

# news

News, information and advice for Oldham PFI residents



housing&care21

Winter 2016 edition

## WELCOME TO THE 'SPECIAL BUMPER' WINTER 2016 EDITION OF NEWS 21



### WHAT'S INSIDE?

- Around the courts
- Money advice
- Celebrating 10 years

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## AROUND THE COURTS

### It's all been happening at Tandle View Court!

The last few weeks have been extremely busy.

£300 was raised for Macmillan. Lynn Molloy, the caterer and her staff member Mel, donated all the refreshments and cakes for the event, plus the raffle prizes.

So thanks to Lynn and Mel and to the residents and community friends for making the event such a great success; Irish dance troupe, Evoca School of Dance, came to perform recently, to raise funds for the Social Club. Proceeds from the ticket sales paid for the entertainment and a potato pie supper and left a profit of £185 for the social fund and a great afternoon was enjoyed by all!; Boarshurst Brass Band entertained the residents on Bonfire Night, in an event, organised by tenant, Mrs Pauline Marsden, for the benefit of all her neighbours in Tandle View Court.



### Fun and fund raising at Holts Village!

Housing & Care 21 tenants at Holts Village raised £1700 for Dementia UK, through all-year-round fund raising events.

These included raffles of hampers, Easter Eggs, table top sales, coffee mornings and donations. Well done to everyone involved!

Residents also enjoyed a firework display on the green on Browndge Rd on bonfire night, which was also attended by their neighbours in the adjacent FCHO properties. Corned beef hash and mushy peas were provided in an event funded by the residents' social club plus a donation of £20 from one resident, towards the cost of the fireworks.



### Charles Morris House Coffee Morning

15 teams competed in our annual Bowling Competition, sponsored by Crudens with a mix of Housing & Care 21 and Crudens staff and local residents taking part.

Residents held a Macmillan coffee morning, and managed to raise £558.00. They also have a small knitting club whose members are constantly knitting and collecting for other charitable organisations, including Alzheimer's Society, British Heart Foundation & Dr Kershaw's to name but a few.

### Victoria Gardens Community Day

The community came together at Victoria Gardens on 16th October, in a fund raising event, which raised £351.25 for Macmillan.

Fortunately, the weather was kind which meant that the communal lounge was overflowing with people, with two gazebos helping to add space to sell items. Tombolas and raffle prizes helped to swell receipts, whilst resident volunteers worked hard all day in the kitchen, providing food and drink for visitors.



### Spirited Party Time!

**Residents at Hopwood Court celebrated Halloween on Monday 31st October.**

Some of the tenants dressed up, and they had a quiz, played bingo and had a potato pie tea; on Tuesday, 1st November, they also had a session of 'get fit and sing', led by Marion Shannon from Age UK, which the tenants enjoyed so much that weekly sessions are to start in the lounge every Tuesday at 2.00pm from 15th November.

**Throble Court residents also enjoyed a Halloween party on Friday 28th November.**

They had a sing Along with Matt Derry who got lots of the residents joining in the singing and getting up dancing. After the show, there was a cold buffet and hot potato pie with black peas and home made trifles. The residents also brought a bottle to help wash it all down! A raffle raised £81.30 towards our new prize-winning garden feature!



### Raising funds for Macmillan

**Springlees & Dunsford Court**

Residents and the community got together for a Macmillan presentation; the Mayor and Mayoress of Oldham attended, along with local Councillor Adrian Alexander. Mandy West from Macmillan cancer support was very impressed with the amounts raised over 4 years, a grand total of £3,000! It's great to see the community and tenants from other schemes getting together for this worthy cause, well done to all!

**Recreation Rd/Limeditch Rd**

Residents raised £934.99 for Macmillan. Sheila Galliford and Anne Thorley sold raffle tickets door to door and then organised a cake bake in Sheila's bungalow, the activities spilling out into the garden where a gazebo and tables and chairs enabled neighbours to buy the cakes and enjoy a cuppa!



### Boomtown Gals goes down a storm

**With our strong partnership with Oldham Library, six of our Courts were lucky enough to have the play Boomtown Gals performed by Joyce Branagh.**

The play was a mix of fact and fiction, based on real women, and their amazing true stories during the Great War, discovered through local research.

