



**Welcome to**

# **Sholver**

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 Sholver a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Ian Ward, Neighbourhood Coordinator**

**Area covered -**

**Sholver**

**You can contact Ian on**

**[Ian.Ward@fcho.co.uk](mailto:Ian.Ward@fcho.co.uk) or 0161 393 5464.**



**Name -**

**Lee Holden, Neighbourhood Manager**

**Area covered -**

**Sholver**

**You can contact Lee on**

**[Lee.Holden@fcho.co.uk](mailto: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.



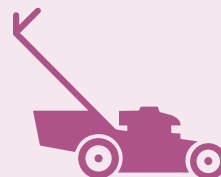
## Community Impact Team

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 Sholver neighbourhood

### What our customers say about living in Sholver

“

“I am happy with them, I have special needs and they have always been good, as they said they would be.”

“

“Some neighbours do not keep their homes tidy.”

“

“A lot of antisocial behaviour.”

“

“Make regular checks of our surroundings where we live.”

# What our customers from the local area think



**43%**

feel we listen to their views and act on them



**58%**

say we are easy to deal with



**55%**

trust us as their housing provider



**54%**

are happy we take health and safety seriously



**63%**

happy overall with the quality of their home



**74%**

feel safe in the area



**62%**

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



**13**

reports of antisocial behaviour in the area



**9**

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:



**Antisocial behaviour is a concern for customers in the area.**

### We will:

- Be introducing a monthly walkabout in the area every 2nd Thursday of every month from 10am - 12pm. These will be more frequent in areas experiencing more issues around antisocial behaviour.
- Ensure that our Community Legal Team is invited to walkabouts.
- During walkabouts, customers can speak with us when we're in the area about their concerns.

#### **Update:**

- Police have carried out walkabouts and a move on of unknown youths in the area.
- Working closely with internal teams and external agencies which resulted in drugs raids being carried out on Hillside at the end of November 2021.



**To respond to contact made to 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 enquiries are being responded to within 24 hours of receiving them.



## 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.
- Working 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:** working with GMP to address fly tipping and vehicles parked on Longfellow Crescent causing annoyance to other residents. All Longfellow Crescent have had a letter regarding the issues.



## You'd like to see your Neighbourhood Coordinator regularly.

- Ensure that areas with high concerns from customers are visited weekly, and we will ensure that all other areas are visited on a monthly basis - every 2nd Thursday of every month from 10am - 12pm.

## Only 38% of customers were aware of who the Neighbourhood Coordinator is in Sholver.

- Monthly walkabouts will be held by Ian on the 2nd Thursday of every month between 10am-12pm.
- He will be visible on the estate for customers to approach and discuss any concerns and address any issues customers may be experiencing.



## **Other Actions**

- Development - Walkabouts with our Development team and the Mayor of Oldham found three potential sites for new build properties following garage demolition. Also supporting the Millennium Green Trust to maintain a space, further details will be circulated to customers.





# Our homes in Sholver

We manage

**595** homes  
in Sholver

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

House types



**20** one bedroom flats



**90** two bedroom flats



**166** two bedroom house



**290** three bedroom house



**29** other types of houses

# FCHO customers who live in the areas/house type



**91**

households  
**without**  
**children**



**299**

households  
**with**  
**children**



**160**

households  
with **single**  
**occupancy**



**40**

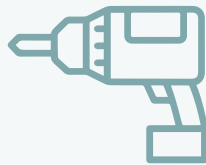
households  
other

## Investment in our homes in the area



**52**

homes have had new  
fire doors installed



**31**

customers supported  
by adapting their  
homes



**13**

(2% of homes) reported  
issues with pests to us

## Top 3 repairs carried out:



**Plumbing**



**Joinery**



**Electrical**



# Supporting our customers In Sholver



21

people from the area supported into work



11

people from the area helped by our employment team



9

people from the area who we have helped stay in work



## Getting involved in what's going on in Sholver

**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 every 2nd Thursday of every month from 10am - 12 noon where you can discuss any concerns or issues you may have with your home or area.**