



Hear from your Neighbourhood Officer about what they're up to in your area.

Dear customer

Welcome to your latest Community Newsletter for Bolton and Bury!
The Neighbourhood Officers covering this patch are
Stephanie Jones, Louise Baldwin, and Steve Cave.
They've each provided an update from their area below.



Steph

Stephanie Jones.
Neighbourhood Officer.

Hi everyone, I would like to introduce myself as your Lead Neighbourhood Officer. The areas I manage are Bury, Whitefield and Prestwich.

If you'd like to meet me in person and talk through any issues around tenancy management, neighbourhood issues or anti-social behaviour, I run a community drop in on the last Wednesday of every month at Bury Healthwatch in Bolton Street between 11am and 1pm. **The next one takes place on Wednesday 26th March.**

No appointment is needed and any resident can come along to see me. If can't make it but have an issue you need to raise, please email stephanie.jones@irwellvalley.co.uk or leave a message for me via our Customer Service Team. You can reach them through Live Chat on our website www.irwellvalley.co.uk or by calling **0300 561 1111**.

I understand that not everyone can make it to Bury and so I'm in the process of finding a location of another drop-in session. Once this is confirmed I'll send you all the details.

You can also join me on my next neighbourhood inspection when I'll be out and about in your area – you can find the full details below. Get in touch if you'd like to come along – I'd love to see you there!

When out and about across the area, I can see problems with waste management and fly-tipping which in turn attracts pests. It's important that all residents manage their rubbish correctly and dispose of it responsibly.

Using the right bins is important because if a bin contains the wrong type of rubbish, it may not be collected by the council and this in turn causes waste to build up. Thank you for your help with this – if everyone plays their part, we can improve the area together.

If you need help or support with your waste management or you're unsure which is the correct bin, you can find useful information on Bury Council's website. The council also offer a bulky or heavy item collection service for up to 5 items.

You can find out more [here](#).

What would you like to see more of in your area?

Each year, your Neighbourhood Officer arranges a community day. This could be a 'help to employment drop-in day' or a 'litter pick and skip day'.

I am looking for ideas and suggestions so that it really benefits you, our customers living in the area.

You can also get involved by volunteering on the day. Please email me any suggestions as I'd like to work in partnership with you to create something you want.

You can contact me by emailing - Stephanie.Jones@irwellvalley.co.uk



Louise

Louise Baldwin.
Neighbourhood Officer.



Hello, I'm Louise, your new Neighbourhood Officer covering Bolton Town Centre, Daubhill, Deane, Derby, and Farnworth.

I have recently joined Irwell Valley Homes and as such, I have been busy getting to know the area and building up my knowledge and understanding of our community in Bolton.

I'm excited to get stuck in and build lasting relationships with customers across the area. It would be fantastic if any customers would like to join me on my next neighbourhood inspection to help with this. You'll find all the details of these inspections further below.

If you'd like to come along, please drop me an email: louise.baldwin@irwellvalley.co.uk or get in touch via our Customer Service Team.

When out and about in Bolton, I have picked up on common complaints which relate to:

-  Waste disposal and pests
-  Property condition

It's important that all residents manage their rubbish correctly and dispose of it responsibly. Any missed bin collections must be reported to Bolton Council, either by calling 01204 333 333 or by visiting their website - www.bolton.gov.uk. By ensuring you are managing waste correctly and reporting any missed

collections to the council, we can stop a build up of waste and reduce problems with pests.

Bolton Council also offer a large item removal service for up to 10 items. So if you've got large unwanted items, this service could be really helpful. You can find out more on their website [here](#).

If you're experiencing any issues with the condition of your home or repairs we're responsible for, it's important you report these to us. You can do this on our online portal – sign up or log in via our website www.irwellvalley.co.uk; through Live Chat on our website; by emailing contact@irwellvalley.co.uk or calling **0300 561 1111**.

If you're experiencing any other issues or would like to come and speak to me face to face, then you can come along to my community drop-in. These take place on the first Wednesday of each month between **10am and 12pm** at **Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP**. **The next one takes place on Wednesday 2nd April.**

In the meantime, you can contact me by emailing - Louise.Baldwin@irwellvalley.co.uk



Steve

Steve Cave.
Neighbourhood Officer.