We've had nothing but positive feedback from all six of the performances

"We loved it and not a dry eye in the room at the end. Just fantastic...."

We're hoping to work more with Oldham Library and other arts organisations to develop theatre performances for you in the future, keep a look out!



### FINANCIAL AFFAIRS.....



**Money worries can seem overwhelming but getting the right advice from experts as soon as possible can make all the difference.**

**Oldham Citizens Advice Bureaux (CAB) has partnered with Oldham Council to provide free local advice sessions for residents who are struggling to manage their debts.**

The regular drop-in sessions take place at various locations across the Borough so that people can get advice about their finances at a venue that suits them.

The drop-in sessions take place at:

- Lees Library, Mondays, 9.30am-12.30pm
- Chadderton Wellbeing Centre, Tuesdays, 9.30am-12.30pm and 5pm-8pm
- Royton Library, Wednesday, 9.30am-12.30pm
- Crompton Library, Thursdays, 9.30am-12.30pm
- Failsworth Library, Tuesdays, 9.30am-12.30pm
- East Oldham District Town Hall, Mondays, 9.30am-12.30pm
- Alexandra Centre, Thursdays, 9.30am-12.30pm

Residents can also contact the CAB Adviceline call centre on 0844 847 2638 Monday to Friday, 10am - 4pm. If calling from a mobile, please use 0300 330 0650 as this will be cheaper.

Alternatively, self-help advice is available from Citizens Advice at: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### Stay Warm and Well this Winter

**The Warm Homes Oldham scheme helps local residents who are struggling to pay their energy bills and to keep their homes warm.**

It has been set up by Oldham Council along with the NHS and social housing providers (including Housing and Care 21) and is completely free. You can arrange for a home visit from their professional team who will assess your situation and see if you can benefit from any of the following:

- advice on how to reduce energy use around the home and use heating controls more effectively.
- support with switching energy tariffs and getting the best gas and electricity meter for you
- help to claim benefits to which you're entitled and to reduce any debt you have with your utility suppliers

The average saving made for every household they support is several hundred pounds a year so it's definitely worth asking them to come round. To find out more or to arrange a free survey please contact the lead contractor for the scheme, Keepmoat, on 0800 019 1084 or e-mail [warmhomesoldham@keepmoat.com](mailto:warmhomesoldham@keepmoat.com)



## **GAS SAFETY AUDIT**

**To ensure we are delivering an excellent service to you we will be carrying out a Gas Audit to check our contractor Proline are providing Value for Money and completing work to the high standard we expect.**

We have appointed MSM Environmental Services to carry out the audit. They will only be carrying out a 10% inspection so the likelihood is you will not be contacted.

MSM Environmental will make advance appointments by telephone. Should you receive a call to carry out an inspection we would ask you for your co-operation in agreeing a suitable day and time to allow the engineers access to your home. The inspection should take no longer than half an hour and there will be very little disruption.

**All MSM engineers will attend on the appointed date and time and will carry identification.**

**If you are unsure if you should allow access, please do not hesitate contact the Customer Services Team at Housing and Care 21 on 0345 604 4447 who will be able to check the appointment directly with the contractor.**

## **Get smart with your heating**

**Central heating programmers allow you to set 'on' and 'off' time periods.**

The programmer will automatically switch your heating off when you're not at home, or when you don't need it, such as when you're in bed. They will let you set the central heating and domestic hot water to go on and off at different times.

### **HERE ARE SOME USEFUL TIPS:-**

- Check that the timer on the programmer is correct before you set your programmes. You may also need to adjust it when the clocks change.
- Ensure that your programmer is set for when you need the heat will help you to save money.
- Make sure there are no unnecessary obstructions in front of radiators.
- Bleed your radiators to get rid of air locks to ensure water circulates properly.
- To prevent frozen pipes, which can cause hundreds of pounds of damage, leave the heating on to some degree during winter even if you're go away for a period of time. The rule of thumb is to keep your heating at a minimum 14 degrees, rather than switching it off.
- If you need assistance or help to set your central heating programmer, please ask your Court Manager.



