

A tall, modern apartment building with a grey and white facade, many windows, and balconies. The word "LITTLEMOOR" is written vertically on the side of the building. The building is set against a clear blue sky. In the foreground, there are some trees and a street lamp.

Welcome to

Littlemoor

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 Littlemoor a great place to live.

Meet the

Neighbourhood Team



Name -

Ben Collier, Neighbourhood Coordinator

Area covered -

Littlemoor

You can contact Ben on

Ben.Collier@fcho.co.uk or 0161 393 5499.



Name -

Lee Holden, Neighbourhood Manager

Area covered -

Littlemoor

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 Littlemoor neighbourhood

What our customers say about living in Littlemoor

“

“Nothing to improve.”

“

“Better parking spaces. It is the main reason for conflict between neighbours.”

“

“Strangers, drugs, used to know who everyone but not now.”

“

“Very good area.”

What our customers from the local area think



36%

feel we listen to their views and act on them



68%

say we are easy to deal with



63%

trust us as their housing provider



60%

are happy we take health and safety seriously



59%

happy overall with the quality of their home



60%

feel safe in the area



60%

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



23

reports of antisocial behaviour in the area



8

complaints received from customers in the area



56%

know who their Neighbourhood Coordinator is

You said, we will

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

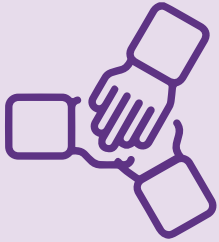
You told us:



You had concerns about safety in the area.

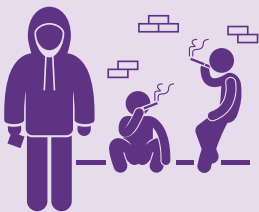
We will:

- Ensure that monthly walkabouts are carried out with PCSOs and GMP in the areas of concern as customers have told us there are issues with youths in blocks.
- Start a joint approach with Oldham Council, GMP and our Community Legal Team to work with customers and residents to try and identify the youths involved and take any necessary actions. We will complete quarterly newsletters to customers advising them of any action that has been taken and encourage customers to keep in touch with your Neighbourhood Coordinator.
- Work with our Assets Team to help to tackle people gaining entry into some of the blocks on Littlemoor Lane, Longfield Crescent and Equitable Street. We will discuss extra measures in these blocks and will keep customers up to date with these actions.
- **Update:** walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



You had concerns about there being a lack of community spirit in some areas.

- Carry out extra visits and discuss with customers ways to replicate the community spirit across all areas of Littlemoor.



You had concerns around drug use in the area.

- Pass all information onto GMP and work with PCSOs to ensure that the correct action is taken. Any customer who is involved in these activities will receive support from external agencies and any appropriate action will be taken against those customers.



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 feedback is given to all concerns raised.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.

Other actions

- Fly tipping - hotspots have been identified. Letters and smaller bags will be issued to customers using bin chutes to minimise the amount of times the chutes are blocked. An area where rough sleepers had been leaving items has been cleared.



Our homes in Littlemoor

We manage

541 homes in Littlemoor,
20% of the total number of homes in the area

House types



216 one bedroom flats



88 two bedroom flats



68 two bedroom house



40 three bedroom house



129 other types of houses

FCHO customers who live in the areas/house type



86

households
without
children



111

households
with
children



313

households
with **single**
occupancy



28

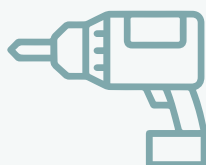
households
other

Investment in our homes in the area



183

homes have had new
fire doors installed



93

customers supported
by adapting their
homes



8

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

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Littlemoor



10

person from the area
supported into work



9

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



11

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



Getting involved in what's going on in Littlemoor

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:

Littlemoor – 2nd Wednesday of the month – 10am - 12 noon

Daisy Hill and Rose Hill – 1st Tuesday of the month 10 - 11am



You had concerns around antisocial behaviour.

- Ensure that monthly walkabouts are carried out with PCSOs 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.
- **Update:** walkabouts have been completed and information has been passed to GMP. Community Protection warnings have been served to a number of residents. Currently working with our Community Legal Team regarding rough sleepers gaining access into blocks.