



# SALE WEST

altogether better

## Improving homes & enhancing your estate

Inside your latest newsletter see how we're improving homes and enhancing your neighbourhood.



Our progress so far...

3 horticultural projects supported

5 new play areas in progress

273 trees ready to be planted

243 parking bays resurfaced

73 new street signs fitted

35 new homes built

607 roofs replaced

77 metres of hedging planted

35 new kitchens fitted

# “They’ve gone above and beyond – I love my new kitchen!”

We’re delighted the first new kitchens have been fitted as part of the home improvements programme for Sale West.

More than 35 families are enjoying their new kitchens, and we’re on track to complete a further 177 before April.

Working to the schedule published on our website we’re currently focusing on Goodwood, Aintree, Ascot and Kempton Avenues.

Martha was one of the first residents to have a new kitchen. She was very happy with both the process, including the work of our contractor Connolly, and the finished result.

*“It has been really good,” she said.*

*“They have listened to our wants and needs and gone above and beyond.*

*“The workers have been really nice, and I love my kitchen.”*



**Connolly, our kitchen contractor, attended our community consultation event in the spring. Residents enjoyed meeting the team and having the opportunity to look at the choices available for tiles, handles, doors, worktops and flooring. Thank you to everyone who joined us!**

## Doing what matters to you

**Residents have raised some concerns with us in recent months. Here’s how we have worked with partners to resolve them.**

You told us there have been problems with some motorists driving cars and motorbikes on the public footpaths and grass verges between Chepstow Avenue and Thirsk Avenue, so we have put up a rail and concrete post, to stop cars and motorbikes accessing the path and it has solved this dangerous problem.

Residents with communal bins have told us that they are not always collected and that the bins themselves are in poor condition. We are working with Trafford Council to ensure bins are maintained and collected when they should be. Our estate officers have also been taking away waste if it is missed.

There have been issues with the cleaning service of communal areas and the grounds maintenance contractor in recent months. We know this is important to you and we’re sorry it hasn’t been done to the right standard.

We have worked with our grounds maintenance contractor on an improvement plan and are committed to ensuring they deliver on it. We have also purchased and taken over maintenance of 16 areas of land from Trafford Council, which will help to improve the consistency in grounds maintenance across the estate going forward. Despite several requests to improve, we ended our contract with our former cleaning contractors in August because of a lack of progress. In October we also instructed new window cleaning contractors after Hi-spec – our new cleaning provider – struggled to recruit and retain staff for this element of the service.

You should now see an improvement in the general cleaning service, with the window cleaning schedule expected to be back on track and delivered at the correct intervals from December.

**Thank you for your patience whilst the work to improve your estate is ongoing. If there are any issues you need to report to us, please get in touch using the details on the back cover.**



# We help Tammy carve out a new career

Talented Tammy Anstey is using her woodwork skills to help us create new homes for local wildlife too!

The creative upcycler is making bird boxes from pre-loved wood which we will install across the estate, part of our efforts to enhance the local environment by attracting birds, bats, bees and other wildlife.

Tammy received a grant from the Irwell Valley Foundation, our charitable investment fund. This helped her to get the business venture off the ground.

Since then, she's taken on commissions from Irwell Valley Homes and many others, including a local garden centre and Manchester City Academy football stadium.

Tammy, who lives on the estate, said: *"I've had lots of positive feedback. I really enjoy giving pallets and recycled wood which could have ended up in landfill a new lease of life."*

*"Making the bird boxes for Sale West is great because it's doing something which benefits the area where I live."*

*"Being able to pursue this venture has really helped my mental health too. I'm learning and developing new skills with every project I do, and this has helped me to feel positive about myself."*

*"I'm really grateful to Irwell Valley Homes for supporting me in getting it off the ground."*

To find out more about how the Irwell Valley Foundation can support customers with a personal grant to help tackle barriers which may be holding people back in life, visit [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk).



## Café serves up work experience opportunities

A big thumbs up! That's the verdict from pupils at Brentwood School on their work experience placements at the Sunshine Café.

Bev and Mandy from the café host the students each Wednesday, offering the opportunity to try new things and experience a different environment.

Jeannie Dobson, from the school, said: *"This is a very valuable placement to the school. All the staff at the cafe are very helpful, kind and patient with all the students. They make us feel part of the team."*

Residents also benefit from volunteering opportunities at the café, enhancing their CV as they work towards finding paid employment.

