

# Wellbeing 21

News, information and advice for Oldham residents

Aster House residents are happy with their new communal kitchen



## WHAT'S INSIDE?

- News From Around the Schemes
- Reporting Hate Crime
- Housing 21 Garden Competition
- You Said, We're Listening

## Around the Schemes



**Throstle Court** resident, Audrey, has been knitting squares and sending them to a family member in Thailand. The squares have been knitted together to create blankets for orphaned elephants, well done Audrey!

**Trinity House** residents had a wonderful time celebrating Valentines Day, with the help of Miocare staff. They were treated to an Elvis tribute act and a visit from the local fire service.



Also at **Trinity House**, residents have been enjoying Tai Chi sessions and are now looking to expand their range of activities and start meditation classes.



For St Patrick's Day, **Trinity House** celebrated with a performance from a ukulele group!



In addition, a new nail bar has opened at **Trinity House** at the request of residents!



The residents of **Throstle Court** had a wonderful time celebrating International Women's Day in March. They enjoyed afternoon tea and an inspirational women quiz, and then celebrated into the evening with prosecco!



From quarterly quiz nights to fundraisers for the social fund, **Violet Hill Court** has been very busy! They held a tabletop sale in March and raised £247 followed by an Easter Egg Hunt and children's Easter bonnet competition which raised £347, both

for the social fund.



A good time was had by all at **Old Mill House** at their St George's Day celebration! Friends from **Hood Square**, **Springlees** and **Dunsford Court** all joined in with the festivities and enjoyed a good party.



At **Aster House**, residents collected spare change in a bucket over the period of a few weeks and raised an incredible £401 for Derian House Hospice! The hospice is based in the North West and focuses on creating happy memories for children and young people with life-limiting conditions. A member of staff from Derian House Hospice said "thank you so much for your amazing support, without it we simply would not be able to provide our services to children and families across the North West of England". Well done to all of the residents who supported this worthy cause, and in particular to Sue and Dorothy who organised the effort!



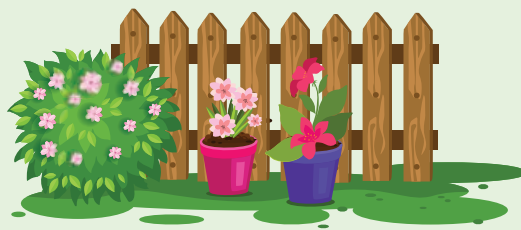
# You Said, We're Listening

You Said	We're Listening
<p>After previously enjoying IT classes delivered by Inclusive Bytes, residents had asked for further sessions.</p>	<p>Housing 21 has agreed to fund 4 more weeks of classes, with each class being 2-hours long. If you are interested in attending these classes, please speak to your Local Housing Manager for more information.</p>
<p>Residents at <b>Trinity House</b> asked for the large television in the top lounge to be swapped and moved into the main lounge.</p>	<p>The larger television is now in the main communal lounge.</p>
<p><b>Old Mill House</b> residents raised money to purchase a dishwasher for the tea kitchen but asked for help with installing it.</p>	<p>Housing 21 and Dynamic worked together to install the appliance, as part of the commitment to social value, at no added cost to the residents.</p>
<p>The residents at <b>Tandle View Court</b> had asked for karaoke in the communal lounge.</p>	<p>The Local Housing Manager arranged for volunteers to host karaoke every other Thursday afternoon.</p>
<p><b>Dunsford Court</b> residents asked for the gate to be removed from the bin store.</p>	<p>The Local Housing Manager arranged a visit from the Property Inspector and a job was raised with repairs. The gates have now been removed to create better access.</p>
<p>The Community Voices at <b>St Herbert's Court</b> asked for paving in the communal areas to be power washed.</p>	<p>The paving flags have now been power washed.</p>

## 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.



## Did you know...

Our Local Housing Managers create monthly newsletters with lots of information and events specific to your area. If you are a bungalow resident who has opted out of the Local Housing Manager service, you can pick up your monthly newsletter from your nearest scheme, just ask your Local Housing Manager.

## Looking for funding and don't have a bank account?

Look out for future funding opportunities through our Oldham Community Fund and the Housing 21 Resident Trust Fund coming soon.



## New Opportunity – Email Readers Panel

Are you interested in improving the way Housing 21 communicates with residents? Would you like to help us scrutinise our literature?

This is a new group which we are creating for residents with an email address, meaning all involvement will be virtual.

To express your interest, please speak to your Local Housing Manager.

## A Reminder for Communal Gardens

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.

## The Importance of Reporting Hate Crime

In October 2024, Greater Manchester launched a new Hate Crime Plan that focuses on education and raising awareness of hate crime, its consequences and how to report it.

### What is hate crime?

The police will record any crime as a hate crime where the victim or any other person perceives it was motivated by hostility or prejudice towards a person's disability, gender identity, race, religion, sexual identity, or alternative subculture.

