

Your latest rent statement

irwell
valley
homes

We are
here to
help

Find out
more about our
new corporate
plan inside



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

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 czynszu 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 Homes. امسح رمز الاستجابة السريعة ضوئياً لقراءته باللغة العربية. باستخدام أداة الوصول الموجودة على موقعنا.

Irwell Valley Homes ين آخرین بیانیہ اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. کد سایت ما، آن را به فارسی بخوانید.

धरवेळ वेळी होम्स तरफ़्थी आ तमारं नवीनतम भाडुं निवेदन अने -यूजलेटर छे. अमारी वेबसाइट पर सुलभता साधननो उपयोग करीने तेने गुजरातीमां वांयवा माटे QR कोड स्कॅन करो.

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

Need specialist
financial support

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Stay safe in your
home with a pendant

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Access neighbourhood services & report ASB

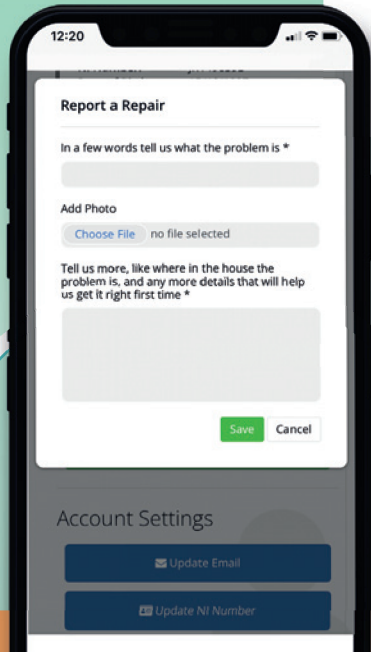
Order and manage your repairs

Our online service offers a way to manage your home and tenancy online, at a time which suits you.

Check your rent account & make payments

Update your personal details any time

To request a log-in visit www.irwellvalley.co.uk/contact-us/customer-portal and fill out the form.



You'll then receive an email from Rubixx - who we have worked with to develop the portal - with your temporary password.

Check your junk mail folder if you don't see it.



For more information and a handy how-to guide to help you get the most out of the new service, scan here.

0300 561 1111 | www.irwellvalley.co.uk | contact@irwellvalley.co.uk

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.greater-manchester-ca.gov.uk/what-we-do/helping-hand or scan the QR code.



Housing



Help with money



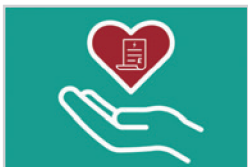
Older people



Home safety



Get online



Energy and bills



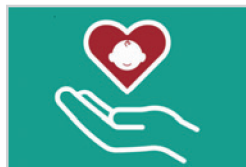
Food



Mental health



Warm spaces



Childcare

We're here to help with financial support










Your rent support officer is Lisa Cartwright.

You can contact them by calling **0300 561 1111** and selecting option 1.

You can also reach us by using **Live Chat** on our website: www.irwellvalley.co.uk, sending us an email at contact@irwellvalley.co.uk.

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

When you contact us, our friendly and approachable team will work with you to see what support we can provide. They can help with:

-  Applications for additional financial support from trust funds, hardship funds, and charities.
-  Ensuring you're receiving all the welfare benefits that 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.
-  We may also be able to help with vouchers for food and fuel, depending on your circumstances.

Meet Lesley – here to help you access the right support

Lesley has worked in our rents team for over 10 years, and there's very little she doesn't know about benefits, what financial help is out there, and how to access the right support.

She can help with:

- **Checking you're receiving all the benefits you should be.**
- **Housing Benefit and Universal Credit issues.**
- **Support with moving from other benefits onto Universal Credit.**
- **Council Tax Support applications.**
- **Budgeting.**
- **Reducing water and energy bills.**



You can contact Lesley by calling **0300 561 1111** and selecting **option 1**.

Don't assume Pension Credit isn't for you!

Many older people miss out on Pension Credit because they assume they won't qualify. But far more people are eligible than you might think!

Pension Credit can make a huge difference, as it's a 'gateway benefit' to other support. This means even a small weekly amount can unlock further discounts and extra help which make it really worthwhile.

Just by qualifying for a few pounds each week, Pension Credit could mean you're entitled to:

- **Housing Benefit.**
- **Council Tax Support.**
- **Free NHS dental treatment and help with glasses.**
- **Free TV licence (if you're over 75).**
- **Warm Home Discount.**
- **Cold Weather Payment.**
- **Winter Fuel Payment of £200 or £300.**

What is Pension Credit?

Pension Credit is a benefit for people over State Pension age. It is a weekly benefit to boost your income and is based on how much money you have coming in. There are two parts to it - Guarantee Credit and Savings Credit.

Guarantee Credit tops up your income to a minimum level. Savings Credit is a small top-up for people who have a modest amount of income or savings.

We can help you check if you're eligible with just a few simple questions.

Remember to talk with relatives or friends of pension age to see if it's worth them checking too!



Could you be entitled to **extra income?**

You can find out if you're entitled to any extra income or benefits today by using our benefits calculator.