# IT'S NEVER TOO LATE!

**Have you given up on exercise? A lot of older people do – just one out of four people between the ages of 65 and 74 exercise regularly.**

**Many people assume that they're too out-of-shape, or sick or tired, or just plain old to exercise. Others might think it's not for me, but it's really important that you keep moving and remain active, especially as we age. Age is a big barrier for many people.**

Exercise can help make you stronger, prevent bone loss, improve balance and coordination, lift your mood, boost your memory, and ease the symptoms of many chronic health conditions. Exercise improves more than your physical health. It can also boost memory and help prevent dementia and help maintain your independence and your way of life. If you stay strong and agile as you age, you'll be more able to keep doing the things you enjoy and less likely to need help. Exercise can help reduce the chance of a fall by building strength, balance and agility.

Many people believe being active will cause more harm than good. But for long term maintenance of your health, doing just 10 minutes a day will help in the long term. A little activity is better than doing none. Some people will slow down because of reduced functionality or ill health, or they will think it is a social norm to rest.

It is thought that excessive sitting slows the metabolism which affects the ability to regular blood sugar and blood pressure, and metabolise fat and may also cause weaker muscles and bones. Essentially the body is 'shutting down' while sitting and there is little muscle activity.

Some older adults (aged 65 and over) are known to spend 10 hours or more each day sitting or lying down. It is some people's perception that in later life you must 'slow down and rest'. Sitting down for long periods

needs to be broke up i.e. long periods of TV should be avoided, and you should try to do some activities that involve light movement or being 'on your feet' as much as possible. Find activity you love doing or you find easy to do, you don't need to join a group if getting out and about is difficult, just get up and move. If you sit for more than 1 hour and you haven't moved, than a couple minutes of moving will be a good start.

**Tips to reduce sitting time are:**

- **Avoid long periods sat in front of a TV or computer**
- **Stand up and move during TV advert breaks**
- **Stand or walk while on the phone**
- **Use the stairs as much as possible**
- **Take up active hobbies**
- **Join in community-based activities, such as dance classes, seated exercise or walking groups**
- **Take up active play with the grandchildren**
- **Do most types of housework**

**For further information about tips of being more active, please contact Jackie Hanley on 0161 621 3354 or email: [Jackie.hanley@ocll.co.uk](mailto:Jackie.hanley@ocll.co.uk) Oldham Community Leisure (Senior Health and Physical Activity Development Officer).**





## VISIT OLDHAM COUNCIL LIBRARIES – WE HAVE MORE THAN MEETS THE EYE

WHAT'S ON?

Oldham Council Libraries are so much more than a space in which to find books; we are a community hub full of exciting activities and community projects.

An example of our programmes can be found below:

### live@thelibrary

Whether it is interviews with latest and greatest authors, a riveting live performance or a Digital Theatre experience, we have something for you.

Oldham Libraries' live@thelibrary programme is celebrating its 2nd successful year of events, theatre and talks. Join us for free author workshops, affordable theatre and specially curated festivals. We even tour locally! More information can be found at: [www.oldham.gov.uk/liveatthelibrary](http://www.oldham.gov.uk/liveatthelibrary).

### DIGITAL THEATRE MATINEE

Join us once a month, on a Tuesday afternoon, to enjoy filmed performances of acclaimed theatrical productions featuring some of Britain's best known actors. No longer do you have to worry about missing a must see performance due to where it is showing. We bring the actors directly to you!

Free – advanced booking essential for each screening – [www.oldham.gov.uk/liveatthelibrary](http://www.oldham.gov.uk/liveatthelibrary) or by ringing 0161 770 8000

### UPCOMING PRESENTATIONS

#### THE COMEDY OF ERRORS

A Clapham Community Project - Directed by Paul Hunter

Tuesday 17 January, 2.30pm - Production duration: 1hr 26 min

When two sets of twins are shipwrecked their father can save only one of each. Years later, one Antipholus and one Dromio arrive in Ephesus only to find that everyone there seems a little odd...

