

A photograph of a residential street in Oldham. In the foreground, there's a large, leafy tree on the left. A grassy area with several other trees leads to a row of brick houses. The sky is blue with some light clouds.

**Welcome to**

# **Egerton St and Glodwick**

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 Egerton St and Glodwick a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Neil Matthews, Neighbourhood Coordinator**

**Area covered -**

**Egerton St and Glodwick**

**You can contact Neil on**

**[Neil.Matthews@fcho.co.uk](mailto:Neil.Matthews@fcho.co.uk) or 0161 393 5372.**



**Name -**

**Chris Noble, Neighbourhood Manager**

**Area covered -**

**Egerton St and Glodwick**

**You can contact Chris on**

**[Chris.Noble@fcho.co.uk](mailto: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 Egerton St and Glodwick neighbourhood

## What our customers say about living in Egerton St and Glodwick

“

“Happy with FCHO.”

“

“Need to communicate better  
and include tenants in decision  
making.”

“

“Cleaning, environment, and  
rubbish are important to me.”

“

“I am happy with the way  
things are.”

## 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



**55%**

trust us as their housing provider



**64%**

are happy we take health and safety seriously



**58%**

happy overall with the quality of their home



**57%**

feel safe in the area



**55%**

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



**6**

reports of antisocial behaviour in the area



**10**

complaints received from customers in the area



**33%**

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 around the cleanliness, amounts of rubbish and the environmental look and feel of some areas.**

### We will:

- Regularly visit those areas which customers have highlighted as a concern.
- Work with other FCHO teams and partner organisations to ensure that the overall look of the area is improved.
- Ensure that the appropriate support or enforcement action is taken, where there is evidence of fly tipping or rubbish being dumped.
- Work with our Neighbourhood Care team to put together a programme to improve the overall areas of concern.

#### Updates:

- Average of two issues of fly tipping per week being identified in the area. Letters have been sent out advising customers of their responsibilities, where evidence is found, appropriate action is being taken.
- Really positive clean up day delivered with residents getting involved and taking the lead on some activities.
- Removal of old vehicles delivered through joint working with the police and Oldham Council.



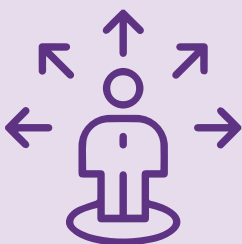
## You want us to get in touch with you about any issues you raise.

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



## You have concerns about antisocial behaviour in some areas.

- Work with customers, residents and FCHO's Community Legal Team to investigate and take the most appropriate action against those customers who are causing issues for others.
- Conduct a walkabout in the area every month, and these may involve the local Police Community Support Officers (PCSOs) or other partner organisations. Customers and residents are welcome to join their Neighbourhood Coordinator on these walkabouts - you can find details at the bottom of this page.



## You have concerns about the lack of communication with the Neighbourhood Coordinator.

- Ensure the Neighbourhood Coordinator's contact details are on this webpage, and walkabouts will be advertised to all customers.
- Encourage customers to join the walkabouts and use these an opportunity to raise with the Neighbourhood Coordinator any concerns they may have. Customers can also get in touch by email or telephone.
- **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.





