

Wellbeing 21

News, information and advice for Oldham residents

The opening of Anna's Café at St Herbert's Court. The café is now open to members of the public, as well as residents, and is being run by Anna and her team.



WHAT'S INSIDE?

- News from around the schemes
- You Said, We Did
- Coronation Parties
- Garden Competition

AROUND THE SCHEMES

On 5th April, **Violet Hill Court** hosted an Easter egg hunt for the families of residents in the scheme. The hunt took place in the communal lounge where there was also an Easter bonnet competition for children. The winning prize was a £10 book voucher with the runner up winning a £5 book voucher! There was an egg and spoon race, Easter raffle and lots of fun for all! Food and refreshments were also provided to those who attended the festivities.

Old Mill House was overwhelmed by the support they received, from residents, families and the local community, for their Spring Fair on 15th of April. There were a variety of stalls including a chocolate tombola, a bottle tombola,

garden ornaments, home made cakes and jewellery. The ladies from the knit and natter group also held their own stall. Overall, a very impressive £1,000 was raised which will be used to fund the upcoming Summer Party in August.



At Easter, **Trinity House** held a fundraiser event to raise money for a wooden shopping cart to be used to sell items to the community, e.g. toilet rolls. Bring Me Sunshine attended the fundraiser and food was provided by Heather from the restaurant. They raised a total of £360 to buy the old fashioned cart and the rest was donated by Heather to the communal garden to buy plants!



Several different schemes, including **School House**, **Cloughgate** and **St Herbert's Court**, have recently held their quarterly resident meetings. These are a brilliant opportunity to discuss any upcoming events, raise any concerns and have a general catch up. Residents went over the fire evacuation policy, carbon monoxide alarms and any Housing 21 updates.

Audrey at **Throstle Court** has been knitting baby items for the premature baby unit at the Royal Oldham Hospital for quite some time now. Audrey and other residents within the scheme then deliver them periodically to the hospital.

The knit and natter group have also been making dementia dolls to be delivered to a local care facility who specialise in the care of dementia patients. All proceeds from the group are donated to charity, with the most recent donation being made to Dr Kershaw's Hospice.



AROUND THE SCHEMES

At **St Herbert's Court**, residents also had lots of fun at the Easter Fair! There was an Easter bonnet competition, tombola, and plenty of chocolate Easter eggs!

The craft group have also been meeting weekly to work on a variety of different projects!



Throstle Court also enjoyed a coffee morning at the beginning of May with Kidella, from ABL Health in attendance. Kidella joined the residents for an informative chat around the benefits of keeping healthy!



The residents and local community at **Springlees & Dunsford Court** enjoyed a session of laughter yoga in their communal lounge! These sessions are designed to dissolve stress, improve brain function, and increase immunity as well as having other benefits to your wellbeing and being lots of fun!

In consultation with residents, **Aster House** has a more welcoming front entrance to the scheme, with a new rockery from funding received. Lots of visitors have complimented how much nicer and more welcoming it feels. (Pictured John from Aster House admiring the new area).



A new water feature is currently being sought for the communal garden at **Old Mill House**. The garden club take great pride in the maintenance of their communal garden and are looking forward to adding a water feature which will be a great addition to what is already a lovely space. This project is being funded by a £1,000 grant from Action Together.



The coffee morning group at **Victoria Gardens** have bid a fond farewell to Sally, who has run the group on a Wednesday for the last 20 years! Sally helped to arrange trips out and organise meals for residents in the group and will be greatly missed by all of her friends at the coffee morning.

Updates from us

Following a review and consultation with staff about the Court Manager job title, it has been decided that the job title will now be changed to **Local Housing Manager (LHM)** and **Assistant Local Housing Manager (ALHM)**. This change came into effect on 1st April 2023 to reflect the wide variety of tasks that LHM's are responsible for and also provides clarity on the role in the recruitment process.

In line with this, your Court Voice representatives will now be known as **Community Voices**. This change has been made to reflect the involvement of bungalow residents in Oldham.

From 1st June 2023, **Alben Landscapes** will be taking over the grounds maintenance contract in Oldham and will also be responsible for the gritting and snow clearance throughout the winter months. Alben is a family-run company who pride themselves on sustainability and promoting youth, so we look forward to welcoming them onto the contract!



