

# Your latest rent statement

irwell  
valley  
homes

We are  
here to  
help


Your  
latest rent  
statement



This newsletter has been uploaded to our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) where you can use our accessibility tool to read it.

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](mailto: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 بیانیہ اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. کد سایت ما، آن را به فارسی بخوانید

ઇરવેલ વેલી હોમ્સ તરફથી આ તમારું નવીનતમ ભાડું નિવેદન અને ચૂઝલેટર 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 اردو میں پڑھنے کے لیے کوڈ کو اسکن کریں۔ QR

Need specialist  
financial support

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How your feedback is  
shaping our service

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Access neighbourhood services & report ASB

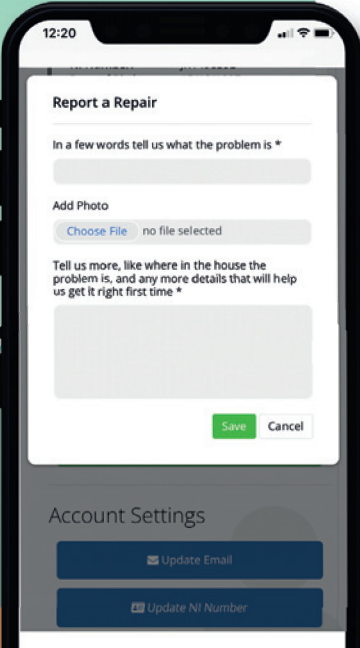
Order and manage your repairs

Our online service offers a way to manage your home and tenancy online, at a time which suits you.

Check your rent account & make payments

Update your personal details any time

To request a log-in visit [www.irwellvalley.co.uk/contact-us/customer-portal](http://www.irwellvalley.co.uk/contact-us/customer-portal) and fill out the form.



You'll then receive an email from Rubixx - who we have worked with to develop the portal - with your temporary password.

Check your junk mail folder if you don't see it.



For more information and a handy how-to guide to help you get the most out of the new service, scan here.

0300 561 1111 | [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) | [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)

# Support with the cost of living

We know it's difficult right now, so we urge anyone who is concerned about their finances to contact us so we can see where we or our partners can help.

Greater Manchester Combined Authority's Helping Hand web pages include details of how to access a wide range of help, both across the region and in your local area.

From support with food and energy costs, to help accessing childcare and employment, as well as details of the various hardship funds offered by different local councils, the site highlights the help available if you're affected by the cost-of-living crisis.



Visit [www.greater-manchester-ca.gov.uk/what-we-do/helping-hand](http://www.greater-manchester-ca.gov.uk/what-we-do/helping-hand) or scan the QR code.

- Housing**
- Help with money**
- Older people**
- Home safety**
- Get online**

**Energy and bills**

**Food**

**Mental health**

**Warm spaces**

**Childcare**





# We're here to help with financial support

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



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

When you contact us, our friendly and approachable team will work with you to see what support we can provide. They can help with:

-  Applications for additional financial support from trust funds, hardship funds, and charities.
-  Ensuring you're receiving all the welfare benefits that 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.
-  We may also be able to help with vouchers for food and fuel, depending on your circumstances.

## Meet Lesley – here to help you access the right support

Lesley has worked in our rents team for over 10 years, and there's very little she doesn't know about benefits, what financial help is out there, and how to access the right support.

She can help with:

- **Checking you're receiving all the benefits you should be.**
- **Housing Benefit and Universal Credit issues.**
- **Support with moving from other benefits onto Universal Credit.**
- **Council Tax Support applications.**
- **Budgeting.**
- **Reducing water and energy bills.**



You can contact Lesley by calling **0300 561 1111** and selecting **option 1**.

# How your feedback is shaping our services and helping us to improve

Your experiences of living in our homes and communities helps us to understand how we're doing, what's going well, and what we need to do better.

**YOU SAID**  
**WE DID**

**Thank you...** to everyone who has engaged with us in all sorts of ways – from filling out a survey to attending a focus group or being a member of one of our customer groups. Here are some of the improvements we've made based on what you've told us.

## You said...

It's really frustrating when a job can't be completed because Irwell Valley Homes colleagues don't have all the materials they need.

## We did...

We completed a stock check of our vans to make sure they are equipped with the things they need to get jobs done.

## You said...

When I report an emergency repair, it would be reassuring to get a confirmation that everything is in hand.

## We did...

We introduced a text message confirmation for emergency repairs, giving you peace of mind that someone is on the way to help.

## You said...

The importance of being a considerate, respectful neighbour should be highlighted with every customer from day one.