Café manager Bev said: *"The Sunshine Café is a real community hub here on Sale West and offering these placements is just one of the ways we're here to support local people."*

Did you know the café hosts Strictly Lunch twice a week where older members of the Sale West community can come together over a home-cooked meal and a drink for just £2.50? Join us each Tuesday and Thursday from 12pm.



funded by



# Enhancing the local environment

Working with Trafford Council, we secured a grant of £975,000 from the Department of Levelling Up, Housing and Communities last year to support the regeneration of Sale West.

There's various projects across estate meeting the aims and criteria of the Levelling Up fund by:

- Improving the local green infrastructure.
- Developing new play and community areas.
- Helping to address housing need in a popular area.


## Here's what has been happening over the last six months

**March 22** Planning and budgeting.

**April - June 22** Development and research, including securing best value for money.

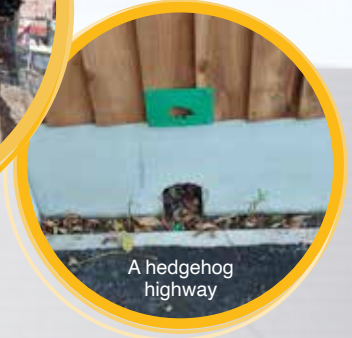
**July 22** First orders placed to bring the vision to life, including:

- Equipment for the natural play areas across the estate. Due to a current shortage of timber, these should be installed at the end of November.
- Finger post signs to help people find their way around more easily on foot. These have now arrived and will be installed in November.
- Wildlife habitats - swift boxes, bird boxes, bat boxes, bird of prey boxes, bug hotels and hedgehog highways.



Fitting our first swift brick'

**August - October**





A hedgehog highway

## Digging in: Work began on:

- Catterick Avenue street plan where we worked with residents to design a new outdoor space, featuring more trees, perennial plants and hedging on the corner of Firs Way and Cherry Lane to enhance privacy.
- Chepstow Avenue play area
- Installing swift bricks into the new homes on Epsom Avenue and hedgehog highways – providing gaps in fencing to allow hedgehogs to pass through.

## And here's what's still to come

- 
- 
- We'll be installing bird boxes, including bespoke boxes for swifts, across the estate in time for next year's breeding season.
  - Seddon and Groundwork are working on ginnels across the estate which are prone to flooding. Although these walkways are owned by Trafford Council, we are using some of the funding to improve the drainage on some of the hotspots as we know it can cause problems for customers.
  - Adding seating areas to the play areas once they are complete.
  - Launching a walking nature trail linking the new habitats and play areas, as well as facilitating forest school sessions for local families in the new year.
  - Planting trees, shrubs, flowers and plants along the pathways between the avenues - developing the 'green infrastructure' and improving walking and cycling routes across the estate.
  - Conducting species surveys and carbon assessments of the area in the new year to monitor the impact we're making.



# Dedicate a tree on Sale West to someone special

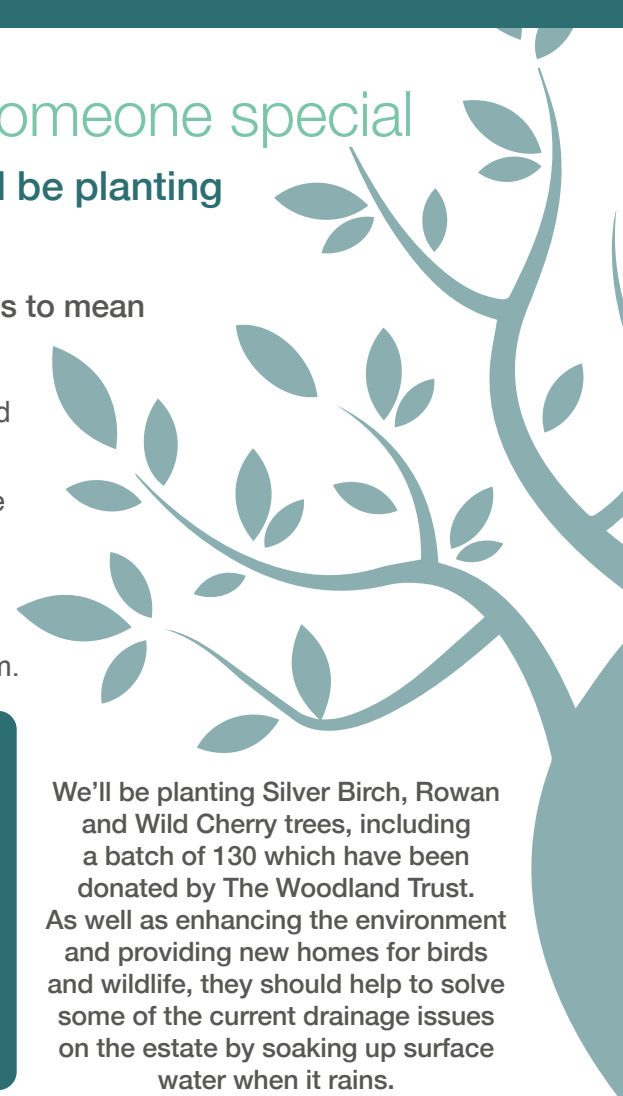
This month and over the autumn and winter we'll be planting 273 trees across Sale West.

