



**Welcome to**

# **Coldhurst**

## **Burnley Street, Busk and West Street**

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 - Burnley Street, Busk and West Street a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Matt Reeves, Neighbourhood Coordinator**

**Area covered -**

**Coldhurst - Burnley Street, Busk and West Street**

**You can contact Matt on**

**[matt.reeves@fcho.co.uk](mailto:matt.reeves@fcho.co.uk) or 0161 393 5472.**



**Name -**

**Julie Jones, Neighbourhood Manager**

**Area covered -**

**Coldhurst - Burnley Street, Busk and West Street**

**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.



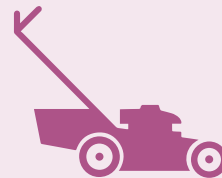
### Community Impact Team

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 Coldhurst neighbourhood-

## Burnley Street, Busk and West Street

### What our customers say about living in Coldhurst - Burnley Street, Busk and West Street

“

“I am happy with the service FCHO provides.”

“

“There are untidy gardens and fly-tipping in the area.”

“

“I would like to be notified of plans to improve the area.”

“

“I would like more surgeries.”

## What our customers from the local area think



**25%**

feel we listen to their views and act on them



**67%**

say we are easy to deal with



**67%**

trust us as their housing provider



**75%**

are happy we take health and safety seriously



**68%**

happy overall with the quality of their home



**53%**

feel safe in the area



**67%**

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



**19**

reports of antisocial behaviour in the area



**3**

complaints received from customers in the area



**26%**

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 fly-tipping

### We will:

- Actively target areas customers have identified as hot spots for fly tipping.
- Work with internal and external partners to attempt to identify the perpetrators and take the necessary action.
- Ensure all customers are aware of their responsibilities around ensuring the areas around their properties are clean and tidy, and provide support or take enforcement action as appropriate.

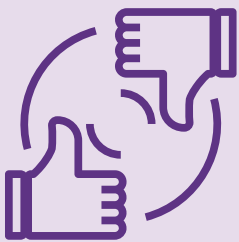
#### Update:

- Fly tipping - offenders have been identified and re-charged for the disposal costs worth around £700. Four Community Protection Warnings have been issued to repeat offenders.
- Untidy gardens - customers have been informed via letters and cards in the blocks. Shortly there will be a door-to-door survey in relation to waste in the area to gather the views of customers.



## **You'd like to understand what improvements are being made to the area**

- Work with our internal teams to ensure that a full investment schedule is given for the next 5 years as soon as possible. This will be updated on our website and made available for all customers.
- Speak with customers and our Investment team to ensure any concerns that you have are reviewed and considered.



## **You want us to get in touch about any issues raised!**

- Respond to any contact from customers within 24 hours of the contact.
- Take action and provide support including signposting to other teams and agencies.
- Ensure that feedback is given to all concerns raised.

### **Updates:**

- Responding to contact - all enquiries are being responded to within 24 hours of receiving them.
- Taking action - working with Oldham Council and our Neighbourhood Care Team who are reporting issues in the area and assisting to track down perpetrators. The relationship will continue and grow over the next 6 months.
- Walkabouts - monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.





