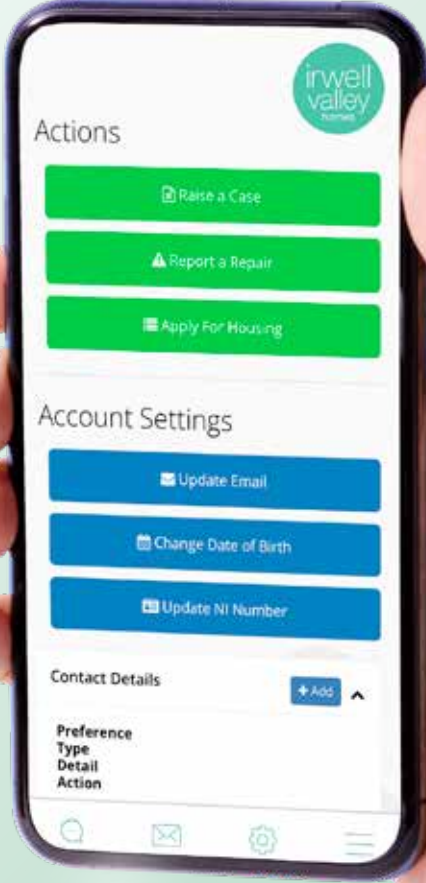


Your latest rent statement

irwell
valley
homes



Access
neighbourhood
services &
report anti-
social
behaviour

Order and
manage your
repairs

Check your
rent account
& make
payments


Update your
personal details
any time

Use our new
online service
to check your
rent account
any time!



This newsletter has been uploaded to our website www.irwellvalley.co.uk where you can use our accessibility tool to read.

The tool will allow you to translate into your preferred language; increase / decrease the font; change the font type and spacing; change the colour contrast or have the content read aloud.

Click on the icon  to open the tool and select what you need.

If you need us to communicate or provide services in a particular way, please let us know. Email contact@irwellvalley.co.uk, call us on **0300 561 1111** or discuss with your Neighbourhood Officer.

To jest Twoje ostatnie zestawienie czyszczenia i biuletyn z Irwell Valley Homes. Zeskanuj kod QR, aby przeczytać go w języku polskim, korzystając z narzędzia ułatwień dostępu na naszej stronie internetowej.

Irwell Valley Homes هذا هو أحدث بيان إيجار ورسالة إخبارية من امسح رمز الاستجابة السريعة ضوئيًا لقراءته باللغة العربية. باستخدام أداة الوصول الموجودة على موقعنا

Irwell Valley Homes این آخرین بیانیہ اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. سایت ما، آن را به فارسی بخوانید

ઇરવેલ વેલી હોમ્સ તરફથી આ તમારું નવનિવેદન ભાડું નિવેદન અને ન્યૂઝલેટર છે. અમારી વેબસાઇટ પર સુલભતા સાધનનો ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન કરો.

Irwell Valley Homes ہ آپ کا تازہ ترین کرایہ کا بیان اور لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبلٹی ٹول کا استعمال کرتے ہوئے QR کو اسکرین کریں۔

Our online service makes it easy for you to manage your home and tenancy.

Find out more - turn to page 3.

New standards for Social Housing

Page 4

Need financial support? We're here to help

Page 10

Peace of mind we're here if you need us

Page 11



Your new grounds maintenance service

With the help of a group of customers, we have selected a new company to deliver grounds maintenance services across our neighbourhoods. Customers helped us to choose the best provider and ensure the best value for money for residents.

Gould's Landscapes have already completed a winter programme of works and you should have noticed a difference in your area. This month, they started their spring and summer programme, and we want you to hear from you about how they're getting on in your community.



When you have shared spaces – either inside a building or outside, it's important that these are kept clean and tidy so that you can be proud of where you live.

We know that there have been issues with our cleaning and gardening services previously and we've now appointed new contractors who are providing these services for customers on our behalf.

We want to make sure they are providing good quality services to you and so we're looking for customers to be our eyes and ears on the ground.

