



Neighbourhood Action Plan

Neighbourhood action plan

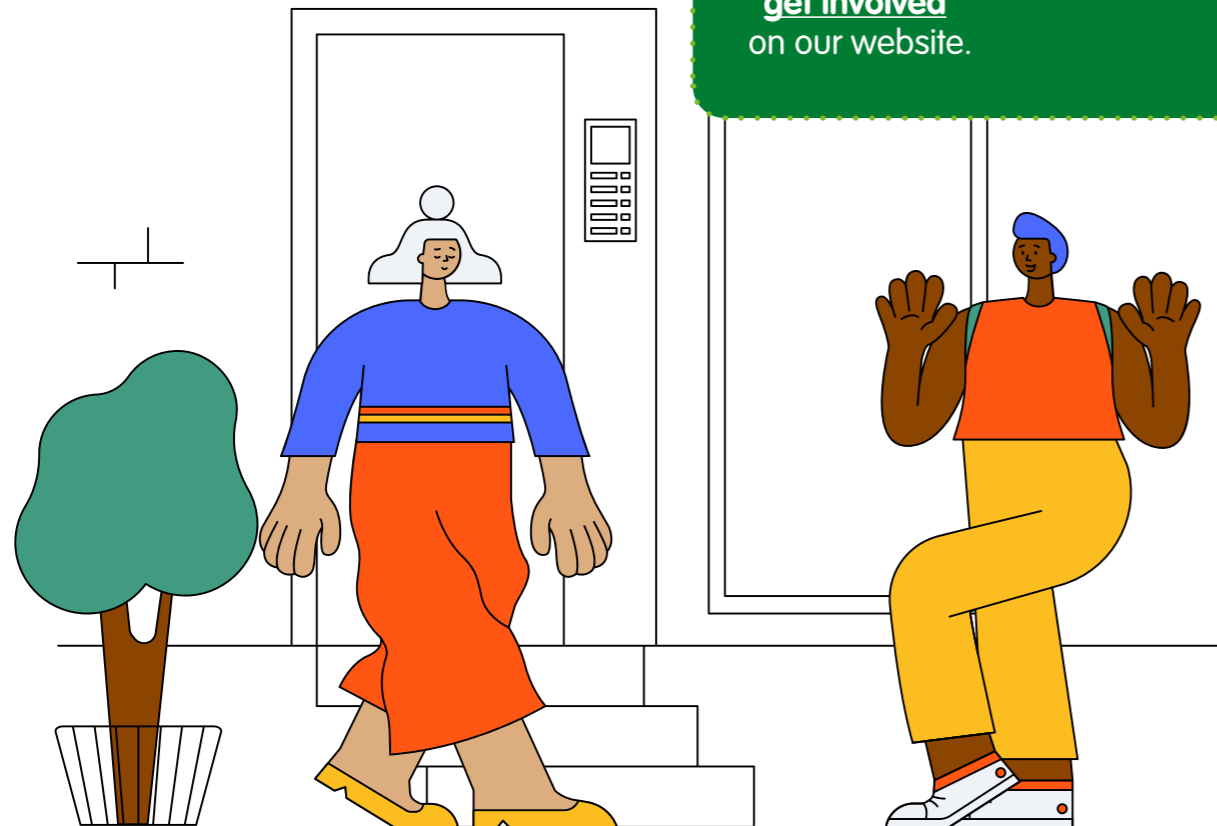
A Neighbourhood Action Plan is a roadmap for improving the area where you live. It's a document that lays out our priorities to make your neighbourhood a great place to live. It's created with input from our customers, colleagues and partners.

This plan serves as a guide for us to work together towards common goals, making positive changes that benefit everyone who lives here. The plan also includes useful information about support available to you.

This plan is updated annually, and customers will get the opportunity to input into them through our walkabouts, surveys and events that we hold throughout the year.

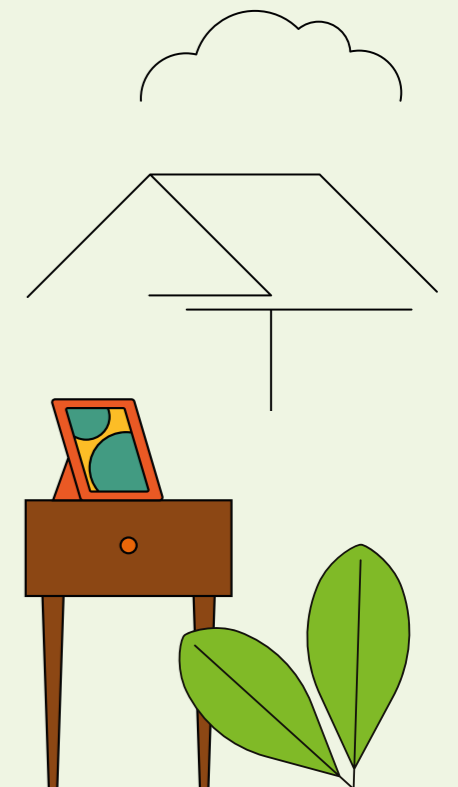
Some information in this plan covers all areas, whilst other information is only relevant to a particular neighbourhood. If the information is area specific, the neighbourhood will be noted at the top of the page.

