

Wellbeing 21

News, information and advice for Oldham residents

Throstle Court Icons Calendar – Residents raise vital funds in support of Andy's Man Club!



Merry Christmas and a Happy and Healthy 2026

WHAT'S INSIDE?

- News From Around the Schemes
- Resident Conference 2025
- Oldham Community Fund
- What's Going on Around Oldham
- Winter Crossword Competition

Around the Schemes

Residents at **Aster House** raised a very impressive £305 at their Macmillan Coffee Morning in September!



Residents of **Walton House** and **Recreation Road** enjoyed a sunny trip to Llandudno!



At the end of September, **Violet Hill Court** residents embarked on a trip to the Elgin Hotel in Blackpool! A total of 52 residents enjoyed a 3-course meal paired with entertainment!

Also at **Violet Hill Court**, a fundraiser was held in aid of Dr Kershaw's Hospice. Residents shared a delicious afternoon tea and enjoyed a performance from a ukelele band, whilst raising a very generous £140!



Residents at **St Herbert's Court** volunteered their time to raise some funds in the local Asda!



Trinity House residents raised a staggering £1388.80 at their Macmillan Coffee Morning combined with a sponsored silence held by two of the residents. The event was organised and supported by staff in the restaurant and MioCare staff who all helped make the weekend extra fun!



Residents at **Walton House**, coordinated by resident Ann Thorley raised a mighty £1665.00 at their annual Macmillan Coffee Morning.

Tandle View Court has chosen Maggie's Cancer Centre to support this year after the wonderful help and support they have provided to residents. With the help of Kelly, who runs the Monday Sunshine Group, residents and staff at the scheme raised £400. Kelly's group hosts various activities and parties each month which are open to both residents and the wider community.





Residents at **Violet Hill Court** had a spooky afternoon with children arriving in fancy dress and pumpkin carving in the lounge. Even the social committee dressed for the occasion!



At Halloween, residents at **School House Flats** got into costume and partied the day away! One resident, Tom, even dressed as the Lady in White and handed out black roses to other “startled” residents!

Residents at **St Herbert’s Court** also got into the spooky spirit at their Halloween party!



In **Chadderton and Shaw**, we hosted two ‘Big Clear Outs’ where bungalow residents could get rid of rubbish in preparation for their new kitchens. This was a great opportunity for residents to have a ‘sort out’ and we were even able to recycle a few items to local charity shops!



Tandle View Court residents enjoying their Music in Mind sessions!



Throstle Court Icons Calendar

Residents and staff at Throstle Court came together to produce a 'star-studded' calendar in support of the incredible charity, Andy's Man Club. Residents dressed up as famous icons and struck a pose for the camera. Some of the famous faces include Madonna, Freddie Mercury, The Spice Girls, and Dolly Parton!

Calendars are priced at £10 each and all of the money from each sale is being donated to Andy's Man Club, with £1490 being raised so far!

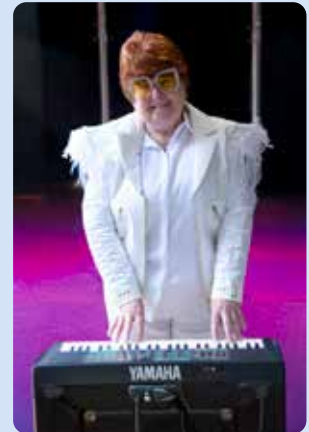
The charity has a simple but powerful mission:

"Our mission, put simply, is to prevent other families from going through the heartache and grief caused by suicide, by encouraging men to speak openly about their issues."

They aim to achieve this through talking groups where men are encouraged to share stories and experiences to boost awareness.

Suzanne, Local Housing Manager, and Sheila Cooper, resident of Throstle Court, even had a slot live on air to promote the calendar with Mike Sweeney on BBC Radio Manchester! The calendar was officially released at a launch party in the communal lounge where residents came together to see the fruits of their labour and celebrate their remarkable achievement!

Well done to the residents of Throstle Court who enthusiastically supported this worthy cause, and to Suzanne, without whom none of this would have been possible! Thank you also to Shoots Photography, for giving up their time to capture the pictures, and Print Plus, who designed and printed the final product.



