

A photograph of a residential street in Failsworth. In the foreground, there is a green lawn and a black metal fence. Behind the fence, several cars are parked on the street: a silver car, a white car, and a blue car. In the background, there are several two-story brick houses with red roofs. A large tree with bare branches is on the left side of the image, and a flowering tree with pink blossoms is in the center. The sky is blue with some white clouds.

**Welcome to**

# **Failsworth**

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 Failsworth a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Yasar Darez, Neighbourhood Coordinator**

**Area covered -**

**Failsworth**

**You can contact Yasar on**

**[Yasar.Darez@fcho.co.uk](mailto:Yasar.Darez@fcho.co.uk) or 07880 016 553**



**Name -**

**Chris Noble, Neighbourhood Manager**

**Area covered -**

**Failsworth**

**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 Failsworth neighbourhood

## What our customers say about living in Failsworth

“

“I’m very satisfied with you as my landlord.”

“

“Listen to your customers.”

“

“Older people prefer to speak to someone and not use the website.”

“

“Too much crime.”

## What our customers from the local area think



**34%**

feel we listen to their views and act on them



**66%**

say we are easy to deal with



**56%**

trust us as their housing provider



**70%**

are happy we take health and safety seriously



**68%**

happy overall with the quality of their home



**51%**

feel safe in the area



**59%**

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



**12**

reports of antisocial behaviour in the area



**8**

complaints received from customers in the area



**27%**

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 crime and antisocial behaviour in some areas.**

### We will:

- Carry out monthly walkabouts in areas where customers have raised concerns. Your Neighbourhood Coordinator will have a visible presence in these areas, providing opportunities for customers to discuss any issues or concerns they may have.
- Carry out quarterly walkabouts in the area with other FCHO teams and our partner organisations including the police, environmental health, youth services and local councillors.
- Ensure all walkabouts are advertised. All customers and residents are welcome to join in.

#### **Updates:**

- Walkabouts completed with PSCO's in the area and also joint reassurance visits made with GMP giving advice on reporting and security. Trees and bushes have been cut back on Barons Court following concerns from residents.
- All communal lighting has been checked.
- Working with the local youth service to identify a future offer for young people.



**You have concerns about more information being available digitally.**

- Ensure your Neighbourhood Coordinator's full contact details are available on this webpage, and all the walkabout dates will be advertised on here.
- Ensure your Neighbourhood Coordinator will also be available to speak to face-to-face during the walkabouts. They will produce a quarterly newsletter for customers which will have their full contact details on and all the dates of the walkabouts.
- **Update:** ensured that all information on the website about the patch is current and up to date.
- Customers who've not been seen during walkabouts have been contacted and face-to-face visits have been offered to those who have asked for them.



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

- Respond to your enquiries within 24 hours.
- Take action and provide support to customers, including signposting to other FCHO teams and partner organisations.
- Provide feedback to customers on all concerns raised.

#### **Updates:**

- All enquiries are being responded to within 24 hours of receiving them. Offering a full range of ways for customers to contact me - WhatsApp, video call, text, email, telephone etc.
- Monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.





# Our homes in Failsworth

We manage

**791** homes in Failsworth,

**7%** of the total number of homes in the area

## House types



**265** one bedroom flats



**69** two bedroom flats



**208** two bedroom house



**223** three bedroom house



**26** other types of houses



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



**236**

households  
**without**  
**children**



**119**

households  
**with**  
**children**



**388**

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



**45**

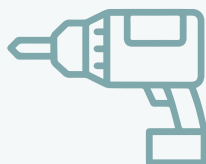
households  
other

## Investment in our homes in the area



**56**

homes have had new  
fire doors installed



**47**

customers supported  
by adapting their  
homes



**11**

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

## Top 3 repairs carried out:



**Joinery**



**Plumbing**



**Electrical**



## Supporting our customers in Failsworth



6

people from the area  
**supported into work**



12

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



2

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



# Getting involved in what's going on in Failsworth

**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:**

**1st Wednesday of the month** – Propps Hall area, 2-3pm

**2nd Wednesday of the month** – Clough Road area, 2-3pm

**3rd Wednesday of the month** – Oldham Rd/Dean St/Clifton Villas/Samual St, 2-3pm

**4th Wednesday of the month** – Tavern Court/Barons Court, 2-3pm