

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.



Stephanie

Stephanie Jones.
Lead 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 hope you are all well and have been enjoying 2026 so far! I've been busy recently doing my estate audits – read on for an update about your neighbourhood.

Community Day

Spring is approaching and we want to be even more present in the neighbourhoods in the coming months. Every year we arrange a community day to improve the neighbourhoods you live in. Last year we organised skips and did a litter pick across a couple of sites in Bury and Prestwich. We also did some weeding and planted flowers, which we can't wait to see grow.

If anyone has any ideas for this year, please get in touch by emailing contact@irwellvalley.co.uk and we will see what we can do!

Fly-tipping and recycling

I wanted to give a polite reminder to dispose of waste correctly and recycle as much as possible, especially those who share communal bins. Any large items should be disposed of correctly either via the local tip or by a reputable waste disposal company. Please do check that any waste disposal companies you use are accredited to avoid your waste being disposed of incorrectly or illegally as this could lead to you being fined. You can find registered companies on the Environment Agency's website: <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>

Parking

Another thing I noticed on my estate visits were a lot of vehicles being parked across driveways. Please do ensure when you park that you are not blocking anyone from leaving their home. If you are having issues with parking, there is advice about how to deal with this in our Good Neighbour Guide, which you can read here: <https://www.irwellvalley.co.uk/for-customers/tenant-information/being-a-good-neighbour/>

Or if you believe there are steps we could take to help, please get in touch.

Finally, I wanted to tell you that I will be moving on from Irwell Valley Homes after the 24th March and will no longer be the Neighbourhood Officer for your area. It has been great getting to know you all. We will share the details of your new neighbourhood officer as soon as we can. In the meantime, please be assured that we are still here for you if you need us.

If you need to report any neighbourhood or tenancy issues then please contact our customer service team and they will arrange for a member of the neighbourhoods team to follow up with you - email contact@irwellvalley.co.uk or call on **0300 561 1111**.

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,
one of our
Independent
Living customers



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.

Our Independent Living homes offer:

Safety - Residents enjoy their own self-contained home, within a safe and friendly community.

Support - There is a dedicated scheme manager for each building and a secure door entry system.

Social - 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

You can find out more about our worthy winners and the difference they've been making by clicking the link below.

Meet your winners

Irwell Valley Homes
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