Scan the QR code to check out all the different ways you can get involved in shaping our services. You can also search "get involved" on our website.



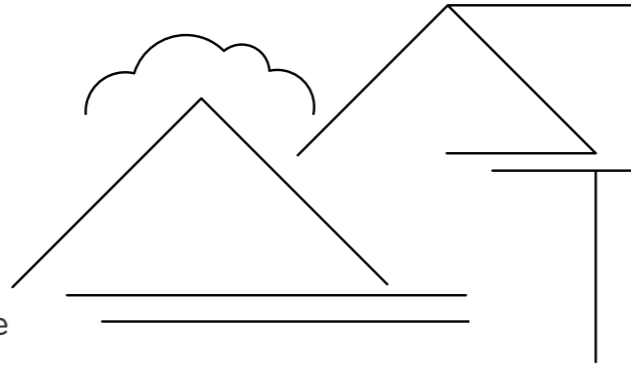
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Accessibility

It's important to us that you can access the information you need, easily and in a format that works for you. If you would like to see this guide in another format, please contact our Customer Services team on **0800 218 2000**.



Do you need help reading this?



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Follow the QR code link to our **Recite Me** tool. You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file. Alternatively, call us on **0800 218 2000**.



If you're a British Sign Language (BSL) user, you can speak to us via a SignVideo BSL interpreter.



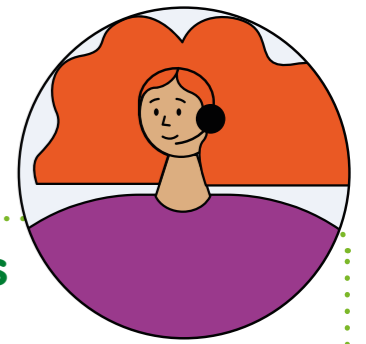
Scan the QR code to use the SignVideo BSL interpreter.

We can also take Relay UK calls to help deaf, speech-impaired customers talk to us over the phone.



Scan the QR code to find out more about Relay calls.

Getting in touch



Our online portal – the easiest way to contact us

You can access many of our services through your **MySalix** online account – it's available 24/7.

Scan the QR code to find out more, or search "**MySalix**" on our website.



Other ways to get in touch:



Call or email us

To get in touch with our team, you can either call **0800 218 2000** and select the relevant option, or send us an email at enquiries@salixhomes.co.uk.

Our customer service is available from **Monday to Friday 8am to 9pm**. Our team will be happy to assist you.



Website

Please take some time to have a look at our website www.salixhomes.co.uk it has lots of useful information to help you look after your home and access our services.



Our address

Salix Homes
Diamond House
2 Peel Cross Road
Salford M5 4DT

Our office reception is open **Monday to Friday, 8.30am to 4.30pm**.

Social Media: Are you following us?

We're on Facebook and X so why not give us a follow? We share lots of useful information to help keep you up to date. Search "**Salix Homes**" on Facebook and X.



Emergencies

An emergency is something that causes an immediate health, safety, or security risk to you or anyone else in your home. It is also something that could be causing substantial damage to your home.

Emergencies can be reported at any time of the day or night, this includes weekends and bank holidays. If you call when our customer service team is closed, you'll be transferred to our out-of-hours service.

Emergency repairs: **0800 218 2000**.

If you see or smell smoke call **999** and ask for the Fire Service.

If you smell gas call **0800 111 999**.

About this neighbourhood

Total properties: **498**

Number and types of properties

- **65x** 1 bed flats
- **24x** 2 bed flats
- **6x** 3 bed flats
- **114x** 2 bed houses
- **259x** 3 bed houses
- **29x** 4 bed houses
- **1x** 5 bed house

Number of lets since
01/04/2023: 38

Meet your Housing Officer

We know how important it is to have people dealing with the issues that matter to you in the areas where you live. That's why we have dedicated Housing Officers out in our neighbourhoods, who aim to be a familiar face in our communities, creating closer connections with you.



