



Making our communications more accessible

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Click here and look for this icon to open the tool:



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

Dear customer

Welcome to your Tameside patch newsletter. The neighbourhood officers for your area are Siobhan and Keeda. They've provided an update about their areas below.

We recently launched our new customer strategy – Together With You. **You can read it [here](#).**

To kickstart our plans, we organised our first ever Customer Connect Day - our team were out and about making a difference in our communities. A range of activities took place in Tameside, including **litter picking, seasonal planting and gardening** across the area. **Fences around the bandstands were painted and repaired** and there were also skips outside the High Rise blocks for customers who wanted to dispose of bulky items. Plus, we ran a **"How to paint and wallpaper" session** at the Oasis Community Centre.

It was great to connect with our customers and we look forward to doing more events like this in the future.





Siobhan

Siobhan Newman.

Neighbourhood Officer.

Droylsden, Dukinfield, and the area around Lancaster Road in Haughton Green.

Hello everyone,

I wanted to reintroduce myself. I'm Siobhan, your new neighbourhood officer for Droylesden, Dukinfield and Lancaster Road in Haughton Green.

I have worked at Irwell Valley Homes for over four years and have returned to this area, having covered it for two years previously in 2023 and 2024. It's great to be back! As I have worked in this patch before, I have been able to pick up confidently where I left off. I have a good knowledge of the area and understand the common reoccurring issues. I also have great relationships with local agencies and authorities, which is really helpful when customers need support.

I am looking forward to getting out and about in the new year for my estate inspections. If you would like to join me, please do get in touch.

I will also be planning a community day for spring time, so keep your eyes peeled in the new year for updates on this!

I am here to support you. You can contact me by calling 0300 561 1111 or by emailing siobhan.newman@irwellvalley.co.uk



Keeda

Keeda Mills.

Neighbourhood Officer.

The rest of the Haughton Green estate, including the high rises

Hello everyone,

I hope you are all having a good Autumn. Here's an update about what has been going on recently in your area.

Customer Connect Day

It was great meeting so many of you at our recent Customer Connect Day and was lovely to see see such a strong turnout from residents. One part of the day that was particularly popular was the skips we provided for residents to dispose of unwanted bulky waste. The sheer number of people who made use of these was a clear indicator of how helpful you all found this and we will organise something similar in the future.

Fly tipping

Despite the success of our clean-up days, we recognise that fly-tipping remains an issue across Haughton Green. Our teams are working to address this problem head-on and we have recently been able to identify several individuals using CCTV - we are now working with Tameside Council to take enforcement action, such as issuing fixed penalty notices.

We strongly encourage all residents to report any fly-tipping to us. You can do this by emailing contact@irwellvalley.co.uk or by calling 0300 561 1111.

Head Office Move

We recently shared that we're moving our head office from the Soapworks building in Salford to a new location in Sale. During this transition, the Oasis Centre may be busier than usual. Aside from our dedicated drop-in day, please contact me before visiting so I can confirm that I'll be available.

Rendering Removal Dates

For those who live in the High Rises, we recently sent an update about the rendering removal work, with estimated finish dates. If you missed it, you can check it out [here](#).

Remember, I'm here to help. If you need me, please do get in touch by emailing keeda.mills@irwellvalley.co.uk



Neighbourhood Drop-ins

It's great connecting with you at our monthly drop-in sessions at The Oasis Centre. Your feedback, questions, and concerns help us understand the community's needs. Please keep coming along and sharing any ideas or issues—big or small. No need to make an appointment, just stop by.

Date: The last Thursday every month - the next one is Thursday 27th November

Time: 11:30am - 2:30pm

Location: Oasis Community Resource Centre, Tatton Road, Haughton Green

Citizens Advice offer free sessions at the Oasis Centre.

They can help you deal with debt, and give expert advice about managing your money, benefits, Universal Credit and tax credit.

Dates:

November - 12th, 26th

December - 10th

January - 7th, 21st

Time: 10am - 1.30pm

Location: Oasis Community, Resource Centre 2 Tatton Road, Manchester, United Kingdom, M34 7NP



Do you know someone who is doing great things in your neighbourhood?

Whether they fundraise for a great cause, take time to litter-pick or are just a really great neighbour, nominate them for an Irwell Valley Homes Heart of the Community Award. The winners will get a special engraved glass award, a certificate commemorating their achievement and a £200 cash prize.

Plus, you could win something too - everyone who fills out a nomination will be entered into a prize draw to win £100.

Nominate someone today



Get support to live well this winter

We know that the cost of living continues to be challenging, especially as we head into the winter months. Click the link below to find out what support is available to you.

[Get support for winter](#)

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 us by emailing:

siobhan.newman@irwellvalley.co.uk

keeda.mills@irwellvalley.co.uk

You can also reach us via live chat on our website www.irwellvalley.co.uk; send a message through social media; email contact@irwellvalley.co.uk or call on 0300 561 1111.

Take care and have a safe winter.

Kind regards,

Siobhan and Keeda

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