



Welcome to

Hollinwood

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 Hollinwood a great place to live.

Meet the

Neighbourhood Team



Name -

Asma Rani, Neighbourhood Coordinator

Area covered -

Hollinwood

You can contact Asma on

Asma.Rani@fcho.co.uk or 0161 393 5470.

Asma works part-time on Mondays,

Tuesdays and Wednesday mornings.



Name -

Julie Jones, Neighbourhood Manager

Area covered -

Hollinwood

You can contact Julie on

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 Hollinwood neighbourhood

What our customers say about living in Hollinwood

“

“It'd be good if there was more face-to-face interaction with tenants.”

“

“All is good.”

“

“There's lots of anti-social behaviour.”

“

“There's a problem with rubbish being left.”

What our customers from the local area think



52%

feel we listen to their views and act on them



59%

say we are easy to deal with



62%

trust us as their housing provider



69%

are happy we take health and safety seriously



80%

happy overall with the quality of their home



59%

feel safe in the area



69%

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



14

reports of antisocial behaviour in the area



6

complaints received from customers in the area



24%

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 among youths is a concern in the area.

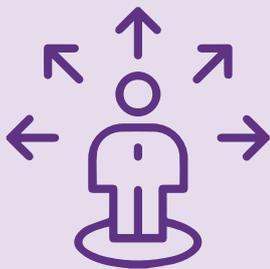
We will:

- Work closely with Oldham Council, GMP and our Community Legal team to investigate and ensure the correct actions are taken against residents who behave in this way.
- Carry out walkabouts every month where customers are welcome to join.
- **Update:** a customer on Cattlin Way has been evicted and we hope residents will be reassured that we will take the most appropriate action.



There are concerns about rubbish.

- Regularly visit the areas where concerns have been raised and ensure we work with internal and external team to fully investigate, support or take enforcement actions where there is evidence to do so.
- We will update customers and residents on a regular basis.
- **Update:** monthly walkabouts have been carried out and have resulted in reports being made to Oldham Council and our Neighbourhood Care team.



There's a lack of communication with your Neighbourhood Coordinator.

- Encourage customers to get in touch with us using the details on this page, and join in our regular walkabouts.
- **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



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

- Respond to any contact within 24 hours.
- Take action and provide support including signposting to other teams and agencies.
- Ensure that feedback is given to all concerns raised.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.



Our homes in Hollinwood

We manage

401 homes in Hollinwood,
7% of the total number of homes in the area

House types



96 one bedroom flats



67 two bedroom flats



68 two bedroom house



133 three bedroom house



19 other types of houses

FCHO customers who live in the areas/house type



56

households
without
children



144

households
with
children



162

households
with **single**
occupancy



22

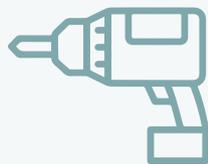
households
other

Investment in our homes in the area



44

homes have had new
fire doors installed



22

customers supported by
adapting their homes



3

reported issues with
pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Hollinwood



3

people from the area
supported into work



4

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



1

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



Getting involved in what's going on in Hollinwood

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 on:

The 2nd Tuesday of every month (Cattlin Way, Montgomery House and Bryon Walk) from 10am - 12 noon and

The 4th Tuesday of every month (Hollinwood) from 10am - 12 noon where you can discuss any concerns or issues you may have with your home or area.