Your Housing Officer

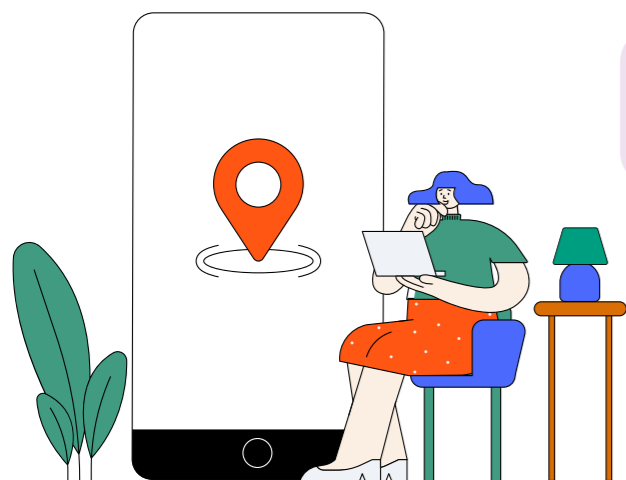
Yvette Traynor

My name is Yvette, and I am a Housing Officer for the Duchy Estate. I started my journey with Salix Homes as an apprentice around 7 years ago, and since then, I have worked my way up to become a Housing Officer.

I am passionate about my job and enjoy the varied role that comes with it. I find it fulfilling to support people and to deal with all the different aspects of being a Housing Officer.

Area: **Duchy Estate**

Email: northsalfordhousingteam@salixhomes.co.uk



Priorities for your neighbourhood

Our neighbourhood priorities are rooted in the voices and feedback of our customers. Through initiatives like our Working in Your Neighbourhood Days and engagement events such as our Month of Action, we have actively sought input from customers to shape our areas of focus. These are issues that you told us matter most to you:

Litter, rubbish and fly-tipping

We want to create great neighbourhoods for our customers and communities, knowing how important it is to keep them clean and free from environmental issues. Our Green Spaces Team works closely with your housing officer and other partners to investigate fly-tipping in your area. When we find offenders, they may face tenancy action, and if appropriate, be charged for the cost of removing the rubbish.

During Salix Homes' WIN Days, we'll be organising litter-picking and skip day events in your neighbourhood. If you have an idea to improve your local environment, you can also apply for a Springboard grant to help make it happen.

Youth nuisance

We recognise that most young people in our communities do not cause anti-social behaviour and we will not stigmatise young people by assuming they do. However, we also recognise that some of our community find some young people, particularly if they gather in groups and are rowdy or boisterous, to be very intimidating.

The Salix Homes team will work with the Police, other agencies and young people to look at interventions that support crime reduction amongst children and young people. We will seek training opportunities, further education, apprenticeships, and work placements for our young people to access that will help them to grow into successful adults and law-abiding citizens. We will use our Springboard fund to target positive activities in the community for young people to get involved with. In addition, our housing teams will seek early intervention and preventative approaches to reduce youth nuisance.

Noise nuisance

At Salix Homes, we understand the adverse effects of noise nuisance on residents' quality of life. We acknowledge that most noise reports we receive are related to household noise rather than anti-social behaviour. As a result, we have been collaborating with residents to implement a new approach in addressing noise complaints. This approach focuses on promoting good neighbourly relations, prevention, dispute resolution, and implementing support measures, rather than immediately resorting to enforcement.

However, we acknowledge there are instances where noise is considered anti-social, such as persistent and excessively loud music. In such cases, we will follow our anti-social behaviour process and not hesitate to take enforcement action when necessary.

To support our residents, we will work with professional mediators to find solutions, and we will also invest in additional noise monitoring equipment and other preventive measures.

Creating Safe and Sustainable Neighbourhoods

Salix Homes is committed to creating safe and sustainable neighbourhoods where you can enjoy a peaceful life. We understand that anti-social behaviour (ASB) can be harmful and disruptive to your life, and we want to work with you and your local community to tackle ASB and create a safe environment.

What is ASB?

ASB is any behaviour that causes harassment, alarm or distress to anyone, or that causes housing-related nuisance or annoyance. As a Salix Homes customer, you are responsible for the behaviour of everyone, including children, who lives in or visits your home, including shared areas, and in the locality of your home.

How to report ASB?

- By contacting your Housing Officer.
- Visiting or writing to **Salix Homes, Diamond House, 2 Peel Cross Road, Salford, M5 4DT.**
- Calling our 24-hour freephone on **0800 218 2000.**
- By emailing enquiries@salixhomes.co.uk.
- By using your 'MySalix' account.
- Through our 24-hour concierge service (high-rise apartments).
- By asking a third party such as a police officer or an advocate.

Scan the QR code to report **anti-social behaviour** or search "**my account**" on our website and report it through MySalix.