Would you be up for becoming a Neighbourhood Champion, and monitoring these services to ensure they meet the standards we all expect?

What's involved?

- Taking part in a short online survey which will ask you to score the cleaning and/or grounds maintenance service. This will take a few minutes to do and can be part of your everyday routine – for example, checking the cleanliness of the stairwell as you walk up the stairs, or checking on the communal grassed areas as you walk the dog.
- You can decide how often you want to complete a survey – it could be once a week; each month or every three months.
- Your responses will be monitored weekly by us, and any issues shared with Hi-Spec (*our cleaning contractor*) and Gould's (*our grounds maintenance provider*) so they can be addressed quickly.

Help us monitor the cleaning and gardening services for your chance to win £100!

Every three months all our Neighbourhood Champions will be entered into a free prize draw to win £100 of shopping vouchers as a thank you for their time and efforts. Everyone who has completed a survey during the previous three months will be entered and have their chance to win. Winners will be picked at random and notified by email.

If you are interested in getting involved, please get in touch with us at involve@irwellvalley.co.uk.

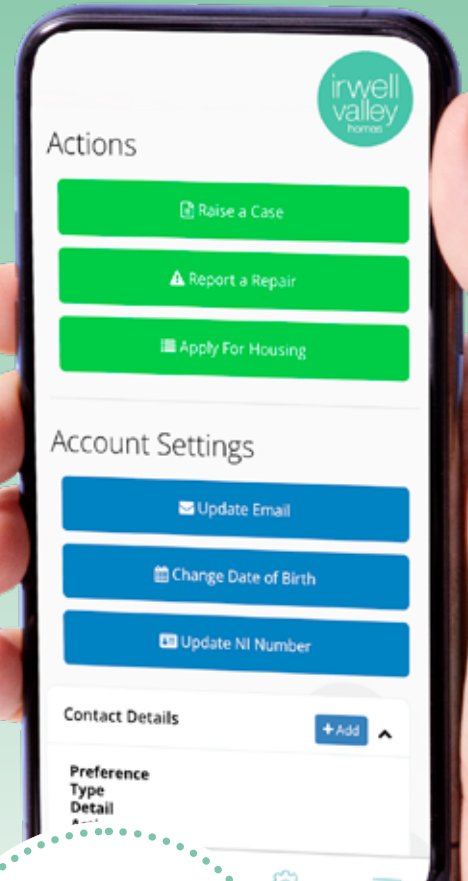


Join thousands of customers enjoying the benefits of our new online service

Our online service makes it easy for you to manage your home and tenancy.

When logged into the portal you can:

- Report a non-emergency repair, including photos or video to illustrate the problem... and keep track of when appointments are booked in.
- View your rent account and any repayment agreements you might be on.
- Report anti-social behaviour.
- Let us know about any special requirements you or a member of your household has and tell us if any of your circumstances have changed.
- Access information we send and important documents about your home and tenancy.
- Read the latest news from Irwell Valley Homes.
- And much more!



The new service replaces our old Irwell Valley Homes app. We've worked with a company called Rubixx to develop the service which is why the email you receive with your log-in information comes from them.

