

A photograph of a row of red brick terraced houses with black window frames and doors. A young tree with yellow-green leaves is in the foreground, and some greenery is visible at the bottom right.

**Welcome to**

# **Medlock Vale and Werneth**

This neighbourhood plan will provide you with all the info you need, from the number of homes we own in the area and what our current customers think about living here, to investment works and support we are providing.

We love our homes and neighbourhoods and we are passionate about making a difference and working together to build vibrant and safe communities where you love to live too.

We work closely with customers and listen to your feedback so we can put in place action plans to address any key issues and make Medlock Vale and Werneth a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Jacqueline Scanlon-Wells,  
Neighbourhood Coordinator**

**Area covered -**

**Medlock Vale and Werneth**

**You can contact Jacqueline on**

**[Jacqueline.Scanlon-wells@fcho.co.uk](mailto:Jacqueline.Scanlon-wells@fcho.co.uk)  
or 0161 393 5466.**



**Name -**

**Julie Jones, Neighbourhood Manager**

**Area covered -**

**Hollinwood**

**You can contact Julie on**

**[Julie.Jones@fcho.co.uk](mailto:Julie.Jones@fcho.co.uk) or 0161 393 5449.**

## Our Neighbourhood Coordinators support our customers with:



**Help with tenancies –**  
signing up, maintaining a  
tenancy, name changes,  
extra people moving in.



**Support customer in their  
homes –** make sure our  
homes are in great condition  
and suitable for our  
customers and their families,  
carry out property checks,  
help with domestic violence  
or abuse, antisocial  
behaviour and safeguarding.



**Our neighbourhoods –**  
make sure our areas are  
kept clean and tidy - dealing  
with fly tipping, untidy  
gardens, abandoned cars.

# Other teams who work

## closely with customers



### Community Legal Team

We want our tenants and communities to be proud of the area you live in. We're here to provide information, advice and support to you if you have any questions about antisocial behaviour and social housing fraud.



### Community Impact Team

We're not just about homes. We can help with other personal or family circumstances you may need support with from finding a job, accessing training or volunteering to affordable food, welfare advice or help and advice on how to live independently.



### Income Collection Officers

We're here to help and support you if you're in financial difficulties or you're struggling to pay your rent. The rent collected helps to pay for all the great work happening in our neighbourhoods including investment works, grounds maintenance and repairs.



### Neighbourhood Care Team

We're responsible for all aspects of grounds maintenance and cleaning within our neighbourhoods on a seasonal programme to ensure resources are provided across our neighbourhoods.

**To find out when we'll be in your area, visit our caretaking and gardening pages.**





# Our Medlock Vale and Werneth neighbourhood

## What our customers say about living in Medlock Vale and Werneth

“

“I'd appreciate  
locks on the alley  
gates.”

“

“I'm happy with the  
way things are.”

“

“Listen to tenants and  
deal with the  
antisocial behaviour.”

## What our customers from the local area think



**49%**

feel we listen to their views and act on them



**47%**

say we are easy to deal with



**57%**

trust us as their housing provider



**69%**

are happy we take health and safety seriously



**64%**

happy overall with the quality of their home



**55%**

feel safe in the area



**59%**

of our customers are happy with the value for money of their home



**12**

reports of antisocial behaviour in the area



**13**

complaints received from customers in the area



**34%**

know who their Neighbourhood Coordinator is

# You said, we will

## Action plans: we asked our customers in the local area and they said...

### You told us:



**You have concerns about antisocial behaviour in the area.**

### We will:

- Investigate if alley gates are able to have locks installed and communicate the outcome to all customers.
- Work with the police and internal teams to investigate if increased patrols can be made and request CCTV cameras in certain areas.
- Provide regular updates in a newsletter.
- **Update:** the local policing team have been invited to join walkabouts in the area.



**There's a lack of visibility in regards to your Neighbourhood Coordinator.**

- Carry out monthly walkabouts and ensure these are publicised to all customers and residents.
- Work with GMP and other teams to ensure they attend some of the walkabouts too.
- Encourage customers and residents to join the walkabouts to discuss any concerns directly with us or the PCSOs.
- **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



## You want us to get in touch with you about the issues you raise.

- Respond to any contact within 24 hours.
- Take action and provide support including signposting to other teams and agencies.
- Ensure that feedback is given to all concerns raised.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.



## Other Actions

- Working in partnership with Oldham Council's Don't Trash Oldham campaign. Council staff have carried out a deep clean of the area removing all the rubbish and fly tipping during December.
- The Council is also investing in enforcement activities, please report any issues that you have witnessed so that the correct action can be taken.