Number and types of anti-social behaviour in your neighbourhood

86 cases in total

- Noise: **35**
- Threatening abuse / Harassment / Intimidation: **10**
- Criminal activity / Damage to property / Vandalism: **10**
- Pets / Animal nuisance: **8**
- Physical violence: **6**
- Criminal behaviour / Crime: **6**
- Drugs / Substance misuse / Drug dealing: **4**
- Litter / Rubbish / Flytipping: **3**
- Hate related incidents: **2**
- Environmental damage: **1**
- Domestic abuse: **1**

We offer a range of solutions to help resolve ASB issues, such as tenancy warnings/interviews, acceptable behaviour agreements, mediation, pre-legal warning letters, multi-agency meetings with Greater Manchester Police (GMP), and in more serious cases, legal action including civil injunction applications and possession action. Our goal is to work with our customers to create a safe and comfortable living environment for everyone.

If you need our help with ASB, don't hesitate to contact us. We'll do our best to help you.

Investing in your area

Over the years, we've invested heavily in our homes, ensuring they're safer, cleaner and greener.

The resources allocated here are now completing planned investments from previous years due to challenges in accessing properties previously. We plan to invest £65k in 2024 for work in your area.

These investments will deliver some fantastic improvements to homes which will bring them up to modern standards, improve energy efficiency and the safety and security of you and your family.

2024

Brunswick Estate

Improvement work including kitchens, bathrooms, heating, doors, electrics and windows.

Claremont Estate

Improvement work including doors and windows.

Summerville Farm Estate

Improvement work including kitchens, bathrooms, electrics and canopies.



Supporting you

Housing Officers

Your dedicated Housing Officer will support your community.

You can find out more about our Housing Officers by visiting our website at:

www.salixhomes.co.uk/your-housing-officer

Environmental Services Team

We want you to be proud of where you live, so our Environmental Services Team work in our communities to ensure our neighbourhoods are kept clean and tidy, and they deal directly with you to help resolve any housing issue you might have.

Income Management Team

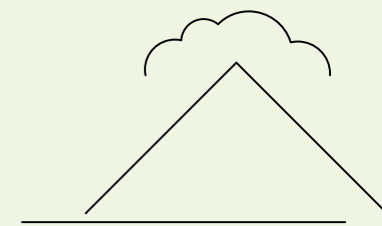
The Income Management Team are responsible for collecting rent and other payments from you and supporting you if you're experiencing financial difficulties.

Night Service

Our Night Service carry out patrols, respond to reports of anti-social behaviour, operate our concierge service and take emergency calls from you during out of office hours. Please note that apart from emergencies, our night services are only available to our customers living in our high-rise buildings.

Repairs Team

Our repairs team can fix anything from your roof to your shower if it's broken or leaking. Sometimes, we need to work with other experts and contractors for more specialised repairs. For those repairs, we have selected a few contractors who are experts in things like replacing glass, clearing blockages in drains, and fixing structural problems. We work with them to make sure the repair is done right.



Join us in your community

Working in Neighbourhood Days

As part of our ongoing commitment to improving our services and strengthening community relationships, we've implemented initiatives such as our 'Working in Neighbourhood Days'. These quarterly events serve as a platform for our dedicated team members from across Salix Homes to step outside their usual roles and actively engage with our customers and communities.

During these days, our colleagues join forces with our housing officers to connect with our customers. From conducting doorstep visits, surveys, neighbourhood walkabouts and community events, you can expect to see us in your area on these dates:

We'll hold Working in Neighbourhood Days every 3 months

Join us on a walkabout or one of our drop-in events

Throughout the year we will be holding regular walkabouts and drop-in events in your neighbourhood.

Why not get involved on the next one?

Join us and support us in identifying key issues and things that matter most to you and your community.

Events

Scan the QR code to check out details of our upcoming events or speak to your Housing Officer.



Local support and resources

Our team at Salix Homes is always here to assist you in any way we can. Whether you're struggling to pay rent or need help furnishing your home, we are ready to listen and support you. If you need advice or assistance, you can call us for free at **0800 218 2000** or email us at: enquiries@salixhomes.co.uk.

Salford Council

Your local authority offers a wide range of services and may be able to provide further advice on housing, benefits and legal support.

Main switchboard 0161 793 2500

Housing Advice and Support Services Team

Swinton Gateway, 100 Chorley Road, Swinton, M27 6BP.

www.salford.gov.uk/housing/housing-advice-and-support

Salford Direct Housing Benefit Advice Line

www.salford.gov.uk/benefits

Community, Health and Social Care

Swinton Gateway, 100 Chorley Road, Swinton, M27 6BP.

www.salford.gov.uk/health-and-social-care

Welfare Rights and Debt Advice Service

The debt advice service provides advice for people who have complex/priority debts or a need for debt related court representation. The service does not offer more general budgeting support.

www.salford.gov.uk/advice-and-support/welfare-rights-and-debt-advice-service/

Welfare rights advice line - 0800 345 7375. Monday to Friday between 10am and 12pm (midday) apart from bank holidays.