Hi everybody, I'm Steve and I'm the Neighbourhood Officer for residents in Brightmet, Burnden, Halliwell, Heaton, Horwich and Westhoughton.

I have been working hard to try and tackle anti-social behaviour (ASB), as well as fly-tipping across Bolton. One of the ways we're looking to deter this going forward is through the use of CCTV. I'm currently in the process of identifying the best areas we can utilise this equipment.

I am also holding monthly meetings with other housing associations in the area and Greater Manchester Police to help us have a joined-up approach to tackling these issues.

If you're having any issues with ASB, then please send me an email or contact me through our Customer Service Team so we can discuss what's going on and work out the best way forward. You can find out more information about ASB and how we and our partners can help on our website [here](#).

I know that many families are struggling with the high cost of living, including the price of food. There are some amazing community groups who are able to help you if you're struggling and need support.

We have partnered with The Mill Community Grocery in Bolton, who are doing some great work to help our community. You can join their community grocery store for £5 a year to get access to a reduced shop each week. They're also doing lots of other initiatives to help people, such as providing courses and education. You can find out more [here](#).

I am here to help with any issues you're experiencing with your tenancy or neighbourhood. If you'd like to see me in person, I hold my community drop-in sessions with Louise. These take place on the first Wednesday of each month between 10am and 12pm at Ainsdale Court, Ainsdale Road, Bolton, BL3 3BP. **The next one takes place on Wednesday 2nd April.**

You can also contact me by emailing – steve.cave@irwellvalley.co.uk

Your Neighbourhood Inspections

We completed our first Neighbourhood Inspections of 2025 in January and have the next ones planned on the following dates:

Steve

April 14th - 9am-12pm starting in Westhoughton

April 14th - 1pm-4pm starting in Horwich.

April 15th - 9am-12pm starting from Manchester Road

April 15th - 1pm 4pm covering the Rushlea Close area.

Louise

April 7th - 9am-3pm starting from Rishton Lane.

April 8th - 9am-3pm starting from Dean Road.

Steph

April 7th 11am-2pm starting from Chester Street.

If you'd like to join us, please drop us a line or leave us a message via Live Chat on www.irwellvalley.co.uk or by calling **0300 561 1111**. We'd love to see you then!



**Got a question or concern? Come and see us
at our next Community Drop-in**

Community Drop-ins



Come and speak to your neighbourhood officer
Stephanie Jones about any issues you're facing in **Bury**.



Come along to our drop-in sessions. This is your chance to meet the neighbourhood officer working in your area.

At the session you'll be able to raise any issues, ask questions, and share ideas about improvements we could make.

We look forward to seeing you!

Your community drop-in is at...



**Healthwatch Bury,
56-58 Bolton Street,
Bury,
BL9 0LL**



**Last Wednesday of
the month**



11am - 1pm

0300 561 1111 www.irwellvalley.co.uk contact@irwellvalley.co.uk [/irwellvalleyhomes](https://www.facebook.com/irwellvalleyhomes)

Community Drop-ins



Come and speak to your neighbourhood officers **Steve Cave** and **Louise Baldwin** about any issues you're facing in **Bolton**.



Come along to our drop-in sessions. This is your chance to meet the team working in your area.

At the session you'll be able to raise any issues, ask questions, and share ideas about improvements we could make.

We look forward to seeing you!

Your community drop-in is at...



**Ainsdale Court,
Ainsdale Road,
Bolton,
BL3 3BP**



**The first Wednesday
of the month**



10am - 12pm

[0300 561 1111](tel:03005611111) www.irwellvalley.co.uk contact@irwellvalley.co.uk [/irwellvalleyhomes](https://www.facebook.com/irwellvalleyhomes)

We're here to support you

Remember, we're here to support you. Your Neighbourhood Officer is your go-to person for any issues related to your tenancy or community.

They carry out regular Neighbourhood Inspections to ensure communal areas are clean, safe, and well-maintained. They will pick up any tenancy or neighbourhood issues.

You can contact your Neighbourhood Officer by emailing:

stephanie.jones@irwellvalley.co.uk

Louise.Baldwin@irwellvalley.co.uk

steve.cave@irwellvalley.co.uk

Kind regards,
Steph, Louise, and Steve.