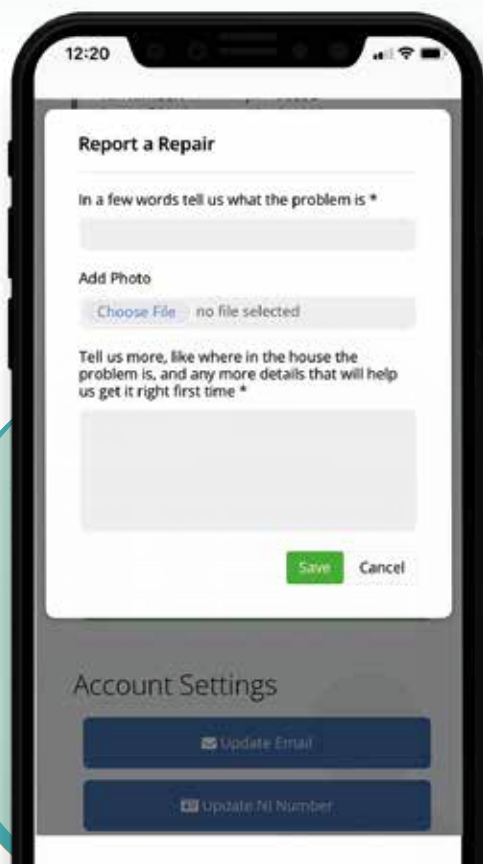
Sign up today and enjoy the benefits

Visit www.irwellvalley.co.uk/contact-us/customer-portal and fill out the form with your details.

Alternatively, request a log-in through live chat on our website www.irwellvalley.co.uk during office hours; send us a direct message on social media @IrwellValleyHomes or call us on 0300 561 1111.

We need your name, address, current email address and up to date mobile phone number.

You'll then be sent an email from Rubixx with a link to the log-in page and a temporary password. The first time you log in (and every 90 days going forward) you'll also need a code sent to your mobile phone. This helps to keep your account and the information within it secure.



Scan the QR code for a helpful how-to guide and video to help you get the most out of the portal!

New standards for social housing

As a Registered Provider of Social Housing, Irwell Valley Homes' performance against the standards will be monitored and regulated by our industry watchdog, The Regulator of Social Housing.

In April, the regulator launched a new set of Consumer Standards governing social housing, designed to improve services for customers.

Under the new standards, we must:



Ensure tenants are safe in their homes and can access good quality services – *the Safety and Quality Standard*



Listen & involve tenants whilst treating them with fairness and respect – *the Transparency, Influence and Accountability Standard*.



Work with partners to ensure neighbourhoods are safe and well-maintained – *the Neighbourhood and Community Standard*.



Ensure homes are let fairly and consistency – *the Tenancy Standard*.

We manage our performance against these standards in different ways – from the policies and procedures which govern our work, to the customer groups who monitor and scrutinise our processes and performance, and our compliance with other relevant laws.

You can read more about this on our website: www.irwellvalley.co.uk/for-customers/for-tenants/service-standards-and-policies.



Customer Standards Group

We have a Customer Standards Group who track how we're doing against these new standards. Working with senior leaders from across Irwell Valley Homes, these customers drill down into different areas of the organisation to hold us to account and help us understand where and how we can improve. If you're interested in joining the group and using your insight to help shape the future, email involve@irwellvalley.co.uk or call **0300 561 1111** – we'd love to hear from you!



Our performance against the standards

We want to provide good homes and services for our customers and gather feedback in various ways to help us understand what is going well and where we need to improve.

For many years we've issued surveys to customers to ask how happy they are with our landlord services. We do this by sending a text to you after you have received a service from us such as a repair or gas service. This helps us to understand how we are doing in providing these services to you.

As part of the new standards The Regulator of Social Housing has introduced a set of Tenant Satisfaction Measures (TSM) which apply to all social housing providers, which we must measure ourselves against.

Our first TSM results will be published this summer on our website, and we'll also share them in our annual report which we send to you in the autumn.

We also track how we're doing against the new standards in our quarterly performance data.

Scan the QR code or visit

www.irwellvalley.co.uk/for-customers/tenant-information/service-standards-and-policies/

to find out how we performed against the standards between January and March 2024.

scan me



Respect for our colleagues



We strive to always treat you, our customers, with dignity and respect and ask the same in return.

Sadly, sometimes during their work our colleagues are subject to unacceptable behaviour including threats, abuse and physical violence.

This behaviour is distressing and can have a serious impact on a person's health and wellbeing, so we will support our colleagues and act when it happens.

Our zero-tolerance approach

We operate a zero-tolerance approach to abuse of any kind towards our colleagues or those working on our behalf, including:

- Verbal abuse
- Aggression and/or violence
- Threats of abuse
- Inflammatory and false allegations
- Harassment
- Hate speech
- Offensive and derogatory remarks

This applies during visits, via any direct communication and over social media networks, and covers customers as well as anyone else visiting their home.