Resident Conference 2025



Our Oldham Resident Conference took place at the end of November. It was attended by our Community Voices and residents who entered this year's annual Garden Competition. Certificates were presented to each of the winners and runners up as well as to those who were recognised by the RHS Northwest 'It's Your Neighbourhood' competition. Housing 21 also won the housing association award, 'Best in Northwest for 2025', judges nominated the organisation for our consistent entries and high standards. Well done to all!

The event was a time to celebrate resident's achievements throughout the year and an opportunity to thank them for their contributions and support. Presentations were delivered from Housing 21 staff and

Oldham Councillor, Elaine Taylor. Residents took part in two breakout sessions; a festive singing session with Holly Phelps and a session led by Oldham Council's Adult Social Care team.

The Conference was also a perfect opportunity to invite along the contractors who supported the Oldham Community Fund this year. Thank you to Dasco Construction, Cooney Insulations, The Esker Group, Alan Wood, David Rowell Ltd, Front Line, JPR Asbestos Removal, Dynamic FM, Seddon Construction, and APM for the contributions made to the Community Fund.

Thank you again to APM who very kindly bought the raffle prizes and to all who attended and got involved on the day!



Congratulations to Repairs Contractor, Dynamic!

In October, our repairs contractor, Dynamic, very impressively won the “Excellence in Competence and Compliance” Award at the 2025 BESA Industry Awards!

The award recognises businesses that demonstrate exceptional standards in technical competence, health and safety, environmental compliance, and workforce development – Congratulations to all at Dynamic for this remarkable achievement!

This award reflects the consistent high performance that Dynamic deliver, in particular with Housing 21, including:

- 100% statutory compliance across all gas installations
- Attendance and first-time fix rates above 95%
- Recognition from Housing 21 as Outstanding Contractor of the Year
- Support for Housing 21’s #1 national ranking for responsive repairs in the National Resident Survey



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, to ensure that surfaces are gritted before the peak morning traffic.



It is important to make sure water is fresh and free from harmful bacteria, such as legionella. Most household water systems contain some bacteria and other organisms which do not cause any problems. However, if the bacteria have the right conditions to multiply, they can become potentially harmful and can cause people to become ill.

To lower the risk of any build-up of potentially harmful bacteria, please:

- Do not interfere with the settings on your boiler or hot water system. The thermostat should be set at 60°C.
- If the temperature of your hot water changes, either the hot cools down or the cold temperature goes up, please notify your Local Housing Manager.
- Ensure any taps or showers within a property that are not used regularly, i.e. for one week or more, are flushed* for a minimum of five minutes every seven days.
- Ensure taps and shower heads are clean and free of limescale by regularly descaling and cleaning the shower head and hose every three months (Please see guidance below). If you are in an Extra Care property, shower head cleaning will take place every three months.
- Inform your Local Housing Manager if your hot water is not working properly, particularly if there is no hot water.

If you are away from your home for more than seven days, on your return:

- Run every tap for at least five minutes.
- Slowly flush cold taps until the water is really cold.
- If you have a shower, remove the shower head before flushing and lower the hose to the base of the shower.

When flushing taps or other outlets, open them slowly so you don't splash water or release water droplets into the air. Legionnaires' disease is a potentially fatal

form of pneumonia which people can catch by inhaling small droplets of contaminated water containing the bacteria.

What is Housing 21 doing to manage water safety?

As a landlord, we carry out water hygiene risk assessments and monitoring regimes, actioning any identified remedial works, across all its properties, as required.

Cleaning a detachable shower head

Cleaning a shower head is essential for maintaining both hygiene and functionality. Regular cleaning ensures that the shower head delivers a consistent and strong water stream and additionally, it helps prevent the spread of germs and keeps the bathroom environment healthier.

1. Start by unscrewing the shower head from the shower hose.
2. Next, mix 200ml distilled white vinegar with 200ml water and pour this into a small bowl or bucket.
3. Pop the shower head inside, seal the bag and leave the vinegar solution to work its magic on the build-up of limescale and soap scum overnight while you sleep.
4. In the morning, remove the shower head and give it a scrub in warm, soapy water.
5. Reattach it to the hose and enjoy the best shower you'll have had in ages.

It is recommended to do this once a month to keep your shower working as it should.



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.



Funding up to £250 available through our Oldham Community Fund

Housing 21



COMMUNITY FUND OLDHAM

**Would your scheme or Housing 21 community benefit from
funding towards an item or activity?**

Your Community Voices will vote on the best applications at
the next Community Voice meeting in February
Applications are available from your Local Housing Manager
Applications close on Monday 26th January.

