

A photograph of a residential area in Greenacres, Oldham. It shows a row of two-story brick houses with white window frames and doors. A large, leafless tree stands in the foreground on a grassy area. In the background, a hillside with more residential buildings is visible under a clear sky.

**Welcome to**

# **Greenacres**

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 Greenacres a great place to live.

# Meet the

# Neighbourhood Team



**Name -**  
**Frances Szulinski, Neighbourhood Coordinator**

**Area covered -**  
**Greenacres**

**You can contact Frances on**  
**[Frances.Szulinski@fcho.co.uk](mailto:Frances.Szulinski@fcho.co.uk) or 0161 393 5463.**



**Name -**  
**Lee Holden, Neighbourhood Manager**

**Area covered -**  
**Greenacres**

**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.



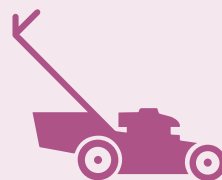
### Community Impact Team

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 Greenacres neighbourhood

## What our customers say about living in Greenacres

“

“I am a happy tenant.”

“

“Deal with all the fly-tipping in the area.”

“

“It’s the policing not the landlord where the issues are.”

“

“Deal with the noise and nuisance from neighbours.”

# What our customers from the local area think



**44%**

feel we listen to their views and act on them



**65%**

say we are easy to deal with



**57%**

trust us as their housing provider



**61%**

are happy we take health and safety seriously



**63%**

happy overall with the quality of their home



**43%**

feel safe in the area



**59%**

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



**13**

reports of antisocial behaviour in the area



**7**

complaints received from customers in the area



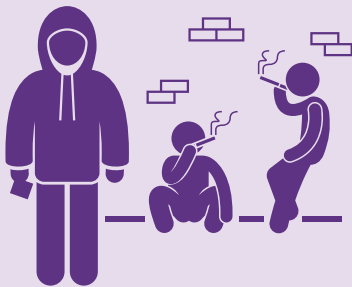
**56%**

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 noise nuisance, and illegal activities.**

### We will:

- Be conducting quarterly walkabouts with partner agencies, such as our Community Legal Team, PCSO's and local councillors; Councillors Riaz Ahmed, Ros Birch and Peter Dean for Waterhead and Greenacres areas; and Councillors Ginny Alexander, Angela Cosgrove and Beth Sharp for the Derker areas. The walkabouts will be advertised and we will be visible on the estate for you to approach us to discuss your concerns.
- Also carry out monthly walkabouts, and these are advertised in this plan below.
- Ensure your concerns are followed up with the relevant team and resolutions or actions are taken.
- **Update:** walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



## You had concerns about fly-tipping in the area.

- Ensure that the concerns that you have raised are addressed and visit the areas of concern more frequently.
- Investigate the concerns that you have raised and take all the necessary actions required to resolve the concerns.
- Arrange for letters to be delivered to residents regarding the issues and any updates on actions taken.



## You want us to listen to you and take action.

- Actively listen to customers and residents and hold a surgery at NEON on the 2nd Wednesday of each month 2 - 3pm.
- Also hold a surgery at Stoneleigh Park on the 2nd Tuesday of every month 2 - 3pm.
- Be visible on the estate during walkabouts and will be able to answer any concerns you have.
- Frances' phone number is also available in this plan if you wish to contact her.



## You want us to get in touch about any issues raised.

- 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 feedback is given to all concerns raised.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.



## Other Actions

- Antisocial behaviour - reinstated locking mechanisms on security gates. Once all the blocks have been completed letters will be sent to customers advising them to ensure that the gates are kept closed and to ensure they are not tailgated.
- Grounds Maintenance - reviewing the aesthetic look of the flats in the area and will create an action plan for customers to review and provide feedback.



# Our homes in Greenacres

We manage

**615** homes in  
Greenacres,

**11%** of the  
total number of  
homes in the

House types



**203** one bedroom flats



**54** two bedroom flats



**158** two bedroom house



**118** three bedroom house



**82** other types of houses

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



**76**

households  
**without**  
**children**



**205**

households  
**with**  
**children**



**310**

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



**24**

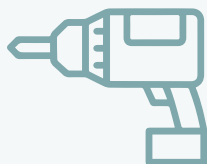
households  
other

## Investment in our homes in the area



**67**

homes have had new  
fire doors installed



**61**

customers supported  
by adapting their  
homes



**5**

(1% of homes) reported  
issues with pests to us

## Top 3 repairs carried out:



**Plumbing**



**Joinery**



**Electrical**



## Supporting our customers in Greenacres



6

people from the area  
**supported into work**



5

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



3

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



# Getting involved in what's going on in Greenacres

**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:**

**Waterhead** – 1st Wednesday of every month 10 - 11am

**Greenacres** – 2nd Tuesday of every month 10am - 12 noon

**Derker** – 3rd Tuesday every of month 11.30am - 12.30pm

**Surgeries:**

**Neon surgery** - 2nd Wednesday of every month 2 - 3pm

**Stoneleigh Park** - 2nd Tuesday of every month 2 - 3pm