





# Hear from your Neighbourhood Officer about what they're up to in your area.

Dear customer

Welcome to your Central Patch Community Newsletter. The Neighbourhood Officers covering this patch are Jessica Hargreaves, Lianne Kay, and Liam Cain.

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

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A handwritten signature in black ink that reads 'Jess'.

Jessica Hargreaves.  
Neighbourhood Officer.

## **Ardwick, Fallowfield, Rusholme, Old Trafford, Stretford and Chorlton**

I recently completed a series of estate audits across the areas I cover. While we're aware of the ongoing difficulties with cleaning and grounds maintenance, I was pleasantly surprised by the overall condition of most sites. To help tackle the cleaning issues, I have provided fob access to our contractor, Atlas FM, ensuring they can enter communal blocks without any access issues.

My next estate audits will take place on October 14th from 9:00am–4:30pm starting at Thornton Road, and October 16th from 11:30am–4:30pm starting at Fontwell Close. It would be great to see you there if you're able to join me! For more detailed information, feel free to contact me on [Jessica.Hargreaves@irwellvalley.co.uk](mailto:Jessica.Hargreaves@irwellvalley.co.uk).

## **Helping our customers**

Recently, I worked with a customer who was struggling to use the large communal bins at one of our blocks due to medical concerns, which was contributing to ongoing issues in the bin store. After discussing their needs, I supported the customer in applying to the Council for individual household bins and assisted collections. This tailored support has already made a noticeable difference in keeping the area cleaner and supporting the customer's independence. If you need any support, then please let me know so that I can help.

Since May, I've welcomed five new customers to our homes, providing tenancy starter support including signposting to charities like Emmaus Salford and Mustard Tree for essential furniture and white goods, and helping to set up bills and direct debits. If you or someone you know needs support with managing their tenancy, please don't hesitate to get in touch.

## Community Day at Seymour Place

I recently completed a community day at Seymour Place, where volunteers from Irwell Valley Homes, our contractors, JLA, and local residents worked together to help transform the garden for the building. We received a grant from the Irwell Valley Foundation to revitalize the garden with lots of new flora and fauna. The day was a huge success and I'm thankful for all those who helped out. Following the success of the day, I'll be looking to hold similar days across the patch in the future.



## Fly-tipping and trollies

One concern I'd like to raise following recent estate audits is the persistent issue of fly-tipping, particularly within bin stores and alleyways across Fallowfield, Rusholme, and Moss Side. While not all fly-tipping is caused by our customers, the absence of evidence often prevents us from taking enforcement action. **We need your help**—if you have any information such as a vehicle registration, addresses, or video footage that can help identify those responsible, please get in touch. Together, we can work towards maintaining cleaner, safer communities.

You can find information below about proper waste disposal guidance as well as about the bulky waste collection service offered by local councils. We strongly encourage everyone to use these services to avoid unnecessary waste build-up. We are also exploring the installation of CCTV and the recharge of customers at hot spots to try and deter continual fly-tipping incidents.

Additionally, we've seen an increase in abandoned shopping trolleys at Jubilee Court, believed to be taken from White City/Stretford Shopping Mall. Although we are working with Trolleywise to remove these, the process has been challenging. Taking trolleys from shopping malls without permission can be considered theft, and our staff cannot remove them due to health and safety risks and potential liability. If you have any information about who may be responsible, please let us know. And if shopping or transporting goods is becoming difficult for you or someone you know, please reach out—we may be able to offer support.

## Together Tuesdays

Did you know that every Tuesday the Stretford Public Hall Advice Hub offers face-to-face information and support until 3:00pm, alongside activities such as yoga classes, a choir and a running club? Plus, Throughout the day, the Weekly Warmer provides free refreshments

from 9:30am to 3:00pm – and if you're lucky, some delicious homemade soup is served by volunteers between 12:00 and 3:00pm.

Myself and other Irwell Valley representatives attend the Advice Hub every 4th Tuesday of the month – our next drop-in date is Tuesday 26th August 2025, from 10:00am to 3:00pm. It would be great to see some of you there.

You can also meet Emma, the Community Hub Coordinator, from 9:30am to 1:30pm for support with food, fuel, and emergency help, or speak with Kath, the Volunteer Coordinator, between 1:00pm and 3:00pm about getting involved at the hall or volunteering locally.