Thank you to our Oldham PFI contractors who are supporting this fund

*Only open to Housing 21 residents to apply and the funding must benefit
Housing 21 residents

Suggestions, Comments & Complaints Housing (21)

(July – September 2025)

Over the last quarter, we received zero formal complaints.

In the same period, we received eight compliments. All of the compliments were relating to repairs contractors.

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 are on the back page.

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)



Support for your mental health



Looking after yourself

There are little things you can do to look after your mental health. Just a few simple changes can help improve your mood and cope with life's challenges.

With the Every Mind Matters online platform, you can get free expert advice and practical tips to help you look after your mental health and wellbeing.

Talking therapy

If you feel stressed, anxious or depressed, you might struggle with work, life or relationships. NHS Talking Therapies can help. Search nhs.uk/talk

Your GP can refer you to your local NHS Talking Therapies service - or you can refer yourself online.

Crisis

If you are experiencing significant emotional or mental distress, call NHS 111 and select the mental health option.

The service offers 24/7 advice and support if you are:

- Experiencing worry, anxiety or fear that you can't control
- Hearing voices and seeing things that others can't
- Considering harming yourself
- Find yourself withdrawing from your friends or family.

If someone's life is at risk, call 999 or go to A&E.



We can see an Abdominal Aortic Aneurysm via a simple, pain-free ultrasound scan of your stomach giving you your results and peace of mind.

If you're a man aged 65+ don't ignore your invite for your FREE 10 minute...



What's Going on Around Oldham

Hansel & Gretel | Thursday 4th December – Wednesday 24th December | Oldham Library Performance Space, Greaves Street, Oldham, OL1 1AL

Produced by Oldham Theatre Workshop's professional company in association with Oldham Coliseum theatre and Live@thelibrary.

After the huge success of last year's 'Tales of the Toymender', Oldham Theatre Workshop's professional company is working in association with Oldham Coliseum and Live@thelibrary to present one of the world's best loved fairytales.

Join Hansel & Gretel this Christmas at the Library Theatre Space for some inventive storytelling, song and laughter.

TICKETS £8 | AGE GUIDE: 4+

Book your tickets at oldhamtheatreworkshop.co.uk/js_events/hanselandgretel/

A Christmas Fair – Wednesday 17th November – Friday 2nd January | Chadderton Town Hall, Garforth St, Chadderton, Oldham OL9 6PY

The lights might be dimmed at the Oldham Coliseum for now, but Christmas isn't cancelled – it's bursting out of the theatre walls and spilling right into the heart of the town. This December, Oldham Coliseum are teaming up with the legendary Jim Cartwright and Not Too Tame's Jimmy Fairhurst to unwrap a brand-new festive cracker: A Christmas Fair.

Think big laughs, big characters and stalls full of mischief and magic. Cartwright's trademark comedy-with-a-kick collides with Not Too Tame's no-barriers raucous spirit, creating a Christmas night out that's equal parts belly-laughs and heart-wrenching heart-tugs. It's brash, bold, and properly northern – where the mulled wine warms your hands, the candyfloss sticks to your Chrimbo jumper, and the stories sneak up on you with all the pathos of a snowball to the chest.



This isn't sit-back-and-watch theatre. This is shoulder-to-shoulder, up-close-and-personal storytelling – the kind that makes you feel like you're part of the action. Because at A Christmas Fair, everyone's invited: the punters, the dreamers, the grafters and the chancers. And maybe, just maybe, the magic of Christmas will shine a little brighter for all of us.

So wrap up warm, grab your mates, and come find us under the twinkling lights. The fair's in town. And it's got your name all over it.

