group of the Year** - G-Force Cafe

**You can find out more about our worthy winners and the difference they've been making by clicking the link below.**

Meet your winners

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