



Welcome to

Coldhurst

Barker Street area

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 Coldhurst - Barker Street area a great place to live.

Meet the

Neighbourhood Team



Name -

Clive Hill, Neighbourhood Coordinator

Area covered -

Coldhurst - Barker Street area

You can contact Clive on

Clive.Hill@fcho.co.uk or 0161 393 5487



Name -

Julie Jones, Neighbourhood Manager

Area covered -

Coldhurst - Barker Street area

You can contact Julie on

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.



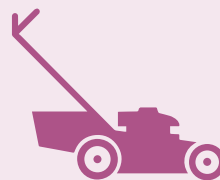
Community Impact Team

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 Coldhurst neighbourhood

Barker Street area

What our customers say about living in Coldhurst - Barker Street area

“

“All is good.”

“

“The area is full of rubbish.”

“

“Be more approachable and have meetings with residents.”

“

“Issues with noise nuisance.”

What our customers from the local area think



37%

feel we listen to their views and act on them



47%

say we are easy to deal with



50%

trust us as their housing provider



52%

are happy we take health and safety seriously



62%

happy overall with the quality of their home



36%

feel safe in the area



56%

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



11

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:



You were concerned about antisocial behaviours in some areas.

We will:

- Carry out a monthly walkabout in the area and will be joined by Police Community Support Officers from Greater Manchester Police and other external teams a regular basis.
- Walkabouts will be held on the first Wednesday of every month between 1- 3pm.
- Liaise with our Community Legal Team and ensure that any concerns are raised directly with them to pursue.
- Feedback and provide regular updates to customers and residents.

Update:

- Antisocial behaviour - liaised with customers around concerns on Browbeck - letters have been sent to all customers advising the contact details for any issues.
- Rough sleeping - referred rough sleepers to Oldham Council's homelessness service for further help and support.



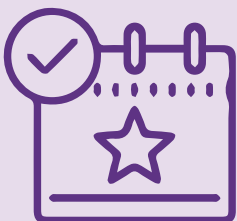
You had concerns around untidy gardens and neighbourhoods and fly tipping.

- Conduct regular inspections of communal areas and individual gardens. Any issues will be addressed with customers at the time of the inspection, where possible.
 - Work with partners and customers to reduce the number of untidy gardens and improve the overall look and feel of the communal areas.
 - Ensure that the correct enforcement action is taken against illegal fly tippers and customers with untidy gardens and properties.
 - **Update:** leaflets have been sent to customers advising how to best use the bin chutes. Offenders of fly tipping will be fined if identified.
-



You'd like to see your Neighbourhood Coordinator regularly.

- The Neighbourhood Coordinator will visit the areas on a weekly basis, and have scheduled walkabouts on a monthly basis. Customers and resident can join the walkabouts and discuss any concerns that you may have.
 - Walkabouts will be held on the first Wednesday of every month between 1- 3pm.
 - **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.
-



You would like more community events in the area.

- Work with our Stronger Communities Team to look at holding community days or other events that everyone can attend.
- **Update:** working with OLI and Action Together to develop partnerships and to create opportunities to work with customers. Barker Street Community has reopened and OLI will begin to advertise events and activities.



You'd like us to get back to you on any contact made with us about the area.

- 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 customer correspondence has been responded to within 24 hours and a number of referrals to internal and external agencies have been carried out.



Our homes in Coldhurst -

Barker Street area

We manage

415 homes in the Coldhurst - Barker Street area,

31% of the total number of homes in the area

House types



222 one bedroom flats



73 two bedroom flats



1 two bedroom house

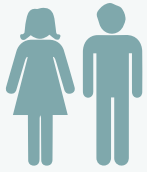


16 three bedroom house



103 other types of houses

FCHO customers who live in the areas/house type



44

households
**without
children**



91

households
**with
children**



248

households
with **single
occupancy**



28

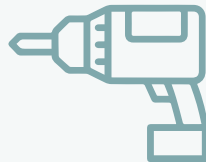
households
other

Investment in our homes in the area



56

homes have had new
fire doors installed



99

customers supported by
adapting their homes



5

(1.2% of homes)
customers reported
issues with pests to us

Top 3 repairs carried out:



Electrical



Joinery



Plumbing



Supporting our customers In Coldhurst -

Barker Street area



7

people from the area supported into work



10

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 Coldhurst -

Barker Street Area

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 on the first Wednesday of every month between 1- 3pm.