TICKETS FROM £15 | AGE GUIDE: 12+

Book your tickets on our website coliseum.org.uk/whats-on/ or through this link <https://bit.ly/4oyuybo>

Monday	Tuesday	Wednesday	Thursday	Friday
TOG MIND TOG Mind Mental health support for individuals aged 18+ dealing with anxiety and isolation. – ROYTON TOWN HALL, 9:30am-5pm (by appointment only)	Citizens Advice Help with financial issues, legal matters, work issues, housing and more. – ROYTON TOWN HALL, 9:30am-12pm	Citizens Advice Help with financial issues, legal matters, work issues, housing and more. – CROMPTON LIBRARY, Shaw, 9:30am-12pm	ABL Health Stop Smoking Advice, Free service to help quit smoking – ROYTON TOWN HALL, 1pm-3pm	Crompton Craft Group Chatting and crafting, what better way to spend a Friday afternoon – CROMPTON LIBRARY, 1pm-3pm
Older together Friendship Club Age UK A welcoming space where older people can chat, share experiences and participate in fun, engaging activities. – DOWNEY HOUSE, Royton, 11am-2pm	Welcome Centre St Aidan and Oswald's R.C. Church Public in need can access hot meals, food parcels, personal care items, and clothing. – ST AIDAN & OSWALD RC CHURCH, Royton, 10:30am-12pm	Digital Confidence Beginner-friendly platform to build digital skills at your own pace, with support available when needed – ROYTON LIBRARY, 10:30am-11:30am	Readers Group Friendly monthly book club to explore new genres, discuss a shared read, and connect with fellow book lovers. – ROYTON LIBRARY, 1 st Thursday of every month 1pm-3pm	Music Café Specially designed to support people living with dementia and their carers – TANGLE VIEW COURT, Royton, 1:30pm-3pm
Andy's Man Club This is a men's mental health charity offering free weekly support groups for men over 18. It provides a safe space to talk. – OLDHAM EVENT CENTRE, Royton, 7pm onwards		Readers Group Friendly monthly book club to explore new genres, discuss a shared read, and connect with fellow book lovers. – CROMPTON LIBRARY, Shaw, Every 3 rd Wednesday of the Month 2pm-3pm	Springboard welcomes residents & Carers with dementia and their carers for friendly support, fun activities, and refreshments. £1-£3 entry. – DOWNEY HOUSE, Royton, 1pm-3pm	Chat and Choose These sessions are a great opportunity to meet people, relax and pick up a good book – CROMPTON LIBRARY, 11am-12pm

Rising Cost of Living – We Can Help

Are you worried about the rising cost of energy bills, food, and transport? You are not alone, the cost of living is rising and is affecting many of us.

We know it's a difficult time for many so please be aware support is available for you.

We can help with issues like debt, finding a job, heating your home, feeding your family and more.

You can ring us on the Oldham Helpline: 0161 770 7007

**Open Monday to Friday
9am to 5pm**



Free monthly activity groups for people in Oldham



2nd Monday every month
12-2pm, light lunch incl.

Oldham South Asian women's
social group – Honeywell
centre, 70+

3rd Thursday every month
2-4pm, refreshments incl.

Shaw St Andrews church
social group, 75+

4th Thursday every month
2-4pm, refreshments incl.

Heyside Duke of York
pub social group, 75+

3rd Wednesday every month
2-4pm, refreshments incl.

Failsworth Earls Lodge
chair yoga group, 75+

Please register in advance: 0800 716 543 or reengage.org.uk/refer

Reducing loneliness in later life



Re-engage is a registered charity in England and Wales (1146149) and in Scotland (SCO39377)
visit www.reengage.org.uk for more information

COMPETITION TIME!

WINTER WORDSEARCH

ENTER OUR WINTER COMPETITION FOR A CHANCE
TO WIN A £25 ONE FOR ALL 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 6th February 2026***



NAME:

ADDRESS:

TELEPHONE:

X F M T F I R E P L A C E C O	COLD
V I D N P S S O G A Y T H J T	BOOTS
L R V L Y N D D A E R N A J X	SCARF
Z E I G O L E Y M S A N Y A G	FIREPLACE
W P M W O C R I T G U U R P S	SLEDDING
J L M C E A T O G A R H D C S	WINTERTIME
G A W M U R O O R M B V A H N	SNOWMAN
N C B R E B B Y N T E R G T O	SNOWSUIT
E E B T C O C O A T F E N A W	TOBOGGAN
R E N F T M A A Y B A E I O S	COAT
F I C N A G G O B O T H D C U	HAT
W S L E D D I N G O O F D C I	DECEMBER
Y E S N O W S U I T O N E D T	JANUARY
D E C E M B E R N P Q T L D X	FEBRUARY
S C A R F W R Q P B W Z S A Q	

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

**WELL DONE TO MARGARET FROM BRIAR GROVE
WHO WON THE PREVIOUS COMPETITION!**



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

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