Waiting for a repair? Here's what we're doing about it.

We know that getting your repairs done is a top priority for customers, and ensuring homes are decent and safe is a top priority for us.

Over the last year there has been a big increase in the number of repairs reported to us, and, as a result, it is taking us longer to get through them.

We are sorry that this has meant the waiting times for certain repairs has increased, we know this is frustrating for customers. To help with this we're investing more money and have employed more people within our repairs team.

We hope that you will start to see an improvement in the time you have to wait over the summer months.


Help with basic repairs and DIY jobs around your home.

As your landlord we are responsible for certain jobs and as the tenant you are responsible for other jobs around your home. For example, internal painting and decorating, or repairing or replacing door and window locks are your responsibility.

To find out who is responsible for what, access helpful information here.

[www.irwellvalley.co.uk/
for-customers/tenant-
information/repairs-and-
maintenance](http://www.irwellvalley.co.uk/for-customers/tenant-information/repairs-and-maintenance)



A man with a mustache and a grey polo shirt is focused on using a screwdriver with a black and orange handle to adjust a door handle. He is in the foreground, looking intently at his work. In the background, a woman with long red hair and glasses, wearing a blue floral dress, stands in a kitchen with white cabinets and a stone backsplash, watching him. The scene is brightly lit and appears to be a home maintenance or repair project.

We've also put together a series of helpful 'how-to' videos covering many common DIY household repairs. Visit www.irwellvalley.co.uk/for-customers/tenant-information/repairs-and-maintenance to watch.



Investing in our communities through the Irwell Valley Foundation

Our charitable investment fund, the Irwell Valley Foundation, supports our customers and communities with grant funding to help them to live well and achieve their potential.

Free school meals at the Sunshine Café

Our Sunshine Community Café on the Sale West estate will once again be serving up free meals for children and young people throughout the school holidays this year.

The café team will be busy during the Whit half term, the main summer break and during October half-term preparing the free meals for youngsters on the estate thanks to funding from the Foundation.

Check out the café's Facebook page www.facebook.com/sunshinecommunitycafe for the latest updates nearer the time.

Supplies boost for St Mary's food bank

We supported St Mary's food bank in Houghton Green with a donation to help them replenish their supplies.

Amongst the items they purchased were 110 tinned meals, 90 boxes of cereal, 34 litres of long-life milk and 20 jars of coffee!

With food costs remaining high, their service is a life-line for many families on the estate.

If you could benefit from their support, email foodbank@smhg.org or call **07479 256785**.

A breath of fresh air for after school club

A community growing and gardening project based in Bolton has received funding from the Foundation towards an after-school club encouraging youngsters to enjoy the great outdoors.

Red Lane Growing Project in Breighmet has a packed

programme of events planned between now and the end of October, including bug hunting, woodland activities and outdoor cooking.

The sessions are open to all ages, including parents/guardians attending with children.



To find out more visit their Facebook page www.facebook.com/breighmetgrowing.

Here's just a snapshot of some of the projects we've supported across Greater Manchester recently...



Empowering residents with life-changing skills

We're proud to have supported the Christians Against Poverty (CAP) charity with funding to run two of their workshops empowering people in Radcliffe with new skills to improve their future.

The CAP Job Club began this month at Trinity Baptist Church, delivering the Steps to Employment course covering topics including finding motivation, CV writing and interview tips.

In February they used the Foundation funding to deliver their Money Coaching Course – designed to empower people with the knowledge, skills, tools and confidence to better manage their finances.



Fun and games at kids' club

A community interest company in Salford has been able to extend and develop its programme of weekend and out-of-school clubs thanks to funding from the Foundation.

Patricroft CIC has introduced a gardening club, family club and homework club at the weekends to support local families and residents.

The grant has also helped towards their kids club on a Thursday evening, offering arts, crafts and games for local children.