## We did...

We created a brand-new **Good Neighbour Toolkit** and Agreement. This is now given to every new customer when they move in.

## You said...

It's unclear what an 'accessible ready' new home is. How do I know if a particular home is suitable for me?

## We did...

We improved the description of what an accessible-ready home is, to help make it clearer what features they have and what further adaptations might be needed to meet individual needs.



## You said...

The cost of living is really high and getting support with rent should be as quick and easy as possible.

## We did...

We have added a new phone line. If you press 1, this now connects you directly with our **Rent Support Team**, making it easier and quicker to get help.

# How you can shape the services in your area this year

If you'd like to get involved and help shape our services for the future, then we've got lots of new opportunities.



## Live in a home with a shared space? Our new communal living group needs you!

**This year we're launching a new customer group focused on the issues and priorities of people who live in a building with shared spaces.**

The Communal Living Group will be focused on tapping into issues and trends affecting our buildings and the customers living there. From bin stores to building safety and communal cleaning to considerate neighbours, this new group will gather insight and experience to help us improve our homes and services.



### What's involved?

- One meeting every three months, normally in person.

### Why does it matter?

- We know that satisfaction among our customers who live in a place with a shared space is lower. We want to better understand what is driving this so we can make improvements.

### What's in it for me?

- The chance to have a positive impact on you and your neighbours.
- The opportunity to meet new people and develop new skills.
- A £20 retail voucher for each meeting you attend.

### Anything else I should know?

- We'll reimburse the cost of any mileage or arrange transport for you to attend meetings if needed.

For more information or to register your interest, email [involve@irwellvalley.co.uk](mailto:involve@irwellvalley.co.uk) or give us a call on **0300 561 1111**. We're looking forward to hearing from you!

### Thank you...

#### for shaping our service standards

A big thank you to everyone who took part in our series of focus groups this February and March, exploring what should go into a set of standards outlining what you can expect from our core services.

Your input helped us understand what matters most to you and how best to share this information so we're more accountable for the services we're delivering.

We really appreciate you taking the time to share your views – keep an eye on our website over the coming weeks where we'll be launching the new standards.

### Did you know you could win £250 just by completing one of our short service experience surveys?

We issue quick surveys to customers when they've received a service from us – for example after a repair. If you complete the survey, you'll be entered into our prize draw which takes place every three months.

It's a great way for you to share your views, help us improve our services, and be in with a chance of winning £250!

# Make sure we're up to date with how **we can support you in your home**

Thanks to everyone who has updated us when we've contacted you over the last few months to complete a customer check in.

This is an opportunity for us to run through a few questions with you about your home and circumstances, to check everything is going well and to see if there is any further support you need.

Having up to date information about you and your household helps us to deliver better services for you.

In some cases, the check-in might lead onto a visit from one of our team to discuss in more detail what you need and how we can help.

The check-ins will continue over the coming months - we really appreciate everyone who takes the time to fill us in.



## Did you know?

You can update us about your circumstances and other information like your contact details in our customer portal.



Visit our website [www.irwellvalley.co.uk/contact-us/customer-portal](http://www.irwellvalley.co.uk/contact-us/customer-portal) to log-in or request an account.

## Do you need support managing your tenancy from a relative or friend?

**We know that sometimes it can be helpful to have support managing your home and tenancy from a relative, friend, or other representative.**

But we are unable to speak to these people on your behalf unless you have given us signed consent, through our permission to discuss form.

This form is part of our security arrangements for keeping your details safe and secure and will need to be completed before we are able to discuss your home or tenancy with your representative.

If you'd like to set one up, please get in touch.



# Your safety is **our priority**

Keeping you and your home safe is our top priority. That's why we carry out regular safety checks, inspections and repairs. Please help us to help you by giving us access to your home for appointments.

Allowing access for these safety checks and inspections helps us spot issues before they become a hazard, keep your home safe and well-maintained, and plan future repairs and improvements.

It also means we're more likely to complete checks on the first visit, which reduces disruption and the need for further appointments.

Since October, Awaab's Law has set clear legal timescales for landlords to act when damp and mould is reported. This was introduced to make sure issues that could affect your health are dealt with quickly and safely. To keep you safe and meet these timescales, it's really important that we can get into your home to inspect, diagnose, and fix problems as soon as possible.



If you can't make an appointment, please let us know as soon as possible, by calling 0300 561 1111, or using LiveChat on our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk), so we can rearrange it at a time that works for you.

You can find out more about **Awaab's Law** and how we respond to damp and mould by scanning the QR code here:



scan  
me

