



Welcome to

Eldon Street and

Hathershaw

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 Eldon Street and Hathershaw a great place to live.

Meet the

Neighbourhood Team



Name -
Imran Ahmed, Neighbourhood Coordinator

Area covered -
Eldon Street and Hathershaw

You can contact Imran on
Imran.Ahmed@fcho.co.uk or 0161 393 5465.



Name -
Chris Noble, Neighbourhood Manager

Area covered -
Eldon Street and Hathershaw

You can contact Chris on
chris.noble@fcho.co.uk or 0161 393 5227.

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.



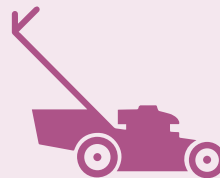
Community Impact Team

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 Eldon Street and

Hathershaw neighbourhood

What our customers say about living in Eldon Street and Hathershaw

“

“Make your presence felt in the area.”

“

“We'd like to see cleaner neighbourhoods free from fly tipping and rubbish.”

“

“For me, my neighbourhood is fine.”

“

“Noise nuisance is an issue.”

What our customers from the local area think



36%

feel we listen to their views and act on them



42%

say we are easy to deal with



42%

trust us as their housing provider



52%

are happy we take health and safety seriously



43%

happy overall with the quality of their home



36%

feel safe in the area



52%

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



10

reports of antisocial behaviour in the area



4

complaints received from customers in the area



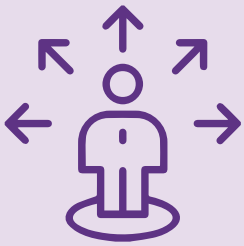
36%

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:



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

We will:

- Carry out monthly walkabouts and ensure these are publicised to all customers and residents.
- Encourage customers and residents to approach us and join the walkabouts to discuss any concerns, or contact your Neighbourhood Coordinator separately to arrange a one-to-one discussion.
- **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.



You have concerns around noise nuisance and antisocial behaviour.

- Work with the police, internal teams and partners to tackle issues our customers are facing.
- **Update:** working closely with internal and external teams. Following some issues, security gates will be installed at Heywood House to prevent non-residents accessing the blocks.



There's a lot of fly-tipping and rubbish in some areas.

- Carry out monthly walkabouts on Eldon Street and Hathershaw and contact customers and listen to your concerns in the area, investigating issues where a perpetrator has been identified.
- Work with our Neighbourhood Care team and Oldham Council to resolve the issues around fly tipping and rubbish.
- Liaise with customers who may not be maintaining their gardens and areas around their homes and give support or take the appropriate action.

Update:

- Our Neighbourhood Care team clean all the blocks three times a week and remove all fly tipping and rubbish within 48 hours.
- A survey has been carried out around the use of the bin chutes, and garden inspections are carried out during monthly walkabouts. Action is taken where appropriate.



Our homes in Eldon Street and Hathershaw

We manage

394 homes
in Eldon Street
and Hathershaw,

13% of the
total
number of
homes in the
area

House types



143 one bedroom flats



35 two bedroom flats



106 two bedroom house



41 three bedroom house



69 other types of houses

FCHO customers who live in the areas/house type



23

households
without
children



150

households
with
children



199

households
with **single**
occupancy



19

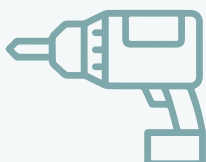
households
other

Investment in our homes in the area



44

homes have had new
fire doors installed



81

customers supported by
adapting their homes



8

reported issues with
pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Eldon Street and Hathershaw



3

people from the area
supported into work



10

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 Eldon Street and Hathershaw

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:

1st Tuesday (Eldon Street estate) of every month from 11am - 1pm

2nd Tuesday (Hathershaw estate) of every month from 11am - 1pm