

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.



Jessica

Jessica Hargreaves.
Lead 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:



Dear Resident,

I recently completed a series of estate audits across the areas I cover. Please read on for updates about your neighbourhood.

Dog fouling

I have received a significant number of reports regarding dog fouling across several estates. Dog fouling is not only unpleasant but also a health hazard. I would like to remind residents that under Section 11 (Pets) of your tenancy agreement, owners are responsible for ensuring their pets do not cause a nuisance. Failing to clean up after your dog is considered a breach of tenancy and action may be taken where necessary.

Fly-tipping

Fly-tipping continues to be a concern. I wanted to remind everyone that leaving large items in communal areas is not permitted and may result in enforcement action. Residents in Manchester are entitled to three free bulky waste collections per year. Find out more here:

<https://www.manchester.gov.uk/bins-rubbish-and-recycling/get-rid-of-a-large-unwanted-item>

Residents in Trafford can arrange and pay for bulky waste collections directly with the council. Find

Residents in Trafford can arrange and pay for bulky waste collections directly with the council. Find out more: <https://www.trafford.gov.uk/rubbish-and-recycling/household-collections/bulky-item-collection>

Abandoned vehicles

We have received reports of abandoned vehicles on some estates. Vehicles without valid tax or MOT may be treated as abandoned and investigated accordingly. Following recent reports, we have successfully arranged for one vehicle to be removed due to having no valid tax or MOT status. If you have concerns about a vehicle, please continue to report it to us.

Transfers

We are also receiving an increasing number of requests for transfers due to overcrowding. In the first instance, residents should register with Trafford Housing Options or Manchester Move and actively bid for suitable properties. We also encourage residents to explore mutual exchange opportunities via the House Exchange [website](#). An internal transfer application can be submitted; however, please be aware that waiting times for internal moves are currently extensive.

And finally...

I wanted to let you know I will soon be moving to a new team within the organisation. A new Neighbourhood Officer will be joining the company in March, and residents will be formally notified once they are in post.

In the meantime, please be assured that we are still here for you if you need us.

If you need to report any neighbourhood or tenancy issues then please contact our customer service team and they will arrange for a member of the neighbourhoods team to follow up with you - email contact@irwellvalley.co.uk or call on 0300 561 1111.

It has been a pleasure supporting you, and I will be happy to redirect or signpost any of your queries once I have moved into my new role as Community Safety Officer.

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 or give us a call on 0300 561 1111.

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 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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