

A photograph of a residential area. In the foreground, there is a large field of bright yellow daffodils. In the background, there are several multi-story brick houses with white window frames. Bare trees are scattered throughout the scene, and a few cars are parked on the street. The sky is a pale blue.

**Welcome to**

# **Coldhurst**

## **Godson Street and Clarkwell area**

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 Coldhurst – Godson Street and Clarkwell area a great place to live.

# Meet the

# Neighbourhood Team



**Name -**

**Lisa Hallsworth, Neighbourhood Coordinator**

**Area covered -**

**Coldhurst – Godson Street and Clarkwell**

**You can contact Lisa on**

**[Lisa.Hallsworth@fcho.co.uk](mailto:Lisa.Hallsworth@fcho.co.uk) or 0161 393 5471.**

**Lisa works on Monday, Tuesday, Wednesday and Thursday**



**Name -**

**Julie Jones, Neighbourhood Manager**

**Area covered -**

**Coldhurst – Godson Street and Clarkwell**

**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.**





# Our Coldhurst neighbourhood-

## Godson Street and Clarkwell area

### What our customers say about living in Coldhurst - Godson Street and Clarkwell area

“

“I'd like a cleaner neighbourhood, free from fly tipping and rubbish.”

“

“I'm happy, they have great services and easy to keep up with the costs.”

“

“Cheap affordable home which is perfect for my needs.”

“

“I am happy because I am living in peace and quiet and there's almost never unsafe incidents going around on in my neighbourhood.”

## What our customers from the local area think



**42%**

feel we listen to their views and act on them



**68%**

say we are easy to deal with



**68%**

trust us as their housing provider



**65%**

are happy we take health and safety seriously



**63%**

happy overall with the quality of their home



**48%**

feel safe in the area



**56%**

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



**25**

reports of antisocial behaviour in the area



**2**

complaints received from customers in the area



**26%**

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:



**Antisocial behaviour is a concern for customers in the area.**

### We will:

- Work closely with other teams and partners including our Community Legal Team, Oldham Council and the Police to address some of the issues.
- Carry out walkabouts in the area with partners at different times.

#### **Walkabout details -**

**Coldhurst and Godson Street** – 1st Tuesday of the month 9 - 11am

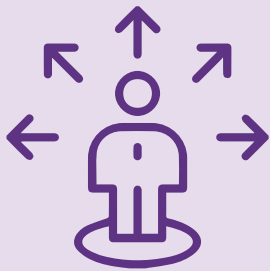
**Clarkwell** – 3rd Tuesday of the month 9 - 10am

- **Update:** Police have attended some walkabouts.



## You had concerns around untidy gardens and fly tipping.

- Conduct regular inspections of communal areas and individual gardens. Any issues will be addressed with customers at the time of the inspection, where possible.
- Work with partners and customers to reduce the number of untidy gardens and improve the overall look and feel of the communal areas.
- Ensure that the correct enforcement action is taken against illegal fly tippers and customers with untidy gardens and properties.
- **Update:** we are publicly identifying fly tipping areas and are receiving more reports. These are being pursued and appropriate action is being taken.



## You'd like to see your Neighbourhood Coordinator regularly.

- Ensure that areas with high concerns from customers are visited weekly, and we will ensure that all other areas are visited on a monthly basis.
- The contact details of your Neighbourhood Coordinator are above.
- They will be holding regular area walkabouts. So do speak to them about any issues you may have with your home or area.

### Walkabout details -

**Coldhurst and Godson Street** – 1st Tuesday of the month 9 - 11am

**Clarkwell** – 3rd Tuesday of the month 9 - 10am

- **Update:** monthly walkabouts have been carried out and where issues have been identified - these have been reported and resolved. Please feel free to join your Neighbourhood Coordinator when they're in your area.



## You sometimes don't feel safe in the neighbourhood.

- Work with external agencies to ensure that customers who have said they sometimes don't feel safer have their concerns addressed.
- Work with other agencies including the Police to carry out more visible walkabouts to reassure customers.



## To respond to contact made to us about the area.

- 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 that feedback is given to all concerns raised to our Neighbourhood Coordinator.
- **Update:** all customer correspondence has been responded to within 24 hours and a number of referrals to internal and external agencies have been carried out



## Other actions

- Untidy Gardens - a number of untidy gardens have been identified during walkabouts and these are being pursued and appropriate action and support is being given.





# Our homes in Coldhurst -

## Godson Street and Clarkwell area

We manage

**407** homes in  
the Coldhurst –  
Godson Street  
and Clarkwell  
area,

**19%** of the  
total number of  
homes in the area

### House types



**136** one bedroom flats



**107** two bedroom flats



**44** two bedroom house



**81** three bedroom house



**39** other types of houses

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



**135**

households  
**without**  
**children**



**59**

households  
**with**  
**children**



**186**

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



**29**

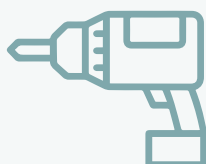
households  
other

## Investment in our homes in the area



**56**

homes have had new  
fire doors installed



**22**

customers supported by  
adapting their homes



**6**

(1.4% of homes)  
customers reported  
issues with pests to us

## Top 3 repairs carried out:



**Electrical**



**Joinery**



**Plumbing**



# Supporting our customers In Coldhurst -

Godson Street and Clarkwell area



8

people from the area  
**supported into work**



17

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



5

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





# Getting involved in what's going on in Coldhurst -

## Godson Street and Clarkwell area

**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:**

**Coldhurst and Godson Street – 1st Tuesday of the month 9 - 11am**

**Clarkwell – 3rd Tuesday of the month 9 - 10am**

**Evening walkabout with the Police and our Community Legal Officer at 5.30pm on Thursday 3 February 2022.**