

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.

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,

We have been in the process of recruiting a Neighbourhood Officer for your area. We will share the details with you as soon as we can.

In the meantime, please be assured that we are still here for you if you need us.

If you currently have an active case your previous Neighbourhood Officer was investigating, this will now have been assigned to another member of the team who will be in touch with you.

If you need to report any neighbourhood or tenancy issues then please contact our customer service team and they will arrange for another member of the neighbourhoods team to follow up with you.

You can contact us:

via live chat on our website www.irwellvalley.co.uk;

send a message through our customer portal (sign in or register on our website here);

email us at contact@irwellvalley.co.uk

call us on 0300 561 1111.

In the meantime, please find updates and information that we hope you will find useful below.

Dog fouling

We appreciate that residents may be concerned about dog mess. Please can residents with pets ensure that they are cleaning up after them to keep the environment nice for everyone. As well as being unhygienic, dog mess has recently prevented contractors from completing important work within our estate and blocks. It is an offence to not clean up after your animals and tenancy action can be taken against offenders.

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.

- Residents enjoy their own self-contained home, within a safe and friendly community
- There is a dedicated scheme manager for each building and a secure door entry system.
- 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 incredible things they have been doing in their neighbourhoods by clicking the link below.

Meet your winners

Irwell Valley Homes
Suite 2, Second Floor, Oaklands House 34 Washway Road
Sale, UK M33 6FS

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