This condensed version of The Comedy of Errors has been specially created for schools and family audiences. Shakespeare's classic comedy with a contemporary twist from the RSC.

#### Christmas Tree Festival at Oldham Parish Church

Saturday 3 December - Sunday 11 December, 11am-4pm

The annual festival is back with more than 60 individually decorated trees for you to browse and get inspiration.

Why not spend an afternoon at Oldham Parish Church and listen to the sounds of carols on weekdays from 12noon? Don't forget, the cafe will be open throughout the festival so you can warm up with a cuppa.

#### Festive Entertainment for all the Family!

- **Sleeping Beauty**, 12 November 2016 - 7 January 2017, 7.30pm. Oldham Coliseum Theatre, Fairbottom Street, Oldham, OL1 3SW T: 0161 6242829 - The North West's favourite pantomime is back. Oh yes, it is! Tickets: Adults from £17.50, Concs from £15.50 and Children (under 16) tickets from £13.50
- **The Amazing Adventures of Pinnocchio** - Uppermill Civic Hall Thursday 22 - Saturday 24 December, 7.30 - 9.30pm, £8 - £12 Oldham Library Thursday 8 - Saturday 17 December, 7.30 - 9.30pm, £8 - £12 For tickets email [tickets@hardgraft.co.uk](mailto:tickets@hardgraft.co.uk) or ring 07956913666

#### ALL MY SONS

Directed by Howard Davies

Tuesday 21 February, 2.30pm - Production duration: 2hrs 8 min

All My Sons is Arthur Miller's 20th century classic play about social responsibility set against personal gain. When Joe Keller places the prosperity of his family above the lives of others, there are consequences for all.

For further information on all our library offers, events and activities, please visit: <http://www.oldham.gov.uk/info/200280/libraries>.

## CELEBRATING TEN YEARS WORKING IN OLDHAM

On 15th November we celebrated ten years working in partnership with Oldham Council with a celebration event at the Chadderton Suite, QE Hall.

Over 90 people attended including Court Voices, garden competition winners, garden competition entrants, Court Manager award winners, tenant inspectors and partners and friends of Housing & Care 21.

It was a day filled with information, fun and plenty of laughs. We had presentations from senior managers and board members in addition to Healthwatch Oldham, awards presented to garden competition and Court Manager winners, the showing of our 'Lovin' Where You Live' video, armchair exercise with Jackie from Oldham Community Leisure, a 'walk down memory lane' quiz, a theatre performance from Mad Theatre and an opportunity for residents to provide us with comments using our feedback tree and tags.

We've had some really positive comments back from you about the day and we're pleased you all enjoyed it.

**A resident from a bungalow in Shaw won £250 in the direct debut prize draw**

**Our raffle prize winners were:**

1st prize - Joan from Walton House

2nd prize - John from Hathershaw

3rd prize - Margaret from Wood Square



## STARS FROM THE DAY

### GREAT GREEN GARDEN COMPETITION WINNERS

#### ECO FRIENDLY GARDEN

Highly Commended:  
**School House**

Best:  
**Holland Close**



## EDIBLE GARDEN

Highly Commended:  
**45 Burnley Street**  
Best:  
**Walton House**



## CONTAINER GARDEN

Highly Commended:  
**113 St George's Square**  
Best:  
**Chew Vale**



## IMPROVED GARDEN

Highly Commended:  
**Springlees Court**  
Best:  
**Throstle Court**



## SPECIAL RECOGNITION AWARDS

11 Cypress Avenue  
4 Iris Street  
Esther Edwards- School House



Two of our gardens were also awarded  
**NORTH WEST IN BLOOM 'IT'S YOUR NEIGHBOURHOOD' AWARDS:**

Throstle Court: Level 4 Thriving

Cloughgate House: Level 5 Outstanding and they were also awarded the  
**COMMUNITY HOUSING AWARD**



**Congratulations and well done to everyone who entered the garden competition!**

# COURT MANAGER AWARDS

## EXCELLENCE IN SERVICE AWARD

Court Manager **Caroline Taylor** and Assistant Court Manager **Tina Milne** from Tandle View. "This team work non stop to ensure that their tenants and visitors are fully supported and their court runs smoothly, nothing is ever too much trouble".

