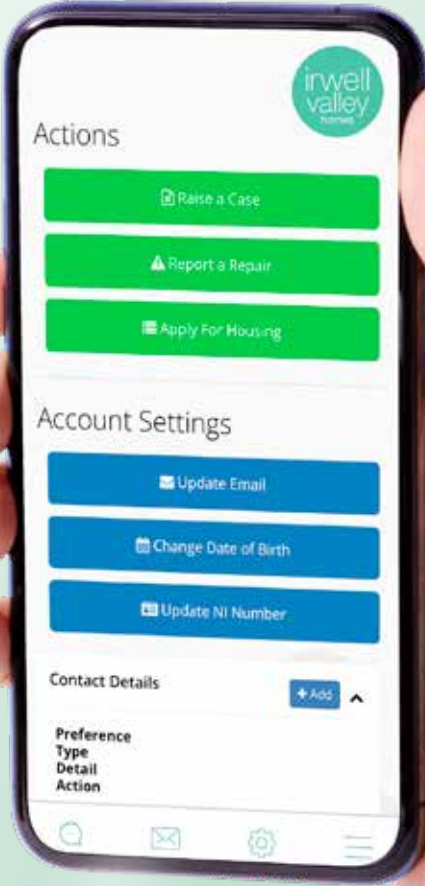


Your latest rent statement

irwell
valley
homes



Access
neighbourhood
services &
report anti-
social
behaviour

Order and
manage your
repairs

Check your
rent account
& make
payments


Update your
personal details
any time

Use our new
online service
to check your
rent account
any time!



This newsletter has been
uploaded to our website www.irwellvalley.co.uk
where you can use our accessibility tool to read.

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, call us
on **0300 561 1111** or discuss with your
Neighbourhood Officer.

To jest Twoje ostatnie zestawienie czyszczenia 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 این آخرین بیانیہ اجارہ و خبرنامہ شما از
را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. کد
سایت ما، آن را به فارسی بخوانید.

धरवेल वेळी होम्स तरकुधी आ तमारुं नवीनतम भातुं निवेदन
अने -यूजवेटर छे. अमारी वेबसाइट पर सुलभता साधननो
उपयोग करीने तेने गुजरातीमां वांचवा माटे QR कोड स्कॅन करे.

Irwell Valley Homes ہ آپ کا تازہ ترین کرایہ کا بیان اور
لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبلٹی ٹول کا استعمال کرتے
کوڈ کو اسکن کریں۔ QR ہوئے اردو میں پڑھنے کے لیے

Our online service makes it
easy for you to manage your
home and tenancy.

Find out more -
see back page.

Need financial
support? We're
here to help

Page 2

Waiting for
a repair?

Page 4

See how we're
Investing in our
communities

Page 6

We're here to help with financial support

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

Our knowledgeable and approachable team can help with:

- Applications to financial support from trust funds, hardship funds and charities.
- Ensuring you're receiving all the welfare benefits 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.



They may also be able to provide cash vouchers for food, fuel, furniture and other essential household items dependant on your circumstances.

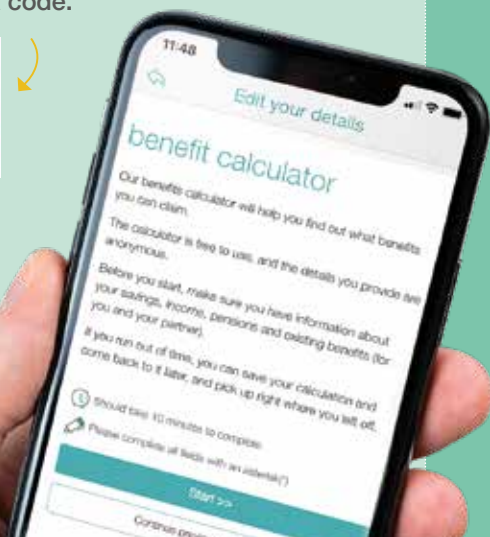
Contact us today and let us help you.

To contact your rent support officer, send us a message through our customer portal; talk to us via live chat on our website www.irwellvalley.co.uk; send us a direct message on social media @IrwellValleyHomes; email contact@irwellvalley.co.uk or call 0300 561 1111.



Get the support you're entitled to

It only takes 10 minutes to do a quick financial check and could mean you can access extra income – search 'benefits calculator' on www.irwellvalley.co.uk to check today or scan the QR code.



Check you're receiving all the benefits you're entitled to with our easy-to-use benefits calculator.

Last year we helped our customers to access **£168,859** in extra income.



