

A photograph of a residential street in Royton South. The street is lined with two-story brick houses. In the foreground, there are several cars parked, including a white hatchback and a silver car. There are also black bins and a small tree in the middle ground. The sky is clear and blue.

Welcome to

Royton South

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 Royton South a great place to live.

Meet the

Neighbourhood Team



Name -

Nazia Ahmed, Neighbourhood Coordinator

Area covered -

Royton South

You can contact Nazia on

Nazia.Ahmed@fcho.co.uk or 0161 393 5474.



Name -

Julie Jones, Neighbourhood Manager

Area covered -

Royton South

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.



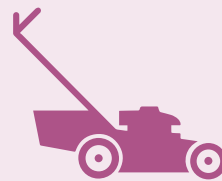
Community Impact Team

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 Royton South neighbourhood

What our customers say about living in Royton South

“

“It’s a safe neighbourhood to live
and I’ve no problems.”

“

“Turn the field opposite my house
into a car park.”

“

“Nothing – I love it.”

“

“Parking is a joke, stop people
parking on their lawns.”

What our customers from the local area think



43%

feel we listen to their views and act on them



78%

say we are easy to deal with



69%

trust us as their housing provider



69%

are happy we take health and safety seriously



66%

happy overall with the quality of their home



79%

feel safe in the area



73%

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



12

reports of antisocial behaviour in the area



3

complaints received from customers in the area



16%

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 around youth related antisocial behaviour in the area.

We will:

- Work closely with Oldham Councils Royton District Coordinators and other partners to address some of the issues.
- Carry out walkabouts in the area with partners at different times.



You had concerns around parking in some areas.

- Work with our internal and external teams to investigate resolutions.
- Keep customers update with any progress.



You were concerned around lack of communication with Neighbourhood Coordinators.

- Provide direct contact details for your Neighbourhood Coordinators - they are above.
- Invite all customers to join a community walkabout.
- **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



You wanted us to respond to 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.



Other Actions

- Fly tipping - concerns were raised on communal land at Hartington Court - this has been resolved and there have been no further concerns raised.
- Pests - concerns were raised around customers feeding birds near Bamford Street - letters were distributed to customers and the issues were resolved.



We manage

305 homes in
Royton South,

4% of the total
number of
homes in
the area

House types



87 one bedroom flats



88 two bedroom flats



37 two bedroom house



58 three bedroom house



35 other types of houses

FCHO customers who live in the areas/house type



45

households
without
children



66

households
with
children



167

households
with **single**
occupancy



11

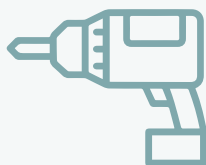
households
other

Investment in our homes in the area



51

homes have had new
fire doors installed



11

customers supported
by adapting their
homes



10

reported issues with
pests to us

Top 3 repairs carried out:



Electrical



Joinery



Plumbing



Supporting our customers in Royton South



1

person from the area
supported into work



1

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



2

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



Getting involved in what's going on in Royton South

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:

Left side of Oldham Road - Birchinlee, Royley and Highlands every 4 weeks on a Thursday, 10am - 12noon

Royton South - Phase 2 - Bamford, Hartington Court, Shaw Street and Park Estate areas - every 4 weeks on a Thursday 10am - 12noon