Pictured residents Janet M and Janet F with Ben and Si from Alben Landscapes



Community Voices having their say...

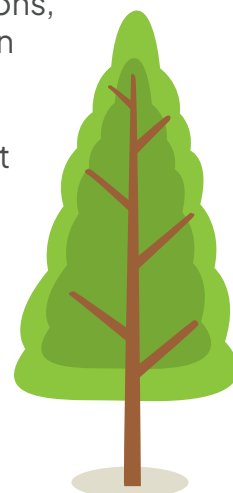
Four of our Community Voices were instrumental in providing a resident perspective when we held tendering presentations for our new grounds maintenance and cleaning contracts recently. Thank you for getting involved and proving valuable feedback.



Do you want to become a Green Inspector?

Green Inspectors will be asked to provide feedback on grounds maintenance services to other residents, Housing 21 and the grounds maintenance contractor, Alben Landscapes, as needed. This may be through joining our inspections, generally keeping an eye out for how the area is looking, and/or joining in discussions about how to make improvements. Having a keen interest and passion for either horticulture, public green spaces or nature, you would join us in walking around the local schemes periodically to inspect the grounds maintenance work. You would provide updates from these inspections to the residents within your scheme or neighbourhood and be able to provide Housing 21 and the grounds maintenance contractor with constructive feedback.

If you are interested in becoming a Green Inspector or would like to hear more, please let your Local Housing Manager know and provide your name and contact details. We will then contact you to discuss it and arrange training for the role.



A reminder going into the summer months:

We all look forward to being outdoors in summer and enjoy relaxing in our gardens.

Our communal gardens are often used by residents, their visitors and family members too. Residents' grandchildren may also be visiting and playing in the communal gardens.

We remind residents to be mindful that excessive noise and activity may disturb neighbours and we ask residents to be considerate and keep noise to a minimum.

This will ensure all residents can enjoy the communal gardens together and have a great summer.



Community Voice meeting

The most recent Community Voice meeting was held in May at St Herbert's Parish Centre, Chadderton. The event was a successful opportunity for your Community Voices to provide any feedback from the residents who they represent. The event was attended by speakers from Alben Landscapes and Action Together to provide useful information on the services that they offer. Thank you to all who attended the meeting!



Staff updates

In March, Vince Sexton, Community Engagement Officer, retired after over 10 years of working with Housing 21 in Oldham. Vince was a valued member of the Oldham team, a familiar face around our schemes and a great support to residents across the whole borough. We wish Vince the very best in his new chapter!

Hello, my name is Niamh and I have been appointed as the new Community Engagement Officer! Having previously worked in the office as part of the Customer Service team, I may have spoken to a few of you already and am very excited to be joining the brilliant team here in Oldham! I have met some residents already but look forward to meeting more of you as I am visiting the schemes and travelling around Oldham!

You Said, We Did!

Housing 21

At Housing 21 we really value the comments and feedback that you provide as residents. We would like to share a couple of examples of how we have made improvements to the service following feedback from you.

Violet Hill Court

You Said

Residents were struggling with visibility for drivers when leaving Moss Street onto Howard Street, due to cars parking. Residents asked if the existing yellow lines on Howard Street could be extended to relieve this issue.

We Did

The LHM liaised with the local councillor and highways team at Oldham Council and this has now been approved.

Lees House

You Said

Residents asked for locks to be put on the outside of gates facing Further Hey Close to stop non-residents from gaining access as they had noticed an issue with littering and dog fouling.

We Did

As a result, authorisation has been provided for the gates to be locked with a keypad and thumb turn lock at both ends of the fence.

You Said

Residents asked for an auto door-release sensor for the first floor corridor door as residents were struggling to open the door while using their walking frames and electric scooters.

We Did

An auto door release mechanism has now been fitted.

Charles Morris House

You Said

Residents requested an extra path to the front entrance of the scheme to avoid walking over the grass verge.

We Did

A new path has been created and has made a huge difference to all.

Recreation Road / Limeditch

You Said

Residents going to the playing fields to watch football matches had noticed that some dog walkers had not been cleaning up after their pets when walking them but instead had left behind a mess.

We Did

The LHM contacted the Council about the issue who have agreed to add signage around the fields and carry out a leaflet drop in the surrounding areas.