#CostOfLiving

If you need help checking your eligibility or can't get online, call us on 0300 561 1111 and we can help.

Report any issues with your alarms

For your safety, it is important to regularly check and test the batteries in your smoke and carbon monoxide detectors to make sure they work.

If you have any queries or concerns about the condition or maintenance of your alarm, or if you are concerned an alarm is missing, please contact us.

Get in touch through **Live Chat** or the **contact form** on our website; send us a **direct message** on social media; or call **0300 561 1111**.

Make sure you have a smoke alarm and make sure it works.



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.greatermanchester-ca.gov.uk/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**

Waiting for a repair? Here's what we're doing about it.

We know that getting your repairs done is a top priority for customers, and ensuring homes are decent and safe is a top priority for us.

Over the last year there has been a big increase in the number of repairs reported to us, and, as a result, it is taking us longer to get through them.

We are sorry that this has meant the waiting times for certain repairs has increased, we know this is frustrating for customers. To help with this we're investing more money and have employed more people within our repairs team.

We hope that you will start to see an improvement in the time you have to wait over the summer months.



We've also put together a series of helpful 'how-to' videos covering many common DIY household repairs. Visit www.irwellvalley.co.uk/for-customers/tenant-information/repairs-and-maintenance to watch.



Investing in our communities through the Irwell Valley Foundation

Our charitable investment fund, the Irwell Valley Foundation, supports our customers and communities with grant funding to help them to live well and achieve their potential.

Free school meals at the Sunshine Café

Our Sunshine Community Café on the Sale West estate will once again be serving up free meals for children and young people throughout the school holidays this year.

The café team will be busy during the Whit half term, the main summer break and during October half-term preparing the free meals for youngsters on the estate thanks to funding from the Foundation.

Check out the café's Facebook page www.facebook.com/sunshinecommunitycafe for the latest updates nearer the time.

Supplies boost for St Mary's food bank

We supported St Mary's food bank in Houghton Green with a donation to help them replenish their supplies.

Amongst the items they purchased were 110 tinned meals, 90 boxes of cereal, 34 litres of long-life milk and 20 jars of coffee!

With food costs remaining high, their service is a life-line for many families on the estate.

If you could benefit from their support, email foodbank@smhg.org or call **07479 256785**.

A breath of fresh air for after school club

A community growing and gardening project based in Bolton has received funding from the Foundation towards an after-school club encouraging youngsters to enjoy the great outdoors.

Red Lane Growing Project in Breighmet has a packed

programme of events planned between now and the end of October, including bug hunting, woodland activities and outdoor cooking.

The sessions are open to all ages, including parents/guardians attending with children.



To find out more visit their Facebook page www.facebook.com/breighmetgrowing.

Here's just a snapshot of some of the projects we've supported across Greater Manchester recently...



Empowering residents with life-changing skills

We're proud to have supported the Christians Against Poverty (CAP) charity with funding to run two of their workshops empowering people in Radcliffe with new skills to improve their future.

The CAP Job Club began this month at Trinity Baptist Church, delivering the Steps to Employment course covering topics including finding motivation, CV writing and interview tips.

In February they used the Foundation funding to deliver their Money Coaching Course – designed to empower people with the knowledge, skills, tools and confidence to better manage their finances.



Fun and games at kids' club

A community interest company in Salford has been able to extend and develop its programme of weekend and out-of-school clubs thanks to funding from the Foundation.

Patricroft CIC has introduced a gardening club, family club and homework club at the weekends to support local families and residents.

The grant has also helped towards their kids club on a Thursday evening, offering arts, crafts and games for local children.

Judy, from the group, said: ***"We're so grateful to have received the funding which has helped so much in developing our new groups."***

Visit thecastle-eccles.org.uk to find out more about their clubs and upcoming events.



Dressing for success in a new career!

An innovative charity for unemployed women across Greater Manchester supported 123 women into work during March, with the help of funding from the Foundation.

Smart Works provides a high-quality interview outfit alongside interview coaching – designed to build confidence and hone skills to help women get the job and secure financial independence.

It supports people like Mary* - pictured, in her new interview outfit - who had been looking for a job for more than six months – applying for 50 jobs and attending 10 interviews. Within a week of visiting Smart Works in Manchester she had got a new job!

**name has been changed*

If there's a project or community group working in your area which could benefit from support from the Foundation, we'd love to hear from you!

Visit our website www.irwellvalley.co.uk/about-us/irwell-valley-foundation to check the criteria, find out more and to apply.

Discover how you could benefit from our support and apply today!