Debt advice line - 0800 345 7323. Mondays and Wednesdays between 1pm and 4pm and on Fridays between 9:30am and 12:30pm apart from bank holidays.

To learn more about the ways we can help you, please visit the **'How we can help you'** section on our website. Additionally, there are a number of local organisations and national charities that offer independent advice and support for a variety of issues.

You can find their contact information below:

BetterOff Salford

For people who live in the Salford area and who may be eligible to claim benefits and/or need some support to get a job.

www.salford.gov.uk/betteroff

Citizens Advice Salford

Provides free, confidential and impartial advice to residents of Salford.

www.salfordcab.org.uk

Freephone 08082787802 Monday to Friday, 9am – 4pm

Evenings and weekend service

Call or SMS to 0161 850 5053 from 6pm - 9pm, seven days a week.

Age UK Salford

Age UK Salford is an independent local charity that has been working in the community to help older people for over 40 years.

Main office is 108 Church Street, Eccles, M30 0LH

Open Monday to Friday 9am-4pm

www.ageuk.org.uk/salford

Telephone: 0161 788 7300

Salford Credit Union

A credit union can help you to start saving and access affordable loans.

www.salfordcreditunion.com

Telephone: 0161 686 5880

Phones open 10am to 12pm Monday to Friday.

info@salfordcreditunion.com

If you have any debts, a national agency can advise you, including:

MoneyHelper Advice Service

Aims to help make your money and pension choices clearer, with impartial guidance that is backed by the government and to recommend further, trusted support if you need it.

www.moneyhelper.org.uk

StepChange Debt Charity

Free expert debt advice and money guidance.

www.stepchange.org

Main helpline number 0800 138 111 1

Phone lines open 8am-8pm

Monday to Friday and 9am to 2pm Saturdays.

National Debtline

This is a debt advice charity run by the Money Advice Trust. It is a free and confidential service and its experts have helped millions of people deal with their debts.

www.nationaldebtline.org

Freephone 0808 808 4000

Phone lines open 9am-8pm

Monday to Friday and 9:30am-1pm Saturdays.

Shelter

If you have a housing-related problem, Shelter, the housing and homelessness charity, can help you understand your rights and get the support you need.

www.england.shelter.org.uk/get_help/local_services/manchester

Contact for free advice on 03301 755 121



Get involved

Our customers are at the heart of everything we do at Salix Homes.

We encourage customers to get involved in improving and shaping our performance and the standard of our services. We understand that not everyone wants the same level of involvement, so we offer a range of ways to get involved. Getting involved can be anything from completing a short survey about a service you've received, to joining a dedicated customer group or committee.

Spotlight on: Customer Groups

One of the ways you can get involved is by joining one of our customer groups.

Scrutiny Pool: Dive into our operations, ask questions, and review our services. Report your findings and help us improve.

Complaints Oversight Group: Help refine our complaints process and enhance the customer experience by working closely with us.

Procurement Panel: Have a say in how we spend our money by participating in the procurement process. Ensure we get good deals and monitor contractors for added community benefits. Training provided.

Apartment Living Forum: Voice your opinions on high-rise services, including safety, caretaking, and security.

Scan the QR code to check out all the different ways you can get involved in shaping our services. You can also search "**get involved**" on our website.



Spotlight on: Our Community Connectors

One of the ways you can get involved is by joining our Community Connectors.

We have a group of customers called Community Connectors. They work with our team to identify important issues that affect our neighbourhoods and help us take action. For example, they may tell us about problems with people behaving badly or help us fund community projects.

Your views are important to us and that's why we've developed our **Customer Engagement Strategy** to make sure you can shape what matters most to you, in the way you choose.



Scan the QR code to read our Customer Engagement Strategy.

Interested in joining one of our Customer Groups or Customer Committee?

Find out more by emailing our Customer Engagement Team at customer.engagement@salixhomes.co.uk

Our Community Fund, Springboard

Springboard is our programme that offers money to local groups and activities that want to improve the areas where our customers live. Anyone can apply for a Springboard grant, whether you're a community group, a charity, a school, or an individual with a great idea for a community project. You don't need to be a Salix Homes customer, but your project should benefit the communities where we work.

Scan the QR code to find out more our Springboard Community Fund and apply. You can also search "**Springboard**" on our website.



Did you know...

In 23/24 we have invested

• £20,059.25 •

through our community fund Springboard, supporting

• 24 •

community groups and projects.



How are we doing?

