firstchoice HOMES OLDHAM

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 **or 0161 393 5463.**

Name -
Lee Holden, Neighbourhood Manager

Area covered -
Greenacres

You can contact Lee on
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.

More information on our Neighbourhood Team

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.

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 team helps to pay for all the great work happening in our neighbourhoods including investment works, grounds maintenance and repairs.

Community Impact Team

We're not just about homes. Our CIT can help with other personal or family circumstances you may need support with from finding a job or accessing training or volunteering, affordable food, welfare advice help or after advice on how to live independently.

Our Greenacres neighbourhood

What our customers say about living in Greenacres

“I am a happy tenant.”

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

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

“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

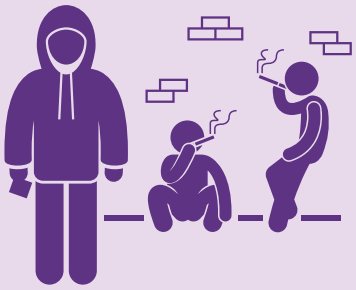
7
complaints received from customers in the area

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, PCSOs 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 and below.
- Ensure your concerns are followed up with the relevant team and resolutions or actions are taken.

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 middle Wednesday of each month 2 - 3pm.
- Also hold a surgery at Stoneleigh Park on the last Wednesday 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.

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 - 11:30am

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

Derker – 3rd Tuesday every of month 10am - 12 noon

Our homes in Greenacres

We manage

581 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**

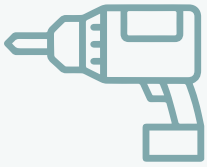
205
households **with children**

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.

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