

Wellbeing 21

News, information and advice for Oldham residents

Happy New Year from all at Housing 21!



WHAT'S INSIDE?

- News From Around the Schemes
- The National Year of Reading
- Operation Christmas Feedback
- You Said, We're Listening

Around the Schemes



Every year since lockdown, the local community around **Old Mill House** have very generously donated gifts to residents. Each resident receives a gift box containing a card with a little note, alongside various small gifts such as cosy socks, a notebook, toiletries, puzzle books etc. Residents look forward to this every year and are grateful for the kindness and generosity of the local community demonstrated by their surrounding neighbours!

Trinity House residents enjoyed a delicious Christmas dinner provided by the scheme restaurant, Heather's Kitchen. Friends of **Trinity House** attended the meal from Henshaw Street, and they even had a surprise visit from the Grinch followed by some live entertainment!



Residents of **Trinity House** were also grateful to receive a Christmas gift from Home Instead over the festive season!



Also at **Trinity House**, residents have been getting into their crafts:

- Edna has been running a card-making class on Monday afternoons to share her passion and skills. The inspiration for this class came about after Edna completed her Outcome Star and since beginning, Edna has found it is a great way to socialise with friends whilst also maintaining a hobby.



- Sharon has spent hours crocheting beautiful blankets for the dog's home! Sharon would like to thank Anita from **School House Flats** for the generous donation of wool.



Aster House residents made up 14 hampers and raised a very impressive £425 for their Christmas party!



Residents of **Springlees and Dunsford Court** received a visit from the St Anne's Lydgate carol singers over Christmas.



Walton House residents celebrated the festive season with a Christmas social and a New Years Eve in the communal lounge – A fun evening was had by all!



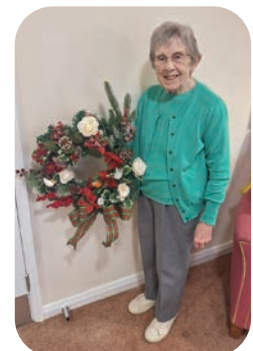
Also at **Springlees and Dunsford Court**, resident, Emmanuel, volunteers weekly at the Christ The Vine Sanctuary Church in Manchester. The church focuses on helping people from all walks of life who are in need. In support of Emmanuel's ongoing efforts, residents organised a raffle and raised £150 which was donated to the church's foodbank.

Pastor Kemi from Christ The Vine comments "We are so very grateful and thank you all very much. Please know that your gift has gone towards paying for the food items that we buy each week to feed over a hundred families that are struggling to cope with the issues of life on a daily basis because they are unemployed, elderly or disabled."

Well done to Emmanuel and all who were involved!



The residents of **Hopwood Court** were very busy over the Christmas period with a wreath-making workshop, a meet and greet with Santa, and a trip to Middleton Arena to watch Aladdin in pantomime!



Old Mill House hosted "The Grand National" in January with residents all encouraged to get into the competitive spirit! A great time full of laughter and enjoyment was had by everyone involved!



Operation Christmas Feedback

A heartfelt thank you from Oldham Council...

“The CEO, the Exec Director of Childrens’ Services, and the whole Executive Team are both proud and amazed at the incredible generosity and support from across Council Services to allow 1,000 children and young people to wake up to gifts this Christmas !!

Since October, a team of dedicated staff volunteers have been working tirelessly to match donations with young people – and this year, the response has been phenomenal. The image below is just a small selection of the toys, games and selection boxes to clothing, blankets, and essentials – your donations truly showcase Oldham’s community spirit.

A huge THANK YOU to our staff, volunteers, elected members, residents, and local businesses – including Oldham Athletic, Rhodes & Sons Construction Ltd, Medlock FRB, NHS, Miocare, Reed Specialist Recruitment Ltd, Wates, Housing 21, Great Places, Lumina Therapeutic, Caremark Oldham, Pathway to Opportunities, Alexandra Nursing Home, and Rowan Ashworth Ltd – for making this possible.

Together, we’ve made Christmas brighter for so many children and young people, including Care Leavers.”



