



**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.*



*Derek*  
Derek Wunderley.  
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:



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**Dear Resident,**

I completed my neighbourhood inspections in February 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 booked in for the 4th and 9th of June 2026 and it would be great to have customers join me. I will be starting from Lever Edge Lane at 10AM and moving up towards Thurnham Street, Sloane Street areas and then onto Meredith and Settle Street areas. If you'd like to come along, then please do email me and we can arrange a meeting time and place: [Derek.Wunderley@irwellvalley.co.uk](mailto:Derek.Wunderley@irwellvalley.co.uk)

**Fly-tipping**

## Fly-tipping

During my audit, I noticed that there does seem to be lots of fly-tipping across the area. I have been reporting this to Bolton Environmental services. Customers can also report fly-tipping directly on their website: <https://www.bolton.gov.uk/report-street-problem/flytipping>

We also work closely with Bolton Council to tackle fly-tipping, littering and property and garden conditions so please contact me if you have concerns about any of these issues. Bolton Council will record any hot-spots and direct their services accordingly.

If you have large items to dispose of, there are several options for doing this. You can take them to the local facility at Hurstwood Court Recycling Centre or you could use a registered waste carrier to remove the items for you. You can find registered carriers listed on the Environment Agency's website: <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>

## Litter and rubbish disposal

I also came across areas where rubbish disposal is a concern. It may be the case that people who are not Irwell Valley Homes customers are using the communal bins at Centenary Court. I am going to arrange a clean-up of the litter and overflowing bin bags and am also looking into getting another large refuse bin as the smaller bins are not sufficient. I will also be lettering contacting customers to ensure everyone knows which bins to use. Hopefully these actions will help to reduce the issues in this area.

## Anti Social Behaviour

I also wanted to reassure customers that Irwell Valley Homes takes anti-social behaviour extremely seriously and when appropriate, we take legal action against tenants who have breached their tenancy agreements. We understand the impact anti-social behaviour has on communities and are committed to working with you and partners to tackle it. If you are having any issues with ASB, please report this to us on our website here: <https://www.irwellvalley.co.uk/for-customers/your-safety/asb>

## Endeavour Community Hub

I would like to highlight the Endeavour Community Hub based in the Lever Edge Lane area of Bolton. They provide a range of services and support including food parcels, clothing, furniture, support through legal processes and advice about physical wellbeing. You can find out more on their website: <https://www.endeavourproject.org.uk/home>

## Helpful contact details

If you have not applied in the last 12 months, you can apply for the Household Support Fund for assistance with food and fuel: <https://www.bolton.gov.uk/benefits/household-support-fund>

You may be also able to apply for assistance from Guild of Help for white goods. Here is a link you can use to self-refer to them: <https://boltonguildofhelp.org.uk>

## Here are some other useful contact numbers:

Citizens Advice Bury and Bolton 01204357110

Universal Credit Live Service 0800 328 9344

Universal Credit Full Service 0800 328 5644

Housing Benefit Bolton 01204 331590

Housing options Bolton 01204 335900

## Drop ins

Drop-ins for your area take place on the first Wednesday every month. These monthly drop-ins are a chance for you to raise any issues, ask questions and share ideas about improvements we could make. No need to make an appointment, just stop by.

**Date:** The first Wednesday of the month - next one is 1st April

**Time:** 9am - 11am

**Location:** Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP.

If you can't make the drop-in, you are always welcome to request a home visit or phone call by calling 0300 561 1111 or emailing [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)

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## 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](mailto:involve@irwellvalley.co.uk) or give us a call on 0300 561 1111.**

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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,  
one of our  
Independent  
Living customers



### 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](mailto: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

**Read all about the amazing things they've been doing in their neighbourhoods by clicking on the link below.**

Meet your winners

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