

Please find an update about your area from your Neighbourhood Officer.

Your Neighbourhood Officers are your first point of contact for anything related to your tenancy or neighbourhood (you might know them as a Housing Officer!) They host regular community drop-ins and carry out a programme of Neighbourhood Inspections each year to pick up any tenancy or neighbourhood issues.



Kenrick

Kenrick Hunte.
Neighbourhood Officer.

Making our communications more accessible

A copy of this email has also been uploaded to our website where you can read it using our accessibility tool. This will allow you to translate; increase / decrease the font; change the font type and spacing; alter the colour contrast or have the content read aloud.

Click [here](#) and look for this icon to open the tool:



Dear Resident,

I recently carried out my estate inspections and it was a great opportunity for me to get out, become familiar with the area and engage with residents. I will continue to make a conscious effort to introduce myself to residents in my patch going forward. I am aware there has previously been disruption due to staff changes and I look forward to working with and supporting customers.

Fly-tipping and rubbish disposal

While doing my estate inspections, I have noticed instances of fly-tipping on several estates. If you witness any fly tipping or anti-social behaviour relating to waste, please report this to us so we can take appropriate action.

If you have large items to dispose of, Salford Council offer a collection service. You can find out more about this on their website here: <https://www.salford.gov.uk/bins-and-recycling/get-rid-of-a-large-unwanted-item-bulky-waste/>

Dog fouling

I appreciate that residents may be concerned about dog mess, as I noticed a high volume of dog mess during my estate inspections. Please can residents with pets ensure that they are cleaning up after them to keep the environment nice for everyone. As well as being unhygienic, dog mess has recently prevented contractors from completing important work within our estate and blocks. It is an offence to not clean up after your animals and tenancy action can be taken against offenders.

Communal areas

I'd also like to remind residents that items should not be stored in communal spaces, in line with our sterile policy. You can view the policy [here](#). We will be taking action to make sure this policy is followed, so please ensure that all communal spaces are free from your items.

I would like to remind residents to make sure all communal doors are closed when they are leaving or entering the block. We have been dealing with instances where youths are accessing some blocks and creating a disturbance for the residents.

Drop-ins

I have several upcoming customer drop-ins. These are a chance for you to raise any issues, ask questions and share ideas about improvements we could make. No need to make an appointment, just stop by.

Monthly drop-in

Date: The last Thursday every month - the next one is Thursday 30th April 2026

Time: 10:00am - 1:00pm

Location: Roman Court, Camp Street, Camponia Gardens, Salford, M7 1LH

Drop-in for customers who live at Coniston House, Windermere House, Grasmere House

Dates: 6 May, 8 July, 2 September

Time: 1PM

Location: Rydal House, Sandwich Street, Walkden, Salford, M28 3DE

If you can't make the drop-in, you are always welcome to request a home visit or phone call by calling 0300 561 1111 or emailing contact@irwellvalley.co.uk.

Join us as a Community Connector

We have an exciting new opportunity for you to get involved in making your community a great place to live. Our Community Connectors will help us to drive the improvements which matter most where you are. It's all part of our latest Communities Strategy, which we launched last year, with three goals:

- Promoting safe and peaceful neighbourhoods.
- Maintaining clean and green spaces.
- Working with customers and our partners to make a difference.

Community Connectors will be our eyes and ears on the ground ensuring our Neighbourhood Officers and Customer Engagement Lead respond to what's needed.

For more information or to register your interest, email involve@irwellvalley.co.uk or give us a call on 0300 561 1111.

Both me and my family would really recommend independent living for the peace of mind it gives you, without losing your independence at home

Janet
Independent
Living
Customer



Would you or someone you know benefit from moving into Independent Living?

We offer a choice of affordable homes across Greater Manchester that support people aged 55 and over to live independently in their own homes, but with help at the push of a button, if they need it.

- Residents enjoy their own self-contained home, within a safe and friendly community
- There is a dedicated scheme manager for each building and a secure door entry system.
- There are great communal facilities - where there is always something going on for those who want to get involved!

For more information, get in touch at contact@irwellvalley.co.uk or by calling 0300 561 1111

Or you can view available Independent Living properties on our website by clicking the button below.

[View available Independent Living](#)



Meet your Heart of the Community award winners!

We received nominations from across Greater Manchester highlighting the amazing work that goes on in our neighbourhoods across the region.

From good neighbours looking out for those living next door, to community groups and eco-champions doing wonderful things to make their area a great place to live, the entries we received were truly awe-inspiring.

Here are your amazing winners:

The Good Neighbour Award - Jason Smethurst

The Green Fingers Award - Wendy Dudley-Evans

The Community Champion - Jeannie Ashton

Community Group of the Year - G-Force Cafe

Find out about the incredible things they have been doing in their neighbourhoods by clicking the link below.

Meet your winners

Irwell Valley Homes
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Sale, UK M33 6FS

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