



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 and Avery Santoro.

They've each provided an update from their area below.



Steph

Stephanie Jones.
Neighbourhood Officer.

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

Hello everyone,

At Irwell Valley Homes, we want you to live well in your home and community. With that in mind, I am planning a community day for September. Watch this space! I will send you more information soon about what that will involve.

Estate visits

I have now carried out my neighbourhood inspections in Bury, Prestwich, Bacup and Brierfield and have noticed that fly-tipping and excess waste continues to be an issue in all areas. I understand that disposing of excess waste can be challenging, given that general waste bins are collected every three weeks and recycling bins every two. However, ensuring rubbish is placed in the correct bins can really help manage bin space and stop waste from piling up.

Your local authority website has info about which bin should be used for each type of waste (such as cardboard, plastics etc) Please take a look to familiarise yourself and together we can build a cleaner environment:

Bury and Prestwich: [Click here for recycling info](#)

Bucup: [Click here for recycling info](#)

Brierfield: [Click here for recycling info](#)

If you need extra support with disposing of your waste correctly, please get in touch with me. You can contact me via email -

Stephanie.Jones@irwellvalley.co.uk

Do you want to move? Consider a mutual exchange

If you would like to upsize or downsize your home, have you considered taking part in a mutual exchange? If your current home no longer suits your needs, whether it's too big or too small, there are options available to you.

This includes **Mutual Exchange or MEX** – a way for social housing residents to move homes by swapping with another social housing customer.

We continue to hold our internal transfer list, but mutual exchanging offers another option to explore - particularly when wait times for a transfer can be long.

For more information about the process, [click here](#).

Community drop-in at Bury Healthwatch

Don't forget, I will be at Bury Healthwatch on the last Wednesday of every month from 11am until 1pm to talk through any concerns you have or support you might need. You don't need an appointment – just pop in and have a chat with me!

Or you can email me at any time - Stephanie.Jones@irwellvalley.co.uk



Avery

Avery Santoro.
Neighbourhood Officer.

Bury - Radcliffe

Hi everyone,

I wanted to introduce myself – I'm Avery, your new Neighbourhood Officer for Radcliffe.

I am passionate about housing and have a wide range of experience in the sector. I have been a Neighbourhood Officer at Irwell Valley for four years and have worked in housing for over 12 years, covering everything from tenancy management and lettings to repairs and specialist support. I'm really looking forward to working in Radcliffe and getting to know you all!

I understand that it has been a frustrating time while you haven't had a Neighbourhood Officer in place, but I want to reassure you that over the next few weeks I'll be working hard to address any concerns and get things back on track.

Join me for a neighbourhood inspection

I'm aware that some areas have been dealing with increased issues with fly-tipping and anti-social behaviour and to tackle this neighbourhood inspections will be starting again. **My first one will be on 10th July from from 11am-3pm starting from Central Avenue.** I'd love you to join me. You can show me any issues and help me to focus on what matters most to you. If you would like to come along, drop me an email - avery.santoro@irwellvalley.co.uk

New monthly drop-ins

I will also restart monthly in-person drop-in sessions. You won't need an appointment—just pop in and have a chat with me or another member of the team if you've got any concerns or if you're looking for some support from us.

Local events and activity days

Longer term, I really want to bring back that community spirit with local events and activity days where neighbours can meet, connect, and feel proud of where they live. To make that happen, I'll be working with local groups, the council, and other partners—but I also want to hear from you! If you've got ideas or want to get involved in organising something, please get in touch. I'd love to work with customers to make these things happen.

I'm looking forward to meeting you all and please do reach out if you need support.

You can contact me by emailing – avery.santoro@irwellvalley.co.uk



Steve

Steve Cave.
Neighbourhood Officer.

Hi all,

At Irwell Valley, we have a long history of putting tenants at the heart of everything we do, and I am dedicated to continuing this tradition. My aim is to provide the best possible service by working closely with you and listening to what you need. Your insights and suggestions are valuable to me, and I will continue to visit all your neighbourhoods, making sure you feel heard.

Anti-social Behaviour

I know there have been issues recently with anti-social behaviour in Bolton and I am currently working with Greater Manchester Police to tackle this. If you are facing any issues with ASB, please do send me an email - steve.cave@irwellvalley.co.uk. We can discuss what the issues are and work out the best way forward to sort them.

Fly-tipping

I remain committed to addressing fly-tipping issues in Bolton and am actively working to resolve cases on Turnston and Manchester Roads. If you spot any fly-tipping issues in your area, let me know. If you have large, unwanted items please dispose of them responsibly. Charity shops such as Bolton Community Furniture Store or Emmaus offer free collection.

Wesley Mews Gardening

I have organised a community gardening day at Wesley Mews on Friday 13th June. My plan is to spruce up the rockery area with new plants. If you would like to be involved, please do email me - steve.cave@irwellvalley.co.uk

Here to help

I am always here and available to help. If you would like to meet me in person, please come along to my monthly drop in. It takes place the first Wednesday of each month between 10am and 12pm at Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP. The next one takes place on **Wednesday 4 June**. Come along, have a chat and discuss anything that is important to you.

Or you can email me steve.cave@irwellvalley.co.uk



Homes in Bolton - Central, Daubhill, Deane, Derby and Farnworth

We are currently recruiting for a new neighbourhood officer to cover this patch. As soon as they are in post, they will get in touch to introduce themselves.

In the meantime, we are still here to help and support you.

Report any neighbourhood or tenancy issues to our Customer Service and Support Team and they will arrange for another member of the neighbourhoods team to follow up with you.

You can also get in touch via live chat on our website www.irwellvalley.co.uk; send a message through our customer portal ([sign in or register on our website here](#)); email us at contact@irwellvalley.co.uk or call us on 0300 561 1111.

The Bolton drop-in session takes place the first Wednesday of each month between 10am and 12pm at Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP.

Come along if you would prefer to speak to someone in person about any tenancy or neighbourhood issues you might have.

Your Neighbourhood Inspections

Your next inspections are planned on the following dates:

Steph:

July 8th - 11am-2pm starting from Chester Street.

Steve

July 14th - 9am-12noon starting in Westhoughton

July 14th - 1pm-4pm starting in Horwich.

July 15th - 9am-12noon starting from Manchester Road

July 15th - 1pm 4pm covering the Rushleia Close area.

Avery

July 10th -11am-3pm starting from Central Avenue

If you'd like to join us, please drop us a line or leave us a message via Live Chat on www.irwellvalley.co.uk or by calling 0300 561 1111. We'd love to see you then!



Grounds Maintenance Update

Our contractor Goulds is committed to delivering an improved service following the issues last spring and summer. We know that there have been some issues, but all first cuts should now have taken place.

The second cut should be much easier and subsequent cuts will take place every two weeks.

We continue to meet with them regularly to hold them to account on the service they provide as we move further into the grass cutting season.

If you have any concerns about the grounds maintenance service in your area, or if you believe any sites near your home have been missed, please complete our 'Rate My Gardener' survey.

The results are shared with Goulds for action and your feedback really helps us to improve. Anyone who completes a Rate My Gardener survey is also entered into our prize draw every three months to win £50 in shopping vouchers.

[Click here to complete the survey.](#)



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 community.

They carry out regular Neighbourhood Inspections to ensure communal areas are clean, safe, and well-maintained. They will pick up any tenancy or neighbourhood issues.

You can contact your Neighbourhood Officer by emailing:

stephanie.jones@irwellvalley.co.uk

avery.santoro@irwellvalley.co.uk

steve.cave@irwellvalley.co.uk

Kind regards,

Steph, Avery, and Steve.