Over the last year we've helped customers unlock more than £500,000 in extra income. It only takes a few minutes to see if you are receiving all the money you're entitled to.

Scan the QR to check now.



How your feedback is shaping our services and helping us to improve

Your experiences of living in our homes and communities helps us to understand how we're doing, what's going well, and what we need to do better.

YOU SAID
WE DID

Thank you... to everyone who has engaged with us in all sorts of ways – from filling out a survey to attending a focus group or being a member of one of our customer groups. Here are some of the improvements we've made based on what you've told us.

You said...

It's really frustrating when a job can't be completed because Irwell Valley Homes colleagues don't have all the materials they need.

We did...

We completed a stock check of our vans to make sure they are equipped with the things they need to get jobs done.

You said...

When I report an emergency repair, it would be reassuring to get a confirmation that everything is in hand.

We did...

We introduced a text message confirmation for emergency repairs, giving you peace of mind that someone is on the way to help.

You said...

The importance of being a considerate, respectful neighbour should be highlighted with every customer from day one.

We did...

We created a brand-new **Good Neighbour Toolkit** and Agreement. This is now given to every new customer when they move in.

You said...

It's unclear what an 'accessible ready' new home is. How do I know if a particular home is suitable for me?

We did...

We improved the description of what an accessible-ready home is, to help make it clearer what features they have and what further adaptations might be needed to meet individual needs.



You said...

The cost of living is really high and getting support with rent should be as quick and easy as possible.

We did...

We have added a new phone line. If you press 1, this now connects you directly with our **Rent Support Team**, making it easier and quicker to get help.

Get involved and make a difference in your area

Live in a home with a shared space?
Our new communal living group needs you!

This year we're launching a new customer group focused on the issues and priorities of people who live in a building with shared spaces.

The Communal Living Group will be focused on tapping into issues and trends affecting our buildings and the customers living there. From bin stores to building safety and communal cleaning to considerate neighbours, this new group will gather insight and experience to help us improve our homes and services.

What's involved?

One meeting every three months, normally in person.

Why does it matter?

We know that satisfaction among our customers who live in a place with a shared space is lower. We want to better understand what is driving this so we can make improvements.

For more information or to register your interest please email involveme@irwellvalley.co.uk or give us a call on 0300 561 1111.

We're looking forward to hearing from you!



What's in it for me?

- The chance to have a positive impact on you and your neighbours.
- The opportunity to meet new people and develop new skills.
- A £20 retail voucher for each meeting you attend.

Anything else I should know?

- We'll reimburse the cost of any mileage or arrange transport for you to attend meetings if needed.
- Meetings may be held in the daytime or the evening depending on the commitments and preferences of members. If you would be unavailable during the day due to other commitments, please flag this when you apply – thank you.

Thank you... for shaping our service standards

A big thank you to everyone who took part in our series of focus groups this February and March, exploring what should go into a set of standards outlining what you can expect from our core services.

Your input helped us understand what matters most to you and how best to share

this information so we're more accountable for the services we're delivering.

We really appreciate you taking the time to share your views – keep an eye on our website over the coming weeks where we'll be launching the new standards.



How **OK Each Day** is helping residents stay safe in their homes



We know that living independently is important to our customers, and that having your own front door, your own routine, and the freedom to come and go as you please is vital. But it's also reassuring to know that if something ever goes wrong, someone will be there for you.

That's where OK Each Day comes in.

Janet, one of our independent living customers, felt unwell one Sunday following an afternoon with her family. Thinking nothing of it, she decided to head home to rest and hoped she'd feel better the next day.

But by the following morning, Janet was seriously ill with sepsis and was unresponsive at home in her flat.

Luckily, she is signed up to the OK Each Day system – a simple piece of technology which sits on her kitchen worktop.

Each morning when she makes a cup of coffee, she taps the button to confirm all is well. But that morning she didn't check in – alerting the team at OK Each Day to escalate the situation and check in with her family.

Although Janet's daughter had called her mum that morning and got no reply, she had thought nothing of it – believing her mum was just resting because she still felt under the weather.

But when OK Each Day called her to say they also hadn't heard from her mum, she immediately called round to check on her.

Janet said *“If it hadn't been for me missing my usual morning check-in, I think several more hours would have passed before my daughter started to worry,”*

“And with sepsis, every minute counts. I'm not sure I'd still be here if it wasn't for OK Each Day raising the alarm.”

“There's that peace of mind that they're looking out for you and will raise the alarm if something seems amiss.”

“I'm quite an independent and private person and that's important to me, but I'm also living with various health conditions which makes this kind of service really worthwhile.”

Want to know more about OK Each Day?

OK Each Day is included in all our Independent Living schemes.

It's quick, simple and easy to use and helps you stay independent with the reassurance that someone will check in if something doesn't seem right.

If you'd like to find out more, please speak to your scheme co-ordinator.

Make sure we're up to date with how **we can support you in your home**

Thanks to everyone who has updated us when we've contacted you over the last few months to complete a customer check in.




