

A photograph of a two-story red brick house with a dark roof and several windows, some with white frames. In the foreground, there is a field of green grass and many small white daisies with yellow centers. The sky is a clear, pale blue.

Welcome to

Derker

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 Derker a great place to live.

Meet the

Neighbourhood Team



Name -

Rachael Evason, Neighbourhood Coordinator

Area covered -

Derker

You can contact Rachael on

Rachael.Evason@fcho.co.uk or 0161 393 5253.



Name -

Lee Holden, Neighbourhood Manager

Area covered -

Derker

You can contact Lee on

Lee.Holden@fcho.co.uk or 0161 393 5469.

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 Derker neighbourhood

What our customers say about living in Derker

“

“I'm satisfied with you as a landlord so far and hope you carry on as you're doing for your customers.”

“

“You do a great job.”

“

“Fly-tipping is a problem – provide skips on a regular basis.”

“

“Antisocial behaviour in the alleyways is a problem.”

What our customers from the local area think



45%

feel we listen to their views and act on them



58%

say we are easy to deal with



57%

trust us as their housing provider



64%

are happy we take health and safety seriously



56%

happy overall with the quality of their home



53%

feel safe in the area



62%

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



11

reports of antisocial behaviour in the area



10

complaints received from customers in the area



38%

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:



Fly-tipping is a concern for customers in the area.

We will:

- Ensure that regular inspections are carried out in the area and where we can identify those responsible, we will ensure the most appropriate action is taken.
- Work with other partners to arrange skip days and extra environmental works where required, and ensure that these are advertised to all customers.
- **Update:** regular walkabouts with Councillor Cosgrove and GMP have been taking place. A kerb side collection day was piloted on 19 October and was a great success. Further details will be available soon.



You had concerns around not receiving feedback from FCHO.

- Ensure that all actions that we take are regularly communicated to customers and residents through newsletters, face-to-face discussions, surgeries and through this local action plan.



You had concerns about safety in the alleyways and antisocial behaviour.

- Ensure that monthly walkabouts are carried out with PCSO's and GMP in the areas of concern.
- Start a joint approach with Oldham Council, GMP and our Community Legal Team to work with customers and residents to tackle the issues that you have raised.
- Keep customers up to date with the activities being undertaken.

Updates:

- Walkabouts have taken place to address fears and concerns with the Neighbourhood Coordinator and GMP.
- Planning to install alley gates on Shakespeare Road to prevent stolen cars and bikes being stored. Review of all areas regarding the installation of alley gates, where possible is currently being undertaken.