JOIN US FOR

LUNCHEON CLUB

1st Tuesday of the Month

2 COURSE MEAL
TEA/COFFEE

£6

1pm VICTORIA GARDENS COMMUNITY HALL

**PLEASE BOOK WITH JANET
07889 366 244**

**FULL PAYMENT DUE ON BOOKING
NO REFUNDS AVAILABLE IF YOU DO NOT TURN UP**



Thank you to Councillor Howard Sykes for arranging 12 months of meal subsidies and for the funding to purchase crockery and cutlery. The Luncheon Club would not have been possible without this generous contribution.



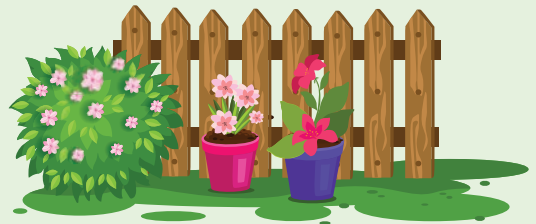
PROVIDED BY



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 contractors, Alben Landscapes and James Bruen, 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.



Gritting in Winter Months

Please note, once the temperature drops to 0°C Tivoli will be carrying out gritting across all Housing 21 sites in Oldham.

Due to health and safety reasons, gritting will be carried out between the hours of 6pm and 6am. This will help to ensure that surfaces are gritted before the peak morning traffic.



Have you got Home Contents Insurance?



Many residents believe that Housing 21 automatically insure their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes. However, this is not the case. Residents are responsible for contents insurance in their own homes. The insurance taken out by Housing 21 only covers the building itself such as windows, doors and the roof. A good way to think about it is that if you turned the building upside down, anything that fell out is not covered by Housing 21's insurance policy.

Your Boiler During the Winter Months

We have received several calls from residents who have no heating or hot water.

When our contractor, Dynamic FM has attended they have identified that the boiler fuse has been switched off.

We ask that residents **DO NOT switch the fuse spur off** as this will have a detrimental effect on your boiler, potentially causing the water in the boiler to freeze. When the frozen water thaws, the damage from flooding can be severe, often requiring residents to replace their carpets and furnishing and redecorate their property.

If you have any concerns regarding your property, please call the repairs line or speak to your Local Housing Manager.

If you are struggling to keep up with your heating bills, please get in touch on **0345 6044 447** or speak to your Local Housing Manager about our Helping Hands scheme. We have been able to help residents to keep warm this winter by supporting them with their fuel and food bills.



Update – Leaving your Property for Holiday

Following on from several instances of burst pipes in the past, anybody who is going away for a period longer than 2 weeks is required to inform their Local Housing Manager. The Property Services Team will then arrange an appointment to drain your boiler and will then recommission it once you return. This will prevent a potential leak by removing the water which would likely freeze in extreme cold weather.

Thank you for your cooperation on this issue.



2026 – The National Year of Reading



Information taken from www.oldham.gov.uk

The National Literacy Trust are leading an initiative this year to inspire more people to make reading apart of their daily lives.

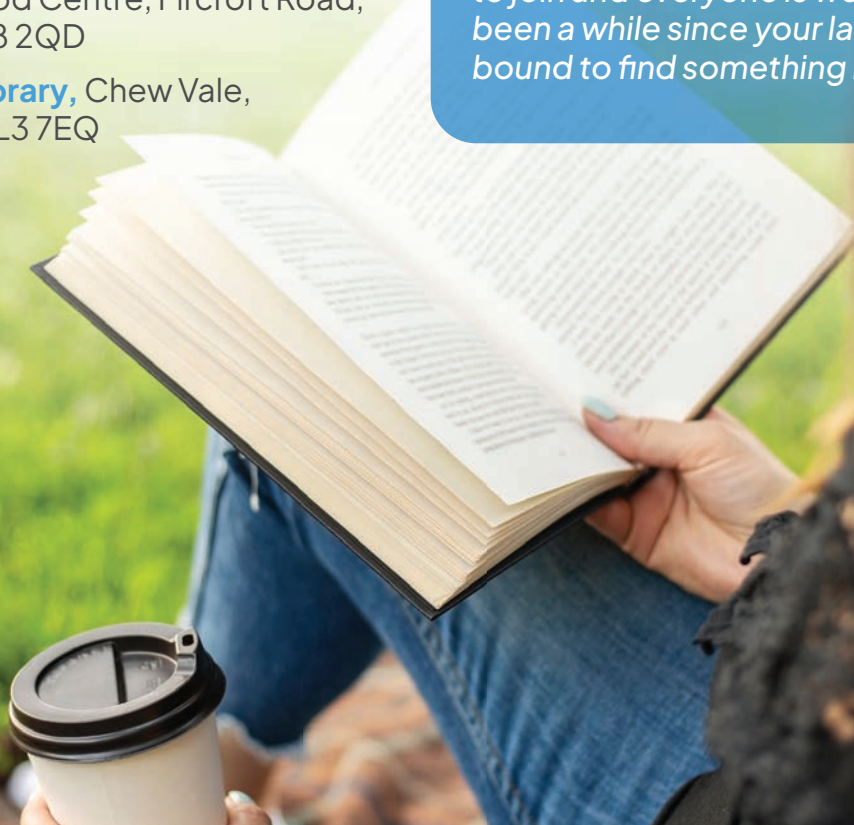
Cllr Peter Dean, Cabinet Member for Culture and Leisure, is encouraging residents in Oldham to make 2026 the year they rediscover their library.