As well as enhancing the local environment, we want the trees to mean something to you - the people who live there.

That's why we're offering you the chance to dedicate a tree to a loved one or local person.

You can choose to make the dedication in someone's memory or use it as an opportunity to celebrate someone who continues to make a difference in the area.

We know how many amazing people have called Sale West home over the years and we would like this to be a way of recognising them.



If you would like to dedicate a tree, please get in touch with Jenni Pocsai, Regeneration Officer, using the details on the back cover. Please have the information below ready when you contact her or include it in your message to her:

- 1 Your name
- 2 The name of the person you'd like to dedicate the tree to. Please double check spellings as this will be printed on the dedication tag.
- 3 A brief summary of why you are nominating them.

We'll be planting Silver Birch, Rowan and Wild Cherry trees, including a batch of 130 which have been donated by The Woodland Trust. As well as enhancing the environment and providing new homes for birds and wildlife, they should help to solve some of the current drainage issues on the estate by soaking up surface water when it rains.

## Green-fingered groups benefit from funding boost



Some of the Levelling Up grant has been used to support community horticulture projects with local people – working with the Sale West allotment, St Margaret Ward Primary School and Brentwood School.

At the allotment, the grant has funded repairs to the raised beds and replacement beds where they couldn't be fixed. They have also received a new potting table for small gardening jobs.

Kerry, the chair of the Sale West allotment group who lives on the estate and has had a plot for 10 years, said: "It looks great and has made a big difference to the space.

"We've got 15 members now and a waiting list of people who would like to join, so word is definitely getting around about the benefits of gardening and growing.

"We have some young families as plot holders now too and it's wonderful to see the kiddies coming along and joining in – learning new skills and about where food comes from. We grow all sorts there – we've just had pumpkin and squash season, and earlier in the year there's been lettuce, tomatoes, sweetcorn, potatoes, various fruits. It's especially helpful given how much food prices have gone up."

Meanwhile pupils at St Margaret Ward have started their own horticultural project, which they'll continue working on over the next half term in the run up to Christmas.

They have received small planters for use by younger children; a square planter with surrounding seats for the playground, and some raised beds for outside some of the classrooms.

*“Having the raised beds is very important as it makes it more accessible for people. It's perfect because there's no bending down. We're really pleased to have benefited from this funding and it's already making a difference.”*

# Building new homes to meet local need

Alongside the improvements to the estate and existing homes, we're pleased to be playing our part in helping to meet the need for more affordable homes in Sale West.

We know the building work can be disruptive and appreciate your patience and understanding.

So far, we have let 30 new homes for social rent on the estate – with a third going to existing Irwell Valley Homes customers who needed to move somewhere more suitable for their needs. The rents are, on average, 41% cheaper compared to the market rate.

A further 8 homes will also be let over the coming weeks, in time for Christmas.

Among those to have recently moved into one of the new homes is dad-of-two Steve, who is enjoying the extra space of their three-bedroomed semi-detached house.

*Steve said: "For the last 12 months me, my son and daughter have been cramped up in a privately rented one-bedroomed flat. We had bunk beds in the bedroom and I slept on the sofa. But they're getting older now – nearly 11 and 15 -and they need their own space.*

*"It has been tough but we feel really lucky to be where we are now. We've got our own rooms and there's a garden too.*

*"We've still got things to get sorted like the carpets and curtains, but it's starting to feel like home.*

*"It's the little things that matter so much too – I've never had a Christmas tree because the flat was too small. This year, there will be a tree and decorations as we celebrate the first one in our new place."*

## Fresh air fun at five new natural play areas

We're creating five new natural play areas across the estate using the Levelling Up funding, which should be ready to welcome young people (*and their grown-ups!*) from December.

The areas will focus on balance and creative play, featuring balance beams, sleeper steps, an embankment slide and wobble board – providing lots of opportunities for children to use their imagination and stay active, whilst getting closer to nature.





## Support with the rising cost of living

We're working with our partners and local people to provide support with the rising cost of living this winter.

### Help to make homes more energy efficient

We're pleased to be partnering with Groundwork – a federation of charities working to tackle poverty and help the environment. Their Green Doctors initiative offers free, impartial advice and support to customers to help them save energy, reduce bills and live in a warmer home.

