

# Irwell Valley Homes Communities Strategy

A summary of how we'll serve our neighbourhoods 2025-28

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valley  
homes



Irwell Valley Homes (IVH) is rooted in our communities and serves diverse neighbourhoods across Greater Manchester.

A key part of our role as a social landlord is providing good neighbourhood services and making a positive contribution to our communities.



## What the strategy means for you

Our latest Communities Strategy, co-designed with our customers, sets out how we will do this – working to deliver three goals which underpin all our activities. These are:

- Promoting safe and peaceful neighbourhoods.
- Maintaining clean and green spaces.
- Working together to make a difference.

## What has shaped the strategy?

Our Big Customer Conversation roadshow engaged with customers across our communities, gathering feedback about their top priorities.

We combined this with insight from the Tenant Satisfaction Measures (TSM) survey, what we've learnt from complaints, the results of the surveys customers complete when they've received a service from us, and feedback from our involved customer groups.

## How will we deliver it?

You can read the full action plan behind the strategy [here](#). In summary we will:


- Tackle anti-social behaviour (ASB) and support those affected by domestic abuse.
- Provide good neighbourhood management services.
- Listen and act on customers' feedback and concerns about their home, building and community – ensuring their priorities remain at the heart of the homes and services we offer.
- Let homes sensitively and responsibly and provide support to those who need it to help them be a good neighbour.
- Improve the standard of communal areas - dealing quickly and effectively with waste management issues, untidy gardens and pests and holding our contractors account to provide consistent, quality cleaning and grounds maintenance services.
- Be visible and easily accessible in our neighbourhoods and work with partners to tackle issues outside our control.
- Invest in your neighbourhood and work with you to ensure it is a good place to live and meets the needs of your community.


## How will we know we are succeeding?

We'll track our performance against the strategy each quarter, sharing results with customers and our board. We'll also provide an update of our progress each year.

Measurements we'll monitor include the annual TSM results; feedback survey scores; complaints trends and findings of our customer groups.

If you're interested in becoming one of our Community Champions helping us to drive the improvements that matter most where you live, please get in touch:

Email  [involveme@irwellvalley.co.uk](mailto:involveme@irwellvalley.co.uk) / Call  0300 561 1111 / Attend your neighbourhood drop-in, find out the details at

 [www.irwellvalley.co.uk/for-customers/your-neighbourhood](http://www.irwellvalley.co.uk/for-customers/your-neighbourhood).