


Your latest rent statement

irwell
valley
homes


Reach out
if you need
any support



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 czynszu 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 ين آخرین بیانیه 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 નવીનતમ ભાડું નિવેદન અને ન્યૂઝલેટર છે. અમારી વેબસાઇટ પર સુલભતા સાધનનો ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન કરો.

Irwell Valley Homes હ નિوز کا بیان اور لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبلٹی ٹول کا استعمال کرتے ہوئے اردو میں پڑھنے کے لیے QR کو اسکن کریں۔

Support with your rent: How our friendly team can help.

Page 2

Improving your neighbourhood: Our new communities strategy.

Page 4

Repairs service update: Meet your local team.

Page 6

Rent worries?

Reach out to see how we can help

If you're worried about your finances or are struggling to pay your rent, please get in touch as soon as your circumstances change.

We're here to support you, and together we can help you manage your situation and keep your rent account on track.

If you're in arrears it's important to reach out to us so we can talk through your circumstances, see how we can help, and set up a manageable repayment plan. If you're already on a repayment plan, please keep to the schedule we've agreed and get in touch if anything changes so we can see what more we can do.

Our friendly and knowledgeable team can help with:

- £ Applying for financial support from trust funds, hardship funds and charities.
- 🏠 Making sure you're receiving all the welfare benefits you're entitled to.
- 📅 Budgeting and managing your bills.
- 🏦 Opening a bank account.
- 🏠 Finding affordable credit options.
- 🔌 Saving energy and reducing your household bills.

We may also be able to help with vouchers for food, fuel, furniture, and other essential household items – depending on your circumstances.

Contact us today and let us help you.

Your Specialist Recovery Officer is Tracey Buckels.

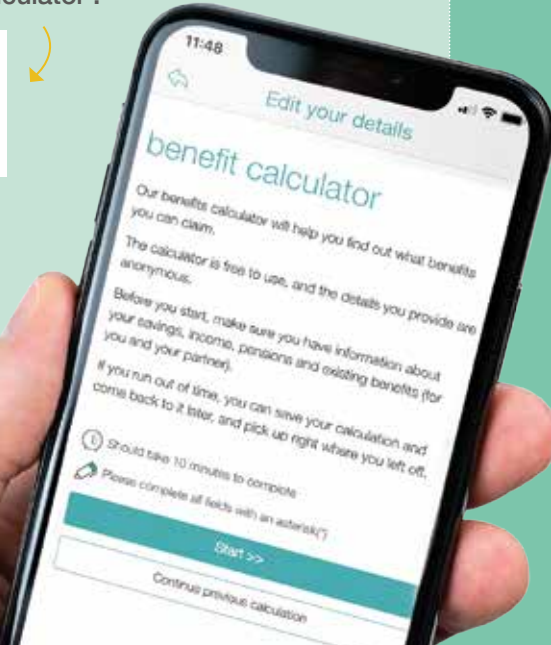
If you need any help or support with your rent account you can contact them through Live Chat on our website; by sending a direct message through our customer portal or on social media @IrwellValleyHomes; by emailing contact@irwellvalley.co.uk or calling 0300 561 1111.

Remember, if you need our support, please reach out to us.

Check you're receiving everything you're entitled to

Our easy-to-use benefits calculator takes just 10 minutes to do a quick financial check – searching for benefits, grants and other support you or your family may be entitled to.

Scan the QR code or search our website for 'benefits calculator'.



If you're struggling to cover your household bills, it's worth checking you're receiving all the benefits you're entitled to.

Last year we helped our customers to access **£502,656** in extra income.



#CostOfLiving

Your safety is our top priority

We're committed to providing safe homes for our customers where they can live with peace of mind.



An important part of this is the programme of inspections we carry out in your home.

Every year we attend to complete a gas safety check of pipework, appliances and flues that we provide and issue you with a gas safety certificate. Where customers live in high rise buildings, we also complete a check of flat front doors every year to ensure they meet fire safety standards. Every five years, we carry out electrical testing in your home.