Coronation events

You Said

In the build up to the Coronation of King Charles, residents had expressed their interest in marking the event with a celebration.

We Did

Across the schemes, Coronation parties were hosted in communal lounges for residents to come together and celebrate the day, LHMs worked closely with the scheme committees to help create an action-packed day for all to enjoy! A number of schemes applied for and were awarded a £100 grant from Oldham Council to assist with their party planning!

Grounds maintenance

You Said

Residents had raised concerns over the disposal of grass cuttings as they felt that this was a waste.

We Did

There has been a change of specification in the grounds maintenance contract to ensure that all cut grass is collected and taken away for compost. This can then be returned to residents to be used for planting projects!

News from MioCare



In March, the staff at Old Mill House organised a fundraiser for Cancer Research. The afternoon included lots of activities such as children's arts and crafts, face painting, indoor bowling, a live DJ and sports day games. There was also lots of prizes on offer to be won!

In total, Old Mill House raised an incredible £570!

Iris, Cancer Research volunteer who collected the donation, said "Thank you for inviting me to collect the donation from your fun day event. It was nice to meet such lovely people, in a place that had a happy atmosphere. Please thank all the staff for their help. Best wishes."

A huge well done to all of the team and residents at Old Mill House!



Coronation Parties



Residents of **Lynmouth Avenue** were invited to a Coronation afternoon tea at Hathershaw College School. The 14 who attended were served a beautiful buffet by the pupils as well as a performance of popular songs by ABBA, Amy Winehouse and others! It was a wonderful afternoon!

Lees House had their communal lounge decorated with lots of bunting and flags in preparation for their Coronation party!



St Herbert's Court enjoyed an early Coronation party with great entertainment, delicious food and excellent company!

Walton House hosted a Coronation party with a singer in attendance! Residents also enjoyed a buffet afternoon tea as part of the festivities!



The lounge at **Tandle View** was decorated beautifully with lots of balloons, bunting and flags in preparation for their Coronation celebrations!





Victoria Gardens celebrated the Coronation with plenty of good food and drinks in front of the TV, watching a memorable event unfold. A great time was had by all in attendance!



Residents at **Charles Morris House** had lots of fun at their Coronation party with an excellent array of entertainment and buffet food for all to enjoy!

Springlees and Dunsford Court had lots of fun with early celebrations at the lunch club as well as a Coronation party in the communal lounge!

Residents at **Violet Hill Court** were invited into the communal lounge to watch the Coronation with afternoon tea! They played Coronation bingo and enjoyed music throughout the afternoon!

OVER TO YOU

On 15th April 2023 Marian, from Chew Vale, attended her first football match at 91 years old! She spent the day at the Etihad watching Manchester City play Leicester alongside her son, daughter-in-law, and grandson. Much to Marian's delight, City won! It was a great experience, and they all had a lovely time watching the match.



Café Opening at St Herbert's Court

On Monday 15th May, Anna's Café opened in the communal lounge at St Herbert's Court. The café is open to both residents and members of the public and is serving a range of delicious food. The café will be open Monday to Friday from 9:30am to 2pm so if you are nearby, be sure to head in!

Anna is well known in the area for serving quality, delicious meals at a reasonable price and her café opening at St Herbert's Court comes with eager anticipation due to the success of the Community Café in Coalshaw Green Park, Chadderton.



Councillor Graham Shuttleworth attended the opening as well as a number of people who have followed Anna's career so far, including a few who attended Anna's virtual cooking lessons during lockdown.

Upon tasting the food on offer, residents described the meals as "beautiful" and "well worth the wait!"

St Herbert's Court is already seen as a hub for the local community, with the addition of Anna's Café it is hoped that some new faces will make the visit to the scheme and enjoy some of Anna's tasty food.



In the warmer weather, Anna is hoping to expand the café with the use of outdoor tables and seating to welcome the community. Food will be available to eat in, takeout or local delivery to the bungalows may be possible to arrange.

For more information on this, Anna can be contacted on 07880 595 524.

We would like to wish Anna the best of luck with this new venture!



Back to the Future

Over the last few months, Housing 21 in Oldham has developed a very exciting partnership with Oldham Athletic Community Trust. OACT has been running sessions at Cloughgate House, St Herbert's Court and Violet Hill Court with sessions set to soon begin at Throstle Court too.

