

A photograph of a three-story red brick residential building with white window frames and a central entrance. A tree stands in the foreground, and a paved path leads to the entrance. The building has a sign that reads "MISS GILDEN APWS" above the door.

**Welcome to**

# Shaw and Crompton

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 Shaw and Crompton a great place to live.

# Meet the

# Neighbourhood Team

COMING  
SOON

**Name -**

**Area covered -**  
Shaw and Crompton



**Name -**

**Julie Jones, Neighbourhood Manager**

**Area covered -**  
Shaw and Crompton

**You can contact Julie on**  
[julie.jones@fcho.co.uk](mailto:julie.jones@fcho.co.uk) or 0161 393 5449.

## 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 Shaw and Crompton neighbourhood

## What our customers say about living in Shaw and Crompton

“

“I'm very happy with the neighbourhood.”

“

“Do monthly visits around the area to see the problems for yourselves.”

“

“I'd like you to do more to keep it clean and tidy.”

“

“I'd like to see wild flowers planted in green spaces..”

## What our customers from the local area think



**31%**

feel we listen to their views and act on them



**71%**

say we are easy to deal with



**61%**

trust us as their housing provider



**76%**

are happy we take health and safety seriously



**68%**

happy overall with the quality of their home



**69%**

feel safe in the area



**65%**

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



**21**

reports of antisocial behaviour in the area



**6**

complaints received from customers in the area



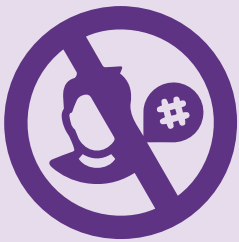
**27%**

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: We will:



**ASB is a concern in the area for some customers.**

- Introduce a monthly walkabout in the area which will be advertised. Customers will be able to speak to us about their concerns during these walkabouts.
- Speak to our Community Legal team and other agencies to invite them on the walkabouts to gather an understanding of the concerns you have.
- Work with customers and internal and external teams to tackle the ASB that is a concern for customers.

#### **Update:**

- Actively involved in the district partnership meetings. Walkabouts have been carried out each month and any concerns raised with internal and external teams.
- Letters have been sent to customers on Ashworth Court regarding dog fouling which has resolved the situation as no further complaints have been made.



**You were concerned about safety in the area.**

- Work with external agencies such as Greater Manchester Police to ensure customers who have said they are concerned have their worries addressed.



## Fly-tipping and criminal activities are a concern for some customers.

- Contact local partners to create an action plan to tackle your concerns.
- Produce newsletters for customers specifically targeting the areas of concern, giving advice, help and support and will contact customers in the area.
- Arrange specific meetings to discuss issues and liaise with other partners to address your concerns.
- **Update:** action has been taken to clear some areas and will continue to be delivered throughout the neighbourhood. A newsletter will be sent to Durden Mews in the about the issues being experienced.



## You don't know who your Neighbourhood Coordinator is.

- We understand there has been a few staffing changes in the area, and Richard is looking forward to meeting you during walkabouts and estate inspections.
- **Update:** walkabouts have been conducted each month, 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.



# Our homes in Shaw and Crompton

We manage **661** homes in Shaw and Crompton, **7%** of the total number of homes in the area

## House types



**205** one bedroom flats



**111** two bedroom flats



**91** two bedroom house



**173** three bedroom house



**81** other types of houses



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



**42**

households  
**without**  
**children**



**93**

households  
**with**  
**children**



**277**

households  
with **single**  
**occupancy**



**18**

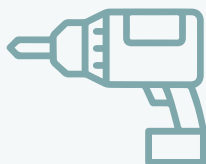
households  
other

## Investment in our homes in the area



**146**

homes have had new  
fire doors installed



**22**

customers supported  
by adapting their  
homes



**9**

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

## Top 3 repairs carried out:



**Plumbing**



**Joinery**



**Electrical**



## Supporting our customers in Shaw and Crompton



8

people from the area  
**supported into work**



15

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 Shaw and Crompton

**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:**

The 1st Tuesday of every month **(Shaw Town Centre) 9.30 - 11.30am**

The 1st Thursday of every month **(Crompton) 9.30 - 11.30am**

The 2nd Tuesday of every month **(Smallbrook and Rushcroft estates) 9.30 - 11.30am**