



Update

THE LATEST UPDATE ABOUT YOUR HOME AND COMMUNITY

Dear Customer,

Thank you for continuing to work with us as we move forward with the regeneration of Haughton Green. We know this is a significant change for residents, and we're committed to keeping you updated and listening and learning from you.

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Have Your Say

The Residents Steering Group held its third meeting on 23rd September and continues to shape plans for Haughton Green. The next meeting will take place at the Oasis centre on 4th November at 6pm, and all residents are welcome. We'll send a reminder a bit nearer to the time.

You Said, We Did: Some residents told us they weren't available for our drop-in sessions at the Oasis centre, Tuesday to Thursday 10am to 4pm. We've added extra appointments on:

- The first Saturday of every month, 10am to midday. The next is 7th November.
- The third Wednesday of every month, open until 7.30pm. The next is 21st October.

Rather than a drop-in we're asking customers to book an appointment at these times - please email haughtongreen@irwellvalley.co.uk arrange.

Be Aware of Approaches from Businesses

We've received reports of businesses contacting people about broadband services and removal services.

Please be aware:

- Your broadband and WiFi will not be affected by the removal of phone masts from the buildings.
- There is no need to change provider and you don't need to take any action with your internet supplier.
- When the time comes to move out, we'll arrange and cover the costs of removals - working with our partner company. If you arrange removals with another company you will need to pay for this yourself.

If you're concerned about any approaches from businesses and would like to speak to one of our team, please email haughtongreen@irwellvalley.co.uk or call by the Oasis.

Heat Loss Payment

Last winter many customers told us their homes were harder to heat once the render had been removed. We provided £150 to cover the increased cost in heating bills between November and March.

We're providing the same payment again this year - split into two payments, £75 in November and £75 in March.

To receive this please email your name, address and bank details to haughtongreen@irwellvalley.co.uk or give us a call on 0300 561 1111.

Building Safety and Security

- Sprinkler systems remain in place and active in both occupied and empty flats.
- A recent sprinkler incident was caused by a fault in a single flat and was not a wider system issue.
- Once all homes on a floor are empty we're securing that floor to prevent access.
- We're keeping security under regular review and will introduce any other measures as needed and in consultation with the steering group.
- We are aware of reports of anti-social behaviour around Fitzgerald Court and are working with our local authority and police partners to tackle this. We've shared a separate update with residents there about this.

Fly Tipping and Waste

You Said, We Did: We wrote to you last week to explain that when you move out, you can now leave unwanted furniture in your flat and we'll remove it free of charge - there will be no deductions from your Home Loss Payment.

If items are left in communal areas, we will take appropriate tenancy action against those responsible - including charging back the cost of removing the items.

The skips we are providing outside the high rises are removed and replaced when full, please take care not to block access when parking. Thanks for working with us to keep the buildings clear and safe.

Empty Homes Update

As of Monday, 21st September:

- 20 households had moved
- 16 moves were in progress
- 28 flats are now empty

Among those to have moved are next door neighbours John and Pat, who went from Castleton Court to new homes we've recently completed in Horwich, Bolton.

John was happy to move closer to his Lancashire countryside routes and after a decade of friendship Pat decided to join him. They now live opposite each other.

Pat said: "I am over the moon. I felt safe because I had a neighbour so it's a relief that we still live near each other."

We're continuing to work on a needs based approach to allocate new homes to residents as they become available.

We're also really pleased that Ashton Pioneer Homes is now working with us providing another option for customers. If you would be open to moving into a home with Ashton Pioneer, or would like to find out more about this, please email haughtongreen@irwellvalley.co.uk or by calling at the Oasis to see us.

You Said, We Did: Customers told us they'd like a regular update about the status of their move, so a member of our team will contact you around every six weeks to provide an update on your case.

Wider Regeneration Update

We have appointed a team of consultants to help develop plans for the regeneration of Haughton Green. The interview panel included our steering group chair Donna Healey.

We will be holding consultation events with this winter so residents can help shape the design of the new neighbourhood, including the new homes, green spaces and estate improvements.

Residents have already told us that parking and accessibility are important priorities. Watch this space for more updates information coming soon.

Latest FAQs

We keep our frequently asked questions updated [here](#), but below are the latest.

When will demolition happen?

Our current plan is for all residents to be rehoused by April 2029 at the latest, with demolition taking place after that. The first new homes are expected to be completed in autumn 2031, although timelines may change as the project progresses.

How will the demolition be completed safely?

When the towers are demolished, they will be taken down carefully and in a controlled way. The area around the buildings will be fenced off and secured to keep people and nearby homes safe. We will share more information about the demolition plans and safety measures with the local community well before any work starts.

What is being done to manage anti-social behaviour, security and legionella?

Empty flats are secured as soon as they become vacant. CCTV is in operation and additional security measures will be introduced as more buildings become empty.

We're also working with a specialist company to ensure that water quality in the buildings isn't affected by the decreasing number of residents and the lower usage of water. They're fitting a new type of pipe in each plant room – to keep the turn-over of water at the same rate - and completing more regular legionella checks of the water tanks.

I haven't heard about moving yet? Why?

We're matching available homes to individual household needs. We'll contact you when a suitable home becomes available and will continue to keep in touch throughout the process.

Once again, thank you for continuing to work with us on these plans. If there are any other questions or concerns you'd like us to cover in our next update, please let us know by emailing haughtongreen@irwellvalley.co.uk, calling us on 0300 561 1111 or calling by to see us at the Oasis.



Kind regards,

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