Residents have enjoyed a range of different activities such as Nintendo Switch games, pool and darts competitions. 40 tickets for the last Oldham Athletic game of the season were also given out to participants, which was a real treat for everyone involved!

Joanne, Violet Hill Local Housing Manager comments "for me it's been fantastic to see the men in the scheme come together and have fun and chat. It's hard to get the men involved in activities in the scheme, so for me this is a great success, thank you Oldham Athletic Community Trust".

Overall, this project has been a huge success and has provided residents with the opportunity to get involved in new activities and try out some new technology. These events are also open to anyone to attend, so if anybody is interested, please feel free to come along!



Home safety during warm weather

Never leave windows and doors open and leave the room, this allows the opportunistic burglar to get access into your home.

You don't have to let anyone into your home. If you decide to answer the door, remember to take the following steps:

- **LOCK** – Secure all your other outer doors and windows before you go to the front door. Some burglars work together – one keeps you chatting on the doorstep while another gets in through a back door.
- **STOP** – Think about whether you're expecting anyone.
- **CHAIN** – If you have a door chain put it on (don't keep the chain on all the time as it will prevent anyone with a key, such as a carer or family member from entering). Look through the spy-hole to see who's there.
- **CHECK** – Ask for an identity card and examine it carefully. If you've seen identification, but are still unsure, check who they are by phoning the company they represent. Get the number from a bill or your phone book rather than calling a number they give you as they could be putting you through to an accomplice.

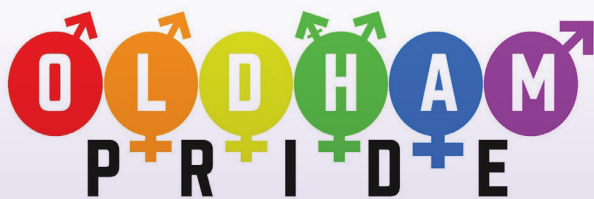
If in doubt, keep them out, particularly if you're on your own. Ask them to make an appointment or come back later when someone else is around. Genuine callers won't mind.

If you're suspicious, or the caller won't leave, dial 999 and ask for the Police. If you don't feel you're in immediate danger but you want to report the incident, call the Police on the non-emergency number 101. You may help prevent them from burgling someone else.

Measures to prevent a burglary

- Always secure windows and doors – even in warmer weather and especially at night (the majority of crimes are happening because windows and doors are being left open).
- Ensure that gates to communal areas are locked where possible as this will restrict access to the rear of your property.
- Keep small high-value items like your car keys, mobile phone, wallet, handbag and jewellery out of sight, and ensure they cannot be seen through cat flaps and letter boxes.
- Don't keep pin numbers in your diary or saved on your mobile phone.
- Set light switch timers for when you are out or away on holiday.
- Keep an eye on your vulnerable neighbours.





Oldham Pride hold an LGBT drop in service at Oldham Central Library on the 3rd Monday of each month to offer support, discussion and friendship. The drop in sessions run from 2:00pm – 3:30pm and

aim to provide a safe space for those with learning difficulties and vulnerabilities.

The fun starts on the evening of 21 July, with a pre-Pride party at The George Tavern including cabaret and games!

On Saturday 22 July the Pride Parade starts at noon and will travel through the Town Centre to Queen Elizabeth Hall where there will be community stalls, a youth event and a main stage cabaret until 7pm.



Oldham Pride will conclude on Sunday 23 July with a family picnic in Alexandra Park (1pm – 3pm) and a Pride Service at 6pm at Oldham Parish Church.

Learn IT Together

Residents across a number of different schemes have had the opportunity to join beginner-friendly computer sessions.

The course leader, Andy, taught the groups how to navigate around a computer and how to complete simple tasks such as a Google Search.

They then progressed to using different apps, sending emails and online shopping! By the end of the course, residents provided overwhelmingly positive feedback and are looking forward to using their new skills.



Making Alterations to your Property

We'd like to remind all residents that in your tenancy agreement it states that you must get written permission before you carry out any work to your home. It's always worth checking with us, before you make any changes or you're thinking about it. This will save you any unnecessary money being spent. On occasion we have had to ask residents to reinstate what was originally in the property.