We are committed to the delivery of first-class housing services that continually improve and meet our customers' needs and aspirations. We aim to provide high-quality housing in clean and safe communities, so that we can help our communities live, grow and thrive, together.

We measure performance across different areas of our business and publish a report on our performance each quarter.

Scan the QR code to check out our latest **performance information**.



Tenant Satisfaction Measures

We're actively gathering feedback from you to improve our services. Since April 2023, we've collected data from our customers on various areas including repairs, complaints and communication. Your input matters.

Scan the QR code to check out our latest **tenant satisfaction report**.



Home safety

Your safety is our number one priority. We'll do everything we can to make sure you're safe and secure in your home. There are some things that you can do to help keep your home safe too.

Allowing access

There are times when you will need to give us access to your home to carry out important safety checks or repairs. We'll write to you with an appointment to let you know when to expect us. As part of your tenancy agreement, you'll need to be home to let us in. If you can't make the appointment you'll need to contact us to rearrange.

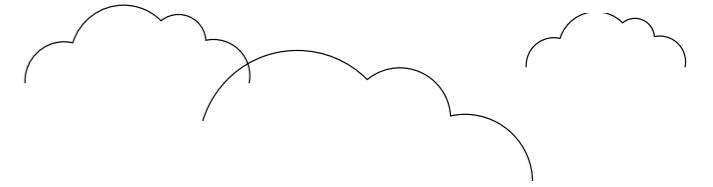
There are also times where we may need to access your home for emergency repairs.

Gas safety

We carry out regular checks, safety inspections, surveys and repairs in all our properties, and it's really important that people understand the significance of these inspections and allow us access into your homes when required.

While the majority of our customers take home safety checks seriously, for the minority that ignore or delay these essential checks, it could mean potential hazards may go unnoticed. We carry out gas safety inspections in all our properties with a gas boiler, fire or cooker every year, while electrical checks are required every five years – these are a legal requirement.

All customers will receive a letter when your safety check is due to arrange an appointment.



If you are planning to install a gas cooker or hob in your home, it is crucial to hire a registered Gas Safe engineer.

You should not attempt to do any other gas-related work yourself or hire an engineer to do so as it can put the safety of your home and family in jeopardy.

If you suspect that any gas-related work needs to be done, please call us on **0800 218 2000**.

What to do if you smell gas

If you smell gas in or around your home, call the National Grid straight away on **0800 111 999**.

You should also follow this safety advice:

- Turn off the appliance you are using.
- Turn off the gas supply at the meter (unless the meter is in a cellar, in which case you should evacuate at once).
- Check to see if a gas tap has been accidentally left on or if a pilot light has gone out.
- Open doors and windows to let the gas out.

We have lots of important gas safety advice, please take a look by scanning the QR code or searching "**Gas safety**" on our website.



Scan the QR code to watch a short video on how we keep our buildings safe, or search "**keeping our buildings safe**" on the Salix Homes YouTube channel.





Fire safety

If you live in a property that has communal areas, such as a flat or sheltered accommodation, Salix Homes maintain those areas to ensure we achieve the highest levels of safety. Our team also performs regular safety audits and checks on the shared spaces.

Everyone has a part to play in keeping our customers and our homes safe. As a customer, you must live and behave in a way that does not increase the risk of fire or damage to your home or building.

Here are some ways to reduce the risk of fire or damage to your home or building:

- Please don't carry out any DIY jobs or alterations to your home without permission.
- Dispose of waste from your property properly.
- Allow our team access to your home as required under the Building Safety Act and Fire Safety Act.
- If you see anything that could pose a danger to fire or building structural safety, such as a damaged or broken fire door, please report it through your MySalix account.
- Keep communal areas clear of personal items or belongings.
- Make sure you follow all the conditions of your tenancy agreement.
- Let us know if someone else moves into your home.
- Inform us if you or a member of your household becomes unable to evacuate your building independently.

Scan the QR code or search **"fire safety"** on our website to learn more about what to do to keep you and your home safe.



Smoke alarms

Your smoke alarm could save your life.

As your landlord, we provide and fit smoke detectors in all our properties.

Every home should have at least one working smoke alarm. We recommend that all our properties have a smoke detector in the lounge and hallway, and a heat detector in the kitchen. It's your responsibility to check regularly that your smoke and heat alarms are working, and we would advise you to test them monthly.

If your alarm starts to bleep regularly it may have developed a fault or simply need new batteries.

Please don't disconnect or take the batteries out of your smoke alarm. Some smoke alarms are connected to your electricity supply, and you could be injured if you try to disconnect it.

If you have any issues with your smoke alarm, or you don't have one, call us on **0800 218 2000**.

Test your smoke and heat alarm every month by pressing the test button.



