



**Welcome to**

**Royton North and**

**High Crompton**

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 Royton North and High Crompton a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Mazhar Aslam, Neighbourhood Coordinator**

**Area covered -**

**Royton North and High Crompton**

**You can contact Mazhar on**

**[Mazhar.Aslam@fcho.co.uk](mailto:Mazhar.Aslam@fcho.co.uk) or 0161 393 5473.**



**Name -**

**Julie Jones, Neighbourhood Manager**

**Area covered -**

**Royton North and High Crompton**

**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.



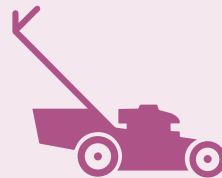
## Community Impact Team

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.

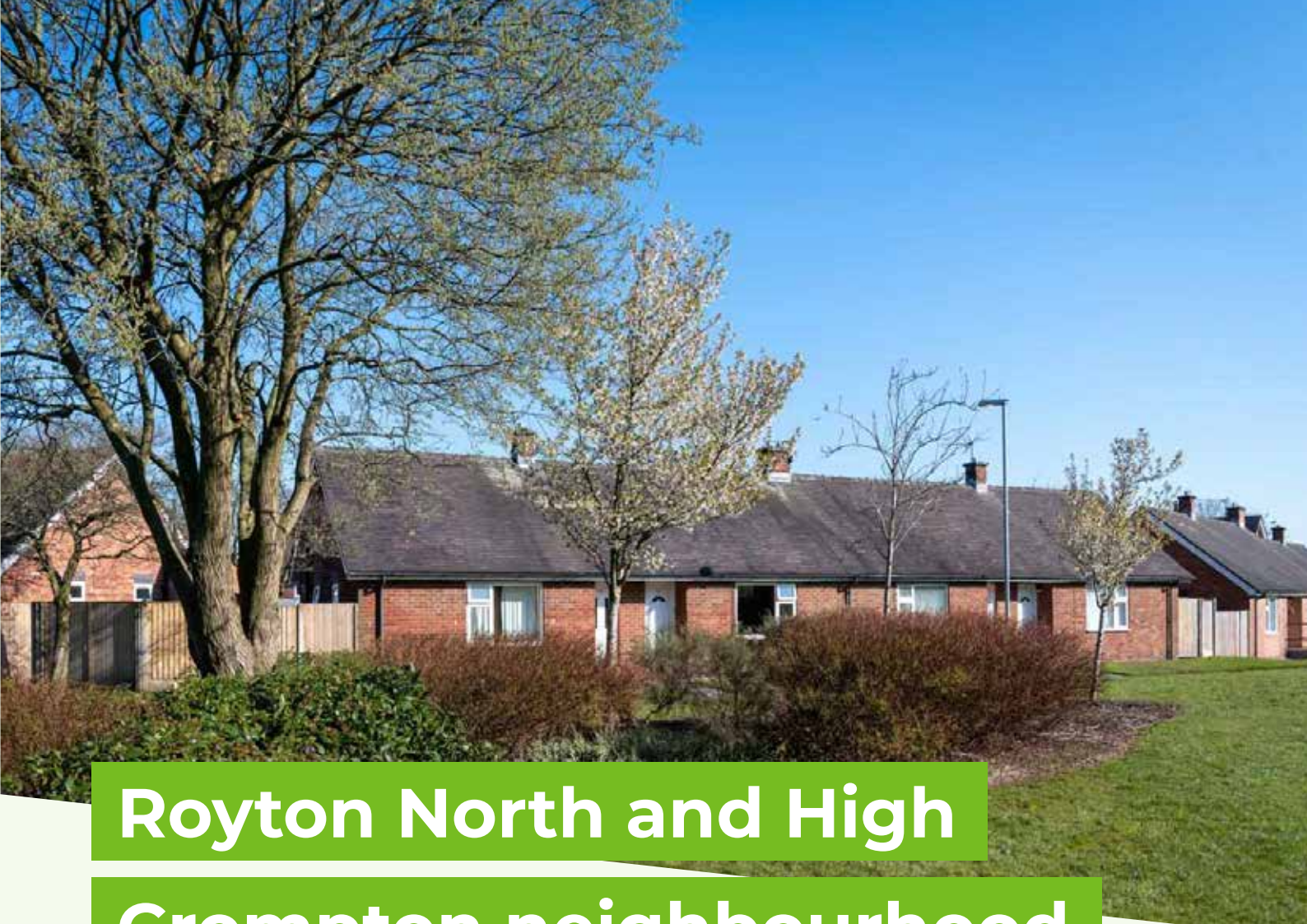


## Neighbourhood Care Team

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.**





**Royton North and High**

**Crompton neighbourhood**

**What our customers say about living in  
Royton North and and High Crompton**

“

“No parking near enough to house.”

“

“More estate walkabouts with tenants.”

“

“Great landlord and friendly members of staff when I ring up.”

“

“Drug dealing and noise nuisance is an issue.”

## What our customers from the local area think



**39%**

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



**69%**

are happy we take health and safety seriously



**64%**

happy overall with the quality of their home



**70%**

feel safe in the area



**65%**

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



**8**

reports of antisocial behaviour in the area



**11**

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 had concerns around feeling safe in some areas**

### We will:

- Carry out monthly walkabouts in areas where customers have raised concerns. Walkabout details are in this plan.
- 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 partners including FCHO's Community Legal Team, the police service, environmental health, youth services and local councillors.
- **Update:** Walkabouts have been carried out in the area and any hotspots for antisocial behaviour have been shared with the police.



**You were concerned about lack of communication with your Neighbourhood Coordinator.**

- Direct contact details for your Neighbourhood Coordinators are above.
- All customers are welcome to join a community walkabout to meet the area coordinator and discuss any concerns or issues.



## You had concerns around fly tipping.

- Actively target those 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 that all customers are aware of their responsibilities around ensuring that the areas around their properties are clean and tidy, and provide support or take enforcement action as appropriate.
- **Update:** working with internal teams to ensure that issues are resolved quickly. Where we have been able to identify the person carrying out the fly-tipping, letters and re-charges have been delivered.



## You wanted us get in touch about any issues raised.

- Ensure that Neighbourhood coordinators respond within 24 hours
- Take action and provide support including signposting to other teams and agencies.
- Provide feedback on all concerns raised.
- **Update:** all correspondence is being responded to within 24 hours.