Oldham has 12 libraries across the borough:

- **Chadderton Library and Wellbeing Centre**, Burnley Street, Chadderton, OL9 0JW
- **Crompton Library**, Farrow Street East, Shaw, Oldham, OL2 8QY
- **Delph Library**, Millgate, Delph, Oldham, OL3 5JG
- **Failsworth Library**, Oldham Road, Failsworth, M35 0FJ - (in the Town Hall building)
- **Fitton Hill Library**, Fitton Hill Neighbourhood Centre, Fircroft Road, Fitton Hill, OL8 2QD
- **Greenfield Library**, Chew Vale, Greenfield, OL3 7EQ

- **Lees Library Community Hub**, Thomas Street, Lees, OL4 5DA
- **Limehurst Library**, St. Chads Centre, Lime Green Parade, Limehurst, OL8 3HH
- **Northmoor Library**, Chadderton Way, Oldham, OL9 6DH
- **Oldham Library and Lifelong Learning Centre**, Cultural Quarter, Greaves Street, Oldham, OL1 1AL
- **Royton Library**, Rochdale Road, Royton, OL2 6QG
- **Uppermill Library**, St. Chad's, High Street, Uppermill, OL3 6AP

Councillor Peter Dean said *“There’s something really special about getting lost in a good book, and with 2026 being the National Year of Reading, it’s the perfect time to fall back in love with reading. Our libraries across Oldham are friendly, welcoming places in the heart of our communities. They’re completely free to join and everyone is welcome. So if it’s been a while since your last visit you’re bound to find something new to enjoy.”*



Suggestions, Comments & Complaints Housing

(October - December 2025)

Over the last quarter we received zero formal complaints.

In the same period, we received ten compliments. Seven of the compliments were relating to contractors and three were for members of staff.

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

We 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.

All contact details can be accessed on the back page of this newsletter.

How will we handle your complaint?

We try to deal with complaints, grievances and other matters as quickly as possible, but this often depends on how complicated the problem is. We will acknowledge receipt of your complaint within 2 working days of us receiving your correspondence or phone call.

A more detailed response will be sent to you within 7 working days from receipt of your complaint explaining what action is being taken or will be taken. If more time is required to fully investigate your complaint, we will tell you when you can expect to receive a full response.

What if you are not satisfied?

If your complaint is not resolved to your satisfaction, you can ask for it to go to the next stage. This means it will be referred to the Head of Service in Oldham who will consider the matter and respond to you within 14 working days from the date that they received it.

What if you are still not satisfied?

If the Head of Service is unable to resolve your complaint to your satisfaction, you have the right to request that your complaint is investigated by the Housing Ombudsman (details on the back page).



You Said, We're Listening

You Said	We're Listening
Trinity House residents had asked for an alternative exercise class at their scheme.	Trinity House worked with the staff and residents at Violet Hill Court to organise for Trinity House residents to take part and learn tai chi at Violet Hill Court. This will enable Trinity House to start similar classes at their own scheme.
Tandle View Court residents asked for darts to be brought back in the communal lounge.	Darts is now a part of the regular weekly schedule, taking place on a Tuesday afternoon.
Residents at Springlees and Dunsford Court asked for the furniture in the communal lounge to be cleaned and the moss to be cleared off the footpath in the courtyard.	Adele, Local Housing Manager, contacted the repairs team who raised jobs for the furniture and courtyard to be cleaned. Both jobs have now been completed.
Residents of Lynmouth Avenue and surrounding areas raised concerns around parking.	Angie, Local Housing Manager, contacted the local councillor to organise a meeting where this could be discussed. The issue is still ongoing, but progress is being made.