Recent examples of alterations to properties which we don't allow include installing decking, which can cause breaches to the damp proof course, removing gas fires, installing glass doors, which could be a fire hazard and having kitchens wrapped.

Please check with the Housing 21 team before carrying out any works.





**WE'VE
MOVED**



For any written
correspondence and
notices, please note
that our new postal
address is:

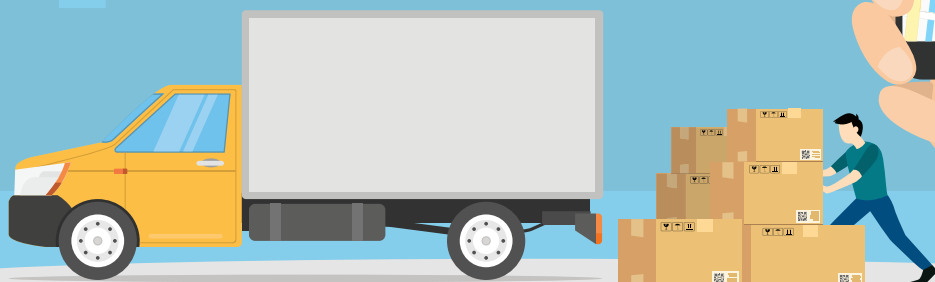
Housing 21

2.06F Hollinwood Business Centre
Albert Street
Hollinwood
Oldham
OL8 3QL

Our Customer Services contact details remain the same:
Email: OldhamEnquiries@housing21.org.uk
0345 604 4447

Our 24-hour Repairs Line remains the same:
0800 032 1215

This notice complies with s.48
of the Landlord and Tenant Act 1987



Housing (21)

Suggestions, Comments and Complaints January 2023 – March 2023

Over the last quarter, we received two complaints. Both were repair related and both were resolved at the first stage.

In the same time period, we received nine compliments. Of these, seven were about repairs contractors, one was about grounds maintenance and one was about a Local Housing Manager.



How to tell us what you think about the services we provide in Oldham

We genuinely welcome any feedback about our employees and services. In the first instance if you have feedback about our housing or care services you should contact your Local Housing Manager.



You can write, telephone, email or speak in person to the Local Housing Manager; there is no requirement to fill in a form.

More information on providing feedback and our complaints procedure is available by either speaking to your Local Housing Manager or contacting the Oldham office.

Contact details are on the back page of this newsletter.

A polite notice

The Property Services team would like to request that any redundant plant pots or planters are disposed of rather than left outside. We are experiencing a build-up of pots and planters which are no longer in use but are holding stagnant water. This can be a safety hazard for residents as well as creating difficulty when our grounds maintenance teams are cutting communal grass. Thank you in advance for your cooperation.

**THANK
YOU!**

Your rubbish and recycling guide



Green bin and food caddy

Food and garden waste



Blue bin

Paper and card



No thanks X

Don't put any of these things in your recycling bins

- General rubbish
- Soil, gravel and stones
- Wood
- Plant pots
- Pet bedding
- Animal droppings
- Yoghurt pots
- Metal objects

Managing your rubbish and recycling

If you have things that are too big to fit in your bin:

- take them to your local tip at Arkwright Street, Reliance Street or Chichester Street for free;
- arrange for them to be collected by us;
- donate to charity;
- contact us to find out about other options.



Oldham
Council

If you have any further questions or need more advice about your rubbish and recycling, please contact us on

T: 0161 770 6644 or visit
www.oldham.gov.uk/waste

Brown bin

Glass, plastic and tins



Grey bin

Only rubbish that can't be recycled



- Children's toys
- Electrical goods
- Batteries
- Polystyrene

- Plastic bags including 'biodegradable'
- Plastic packaging including tubs, pots and food trays

No thanks X

- Electrical goods
- Batteries
- Metal objects

Don't put any of these things in your grey bin

- Children's toys
- Soil
- Wood

EVENTS THROUGH MAKING SPACE OLDHAM DEMENTIA SERVICE

Making Space Oldham Dementia Services have continued their Walk and Talk Group in Chadderton Hall Park every Tuesday afternoon. They enjoy the great outdoors by meeting at the bowling green opposite the Pavilion Café at 1.30pm and enjoy a leisurely stroll around the beautiful park until approximately 3pm. We love to encourage newcomers to come along to meet new friends/carers/volunteers.

