



Welcome to

Chadderton North and Central

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 Chadderton North and Central great places to live.

Meet the

Neighbourhood Team



Name -
Leanne Smith,
Neighbourhood
Coordinator

Area covered -
Chadderton North and
Central

You can contact Leanne on
Leanne.Smith@fcho.co.uk
or 0161 393 5237



Name -
Chris Noble,
Neighbourhood Manager

Area covered -
Chadderton North and
Central

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



Name -
Rebecca Stewart,
Neighbourhood Coordinator

Area covered -
Chadderton North and
Central

You can contact
Rebecca on
Rebecca.Stewart@fcho.co.uk
or 0161 393 5294

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.



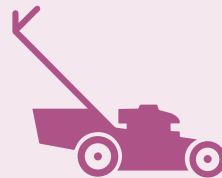
Community Impact Team

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 Chadderton North and Central neighbourhood

What our customers say about living in Chadderton North and Central

“

“I think you are a good landlord.”

“

“Noise nuisance is an issue.”

“

“Listen to us more, act on it and provide more information.”

“

“Too much rubbish all over the area.”

What our customers from the local area think



38%

feel we listen to their views and act on them



69%

say we are easy to deal with



70%

trust us as their housing provider



70%

are happy we take health and safety seriously



68%

happy overall with the quality of their home



60%

feel safe in the area



68%

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



20

reports of antisocial behaviour in the area



10

complaints received from customers in the area



37%

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:



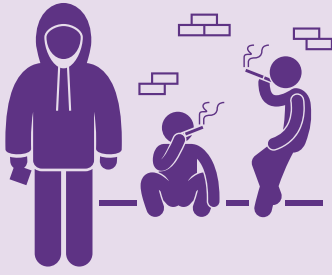
Fly-tipping and rubbish is a concern in some areas.

We will:

- Carry out monthly estate walkabouts. We will report and investigate any issues around rubbish and fly-tipping identified on the walkabouts. Where we find evidence, the people responsible will have the appropriate action taken against them.
- Carry out a door knocking/leaflet drop exercise in areas that are hotspots for fly tipping and ensure our Neighbourhood Care Team is aware of the situation.

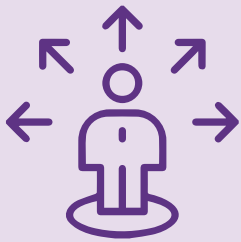
Update:

- Worked with Oldham Council to empty the contaminated bins on Dairy Street, and send information advising residents to ensure the correct items were placed in the bins.
- Concerns around fly tipping reported on Apfel Lane/Rosen Square/Otley Close, these items have been removed and a door knocking/leaflet dropping exercise took place in December 2021.
- Arranged a litter pick for Park Estate which took place on 7 December 2021.



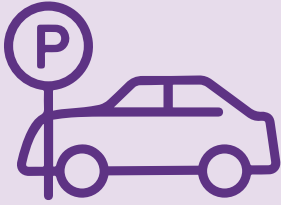
You had concerns noise nuisance and drug dealing in some areas

- Work closely with GMP and will continue to work closely with them to resolve the issues. We will investigate and forward all information onto GMP so that we can resolve the issues that some people are experiencing.
- Work with our Community Legal Team to ensure that all appropriate actions are taken in a timely manner.
- **Update:** met with local PCSOs on 30 November to discuss the issues raised by residents, and will aim to put an action plan together for those affected areas.



You'd like to see your Neighbourhood Coordinator regularly.

- Publicise the dates and times of walkabouts. Your Neighbourhood Coordinator's contact details are included within this plan.
- Be holding a surgery once a month at Chadderton Wellbeing Centre, Burnley Street where customers and residents can pop in for a face-to-face discussion.
- Be visible, approachable, professional and pro-active and to listen to all concerns raised, and take action where we can.
- Feedback to customers on outcomes of actions taken where possible.
- **Update:** walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



You had concerns around parking in some areas

- Speak to customers about asking visitors to look for alternative parking to ensure that residents spaces are not taken up. We are aware that parking is an issue as there are not enough spaces available for the number of cars per household in some areas. Unfortunately we cannot increase the size of the current car parks.
- **Update:** working with customers and wider community to resolve the current parking issues. Encouraging customers to use the car parking areas available to them.




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.
- 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.

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

- **Bare Trees Area:** 1st Tuesday of every month - 10am - 12 noon
- **Middleton Central:** 2nd Tuesday of every month - 10am - 12 noon
- **Garforth Street, Raven Avenue and Denton Lane area:** 3rd Tuesday of every month - 10am - 12 noon
- **Park Estate:** Tuesdays 9.30am - 12.30pm



Our homes in Chadderton North and Central

We manage

801 homes in
Chadderton

North and
Central,

7% of the
total number of
homes in the
area

House types



242 one bedroom flats



92 two bedroom flats



204 two bedroom house



200 three bedroom house



63 other types of houses

FCHO customers who live in the areas/house type



113

households
**without
children**



292

households
**with
children**



356

households
with **single
occupancy**



37

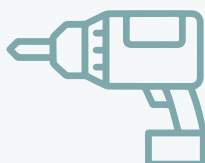
households
other

Investment in our homes in the area



86

homes have had new
fire doors installed



38

customers supported
by adapting their
homes



12

(2% of homes) reported
issues with pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Chadderton North and Central



5

people from the area
supported into work



13

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



4

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



Getting involved in what's going on in Chadderton North and Central

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.

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