# Our homes in Medlock Vale and Werneth

**We manage**

**590** homes in  
Medlock Vale and  
Werneth,

**5%** of the  
total number of  
homes in the  
area

**House types**



**247** one bedroom flats



**129** two bedroom flats



**56** two bedroom house



**126** three bedroom house



**32** other types of houses



## FCHO customers who live in the areas/house type



**75**

households  
**without**  
children



**157**

households  
**with**  
children



**298**

households  
with **single**  
**occupancy**



**43**

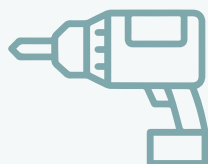
households  
other

## Investment in our homes in the area



**99**

homes have had new  
fire doors installed



**35**

customers supported by  
adapting their homes



**10**

reported issues with  
pests to us

## Top 3 repairs carried out:



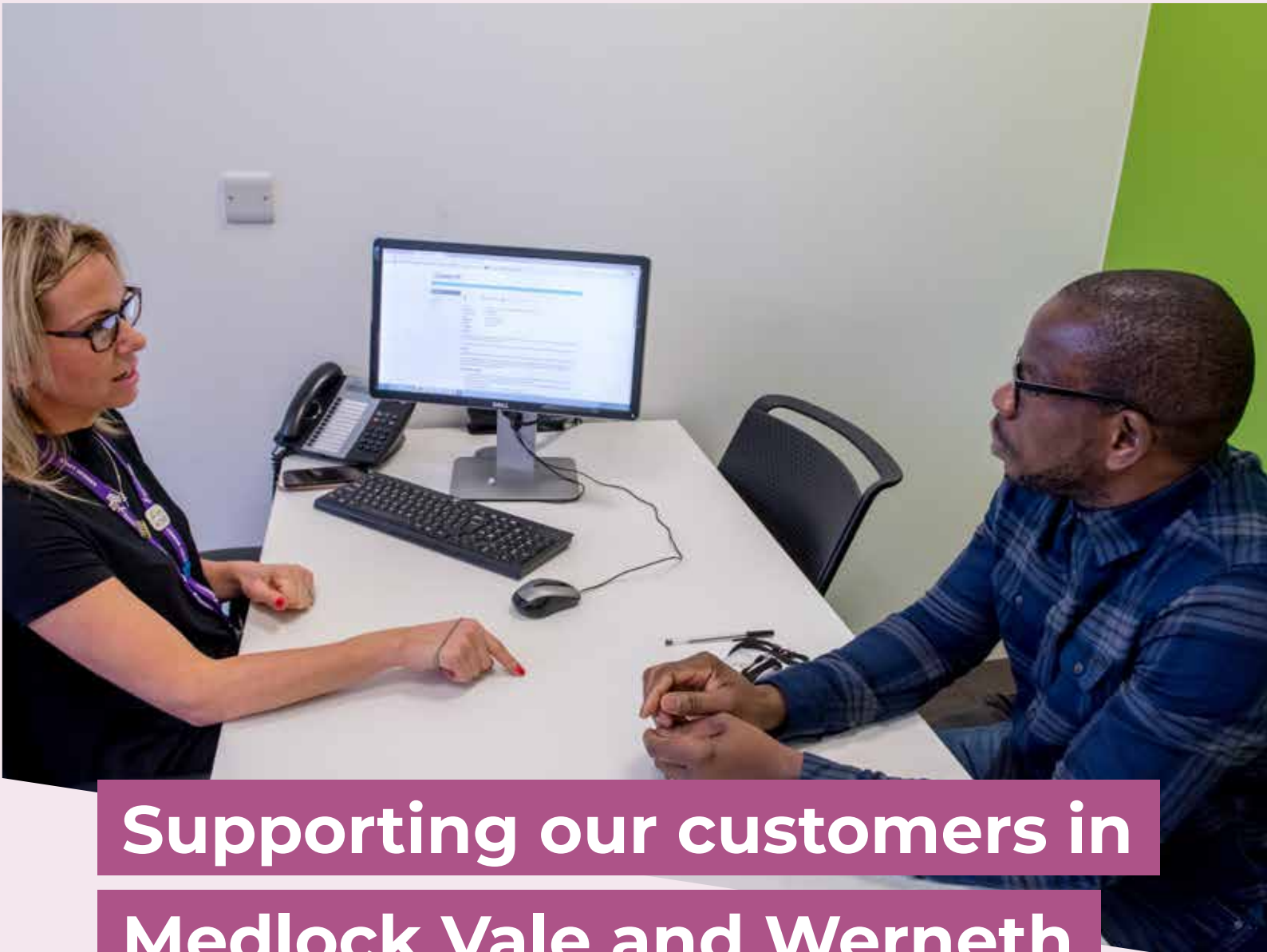
**Plumbing**



**Joinery**



**Electrical**



# Supporting our customers in Medlock Vale and Werneth



6

people from the area  
**supported into work**



8

people from the area  
**helped by our  
employment team**



2

people from the area  
who we have **helped  
stay in work**



# Getting involved in what's going on in Medlock Vale and Werneth

**We know that living in a great community can make an area a great place to live.**

We want to make sure that you have a stake in the place where you live which is why we are encouraging you have your say on your area. Get involved, make a difference, and help shape what matters to you.

From neighbourhood clean ups and drop in sessions, to block champions and customer voice panels. However you want to get involved we have lots of events going on.

**Join your Neighbourhood Coordinator on their walkabout where you can discuss any concerns or issues you may have with your home or area:**

**The 1st Wednesday of every month from 1 - 3pm - Bardsley (Medlock Vale area)**

**The 3rd Wednesday of every month from 1 - 3pm - Werneth, Rountree House and Coppice areas**