PLEASE NOTE any person who has had a diagnosis of Dementia and wishes to attend the Group, must be accompanied by a carer, family member or paid chaperone.

The Walk and Talk Group keeps growing in strength every week and two of our professionally qualified and friendly Dementia Advisors also attend for advice and support. Volunteers also come along to assist.

In February we focused one of our Walk and Talk Groups on Daffodils because for people with dementia, research shows that meaningful outdoor activity and connection with the natural environment can have a positive effect and can slow down the progression of the symptoms.

Powys-based bioresearch company, Agroceutical Products, is playing a role in the fight against Alzheimer's by harvesting Wales' national flower. Daffodils contain galantamine – a compound known to slow the progression of Alzheimer's symptoms.



Daffodils are not just a pretty flower, research demonstrates the use of the daffodil links with Alzheimer's.



Further information on this Group and all our other Groups run by the Oldham Dementia Service, call the **Office Number on: 0161 633 2403**, or please feel free to contact either:-

Sophie Ogden: Dementia Adviser

Email: Sophie.ogden@makingspace.co.uk
Mobile: 07779 986 673

Annette Murray: Dementia Adviser

Email: Annette.murray@makingspace.co.uk
Mobile: 07805 784 469

Rachael Topham: Dementia Adviser

Email: rachael.topham@makingspace.co.uk
Mobile: 07773 222 813

Mary Taylor: Administrator

Email: mary.taylor@makingspace.co.uk
Mobile: 07813 633 268

COMPETITION TIME!

ENTER OUR WORDSEARCH COMPETITION TO WIN A £25 ONE4ALL GIFT CARD.

Simply enter your contact details below and post your answers to –
Niamh Johnston, Housing 21, 2.06F Hollinwood Business Centre, Albert Street,
Hollinwood, Oldham OL8 3QL

The closing date for entries is Friday 4th August 2023*

NAME:

ADDRESS:

TELEPHONE:

A SUMMER WORDSEARCH

I E M C S E U R R N A T T I B I S W V C
L O B R O E D H B A C A M P E O E E A E
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BEACH
BOATING
CAMP
FLOWERS
FRISBEE
GRASS
HIKING
HOT
MUGGY
PICNIC
SEASHORE
SUNDRESS
SUNSCREEN
SWIMSUIT
TAN
TRAVEL
TRUNKS
VACATION
WARM
WETSUIT

**Only Housing 21 residents can submit entries for the competition*

WELL DONE TO TERESA FROM
WALKERS ROAD WHO WON THE
PREVIOUS COMPETITION



Housing 21

Our office address:

Housing 21
2.06F Hollinwood Business Centre
Albert Street
Hollinwood
Oldham
OL8 3QL

Email: OldhamEnquiries@housing21.org.uk

Customer Services Telephone: 0345 604 4447

OTHER USEFUL TELEPHONE NUMBERS:

Repairs Line (24 hours)

0800 032 1215

Oldham Council main switchboard

0161 770 3000

www.oldham.gov.uk

Council Tax

0161 770 6622

council.tax@oldham.gov.uk

Environmental Health

0161 770 2244

environmentalhealth@oldham.gov.uk

Housing Benefits and Council Tax

Reduction Scheme

0161 770 6633

benefits@oldham.gov.uk

Payment line

0161 770 6611

24 hour automated payment service

Registrars

0161 770 8960

Waste and recycling

0161 770 6644

waste@oldham.gov.uk

Age UK Oldham

0161 633 0213

info@ageukoldham.org.uk

Ring & Ride

0161 200 6001

Dial-a-ride

0161 633 0097

Citizens Advice Bureau

0300 330 9073

(Adviceline)

Silverline

(confidential friendship support)

0800 470 8090

NHS Advice

111

Police non-emergency

101

Oldham Community Leisure

0161 207 7000

Action Together

0161 339 2345

Oldham Library

Greaves St

0161 770 8000

Making Space

Tandle View, Royton

0161 633 2403

Greater Manchester Fire & Rescue Service

Book a free Home Fire

Safety Assessment

0800 555 815

www.manchesterfire.gov.uk/your-safety/hfsa/