

A photograph of a residential street in Holts Village. The houses are two-story red brick terraced buildings with white window frames. In the foreground, there is a wooden fence and lush green bushes and plants. A paved path runs alongside the houses, and a white car is parked on the street to the left.

**Welcome to**

# **Holts Village**

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 Holts a great place to live.

# Meet the

# Neighbourhood Team

COMING  
SOON

**Name -**

**Area covered -**  
Holts Village

**You can contact**



**Name -**  
Chris Noble, Neighbourhood Manager

**Area covered -**  
Holts Village

**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.



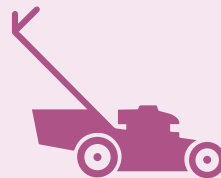
## Community Impact Team

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 Holts neighbourhood

### What our customers say about living in Holts

“

“FCHO is a great landlord.”

“

“Please action requests in a timely manner.”

“

“There are problems with ASB, mostly teenagers.”

“

“More patrols needed in the area, especially at night.”

# What our customers from the local area think



**50%**

feel we listen to their views and act on them



**59%**

say we are easy to deal with



**58%**

trust us as their housing provider



**62%**

are happy we take health and safety seriously



**63%**

happy overall with the quality of their home



**55%**

feel safe in the area



**64%**

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



**19**

reports of antisocial behaviour in the area



**6**

complaints received from customers in the area



**30%**

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 about antisocial behaviour in some areas.**

### We will:

- Carry out weekly estate walkabouts each Friday and will ensure that we speak to customers about their concerns.
- Ensure that the local Police Community Support Officer (PCSO) attends some of these walkabouts to increase the visibility of the police service.
- Work together with the local PSCO and Greater Manchester Police to see if we can increase their presence in the area at night time.
- Update customers on any action that is taken, where possible, and work with wider teams at FCHO and other organisations to resolve the issues that you raise with us.
- Work with wider teams at FCHO and other organisations to create an Action Day in the area.

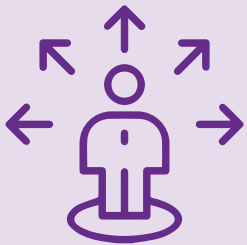
#### **Update:**

- An antisocial behaviour action day will be delivered where we will be walking around the area advising residents of how to and who to report any issues to. Further details will be given by letter to all customers.
- A PCSO is now carrying out walkabouts later in the day and night to ensure that any issues are tackled as soon as possible.



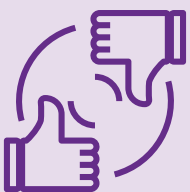
## You have concerns about untidiness in the area.

- Ensure that we take action in a timely manner against anyone who is identified as responsible for fly tipping in the area.
- Carry out support and enforcement actions against customers with untidy gardens, where appropriate.
- Ensure that the garden tool scheme is promoted to our customers.
- **Update:** working with Oldham Council and a clean up day took place on 29 November 2021.



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

- Ensure the Neighbourhood Coordinator's direct contact details are included on this webpage and walkabouts are advertised to all customers.
- Encourage customers to join in the walkabouts and
- use them as an opportunity to raise any concerns they may have. Customers can also get in touch with their Neighbourhood Coordinator by email or by telephone - you can find details on this webpage.
  - Ensure your Neighbourhood Coordinator will be available to customers who access The Bread and Butter Thing affordable food service held on Friday's at Roc'n'Rolls Community Cafe.



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

- Ensure that we respond to any customer enquiries within 24 hours.
- Take action and provide support to customers, including signposting to other teams and agencies where appropriate.
- Ensure we provide feedback to customers about all concerns that are raised.
- **Update:** All customer correspondence has been responded to within 24 hours.

## **Other Actions**

- Investment works - the roofing programme has now been completed to all FCHO homes in the area.





# Our homes in Holts

We manage

**630**

homes in Holts,

**57%** of the  
total number of  
homes in the  
area

House types



**82** one bedroom flats



**170** two bedroom flats



**191** two bedroom house



**207** three bedroom house



**10** other types of houses

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



**87**

households  
**without  
children**



**325**

households  
**with  
children**



**205**

households  
with **single  
occupancy**



**34**

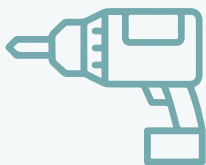
households  
other

## Investment in our homes in the area



**88**

homes have had new  
fire doors installed



**29**

customers supported  
by adapting their  
homes



**4**

(0.6% of homes)  
customers reported  
issues with pests to us

## Top 3 repairs carried out:



**Plumbing**



**Joinery**



**Electrical**



## Supporting our customers in Holts



12

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 Holts

**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 Friday 11am - 1pm where you can discuss any concerns or issues you may have with your home or area.