Oldham Local Plan

Information taken from Oldham Council website

Oldham Council is inviting residents, businesses and partners to have their say on the publication version of the Oldham Local Plan which will be used to guide how Oldham grows and develops up to 2039. It sets out where new homes, jobs and services should go, and how the places that matter most should be protected.

The Plan will:

- Be used to help decide planning applications.
- Protect important environmental and historic sites.
- Support town centres and key employment areas.
- Help plan the infrastructure we need, including transport, schools and utilities.

The plan is open to comments from **Wednesday 4th February to Friday 20th March**, after this point it will be submitted to the Secretary of State for Housing, Communities, and Local Government. It will then be examined by an independent Planning Inspector, who will assess whether it meets all legal and policy requirements.

More information about the Oldham Local Plan: Publication Plan, and how to comment, is available on the council's website at https://www.oldham.gov.uk/info/201233/local_plan_review.

Copies are also available in local libraries and the Oldham Council Customer Service Centre in Spindles Shopping Centre.





Free Dementia Music Café

Come and join the fun!

Every **Friday**
1.30pm - 3pm
During term times

📍 Tandle View Court/Housing,
Oldham OL2 5QT

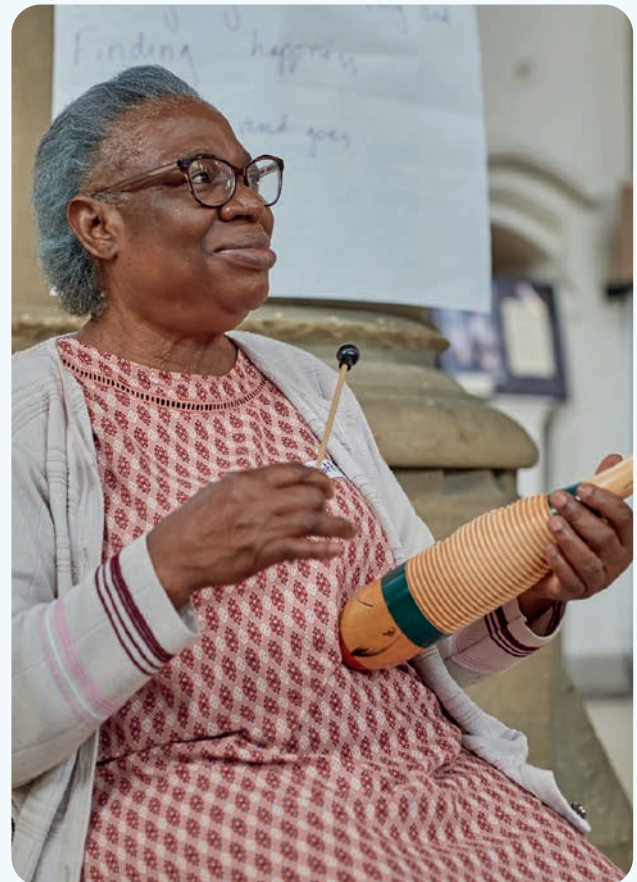
Full schedule on
Musicinmind.org

People with dementia and their carers welcome - no musical experience needed

“A little piece of heaven in our week”

“We enjoy seeing mum enjoying herself... we never stop smiling”

“The sessions are full of playfulness, laughter, tears.. they are so inclusive and so much fun!”



- Free to attend
- Make new **friends**
- Improve **wellbeing** and mood
- Help **people with dementia** to communicate and express themselves

To attend and for more information on parking and accessibility, contact:
gemmacooper@togsmind.org or 0370 192 4248

JOIN US AT OUR WEEKLY



OLGBT

OUT AND ABOUT GROUP

If you are aged 50+ and part of Oldham's LGBTQ+ community, we'd love to welcome you to our safe and friendly meet-up which aims to

- help reduce social isolation
- improve wellbeing
- support each other
- encourage independence

FRIDAYS, 12.30PM - 3.30PM

£5 per session including light lunch

Chadderton Over 60s Centre

298A Broadway, Chadderton,

Oldham OL9 9QU

Contact us on

07827 498098



REMINDER: Before having any work carried out in your home, you are required to get permission from Housing 21. Please do this by contacting your Local Housing Manager and completing and returning a "permission request form".