## HELPING AND MENTORING AWARD

**Dave Davenport**, Court Manager from Charles Morris House.

"Dave is a good advocate for Housing and Care 21 and an excellent role model who is proactive and always willing to help".

## UNsung HERO AWARD

**Tracey Ewins**, Assistant Court Manager at Trinity House.

"Tracey truly does bring the sunshine into people's lives and is the tonic people need if they are feeling low or having a bad day."

## OUTSTANDING COURT AWARD

**Dianne Hayes**, Court Manager at Old Mill House.

"The events Dianne holds are brilliant, with the help of her tenants she holds themed parties on the court and tenants really go to town in decorating the court and dressing up for the occasion!".

## ABOVE AND BEYOND AWARD

**Adele Jones**, Court Manager at Spring Lees and Dunsford Court.

A resident commented: "Adele works so hard to involve everyone in the fundraising and is often still in work after finishing time, pricing up items for the events."



**WELL DONE TO ALL  
OUR WINNERS!**

## Winter Warmth Project

**Greater Manchester Fire and Rescue Service's purpose is to protect and improve the lives of people in Greater Manchester.**



Over the past ten years they have been highly successful in driving down house fires and fire deaths through their comprehensive prevention programme. However they still want to do more, statistics say that vulnerabilities such as mental health issues, poor mobility and substance misuse are often factors causing fire deaths.

Working with Public Health England, GMFS have developed an intervention called the Winter Warmth Project. There are over 30,000 preventable deaths nationally each winter and it is this statistic they seek to change. By expanding their targeted prevention activity, they will aim to prevent people dying and being admitted to hospital for reasons linked to cold weather, through Safe and Well visits.

The target group is people over 65 who have specific vulnerabilities linked to the cold weather. A Winter Warmth Pack will be included in the visits (thermal socks, gloves, fleece blanket, hot water bottle and thermal cup).

### **A SAFE AND WELL CHECK CAN INVOLVE:**

- A light touch health check of all individuals
- Identification of risk factors while in the home
- Provision of brief advice or interventions
- Provision of appropriate risk reduction equipment
- Referral to specialist advice and support where appropriate
- Signposting to further useful information

**To arrange a visit call freephone number: 0800 555 815  
Or you can email GMFS: [contact@manchesterfire.gov.uk](mailto:contact@manchesterfire.gov.uk)**

# BE SAFE AND SECURE THIS CHRISTMAS!

The festive period is a time when people tend to get out more, to socialise with friends and family and of course, to buy gifts for their loved ones. But, unfortunately, it is also a time when criminals are on the look out for easy pickings and when accidents increase in the home.

Here are some tips to keep safe, secure and well over the festive period –

## SHOPPING

- If you drive, park in a well lit car park and ensure all windows and doors are closed and locked.
- Don't leave purchases and presents in the car, or certainly not where they can be seen.
- Make sure your handbag is closed or your wallet is in an inside pocket.
- Don't leave a bag unattended in a trolley.
- Keep your PIN confidential and shield it if using the card at a terminal.
- Try to pay by card, rather than carrying large amounts of cash.
- If you see someone suspicious hanging around cashpoints, use a different machine.
- Make sure the machine looks normal before you use it.

## AT HOME

- Leave it until the last minute to put presents out and don't leave them in view from a window.
- Don't keep large amounts of cash at home.
- Make sure windows and doors are locked and remove keys from sight.
- If you go out at night, make it look like someone is home. Draw the curtains and leave a light on – you could put a lamp or radio on a timer switch.
- Ensure your home contents insurance covers additional things in your home over Christmas.

## GOING AWAY

- Check that the doors and windows are locked, remove all keys from sight and activate the alarm, if you have one.
- Inform the Court Manager, trusted neighbours and close relatives that you are away and ask if them to keep an eye on the property and collect your post.
- Use timer switches on lamps and radios so it looks as though you are at home.
- Cancel deliveries (e.g. milk, newspapers).

