



Meet your Community Co-Ordinator

Hello from Ryan

I'm Ryan, your Community Coordinator for City East. I cover Radcliffe, Prestwich, Salford, Blackley and Lower Broughton.

I'm here to help with tenancy management queries, estate management issues, and tackling anti-social behaviour to help residents live in a clean and safe environment.

If you have any queries or concerns you can email me at, ryan.heywood@irwellvalley.co.uk or call on 0300 561 1111.

Are you using the Irwell Valley App?

Our mobile app is the quickest and easiest way to manage your account, make rent payments, check repairs and much more. If you are interested in registering for an account on the mobile app, please visit our website and search 'mobile app'. This will bring up a step by step guide on how to find, download and register for an account on the app.



Flytipping at Clifton Place:

Our operatives have fitted a gate to the communal bin store at Clifton Place to try and reduce the amount of non-residents dumping rubbish.

All residents should have received a text message containing the combination for the padlock to gain entry. Once you have entered the code, push on the top and bottom of the padlock and it will open.

We are hopeful that this will deter people from dumping rubbish in this bin store, but please email Ryan if you find that the bin store is not up to standard.

Warm Hubs:

Warm Hubs have been set up all over the country, offering friendly and inclusive places for all members of the community to meet others and keep warm - often over a free cup of tea or soup.

The 5 Salford Gateway locations are running warm hubs, including Broughton Gateway.



Support with the rising cost of living

We know things are difficult right now with household bills spiralling.

Visit our website www.irwellvalley.co.uk to access lots of helpful information about support in your area.

Including:

- Food banks and pantries operating on your doorstep
- Local credit unions offering adorable loans
- Local authority support such as discounts and hardship funds
- Information about other partner organisations who can offer support.

The government's Help for Households page also includes details of the financial support available, including £400 towards energy bills this winter. Visit <https://helpforhouseholds.campaign.gov.uk/>.



Keeping you safe

Your safety is our priority – please help us to help you by regularly checking your smoke and carbon monoxide detectors to ensure they're working properly.

If you need help with this or have any concerns about the condition of your detectors, or if you believe one is missing, please contact us.

Portable gas appliances like camping stoves and heaters are not permitted in your home under your tenancy agreement because of the health and safety risks they pose. We understand customers may be concerned about rising energy bills, but bottled gas is also more expensive than mains gas.

Please ensure you are keeping to the terms of your tenancy agreement and protecting your home and loved ones by not using appliances like this indoors.

Ryan has recently completed a round of estate audits, and will be completing his next round some time in early March. If you would like to join Ryan on your neighbourhood's estate audit, please check the Irwell Valley website for more details.

Check you're receiving what you're entitled to

If you're struggling to keep up with payments for your day-to-day essentials, it's worth checking you're receiving all the benefits 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.

Search 'benefits calculator' on www.irwellvalley.co.uk to check today.

