

A photograph of a residential street in Alt, showing a row of brick houses with red roofs, bare trees in the foreground, and a grassy area. The image is partially obscured by a purple banner at the top and a white box containing the text "Welcome to".

Welcome to

Alt

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 Alt a great place to live.

Meet the

Neighbourhood Team



Name -

Paul Marland, Neighbourhood Coordinator

Area covered -

Alt

You can contact Paul on

Paul.Marland@fcho.co.uk or 0161 393 5296.



Name -

Chris Noble, Neighbourhood Manager

Area covered -

Alt

You can contact Chris on

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.



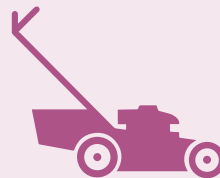
Community Impact Team

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 Alt neighbourhood

What our customers say about living in Alt

“

“Happy with First Choice as my landlord. They've always been accommodating to my needs as a tenant.”

“

“They listen to customers on a one to one basis.”

“

“Clean the rubbish up.”

“

“Parking is an issue.”

What our customers from the local area think



60%

feel we listen to their views and act on them



58%

say we are easy to deal with



61%

trust us as their housing provider



53%

are happy we take health and safety seriously



61%

happy overall with the quality of their home



36%

feel safe in the area



60%

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



19

reports of antisocial behaviour in the area



8

complaints received from customers in the area



25%

know who their Neighbourhood Coordinator is

You said, we will

Action plans: we asked our customers in the local area and they said...

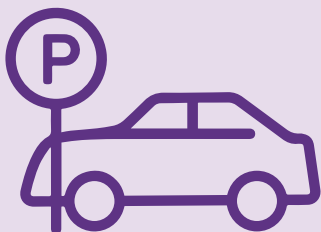
You told us:



You have concerns about rubbish in some areas.

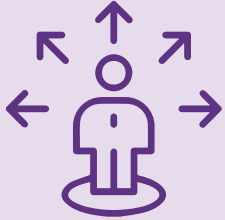
We will:

- Be carrying out monthly walkabouts, and we will target more frequently those areas where customers have identified an issue with rubbish.
- Work closely with Oldham Council and our Neighbourhood Care team to clear rubbish in the neighbourhood.
- Investigate and where there is evidence, work with other FCHO teams and partner organisations to ensure that the most appropriate actions are taken.
- **Update:** internal and external teams have targeted areas on walkabouts, removed bulky items and fly tipping and will take the most appropriate action against the perpetrators.



You have concerns around parking in some areas.

- Work with customers, residents, Oldham Council and other teams at FCHO to try and find a solution for the car parking issues in some areas.
- Contact customers and residents to identify if there are any times or days when the issue is worse, and we will work to try and find a solution that works for everyone concerned.
- **Update:** currently working with Oldham Council to investigate any solutions that can be delivered to resolve the issues.



You have concerns around visibility of the Neighbourhood Coordinator.

- Publicise the dates and times of the Neighbourhood Coordinator's walkabouts. We encourage you to join in the walkabouts so we can understand any issues that you may have.
- Carry out quarterly walkabouts with other FCHO teams and partner organisations, such as Greater Manchester Police (GMP) Police Community Support Officers (PCSOs). We will publicise these walkabouts to customers and residents.
- Join your Neighbourhood Coordinator for their walkabout every Wednesday 2-4pm where you can discuss any concerns or issues you may have with your home or area.
- **Update:** weekly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



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

- Respond to customer enquiries within 24 hours.
- Take action and provide support including signposting to other FCHO teams and agencies.
- Provide feedback to customers on all concerns raised.
- **Update:** all customer correspondence has been responded to within 24 hours.

Join your Neighbourhood Coordinator for their walkabout every Wednesday 2-4pm where you can discuss any concerns or issues you may have with your home or area.



Our homes in Alt

We manage

487 homes in
Alt,

40% of the
total number of
homes in the
area

House types



38 one bedroom flats



80 two bedroom flats



225 two bedroom house



107 three bedroom house



37 other types of houses

FCHO customers who live in the areas/house type



58

households
without
children



247

households
with
children



150

households
with **single**
occupancy



29

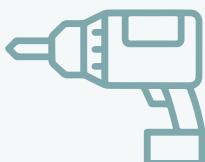
households
other

Investment in our homes in the area



40

homes have had new
fire doors installed



43

customers supported
by adapting their
homes



6

(1.12% of homes)
reported issues with
pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Alt



11

people from the area
supported into work



11

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 Alt

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 Wednesday 2-4pm where you can discuss any concerns or issues you may have with your home or area.