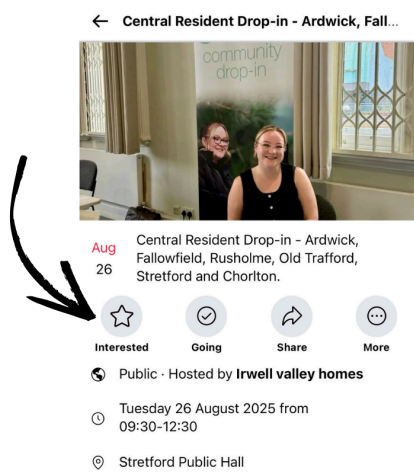
Together Tuesdays also offers free Wi-Fi, access to devices, and a chance to meet organisations like HOST, Citizens Advice, Budgeting Support Officers, and more. Services such as ESOL, Energy Works, and Trafford Carers are also available throughout the month on rotation.

We appreciate that the hours between 9:30am and 3:00pm may not be suitable for those who work, and the location may not be convenient for those living in central Manchester. If that's the case, I'd be happy to arrange a home visit or telephone call at a time that suits you to offer advice, support, and signposting where needed.

Please don't hesitate to get in touch – we're here to help.

If there is anything I can support you with, you can email me at [jessica.hargreaves@irwellvalley.co.uk](mailto:jessica.hargreaves@irwellvalley.co.uk)

Join the facebook event below to stay up-to date with when my drop-ins are taking place.



Register interest



*Lianne*

Lianne Kay.

Neighbourhood Officer.

### **Blackley and Crumpsall**

#### **Salford - Higher Broughton and Lower Broughton**

We have had a very busy few months on our patch and it's been fantastic getting out and about meeting both new and familiar faces. I have been here for just over 7 months now and I'm so pleased lots of you feel comfortable enough to come over for a chat or catch up when you see me out and about.

We have had many new customers joining our Irwell Valley Homes community and it is always a pleasure to see how happy you are getting the keys to your new home and also how friendly everyone is as a community when a new neighbour joins us. It really is heartwarming to witness, so a huge thank you to everyone who has made any new neighbours feel welcome.

My next neighbourhood inspections will take place on the 7th and 8th of October. If there's something you'd like me to look at or pay particular attention to, just let me know and I'll make sure to check it out. You can get in touch by emailing [lianne.kay@irwellvalley.co.uk](mailto:lianne.kay@irwellvalley.co.uk). You can also email me if you'd like to come along with me on my next inspection. You're more than welcome!

### **Rubbish in alleyways**

On my most recent inspection, I noticed a running trend of unkept alleyways where people have been dumping rubbish. I have reported this to our Estates Team and Salford and Manchester City Councils to be cleared. Going forward, I will be checking who the rubbish belongs to and making contact. Let's work together with this issue as we know dumped rubbish is unsanitary and a source of pests - I'm sure we all want to live in a safe clean environment.

If you do have extra rubbish or bulky items please arrange collection with your local council, you can do this via their websites. If you are unsure about how to organise this, please contact me and I can assist you with this.

### **School holidays**

I know it's still currently the school summer holidays and although it can be lovely to have that time with your young ones, it can also be a tough time. It can be difficult mentally and financially trying to entertain the children for such a length of time and then also trying to juggle work with childcare.

I have added some links below for activities taking place in the Manchester/Salford area over the summer, which may help you out if you need some ideas;



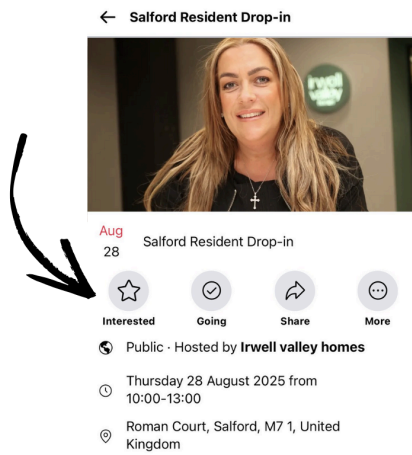
Manchester City Council Family Hub  
Manchester City Council - Holiday Activity Programme  
Manchester City Council - Stuff To Do  
Sandilands Community Primary School - Free Holiday Clubs  
Loads to Do - School Holidays in Manchester  
Salford City Council - School Holiday Activities  
Salford City Council - Summer Fun  
Salford Community Leisure - School Holidays

## Monthly drop-in

I'm relocating my 'drop in' clinic from Broughton Hub to **Roman Court, Camp Street, M7 1LH**. This will be the **last Thursday of every month starting 28th August from 10am until 1pm**. Please feel free to call down and have a chat it will be great to see you!