# Our homes in Royton North and High Crompton

We manage

**668** homes  
in Royton North  
and High  
Crompton,

**10%** of the  
total number of  
homes in the  
area

## House types



**145** one bedroom flats



**76** two bedroom flats



**89** two bedroom house



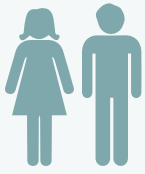
**195** three bedroom house



**163** other types of houses



# FCHO customers who live in the areas/house type



**111**

households  
**without**  
children



**217**

households  
**with**  
children



**309**

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



**28**

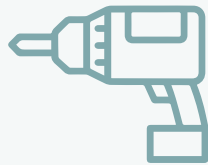
households  
other

## Investment in our homes in the area



**77**

homes have had new  
fire doors installed



**48**

customers supported  
by adapting their  
homes



**8**

customers reported  
issues with pests to us

## Top 3 repairs carried out:



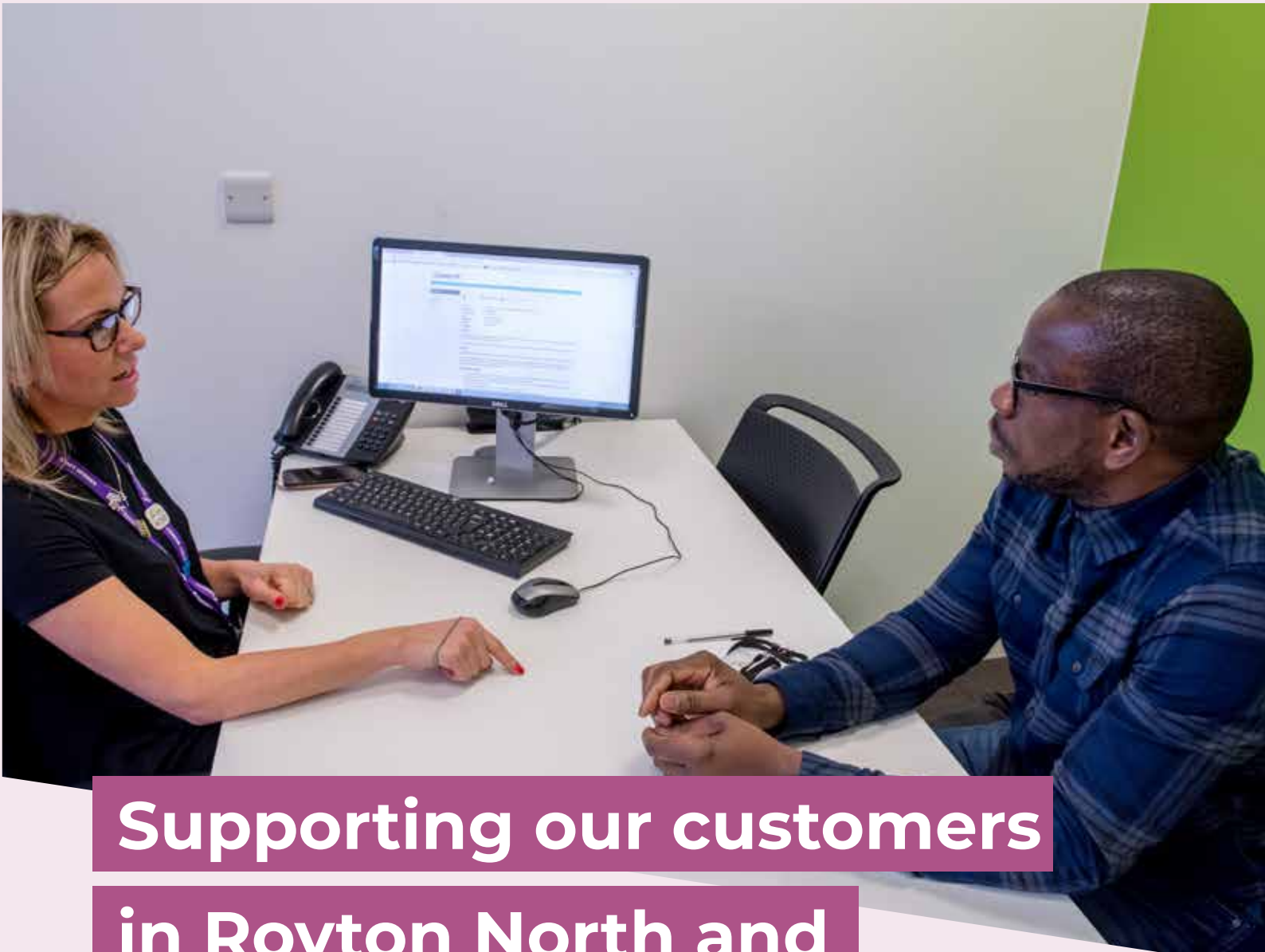
**Electrical**



**Joinery**



**Plumbing**



# Supporting our customers in Royton North and High Crompton



5

people from the area  
**supported into work**



6

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



3

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



# Getting involved in what's going on in Royton North and High Crompton

**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:**

High Crompton and Gravel Hole estates – every 2nd and 4th Wednesday of the month 1 - 3pm

Holly estate, Oozwood estate and Haggate estate (Middleton Road/Brookfield Avenue/Roy Street/John Street/Charles Street, Stottfield, Hamilton Avenue, Lorne Avenue) and surrounding streets – every 1st and 3rd Wednesday of the month 1 - 3pm