# Our homes in Egerton St and Glodwick

We manage

**499** homes  
in Egerton St and  
Glodwick,

**9%** of the  
total number of  
homes in the  
area

House types



**197** one bedroom flats



**115** two bedroom flats



**73** two bedroom house



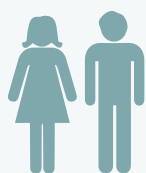
**38** three bedroom house



**76** other types of houses



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



**72**

households  
**without**  
children



**125**

households  
**with**  
children



**269**

households  
with **single**  
occupancy



**30**

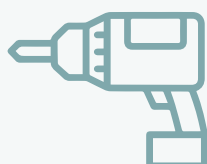
households  
other

## Investment in our homes in the area



**161**

homes have had new  
fire doors installed



**122**

customers supported  
by adapting their  
homes



**9**

(1.7% of homes)  
reported issues with  
pests to us

## Top 3 repairs carried out:



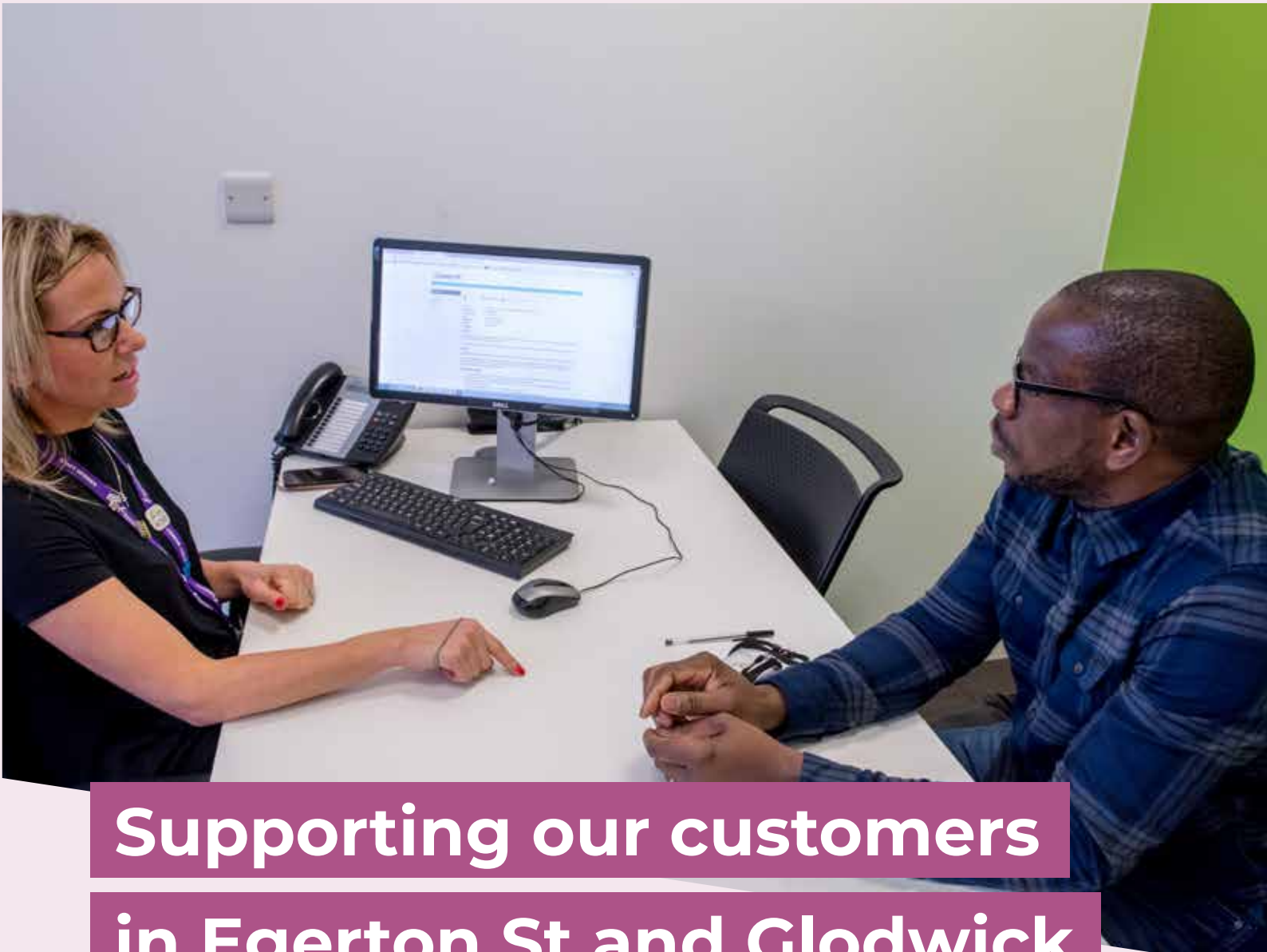
**Joinery**



**Plumbing**



**Electrical**



## Supporting our customers in Egerton St and Glodwick



9

people from the area  
**supported into work**



11

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



7

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



# Getting involved in what's going on in Egerton St and Glodwick

**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 for a walkabout, where you can discuss any concerns or issues you may have with your home or area:**

**1st and 3rd Tuesday of the month:** Egerton Street area, 10am - 12pm

**2nd and 4th Tuesday of the month:** Norbury/Welford House area, 10am - 12pm