

A photograph of a row of traditional stone houses in Saddleworth and Lees. The houses have grey stone walls, white window frames, and white doors. The houses are set back from the road by a gravel path and a low hedge. The sky is blue and clear.

Welcome to

Saddleworth and Lees

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 Saddleworth and Lees a great place to live.

Meet the

Neighbourhood Team



Name -

Claire Goodier, Neighbourhood Coordinator

Area covered -

Saddleworth and Lees

You can contact Claire on

Claire.Goodier@fcho.co.uk or 0161 393 5459.

Part-time hours - Wednesday pm, Thursday and Friday



Name -

Lee Holden, Neighbourhood Manager

Area covered -

Saddleworth and Lees

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.



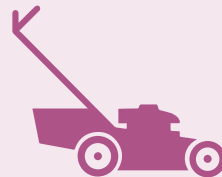
Community Impact Team

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 Saddleworth and Lees neighbourhood

What our customers say about living in Saddleworth and Lees

“

“Affordable rent and a good service when phoning about repairs.”

“

“Parking is a problem and some neighbours are disrespectful.”

“

“My neighbourhood is a nice place to live.”

“

“I’m happy.”

What our customers from the local area think



47%

feel we listen to their views and act on them



63%

say we are easy to deal with



59%

trust us as their housing provider



71%

are happy we take health and safety seriously



63%

happy overall with the quality of their home



84%

feel safe in the area



73%

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



3

reports of antisocial behaviour in the area



7

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 have concerns around parking.

We will:

- Due to the age and the layout of the villages parking is a concern, as many households have more than one car.
- We will liaise with our Asset Team to look at what land we own in the area and look at whether these pieces of land can be adapted to accommodate cars.
- As this is not a short-term solution, we will provide updates to customers who have raised concerns.
- **Update:** currently working with external FCHO teams to identify any works that could improve the situation around Briarfield and Queensway.



You had concerns around our investment programmes.

- Liaise with our Assets Team to check what programmes have been delivered in the Saddleworth and Lees area in the last 10 years and ensure that these details are promoted to customers.
- Include any future investment that will be taking place in the next five years.



You'd like to see your Neighbourhood Coordinator regularly.

- Be conducting regular walkabouts in the areas and the details are in this plan. Claire's contact details are in this plan.

Updates:

- Monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.
 - All enquiries are being responded to within 24 hours of receiving them.
-



You would like more bins in the area.

- Liaise with Oldham Council to see if more dog waste bins can be installed around the area and then feedback to customers.
- **Update:** working with Oldham Council to increase the number available in the area.



Our homes in Saddleworth and Lees

We manage

528 homes in
Saddleworth and
Lees,

3% of the total
number of
homes in the
area

House types



92 one bedroom flats



3 two bedroom flats



127 two bedroom house



190 three bedroom house



116 other types of houses

FCHO customers who live in the areas/house type



98

households
without
children



131

households
with
children



246

households
with **single**
occupancy



49

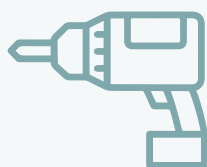
households
other

Investment in our homes in the area



45

homes have had new
fire doors installed



28

customers supported
by adapting their
homes



3

(0.5% of homes)
reported issues with
pests to us

Top 3 repairs carried out:



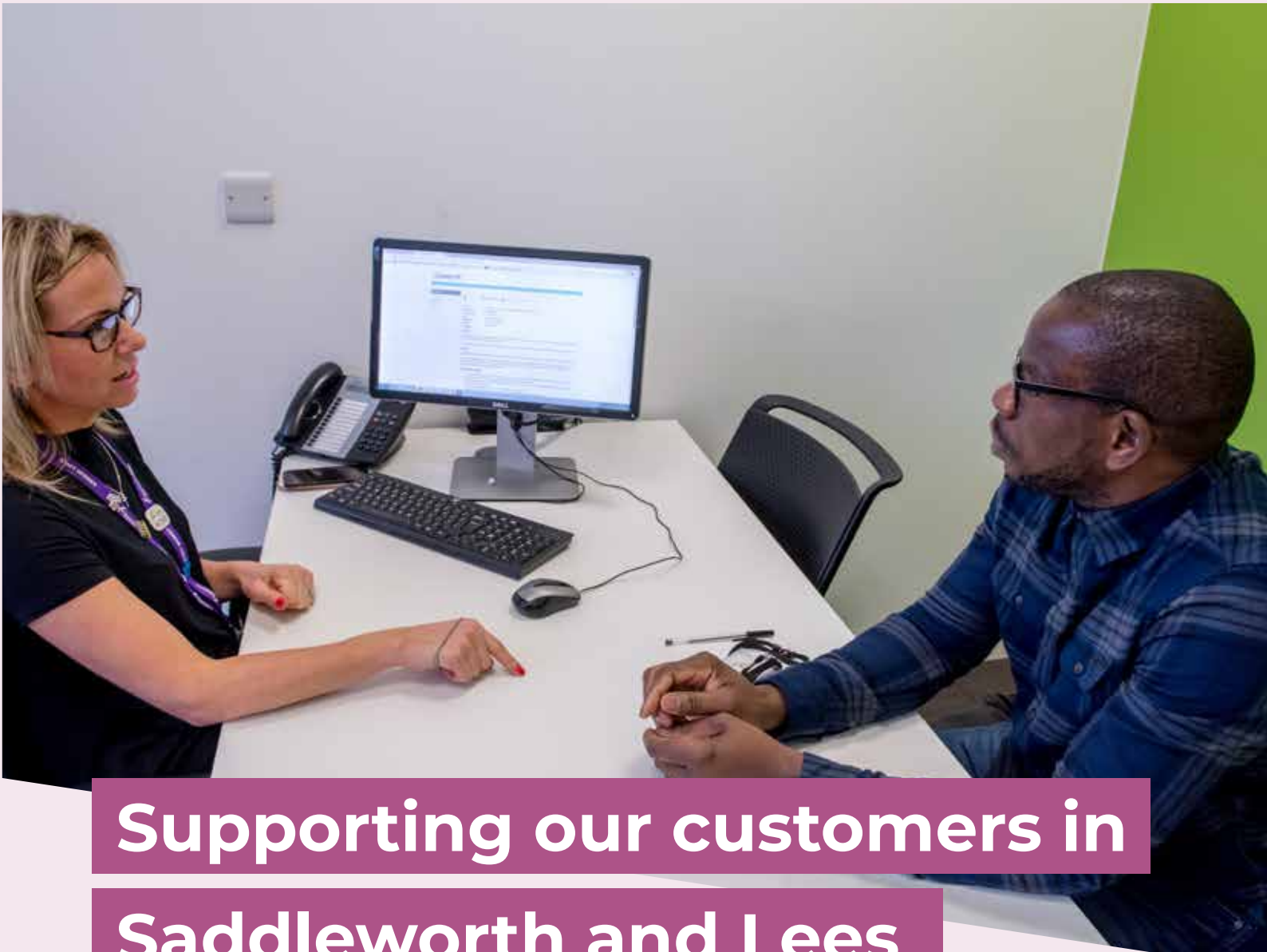
Plumbing



Joinery



Electrical



Supporting our customers in Saddleworth and Lees



4

people from the area
supported into work



1

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



1

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



Getting involved in what's going on in Saddleworth and Lees

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:

Lees: January - 2nd Thursday in the month 10am – 1pm

Springhead: February - 2nd Thursday in the month 10am – 1pm

Uppermill and Greenfield: March - 2nd Thursday in the month 10am – 1pm

Diggle & Dobcross: May - 2nd Thursday in the month 10am – 1pm

Delph & Denshaw: June - 2nd Thursday in the month 10am – 1pm