

A photograph of a two-story red brick house with white window frames and a tiled roof. A large tree is in the foreground on the right, and a paved path leads to the entrance. The image is partially covered by a purple banner at the bottom.

Welcome to

Chadderton 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 Chadderton South a great place to live.

Meet the

Neighbourhood Team



Name -

Carl Turner, Neighbourhood Coordinator

Area covered -

Chadderton South

You can contact Carl on

Carl.Turner@fcho.co.uk or 0161 393 5543.



Name -

Lee Holden, Neighbourhood Manager

Area covered -

Chadderton South

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.



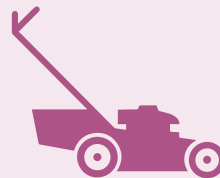
Income Collection Officers

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.



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.



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 South neighbourhood

What our customers say about living in Chadderton South

“

“Everything is good.”

“

“Clean up the area and stop people dumping stuff.”

“

“The Neighbourhood Coordinator to be a more visible presence.”

“

“Better bin arrangement. We have a lot of bins in a small space. Communal bins would be better.”

What our customers from the local area think



35%

feel we listen to their views and act on them



66%

say we are easy to deal with



65%

trust us as their housing provider



68%

are happy we take health and safety seriously



73%

happy overall with the quality of their home



53%

feel safe in the area



68%

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



11

reports of antisocial behaviour in the area



10

complaints received from customers in the area



33%

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 they do not feel safe in some areas, especially near Metrolink stops and services. Concern has also been raised around youths congregating, and in some instances, being verbally abusive to customers.
- 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:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



Fly-tipping is a concern for customers in the area.

- Ensure that regular inspections are carried out in the area and where we can identify those responsible, we will ensure the most appropriate actions is taken.



Only 33% of customers were aware of who the Neighbourhood Coordinator is in Chadderton South.

- Be conducting monthly walkabouts, where customers can speak to us and discuss any concerns they may have.
- Hold a surgery from the Nelson Way community room where customers can come and raise their concerns. We will also ask other internal and external teams to join us on a rota basis. The surgery will be on last Thursday of every month 10am - 12 noon.
- Listen to all concerns and take appropriate action and keep customers informed.



You had concerns around around bin collections and bins storage.

- Investigate the concerns and aspirations of customers and will work with internal and external teams to resolve the issues being experienced in a timely manner.



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

- Parking - reinstated the parking bay markers on Canal Street, Chadderton along with disabled bays.



Our homes in Chadderton South

We manage

659 homes in
Chadderton
South,

12% of the
total number of
homes in the
area

House types



185 one bedroom flats



92 two bedroom flats



142 two bedroom house



235 three bedroom house



5 other types of houses

FCHO customers who live in the areas/house type



97

households
without
children



244

households
with
children



294

households
with **single**
occupancy



23

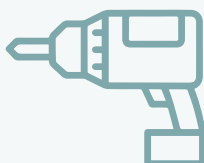
households
other

Investment in our homes in the area



52

homes have had new
fire doors installed



43

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 Chadderton South



3

people from the area
supported into work



6

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 Chadderton 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:

- **Mellor Way, Canal Street and Washbrook Court** – 3rd Tuesday of every month 10am - 12 noon
- **Rest of Chadderton South** – Last Tuesday of every month 10am - 12 noon

Surgery:

- **Last Thursday of every month at Nelson Way Community Centre** 10am - 12 noon.