Information relevant to all our neighbourhoods

Electrical safety

We need to do an electrical safety check in your home every five years. It's really important that you let us in to do this check, which is a legal requirement. If you're unable to let us in, it can impact your tenancy agreement and we may need to take legal action, which we really don't want to do. We want you to be happy in your home and avoid any unnecessary stress.

If you're planning to hire someone to do any electrical work in your home, please make sure they're a registered electrician with one of the government-approved schemes. This is really important for your safety and the safety of others in your home or building. Additionally, if you've had any electrical work done in your property, please let us know in case we need to do another safety check.

Scan the QR code for electrical safety tips or search **"Electrical Safety"** on our website.



Water hygiene

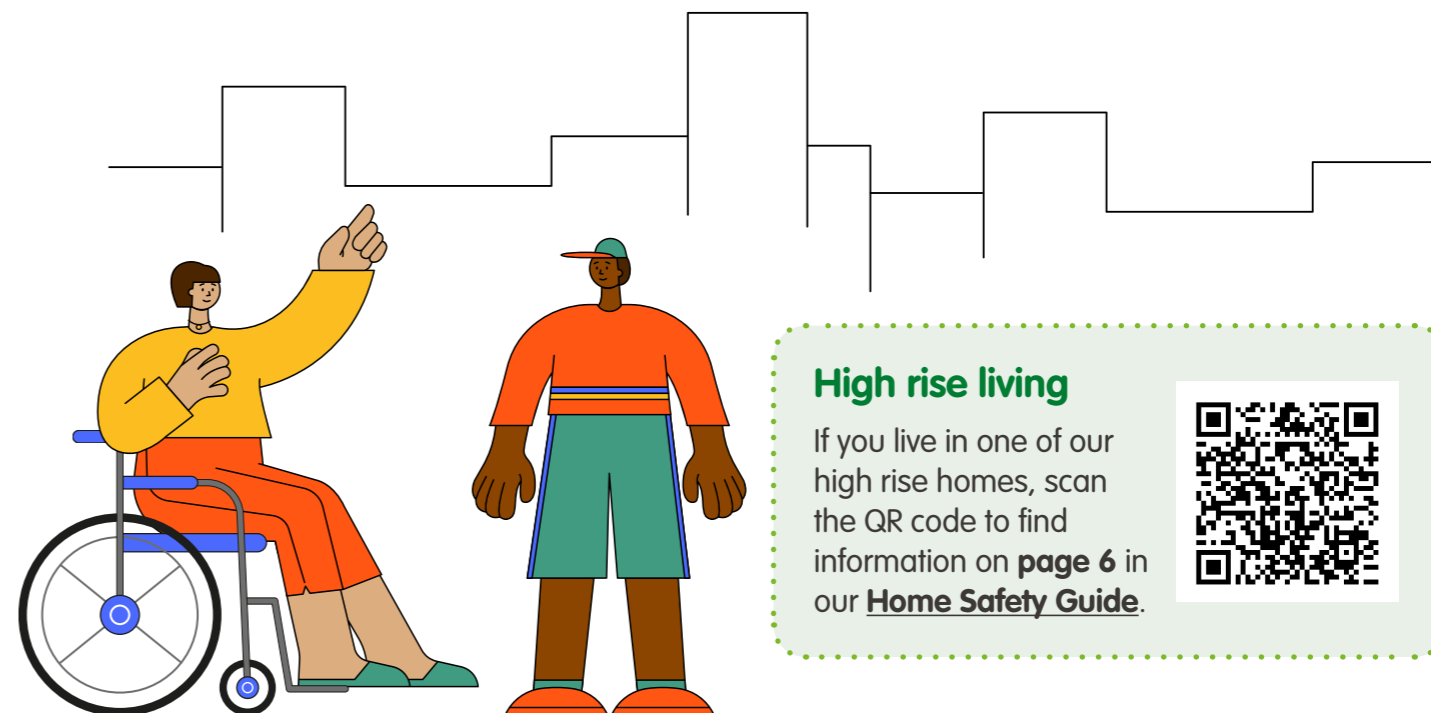
We make sure that the water systems in our properties are installed and maintained to the highest standards. In our communal buildings, like sheltered accommodations, we conduct regular inspections and flush out the systems in any long-standing empty properties to ensure the water is clean and safe for use.

However, if you've been away from home for a while – perhaps on holiday or in the hospital – there's a chance the water quality in your home may have been affected by bacteria growth in the water mains supply.

When you return home, you should:

- Run the tap or shower for around two minutes and flush toilets.
- Clean shower heads and taps to help kill off any bacteria.

Scan the QR code to view our Home Safety Guide or search **"Home Safety Guide"** on our website.



High rise living

If you live in one of our high rise homes, scan the QR code to find information on **page 6** in our **Home Safety Guide**.