## AVOID A CHRISTMAS BONFIRE!

- Christmas often means fairy lights – make sure they have the British Safety Standard sign.
- Turn them off when you're out of the house and when you go to bed.
- Don't overload plug points with too many electricals, it could be a fire risk.
- Christmas tree and presents can catch fire, keep them away from open fires, candles or heaters to avoid mishaps.

**Have a very merry but safe and secure Christmas!**



# TENANT SATISFACTION SURVEY RESULTS

In June we asked you to let us know what you think of your homes, the services that are provided and your community.

Here is a snapshot of your responses:

**21**   
 AVERAGE  
 NUMBER OF  
**DAYS**  
**TO LET**  
 PROPERTIES

**100%**  
**OPEN**  
 SPACES  
 cleared within  
**3 DAYS**  
 of dumping



  
**100%**  
**HOME**  
**VISITS**  
 carried out within  
**5 DAYS**

  
**103%**  
 OF RENT  
 COLLECTED



**98.24%**  
 OF TELEPHONE  
**CALLS**  
 ANSWERED  
 within **24 SECS**



**90%**  
**NINE**  
 out of  
**TEN**  
 SATISFACTION



**60%**   
**SIX** OUT OF **TEN**  
**VERY SATISFIED**

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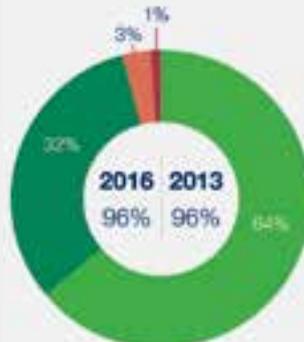
**30%**  
**THREE**  
 out of  
**TEN**  
**FAIRLY SATISFIED**



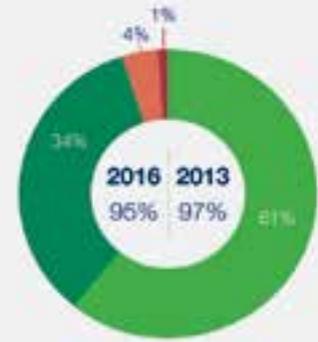
Security and safety of your home



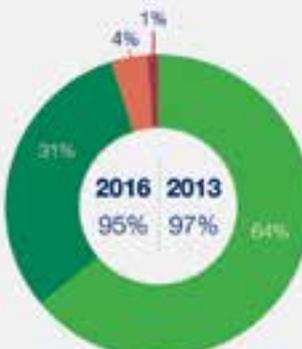
Overall quality of home



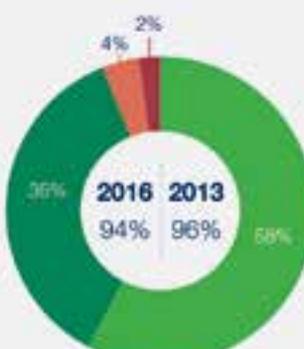
General condition of property



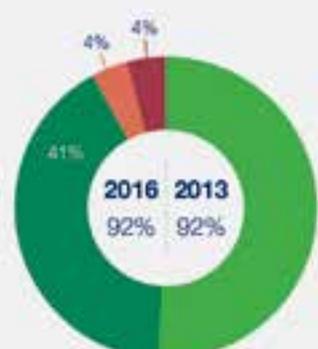
Neighbourhood as a place to live



Value for money for your rent



Communal facilities (if available)



■ Very satisfied  
 ■ Fairly satisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

# 3 WEEKLY BIN COLLECTIONS

From 3 October 2016, bins moved from being collected on a two-weekly to a three-weekly cycle.

Through the new, simplified systems, grey bins are now collected one week, blue bins the week after and brown bins the following week. Green food and garden bins are still being emptied weekly.

For example:



Your collection day will stay the same (e.g. if your bins are currently collected on a Monday this will not change).

## Think you will struggle with the changes?

If you think you might struggle to manage your rubbish and recycling, please contact Oldham Council, they will give you advice and support.