**Oldham
age UK**
Let's change
how we age

★ **HANDYVAN** ★
★ **SERVICE** ★

Our services include:

- Low level DIY - Joinery - Plumbing - Gardening -
- Inside mobility aids and rails - Outside rails -
- Gardening - Gas Engineer - and more -

CALL FOR A FREE QUOTE ON 0161 622 9277

✉ sue.hay@ageukoldham.org.uk

**MEN IN
SHEDS**

**Join us weekly for a friendly space to chat,
laugh and enjoy a brew - while learning
new skills and meeting great people!**

13 Albert Street West, Failsworth M35 0JN

Contact us at meninsheds@ageukoldham.org.uk
or on 0161 682 4747

Visit www.ageukoldham.org.uk to find out about Age UK Oldham's services



PRACTICAL HELPER SERVICE

About Circle

We are a membership-based service open to anyone over the age of 50, supporting individuals and communities to lead the lives they want to lead.

We support our Members across social activity, life's practical tasks, tailored learning, befriending and appropriate health and wellbeing services.

There is a monthly calendar with a whole range of social events from local mini rambles to theatre trips and local coffee mornings and Lunch Clubs.

Practical Helpers

They are friendly and local people, each has a skill to share and they are keen to meet new people and help out with a range of jobs such as:

- Sprucing up the garden and window boxes
- Small DIY jobs - changing lightbulbs, fixing hinges etc
- Helping out with IT issues such as accessing the internet and getting the best from your smart phone

The service is charged at:

Members - £25 per hour

Non Members - £30 per hour

All our Practical Helpers are DBS and reference checked and provide a friendly reliable service at a fraction of traditional trade charges.

We do not undertake work that a qualified Tradesperson should carry out.

Please get in touch to register or for further information

Email: hello@hmrcircle.org.uk

Call: 0800 032 0868 / 01706 751165

Website: hmrcircle.org.uk



COMPETITION TIME!

SPRING WORDSEARCH

ENTER OUR SPRING COMPETITION FOR A CHANCE TO WIN A £25 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 1st May 2026***



NAME:

ADDRESS:

TELEPHONE:

R I E F N S P R O U T I N G O	BLOSSOM
S F A S G B E M E L O S L N T	LIFE
E S B E N G B L G L G M S W N	PLANTING
S N G Y I B R Y N N U B F L R	BLOOM
N E G I R B E N P O O R A R T	FRESH
H S N C P R E G O S M R E N B	CHICK
S E I H S L Z L H O O O S G E	BUDS
B L T I P T E T A N O B B P E	BREEZE
U U N C B R W H E M L O C O S	SPRING
D I A K M O S S O L B Y E F B	JOY
S O L E R E J A M E E J N I B	REGROWTH
L A P G R N L E S E M O E B E	BUNNY
B S E F I L A T E P B Y D R I	LAMB
H R B U I R E S T B L P P I P	PETAL
S K S E I S I A D M N M Z U I	SPROUTING
	DAISIES

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

WELL DONE TO BRENDA FROM VIOLET HILL COURT
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

0161770 3000

www.oldham.gov.uk

Housing Ombudsman Service

PO Box 1484, Unit D,
Preston, PR2 0ET

0300 111 3000

There is an online complaint form via their website

www.housing-ombudsman.org.uk/contact-us/

Council Tax

0161770 6622

council.tax@oldham.gov.uk

Environmental Health

0161770 2244

environmentalhealth@oldham.gov.uk

Housing Benefits and Council Tax

Reduction Scheme

0161770 6633

benefits@oldham.gov.uk

Payment line

0161770 6611

24 hour automated payment service

Registrars

0161770 8960

Waste and recycling

0161770 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

Greater Manchester Fire & Rescue Service

Book a free Home Fire Safety Assessment

0800 555 815

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

MioCare Group

0161 770 8777

info@miocare.co.uk

www.miocare.co.uk