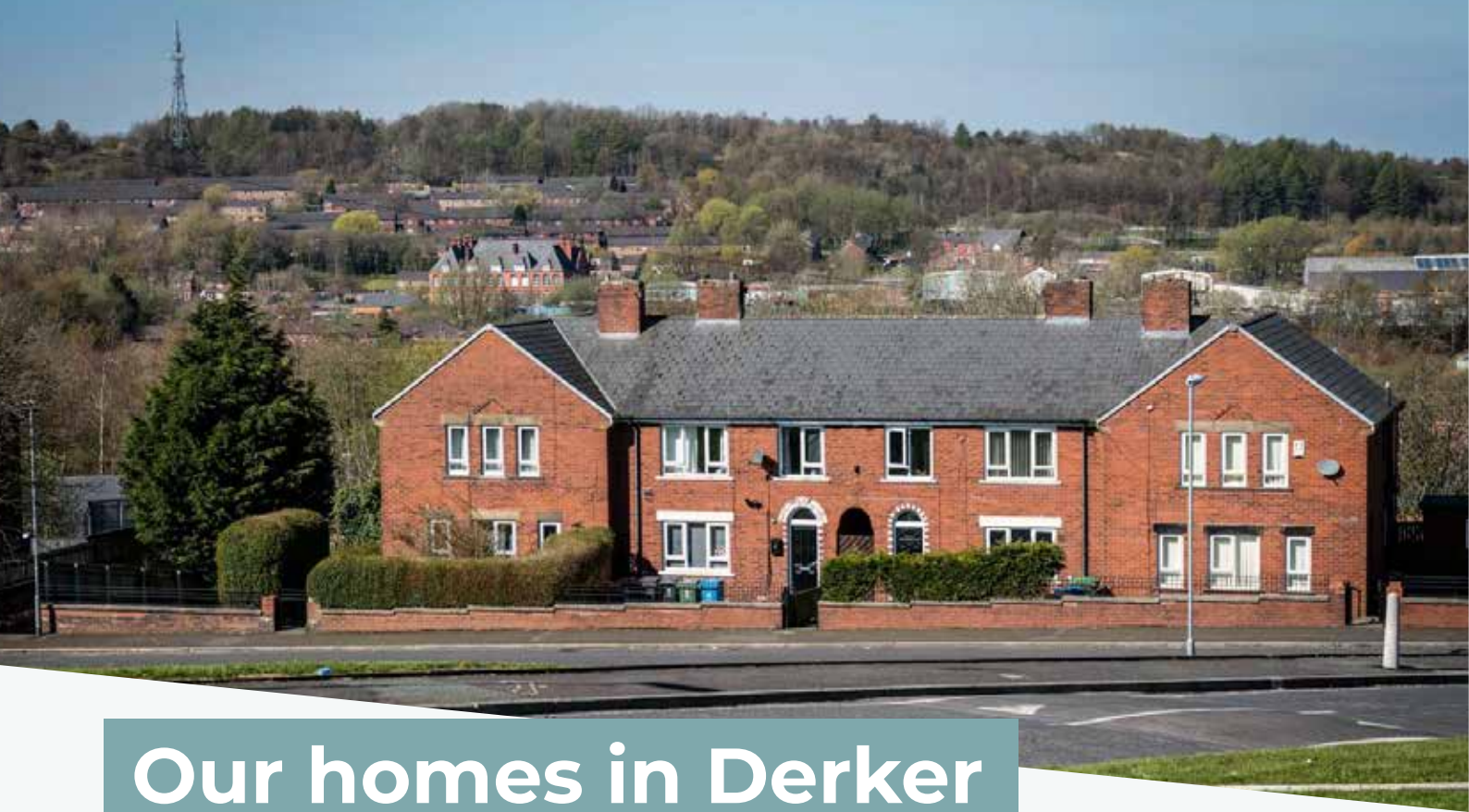
You want us to get in touch about any issues raised.

- Ensure that we respond to any contact from customers within 24 hours.
- Take action and provide support including signposting to other teams and agencies.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.



You'd like to see your Neighbourhood Coordinator regularly.

- Be conducting monthly walkabouts, where customers can speak to us and discuss any concerns they may have. More details are in this plan below.
- Be holding monthly surgeries in the cabin at Stoneleigh Park. These will be open to all residents in the community and will be advertised.
- Invite other teams and partners to join us on a rota basis.
- Listen to all concerns and take appropriate action and keep customers informed.
- Invite customers to join the walkabouts to identify any issues or concerns with us and partners.
- **Update:** continue to leaflet areas that will be visited a few days in advance to let you know when your Neighbourhood Coordinator will be in your area.



Our homes in Derker

We manage

484 homes
in Derker,

37% of the
total number of
homes in the
area

House types



14 one bedroom flats



14 two bedroom flats



252 two bedroom house



177 three bedroom house



27 other types of houses

FCHO customers who live in the areas/house type



135

households
without
children



59

households
with
children



186

households
with **single**
occupancy



29

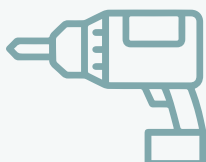
households
other

Investment in our homes in the area



36

homes have had new
fire doors installed



18

customers supported
by adapting their
homes



6

(1% of homes) reported
issues with pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Derker



7

people from the area
supported into work



11

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



6

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



Getting involved in what's going on in Derker

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 every 3rd Tuesday of every month from 10am - 12 noon where you can discuss any concerns or issues you may have with your home or area.

Surgery:

At Stoneleigh Park 2nd Tuesday of each month 2 - 3pm.