I'm here to help. If you need me, please do get in touch by emailing  
[lianne.kay@irwellvalley.co.uk](mailto:lianne.kay@irwellvalley.co.uk)

**Join the facebook event below to stay up-to date with when my drop-ins are taking place**



Register interest



*Liam*

Liam Cain.

Neighbourhood Officer.

## **Salford - Walkden, Eccles, Greengate, Rock Bank and Langham Court**

Hi everyone, I'm Liam, your new Neighbourhood Officer for Salford - Walkden, Eccles, Greengate, Rock Bank and Langham Court.

I have over 16 years of experience working in housing and I understand the importance of being customer focused to improve the lives of my residents. I am of course new to Irwell Valley Homes so please continue to bear with me as I fully settle into the role and the area.

I'll be sharing some of my plans for our communities in the next newsletter, but many of you should start seeing me about as part of some of the community days and sessions Irwell Valley will be holding in the coming months.

I have recently completed my neighbourhood inspections and I was really pleased to be able to speak to several customers throughout the community on my way around. It's always helpful to speak to you on these inspections as it ensures I don't miss anything that's happening in the community, good or bad. My next inspections are set to be on the 13th and 18th October, so if you'd like to come along with me, then please drop me an email.

I'm currently in the process of sorting out some regular monthly drop-ins so you can come and speak to me in person. I've not finalised this just yet, but once I do I'll be sure to let you all know.

However, in the meantime if you have any issues, concerns, or need my support with anything, then please send me an email - [liam.cain@irwellvallet.co.uk](mailto:liam.cain@irwellvallet.co.uk)

Enjoy the rest of your summer!

Liam





### **Follow us on social media for the chance to win a £100 Shopping voucher**

We regularly share information and advice for our customers on our social media channels.  
Follow us today for:

Help with accessing benefits.  
Advice for tackling debt  
Info about free meals and activities for children  
And much more!

**Plus, when we hit our 5000th follower, one lucky person will be chosen at random to win a £100 shopping voucher.**

[Follow us on Facebook](#)

[Follow us on Instagram](#)

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## Recycling and Bulky Waste collections

As fly-tipping and waste management are currently common issues across our Central Patch, we wanted to share a couple of useful resources to help you recycle where you can and use bins correctly.

For Trafford customers, the Council have created a quick guide to help you identify what waste should go into each bin. You can find it by [clicking here](#).

For Manchester customers - you can find helpful guidance on correct waste management [here](#).

For Salford customers you can find this information [here](#).

Remember if you need to dispose of bulky items, your Local Authority offer a heavy or bulky items collection service for up to 5 items. You can find out more about this on your Local Authority website.



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## Your Neighbourhood Inspections

We carry out regular Neighbourhood Inspections to ensure communal areas are clean, safe, and well-maintained.

### Jess

October 14th 9am-4:30pm starting from Thornton Road.

October 16th 11:30am-4:30pm starting from Fontwell Close.

### Lianne:

October 7th - 9am-4pm starting from Rishton Lane.

October 8th - 9am-4pm starting from Deane Road.

### Liam:

October 13th 9am-4pm starting from Rock Bank.

October 15th 1pm-5pm starting from Albert Park Road.

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](http://www.irwellvalley.co.uk) or by calling 0300 561 1111. We'd love to see you then!

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## **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 neighbourhood.

**You can contact your Neighbourhood Officer by emailing:**

**[jessica.hargreaves@irwellvalley.co.uk](mailto:jessica.hargreaves@irwellvalley.co.uk)**

**[lianne.kay@irwellvalley.co.uk](mailto:lianne.kay@irwellvalley.co.uk)**

**[liam.cain@irwellvalley.co.uk](mailto:liam.cain@irwellvalley.co.uk)**

We hope you are having a great summer.

Kind regards,

**Jess, Lianne and Liam.**

Irwell Valley Homes  
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