It is really important to allow our teams access when they attend at your home for these reasons, as highlighted in our tenancy agreement with you.

Not only does it help to keep you and your loved ones safe, completing the inspection on the first visit also saves time and resources. As a not-for-profit housing provider, this is also really important.

To help us budget and plan for future improvements work needed in our homes, we sometimes also instruct companies to carry out surveys on our behalf. We really appreciate customers who allow access to their homes to do this, as it helps us to prioritise what work needs doing and when.



How we're working to make your neighbourhood cleaner, greener, and safer through our new communities strategy.

Here for you in your community

This month we launched our new communities strategy focused on delivering what matters most to you in the neighbourhood where you live.

We gathered feedback from customers in various ways to help us focus on your priorities. We did this through a series of focus groups towards the end of last year, dubbed The Big Customer Conversation.

It focuses on:



Promoting safe and peaceful neighbourhoods.

Including launching a new 'good neighbour' campaign ([read more about our toolkit on the next page](#)); further training for colleagues to help us improve our service for those affected by domestic abuse; and working with our partners including the local authority and police to tackle hot spots of anti-social behaviour.



Maintaining clean and green spaces.



Including increasing our estates team and giving them specific areas and buildings to manage; revamping how customers can feedback to us about the standard and performance of the grounds maintenance and communal cleaning services; and developing a calendar of clean-up events across the communities we serve which we'll share with you on our website.

Working with you and our partners to make a difference.



Including launching more localised hubs in core areas and neighbourhood drop-in events across our communities; recruiting new customers to the panel of our Irwell Valley Foundation charitable investment fund to help us prioritise funding where it's needed most; and working with customers to develop a programme of community events and initiatives that people want to see in their areas.

Promoting the importance of being a good neighbour

We've worked with our Customer Communications Group to develop a new Good Neighbour Toolkit – designed to help our customers live well alongside each other.

We want to support and empower people to resolve neighbourly issues early, and to stop them developing into more serious anti-social behaviour.

The toolkit includes tips for managing common sources of tension, as well as guidance on when and how to involve us as your landlord.

You can view the Toolkit on our website www.irwellvalley.co.uk or scan the QR code.



scan me

We'll continue to review and improve our toolkit and would love to hear from anyone who has further feedback about what makes a good neighbour and how we can support people to be considerate neighbours. Get in touch by emailing involveme@irwellvalley.co.uk or call **0300 561 1111**.

We want to provide homes and services that meet your needs.

We know everyone is different and some people may need us to do things a bit differently when we communicate with you or provide services to you in your home.

So that we can do this, we're asking you to let us know about any special circumstances or requirements you or a member of your household might have.

Tell us how we can tailor our services to you

You can do this via the "About Me" section in our customer portal or by contacting us via our Customer Service Team.



The information you share will be stored securely and in line with General Data Protection Regulations. We'll only use the information to help us deliver a more personal and effective service for you.

Congratulations to customers Susan from Walkden and Lisa from Bury who updated us with their details via our latest survey earlier this year and walked away with a £250 shopping voucher in our prize draw.

An update about our repairs service



We know our repairs service is a top priority for you, just as providing safe and well-maintained homes is a top priority for us.

We're pleased that our repairs service continues to improve, with increased satisfaction rates on the surveys we issue after each job and customers waiting less time for repairs to be fixed.

Our team of tradespeople has now moved to work together in an area-based team which we hope will lead to more improvements going forward.

The service will be more responsive and efficient by reducing travel time between jobs and will also help our colleagues to build up a better knowledge of our homes in their area. We hope it will also enhance relationships between our colleagues and our customers.

Your Homes Team Manager is **Alan Taylor**

Your Repairs Supervisor is **Rob Broaders**

They are joined in this area team by a skilled team of plumbers, roofers, electricians, joiners, labourers and inspectors who are here to manage the repairs we are responsible for in your home.



Did you know?

We've produced a series of how-to videos which can help with some of the common issues you might experience which come under your responsibility as the tenant.

From low pressure on your boiler to bleeding your radiators or checking your electrics, scan the QR codes to watch and find out more.

scan me

