

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.



Jon

Jon Minott.
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,

As many of you are aware, I have recently transferred from being the Neighbourhood Officer for Heatherway Estate and now oversee the Salford M7, M8 and M9 areas. I would like to thank residents for the warm welcome I have received — it has been greatly appreciated! I completed my first estate audit on 23rd February and would like to share the following updates.

Communal areas

Firstly, I would like to thank residents for maintaining internal communal areas to a high standard. During my inspection, very few items were being stored in shared spaces — this is excellent and greatly appreciated.

Fly Tipping & Waste Concerns

One of the main concerns I have identified is fly tipping in several areas, particularly within gated spaces where items are being left. I am currently liaising with Salford City Council to arrange clearance and discuss preventative measures. If you witness any fly tipping or anti-social behaviour relating to waste, please report this to us so we can take appropriate action.

Road Conditions

Overall, road surfaces across the estate are in generally good condition. However, some defects have been noted and I will report these to Salford City Council.

Residents can also report road concerns directly to Salford City Council on their website:

<https://www.salford.gov.uk/report-it/#streets>

If the issue poses an immediate danger, you can contact them on their out of hours number 0161 794 8888.

Broad Street

We have received reports of young people gathering in the communal areas on Broad Street. I am currently in discussion with the Irwell Valley Homes Planned Works Team to review potential security improvements, including upgrading entrance doors where necessary.

Please do not approach any individuals directly. Instead, report concerns to the police by calling 101 (non-emergency). The police are already aware of the issue and are carrying out additional patrols in the area.

Parking Reminder

I would like to ask customers to please be considerate when parking and ensure access routes are kept clear for emergency services and fellow residents.

Recycling & Bin Usage

Using the correct bins helps reduce litter, prevent pest issues, and keep our estate clean and tidy. Please can we be mindful about using the correct bins to recycle.

Salford City Council operates a multi-bin waste system:

Black/Grey bin: General waste

Blue bin: Paper and cardboard

Brown bin: Glass, cans and plastics

Pink-lidded bin: Food and garden waste

Here to support

I am here to support. If you need help or have any concerns, please get in touch by calling 0300 561 1111 or emailing contact@irwellvalley.co.uk

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
Independent
Living
Customer



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

Find out about the amazing work they've been doing in their neighbourhoods by clicking the link below.

Meet your winners

Irwell Valley Homes
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Sale, UK M33 6FS

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