

## Happy Summer! From your Neighbourhoods Team Correct Waste Disposal

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Following our recent Estate Audit, we would like to 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 your local authorities website.

For Salford, [click here](#).  
For Manchester, [click here](#).

If you have larger items that can not be disposed of via your regular bin collections, Salford and Manchester Councils, also provide a bulky item collection and disposal service. For Salford, cost of the service is £50 for 4 items. For Manchester it is free for up to 3 items. You can find our more information about the service using the links above.

### Fly Tipping

If you see fly-tipping in your area, please report it as soon as possible. You can report fly-tipping by reporting it directly to the council or by contacting IVH on 0300 561 1111.



### Pest Control at Rockbank

We have changed our response to pest control at Rockbank, which was not working for residents and becoming more costly. If the service was to continue, there could be a potential increase to the service charge of up to £75 a year.

Conscious of the cost of living pressures, IVH are introducing a regular and defined pest control service at Rockbank. We are confident with a regular service that we can resolve all issues relating to pest control.

This structured approach to combatting pest control will not only be more effective, but more economical too. This enhanced service will only amount to an extra 75p a week for residents on your current service charge. This approach will address the issue of pest control more effectively and resolve the several ongoing complaints we have received.

If you have any questions about this please contact us by calling 0300 561 1111, or through our website live chat on [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk), or by emailing [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk).



# Cost of living support

We recently hosted a joint event with the Department for Work and Pensions (DWP).

This was a chance for customers to come in and speak with us and the DWP, and others, about things such as financial wellness, income maximisation, and budgeting.

We know that times are tough and want to do everything we can to support you. You can check our our benefits calculator, here, to see if there's any financial support you're missing out on.

We're here for you, so if you feel you need extra support, please contact us and we can arrange a home visit to discuss this further.



## 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.

## Reminder regarding items in communal areas

When completing our estate audit, as well as our regular fire safety inspections there was a noted issue with items being stored in communal areas. This is can pose a significant fire safety hazard. Therefore, we would like to politely remind you that personal items should not be stored in internal or external communal areas for yours and your neighbours' safety.