If your household is in any of the following groups you may be entitled to extra general rubbish bins so please get in contact if you:

- have more than five people in your house
- produce extra waste for medical reasons
- have two or more children in nappies
- live in a multiple occupancy building e.g a house that has been converted into flats
- already have an authorised extra general rubbish bin that you think will be too small

If you have physical difficulty putting your bins out, please contact Oldham Council as you may be eligible for an assisted collection. If you currently have an assisted collection, this will not change.

## Assisted Bin Collections

If you struggle physically to put your bins out due to illness, disability or for any other reason, you may be eligible for an assisted collection.

You must be physically unable to put your bins out and have nobody over the age of 18 living with you that could put your bins out for you.

To apply for assisted collections please call the Council on 0161 770 6644 and they will post application form out to you.

For more information visit [www.oldham.gov.uk/waste](http://www.oldham.gov.uk/waste)

FOR MORE INFORMATION ON THE CHANGES, PLEASE CONTACT OLDHAM COUNCIL ON 0161 770 6644 OR VISIT [WWW.OLDHAM.GOV.UK/WASTE](http://WWW.OLDHAM.GOV.UK/WASTE)



Oldham  
Council

### Blue bin

Paper and card



### Green bin and food caddy

Food and garden waste



### Brown bin

Glass, plastic and tins



### Grey bin

Only for rubbish that can't be recycled



# CHRISTMAS WORD SEARCH CHALLENGE

Here's a bit of festive fun for you to try over a cup of tea and a mince pie - or maybe something a little stronger! Here's a list of words all associated with Christmas, all you have to do is find them in the grid of letters. Enjoy!

Z T B E T H L E H E M B R L L P M  
G B E L L S K O U Z Z I E O Q R A  
U I B H I D O F I U R I G R I A R  
C I F C A R O L S S R C N N N T Y  
R M K T E E R T W B E O A A H S E  
E J Y F S H G I A X T L M M Y J J  
D O N R X P S G A Z Y I D E L I N  
S V T J R E S N E C N I K N A R F  
W I F E M H P E S O J V I T A S B  
R F N E L S Z L B U M D G S T C B  
E Q N G U T E T L G J J L A F W D  
A D N S I G S P Z R W D B O J B R  
T X E Q N N Z I K L O L L D G S V  
H J S A G A G D M T E O J M D P F

ANGEL  
BELLS  
BETHLEHEM  
CANDLES  
CAROLS  
FRANKINCENSE  
GABRIEL  
GIFTS

GOLD  
JESUS  
JOSEPH  
MANGER  
MARY  
MISTLETOE  
MYRRH  
ORNAMENTS

SHEPHERDS  
SINGING  
STABLE  
STAR  
WISE MEN  
TREE  
WREATH

HAVE A VERY MERRY CHRISTMAS AND A HAPPY  
NEW YEAR FROM ALL AT HOUSING AND CARE 21

Our contact details:

Housing and Care 21

Units 403/404

Chambers Business Centre

Chapel Road

Oldham

OL8 4QQ

Email: [OldhamEnquiries@housingandcare21.co.uk](mailto:OldhamEnquiries@housingandcare21.co.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

You can access lots of our services  
online at: [www.oldham.gov.uk](http://www.oldham.gov.uk)

### Council Tax

0161 770 6622

[council.tax@oldham.gov.uk](mailto:council.tax@oldham.gov.uk)

### Environmental Health

0161 770 2244

[environmentalhealth@oldham.gov.uk](mailto:environmentalhealth@oldham.gov.uk)

### Housing Benefits and Council Tax Reduction Scheme

0161 770 6633

[benefits@oldham.gov.uk](mailto: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](mailto:waste@oldham.gov.uk)

### Age UK Oldham

0161 633 0213

### Ring & Ride

0161 652 0248

### Citizens Advice Bureau

0844 847 2638

### Silverline

(confidential friendship support)

0800 470 8090

### NHS Advice

111

### Police non-emergency

101

### Oldham Community Leisure

0161 207 7000

### Action Together

(formerly Voluntary Action Oldham)

0161 339 2345

### Oldham Library

Greaves St

0161 770 8000

### Making Space

Tandle View, Royton

07966 887 152

### Oldham Community Transport

0161 633 0097 (mobility scooters and  
wheelchairs 0161 633 0040)