This is an opportunity for us to run through a few questions with you about your home and circumstances, to check everything is going well and to see if there is any further support you need.

Having up to date information about you and your household helps us to deliver better services for you.

In some cases, the check-in might lead onto a visit from one of our team to discuss in more detail what you need and how we can help.

The check-ins will continue over the coming months - we really appreciate everyone who takes the time to fill us in.

Did you know? 

You can update us about your circumstances and other information like your contact details in our customer portal.

Visit our website www.irwellvalley.co.uk/contact-us/customer-portal to log-in or request an account.

Do you need support managing your tenancy from a relative or friend?



We know that sometimes it can be helpful to have support managing your home and tenancy from a relative, friend, or other representative.

But we are unable to speak to these people on your behalf unless you have given us signed consent, through our permission to discuss form.

This form is part of our security arrangements for keeping your details safe and secure and will need to be completed before we are able to discuss your home or tenancy with your representative.

If you'd like to set one up, please get in touch.

Your safety is our priority

Keeping you and your home safe is our top priority. That's why we carry out regular safety checks, inspections and repairs. Please help us to help you by giving us access to your home for appointments.

Allowing access for these safety checks and inspections helps us spot issues before they become a hazard, keep your home safe and well-maintained, and plan future repairs and improvements.

It also means we're more likely to complete checks on the first visit, which reduces disruption and the need for further appointments.

Since October, Awaab's Law has set clear legal timescales for landlords to act when damp and mould is reported. This was introduced to make sure issues that could affect your health are dealt with quickly and safely. To keep you safe and meet these timescales, it's really important that we can get into your home to inspect, diagnose, and fix problems as soon as possible.

You can find out more about **Awaab's Law** and how we respond to damp and mould by scanning the QR code here:



scan me

If you can't make an appointment, please let us know as soon as possible, by calling **0300 561 1111**, or using LiveChat on our website www.irwellvalley.co.uk, so we can rearrange it at a time that works for you.

TOP TIPS

Top tips from our trades

Did you know that we've produced a series of how-to videos which can help with some of the common issues you might experience at your home, and which come under your responsibility as the tenant?

From low pressure on your boiler and bleeding your radiators, to checking your electrics – we've got a video and a written summary to help you.

Scan the QR code to watch and find out more.



If you're not sure who is responsible for what in your home, you can find a handy guide on our website to remind you, or scan the QR code.



Peace of mind

we're here if you need us

Your scheme pendant allows you to get in touch with the scheme office or our mobile warden service at the touch of a button in an emergency.

It's important to wear your pendant or have it close to hand so you have easy access if you need it.

If you or your family have any queries about the pendant alarm system, just ask your scheme co-ordinator – they're here to help.



Keeping your home and your neighbours safe and secure



The safety and security of our customers and colleagues is really important to us, and we can all play a part in keeping everyone safe.

Some top tips include:

1. Be vigilant when coming in and out of the main front door – don't let others "tailgate" in.
2. We know it sometimes feels impolite not to hold a door open for someone – but if you're unsure of who they are, please don't.
3. Visitors should always use the intercom to let you know they're arriving, so you know they have arrived for you.

This will help to ensure only people who are welcome and expected come inside the building. We really appreciate your help with this.



Help us to keep your home healthy



We're carrying out Healthy Home Surveys across our communities to help make sure your home stays safe, comfortable, and in good condition.

These surveys are quick and simple, and there's no need for you to do anything.

And don't worry - this isn't an inspection of you!

We just need to have a quick look at the different parts of your home, like the kitchen, bathroom, and windows. This is so we can plan for any repairs or upgrades your home might need in the future and keep your home safe and in good condition.

What to expect

- The survey usually takes around 30–60 minutes.
- A surveyor will look at the inside and outside of your home.
- All surveyors will carry official Irwell Valley Homes ID.

If you're due to have a Healthy Homes Survey, we'll have been in touch by email, text or letter. So please keep an eye out.

Don't forget to allow us access when an appointment has been made, so we can get things done quickly and safely.

From April, our team will be delivering mediation services to help resolve anti-social behaviour (ASB) disputes between neighbours.

Our Housing Officers and Community Safety Officers all received training in March.

Mediation is a confidential, voluntary, and informal way to help resolve disputes between neighbours. It supports our ASB service by offering:

- **Faster support:** Mediation is often quicker, more successful, and less stressful than going down more formal routes in resolving ASB.
- **A more personal service:** You'll be supported by our Housing Officers, who know your area and understand what's happening locally.
- **A chance to repair relationships:** Mediation can help reduce tension between neighbours and find a way forward that works for everyone.
- **You stay in control:** Rather than having a solution imposed, you help shape an agreement that feels fair and practical for you.



We want to play our part in creating safe and peaceful neighbourhoods and mediation is an important tool in this. If you're experiencing ASB or would like to know more about how mediation could help, please contact your **Scheme Co-ordinator** or call us on **0300 561 1111**.

You can access lots of tips and advice to help deal with neighbourly issues in our **Good Neighbour Toolkit**. Scan the QR to take a look.