# Our homes in Coldhurst -

Burnley Street, Busk and West Street

We manage

**438** homes  
in Coldhurst -  
Burnley Street,  
Busk and West  
Street,

**19%** of the  
total number of  
homes in the  
area

House types



**264** one bedroom flats



**64** two bedroom flats



**42** two bedroom house



**58** three bedroom house



**6** 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**

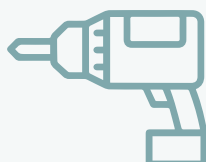
households  
other

## Investment in our homes in the area



**146**

homes have had new  
fire doors installed



**22**

customers supported by  
adapting their homes



**9**

reported issues with  
pests to us

## Top 3 repairs carried out:



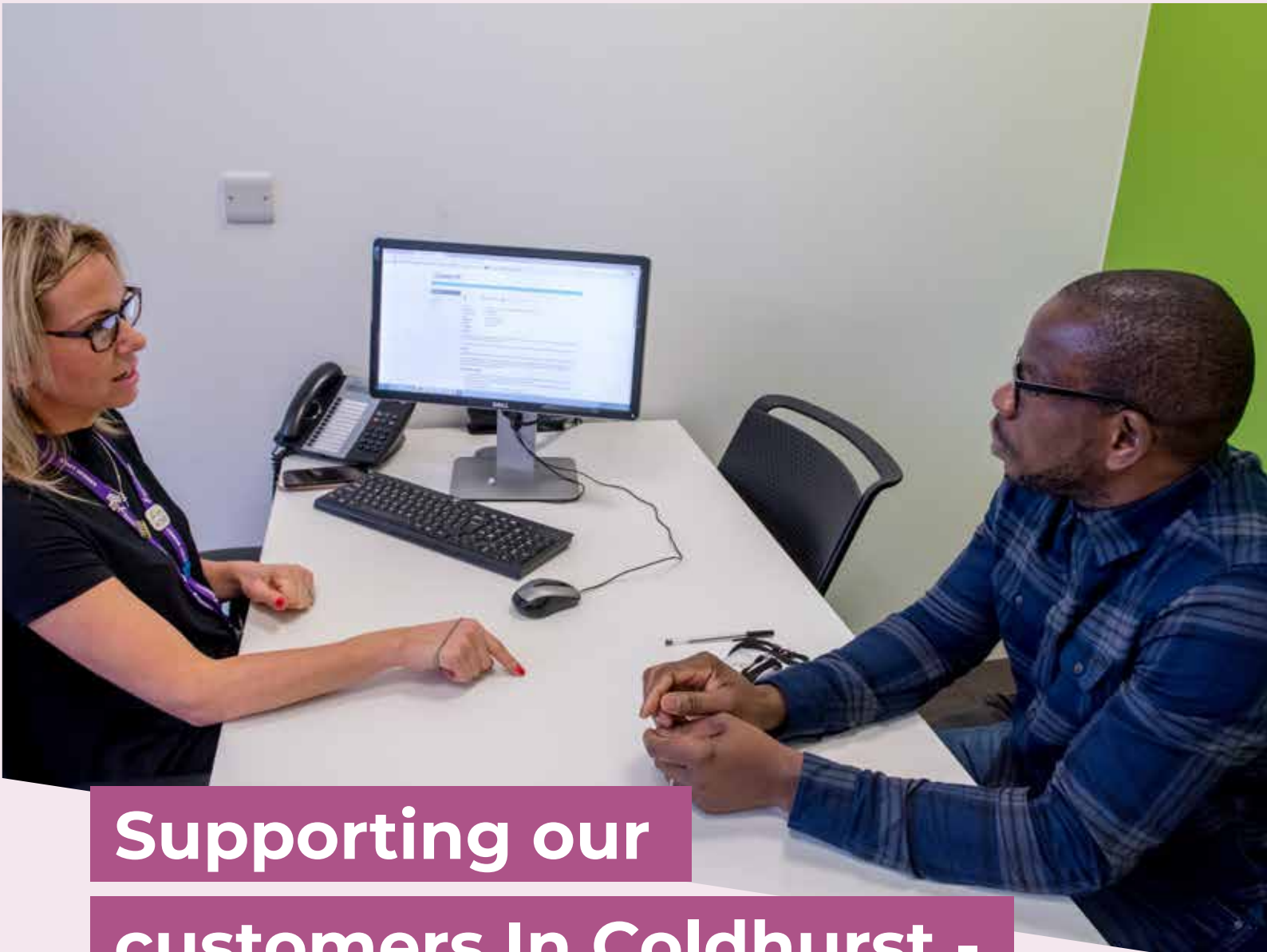
**Plumbing**



**Joinery**



**Other**



# Supporting our customers In Coldhurst -

Burnley Street, Busk and West Street



6

people from the area  
**supported into work**



9

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



8

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



# Getting involved in what's going on in Coldhurst -

## Burnley Street, Busk and West Street

**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:**

- 1st Tuesday of every month (Busk/Burnley Street) from 10am - 12 noon
- 1st Friday of every month (West Street) from 10am - 12 noon