Their experts can visit you to help with things like:

- Installing small energy and water efficiency measures, such as draft excluders, energy saving light bulbs and reflective radiator strips.
- Identifying causes of heat loss in the home.
- Helping to identify and tackle damp or mould problems.
- Sharing useful tips for saving energy and water.
- Supporting customers to switch energy providers.
- Supporting customers to access other support, such as emergency heating, government subsidies or grants and advice on energy or water debt.

The service is available to anyone on a low income, benefits or living with a health condition which makes you more vulnerable to the cold.

If you would benefit from a visit from the Green Doctors please email your community co-ordinator using the details overleaf.

## Financial support and advice

If you're struggling to manage your household bills, one of the first things you can do is check you're receiving all the support you're entitled to.

Our easy-to-use benefits calculator takes just 10 minutes to do a quick financial check – searching for benefits, grants and other support you or your family may be entitled to.

Scan the QR code or search our website for 'benefits calculator'.



We also continue to fund Citizens Advice sessions at the Sale West community centre every Thursday between 10am and 12pm. Come along for expert help to manage your money, increase your income and deal with debt.



funded by



## The Bread and Butter Thing social supermarket and Warm Hub

The Bread-and-Butter Thing is a social supermarket which offers members discounted groceries to help their income go further.

A typical order costs £7.50 and for that you receive a bag of fridge goods, a bag of cupboard goods and a bag of fresh fruit and vegetables.

They visit Sale West each Monday afternoon. To join as a member text 07860 063304 with your full name, postcode and 'Sale West hub'.

Our Sale West are now also hosting a Warm Hub at the community centre every Monday between 10am-1.30pm, as part of the weekly visit from The Bread and Butter Thing.

In a new venture to support people facing rising energy bills, the hub will open for a couple of hours ahead of the shopping service, offering people the chance to enjoy a free hot drink in the warm before they pick up their groceries.

For more information visit [www.thebreadandbutterthing.org](http://www.thebreadandbutterthing.org).

The Sunshine Café is also offering soup and somewhere warm every Wednesday.

A new Money Advice Referral Tool has been launched to support people in Trafford.

Visit [www.trafford.gov.uk/residents/Cost-of-living/MART.aspx](http://www.trafford.gov.uk/residents/Cost-of-living/MART.aspx) for information about how to boost your household income and access support you are entitled to.

# we're here to help

## Community Coordinators

The Community Coordinators support customers to manage their tenancy and deal with any neighbourhood concerns or issues.

Please help us by reporting anything you are concerned about to your Community Coordinator. Email them directly or call us on 0300 561 1111.



**Jessica Hargreaves,**  
Community Coordinator

Covers the following areas:  
Goodwood Avenue, Aintree Avenue,  
Newbury Avenue, Thirsk Avenue,  
Ascot Avenue and Chepstow Avenue.

Jessica.hargreaves@irwellvalley.co.uk



**Adam Tyler,**  
Community Coordinator

Covers the following areas: Epsom  
Avenue, Catterick Avenue, Lingfield  
Avenue, Newmarket Close, Haydock  
Avenue, Hurst Avenue, Ascot  
Avenue and Chepstow Avenue.

Adam.tyler@irwellvalley.co.uk



**Louise Marsden,**  
Development Manager

Louise manages the build of the  
new homes and the creation of the  
new outdoor spaces.

Louise.marsden@irwellvalley.co.uk



**Jenni Pocsai,**  
Regeneration Officer

Jenni's role is to make sure  
the regeneration work creates  
opportunities for local people,  
supports community projects and  
tackles climate change.

Contact Jenni about volunteering opportunities,  
community gardening, or ideas about starting up your  
own community group. [jenni.pocsai@irwellvalley.co.uk](mailto:jenni.pocsai@irwellvalley.co.uk)



**Emma Bratt, Resident Liaison  
Officer, Seddon**

Emma works for Seddon and is  
the first point of contact for any  
questions or concerns about the  
building and development work.  
She keeps the community updated  
on the works as they happen via a  
regular newsletter through the post  
and available online at

[www.irwellvalley.co.uk/about-us/  
our-purpose/regeneration](http://www.irwellvalley.co.uk/about-us/our-purpose/regeneration)

[emma.bratt@seddon.co.uk](mailto:emma.bratt@seddon.co.uk)

07866 182740



We've listened  
to feedback that you'd like  
to know the plan for empty  
spaces across the estate when  
it's not clear what's going on  
there. We'll be installing signs  
to let you know what's on the  
way – whether it be a natural  
play area, wild flowers,  
hedges or trees.