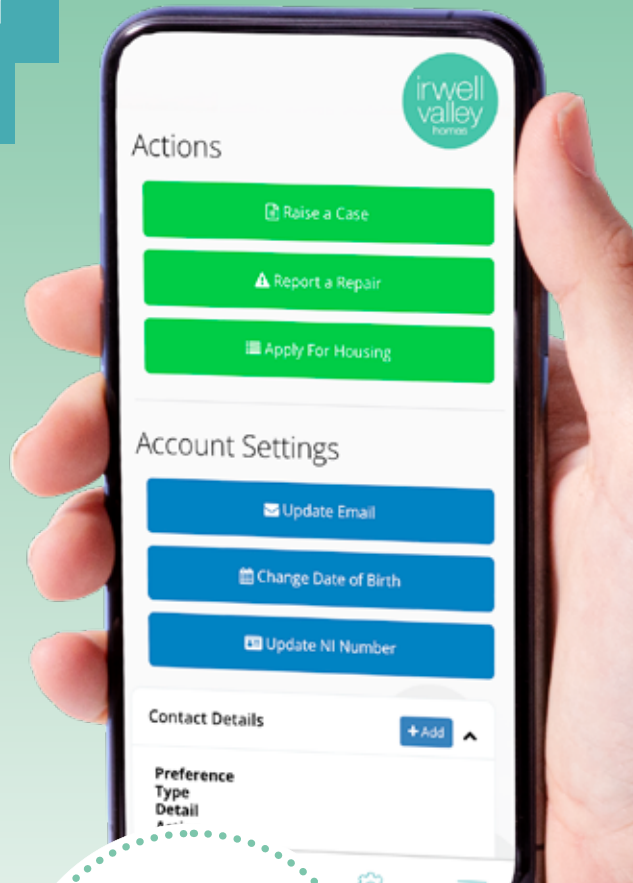
scan me

Join thousands of customers enjoying the benefits of our new online service

Our online service makes it easy for you to manage your home and tenancy.

When logged into the portal you can:

- Report a non-emergency repair, including photos or video to illustrate the problem... and keep track of when appointments are booked in.
- View your rent account and any repayment agreements you might be on.
- Report anti-social behaviour.
- Let us know about any special requirements you or a member of your household has and tell us if any of your circumstances have changed.
- Access information we send and important documents about your home and tenancy.
- Read the latest news from Irwell Valley Homes.
- And much more!



The new service replaces our old Irwell Valley Homes app. We've worked with a company called Rubixx to develop the service which is why the email you receive with your log-in information comes from them.

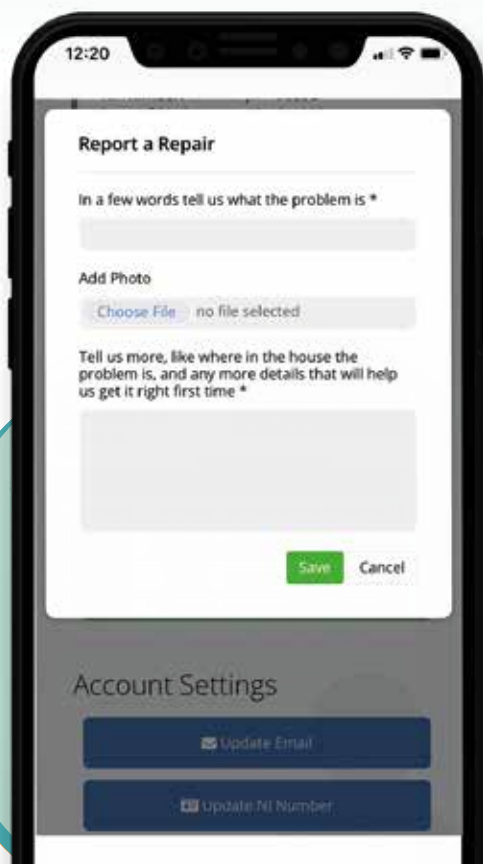
Sign up today and enjoy the benefits

Visit www.irwellvalley.co.uk/contact-us/customer-portal and fill out the form with your details.

Alternatively, request a log-in through live chat on our website www.irwellvalley.co.uk during office hours; send us a direct message on social media @IrwellValleyHomes or call us on 0300 561 1111.

We need your name, address, current email address and up to date mobile phone number.

You'll then be sent an email from Rubixx with a link to the log-in page and a temporary password. The first time you log in (and every 90 days going forward) you'll also need a code sent to your mobile phone. This helps to keep your account and the information within it secure.



Scan the QR code for a helpful how-to guide and video to help you get the most out of the portal!