Judy, from the group, said: ***"We're so grateful to have received the funding which has helped so much in developing our new groups."***

Visit thecastle-eccles.org.uk to find out more about their clubs and upcoming events.



Dressing for success in a new career!

An innovative charity for unemployed women across Greater Manchester supported 123 women into work during March, with the help of funding from the Foundation.

Smart Works provides a high-quality interview outfit alongside interview coaching – designed to build confidence and hone skills to help women get the job and secure financial independence.

It supports people like Mary* - pictured, in her new interview outfit - who had been looking for a job for more than six months – applying for 50 jobs and attending 10 interviews. Within a week of visiting Smart Works in Manchester she had got a new job!

**name has been changed*

If there's a project or community group working in your area which could benefit from support from the Foundation, we'd love to hear from you!

Visit our website www.irwellvalley.co.uk/about-us/irwell-valley-foundation to check the criteria, find out more and to apply.

Discover how you could benefit from our support and apply today!



scan me

We're here to help with financial support

If you're concerned about your finances or are struggling to pay your rent, please contact us as soon as your circumstances change.

Our knowledgeable and approachable team can help with:

- Applications to financial support from trust funds, hardship funds and charities.
- Ensuring you're receiving all the welfare benefits you're entitled to.
- Budgeting and managing your bills.
- Opening a bank account.
- Finding affordable sources of credit.
- Saving energy and lowering your household bills.



They may also be able to provide cash vouchers for food, fuel, furniture and other essential household items dependant on your circumstances.

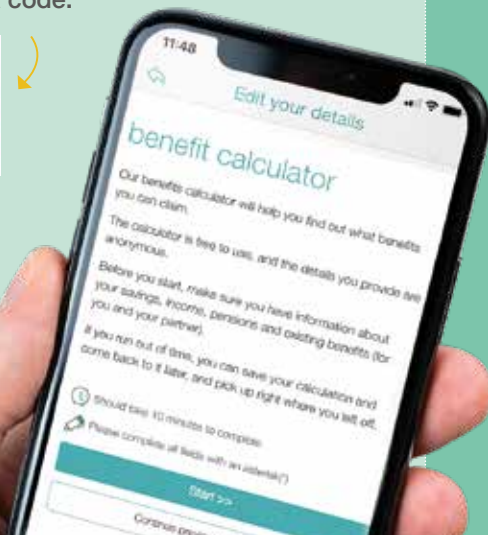
Contact us today and let us help you.

To contact your rent support officer, send us a message through our customer portal; talk to us via live chat on our website www.irwellvalley.co.uk; send us a direct message on social media @IrwellValleyHomes; email contact@irwellvalley.co.uk or call 0300 561 1111.



Get the support you're entitled to

It only takes 10 minutes to do a quick financial check and could mean you can access extra income – search 'benefits calculator' on www.irwellvalley.co.uk to check today or scan the QR code.



Check you're receiving all the benefits you're entitled to with our easy-to-use benefits calculator.

Last year we helped our customers to access **£168,859** in extra income.



#CostOfLiving

If you need help checking your eligibility or can't get online, call us on 0300 561 1111 and we can help.

Peace of mind we're here if you need us



Your scheme pendant allows you to get in touch with the scheme office or our mobile warden service at the touch of a button in an emergency.

It's important to wear your pendant or have it close to hand so you have easy access if you need it.



If you or your family have any queries about the pendant alarm system, just ask your scheme co-ordinator – they're here to help.

Keeping your home and your neighbours safe and secure

The safety and security of our customers and colleagues is really important to us, and we can all play a part in keeping everyone safe.

Some top tips include:

1. Be vigilant when coming in and out of the main front door – don't let anyone you don't know into the building with you.
2. We know it sometimes feels impolite not to hold a door open for someone, but if you don't know them they could be an unwelcome visitor.
3. Visitors should use the intercom to let the person they are visiting know they have arrived



This will help to ensure only people who are welcome and expected come inside the building. We really appreciate your help with this.