Damp, mould and condensation

We take the condition of our homes very seriously and we are committed to making sure you have a healthy home, free from damp, mould and condensation. If you have concerns about damp and mould in your home, and the affect it could be having on the health and wellbeing of you and your family, then please let us know.

Damp

Excess moisture in your home can cause a problem known as damp. Rising damp, penetrating damp, damp caused by a leak, and damp caused by condensation are the most common types. Dampness can make your home feel cold and uncomfortable, and if left untreated, it can cause structural damage.

Mould

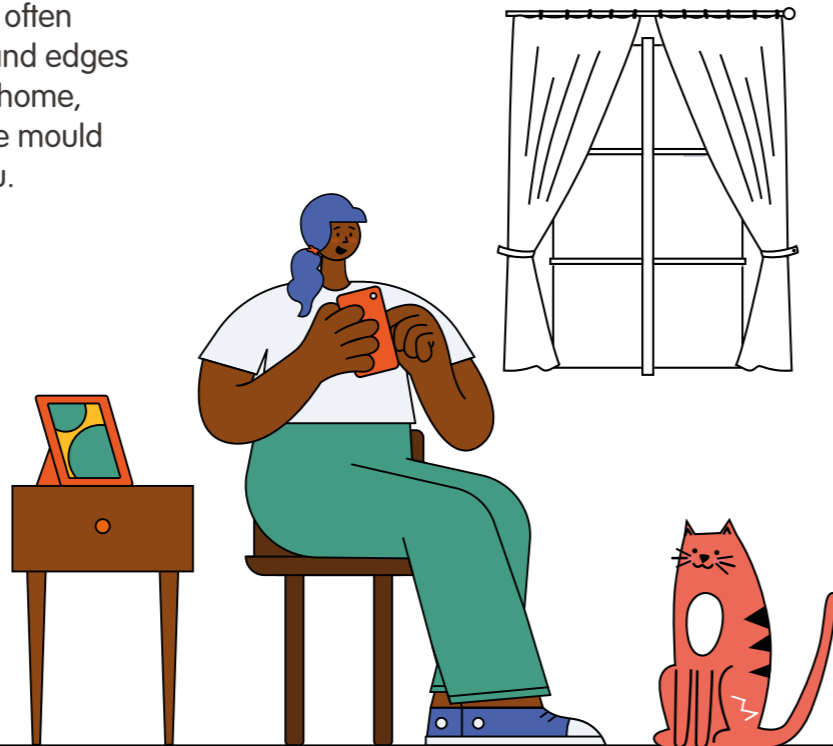
Mould is a type of fungi that grows due to excess moisture in your home. It appears as a collection of little black spots and is often found on windows or in the corners and edges of rooms. As mould can grow in any home, it's important to inform us if you notice mould in your home so that we can help you.

Condensation

Condensation happens when the moisture in the air comes into contact with a cold surface such as a window or a wall. You may notice it after cooking or taking a shower. If surfaces are left damp, then there is a possibility of condensation build-up that can lead to the formation of mould.

To report damp or mould in your home, call **0800 218 2000** or tell us through **MySalix**.

Scan the QR code to find out why mould appears in your home, things you can do to help, and to view our damp, mould and condensation guide. You can also search '**damp, mould and condensation**' on our website.



Open the door to safer homes

Gas and electrical safety checks are not just a legal requirement, but vital in keeping you and your home safe. Our tenancy audits are there so we can support you, and identify any issues in your home.

Salix Homes is urging our customers to '**Open the Door**' to safer homes and let us in to carry out regular safety checks, repairs or tenancy audits.

Every year, we spend more than **£100,000** pursuing legal action to obtain a warrant to access people's homes who have refused to allow us to carry out gas and electrical safety checks – **money that could be better spent on improving homes and communities.**

We carry out regular checks, safety inspections, surveys, repairs and tenancy audits in all our properties, and it's really important that people understand the significance of these inspections and allow us access into your homes when required.

While the majority of our customers take home safety checks seriously, for the minority that ignore or delay these essential checks, it could mean potential hazards may go unnoticed.

We carry out gas safety inspections in all our properties with a gas boiler, fire or cooker every year, while electrical checks are required every five years – these are a legal requirement.

All customers will receive a letter when your safety check or tenancy audit is due to arrange an appointment.



Salix Homes

Diamond House
2 Peel Cross Road
Salford, M5 4DT

Telephone:
0800 218 2000

Email:
enquiries@salixhomes.co.uk

www.salixhomes.co.uk



Manage your tenancy online, anytime
through your MySalix account:
www.mysalix.co.uk



If you would like to see this plan in another
format, please contact our Customer Services
team on 0800 218 2000.