



**Welcome to**

**Higginshaw and**

**St Mary's**

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 Higginshaw and St Mary's a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Jawaid Iqbal, Neighbourhood Coordinator**

**Area covered -**

**Higginshaw and St Mary's**

**You can contact Jawaid on**

**[Jawaid.Iqbal@fcho.co.uk](mailto:Jawaid.Iqbal@fcho.co.uk) or 0161 393 5467.**



**Name -**

**Chris Noble, Neighbourhood Manager**

**Area covered -**

**Higginshaw and St Mary's**

**You can contact Chris on**

**[Chris.Noble@fcho.co.uk](mailto:Chris.Noble@fcho.co.uk) or 0161 393 5227.**

## 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.



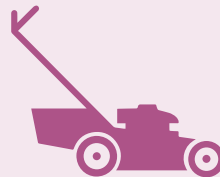
### Community Impact Team

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 Higginshaw and St Mary's neighbourhood

## What our customers say about living in Higginshaw and St Mary's

“

“Don't change anything. You are doing fab.”

“

“I'd feel safer if the street lights were working.”

“

“Fly-tipping is the only issue.”

“

“Would like to see better communication with the housing officer.”

## What our customers from the local area think



**47%**

feel we listen to their views and act on them



**64%**

say we are easy to deal with



**64%**

trust us as their housing provider



**63%**

are happy we take health and safety seriously



**64%**

happy overall with the quality of their home



**51%**

feel safe in the area



**56%**

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



**18**

reports of antisocial behaviour in the area



**4**

complaints received from customers in the area



**38%**

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 feeling safe in some areas.**

### We will:

- Carry out monthly walkabouts in areas where customers have raised concerns around feeling safe.
- Identify the street lights that are not working and liaise with Oldham Council to resolve those issues.
- Carry out quarterly walkabouts in the area with other FCHO teams, such as our Community Legal team, and others from partner organisations including Greater Manchester Police, Oldham Council Environmental Health and Youth Services and local Councillors.
- All walkabouts will be advertised and all customers and residents are welcomed to join the Neighbourhood Coordinator and partners.



**You want us to get in touch with you about any issues you raise.**

- 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.



## **You have concerns about the lack of communication with the Neighbourhood Coordinator.**

- Ensure the Neighbourhood Coordinator's direct contact details are included on this plan, and all walkabouts will be advertised to customers.
- Encourage customers to join the walkabouts and use these as an opportunity to raise any concerns they may have. Customers can also contact the Neighbourhood Coordinator by email or by telephone.



## **You have concerns around fly-tipping.**

- Actively target during walkabouts those areas which customers have identified as hot spots for fly-tipping.
- Work with FCHO teams and others from partner organisations to attempt to identify those responsible for fly-tipping and take the necessary action.
- Ensure that all customers are aware of their responsibilities for ensuring that the areas around their properties are clean and tidy, and provide support or take enforcement action as appropriate.



# Our homes in Higginshaw and St Mary's

We manage

**547** homes in Higginshaw and St Mary's, **35%** of the total number of homes in the area

House types



**60** one bedroom flats



**0** two bedroom flats



**33** two bedroom house



**293** three bedroom house



**57** other types of houses



## FCHO customers who live in the areas/house type



**42**

households  
**without**  
**children**



**254**

households  
**with**  
**children**



**122**

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



**27**

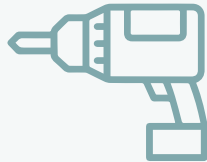
households  
other

## Investment in our homes in the area



**44**

homes have had new  
fire doors installed



**18**

customers supported  
by adapting their  
homes



**7**

(1.3% of homes)  
reported issues with  
pests to us

## Top 3 repairs carried out:



**Plumbing**



**Joinery**



**Electrical**



# Supporting our customers in Higginshaw and St Mary's



7

people from the area  
**supported into work**



16

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



7

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



# Getting involved in what's going on in Higginshaw and St Mary's

**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:**

**St Mary's area:** 1st Tuesday of every month - Tuesday 11am - 12:30pm

**Higginshaw Village:** 2nd Tuesday of every month Tuesday 11am - 12:30pm