

## Introducing your new Neighbourhood Officer - Jen Smith

Hi everyone, I'm Jen your new Neighbourhood Officer who now covers the Bury and Radcliffe patch for Irwell Valley Homes.

My main role is to ensure the neighbourhoods across the patch are managed effectively, to support our communities and customers, as well as to engage with community groups and events.

As part of my role I'll be completing quarterly estate audits. You can find out when these will be on our website, by clicking [here](#).

If you need my help or support, you can contact me by emailing - [jennifer.smith@irwellvalley.co.uk](mailto:jennifer.smith@irwellvalley.co.uk).

### Community litter pick

Due to the amount of waste that I found on my recent estate audit, I will be completing a community litter pick and skip day within the patch. This will be held during the first week of July. I will provide you with further information closer to the time.



### Estate audit report

I undertook my first estate audits during the week of the 20/05/24. The main theme throughout was fly-tipping across our estates.

Please can I remind residents that it is their responsibility to correctly manage their waste disposal. If you need more support or help with correctly using your rubbish bins and recycling, you can find useful information on the council's website by clicking [here](#).

If you have larger items that can not be disposed of via your regular bin collections, Bury Council also provide a bulky item collection and disposal service. Each bulky waste collection costs £45 and includes up to five items. You can find out more information on the council's website by clicking [here](#).

If you see fly-tipping in your area, please report it as soon as possible. You can report fly-tipping by emailing me, or you can report it directly to the council, which you can do on their website by clicking [here](#).

## ASB Week - July 2024

The 1st - 7th July is Anti-Social Behaviour (ASB) Awareness Week. Throughout this week I'll be working with our Community Safety Officers, as well as our partners from the police and Bury Council, to conduct estate walks.

If you are experiencing issues with ASB, or you'd like us to visit you and your area during this week, please let me know by emailing [jennifer.smith@irwellvalley.co.uk](mailto:jennifer.smith@irwellvalley.co.uk) and I'll do everything I can to help you and arrange a visit.



## Mutual exchange

A mutual exchange is a way for social housing residents to move house by swapping homes with another social housing customer. Mutual exchange can often help tenants to find alternative accommodation which better meets their needs more quickly.

With the shortage of social housing, it's currently more challenging than ever to secure a move, so a mutual exchange can be a great option.

A mutual exchange involves finding another person who is willing to swap properties with you and completing a direct exchange with them. This can be done with another Irwell Valley Homes customer, or even a customer from a different housing association. This means that there is a much wider range of housing options available. You can find out more information by clicking [here](#).

## Benefits calculator

We appreciate times are tough right now, so why not check that you're receiving all the benefits you're entitled to, with our easy-to-use benefits calculator. It only takes 10 minutes to do a quick financial check and could mean you can access extra income! You can access the benefits calculator by clicking [here](#).