**There are lots of different types of hate crimes. These could include:**

- Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson;
- Threat of attack – including offensive letters, abusive or obscene telephone calls or text messages, groups hanging around to intimidate and unfounded, malicious complaints;
- Verbal abuse or insults – offensive leaflets and posters, abusive gestures, offensive comments and/or name calling, dumping of rubbish outside homes or through letterboxes and bullying at school or in the workplace.

When you report hate crimes, you are making a bigger difference than you may think. It helps you to get support and it helps make your community a safer place.

**There are multiple ways to report a hate crime:**

1. **If it is an emergency situation, phone 999.** If it is a non-emergency situation, you can phone 101 or visit a police station.
2. Phone the Stop Hate Helpline on 0800 138 1625 for free, confidential, 24-hour support.
3. Visit a third party reporting centre and speak to a specially-trained member of staff. A list of these reporting centres can be found at: [www.oldham.gov.uk/info/200321/crime\\_and\\_safety/865/report\\_crime/2](http://www.oldham.gov.uk/info/200321/crime_and_safety/865/report_crime/2)



**STOP HATE CRIME**  
**0800 138 1625**  
**24 HOUR HELP LINE** ©

# Tips for Handling Hot Weather

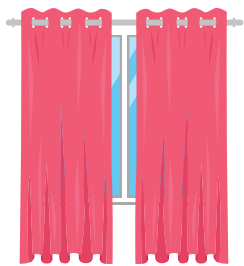
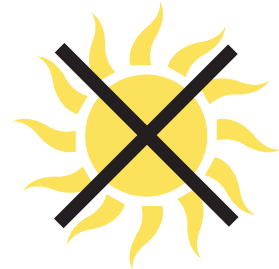
Information taken from the Greater Manchester Combined Authority website

As our climate changes, extreme heat is becoming more common, so it is vital to stay safe throughout the Summer months. Although the warmer weather can lift our spirits, it can also pose serious health risks when temperatures reach extreme levels.

Follow these simple tips to beat the heat:



- **Avoid midday sun**  
Stick to shade, use SPF 30+ , wear a hat.
- **Check your medication**  
Some medications can increase heat sensitivity. Ask your GP or pharmacist if yours might.



- **Dress safe**  
Wear light-coloured, breathable clothing
- **Keep your cool indoors**  
Close windows and curtains during the day and open them at night when it's cooler.



- **Stay hydrated**  
Dehydration can sneak up on you. Drink plenty of water and limit caffeine & alcohol.
- **Cool your skin**  
Use damp cloths, splash water, or take a cool shower.



- **Cool down**  
Not sure where you can cool down? Many local libraries, community centres, and cafes can offer a break from the heat.
- **Know the signs**  
Dizziness, confusion, or cramps? You could be overheating. Rest, hydrate, and cool down.



- **Check on others**  
Look out for friends, family, and neighbours and consider asking someone to check in on you.



# 2026 Garden Competition Entry Form

Please choose one of the below categories  
to enter under:

- Best communal garden
- Best garden
- Best pot, box or hanging basket
- Best grow your own fruit and/or veg

**Name:** .....

**Address:** .....

**Telephone Number:** .....

Please hand your entry forms to your Local Housing Manager  
by Friday 3<sup>rd</sup> July for judging to take place in mid-July. For  
more information please contact Niamh Johnston on 0345  
604 4447

Prizes and certificates for the winner and highly commended  
in each category!



# Learn IT Together



Free 4 week IT course available

This course is available for either beginner or intermediate (please specify so that we can tailor the course).

Residents who attend all 4 classes will be entered into a raffle with the opportunity to win a £50 One4All gift voucher.

If you are interested in signing up, please speak to your Local Housing Manager to register your interest.



Housing 

**INCLUSIVE BYTES**  
Digital for all



## Suggestions, Comments & Complaints Housing

(January-March 2026)

Over the last quarter, we received two complaints, neither were upheld.

In the same period, we received six compliments. Five of the compliments were relating to repairs contractors and one was in relation to a member 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).



# Provide Feedback on the Grounds Maintenance and Cleaning Contractors

If you would like to provide feedback on the cleaning or grounds maintenance contractors, please **scan the below QR codes which will take you to a feedback form**. If you require assistance with this, are unsure who your grounds maintenance contractor is, or would prefer a printed feedback form, please speak to your Local Housing Manager.



Responsible for the internal cleaning, window cleaning and bin cleaning



SCAN QR CODE



Responsible for the grounds maintenance



SCAN QR CODE

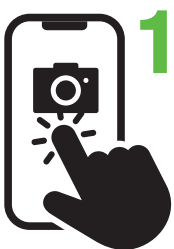


Responsible for the grounds maintenance



SCAN QR CODE

## Guide to using a QR code



**1** Open the camera on your smartphone or tablet device.



**2** Point the camera at the QR code so that it is visible on your screen.



**3** A small hyperlink will appear on the screen, click this to open the webpage.

# 2026 Bowling Competition

**St George's Bowling Club, Chadderton**  
**Starting from 1pm on Tuesday 14th July**

Open to all Housing 21 residents to watch and/or play with light refreshments served at the interval.

Please let your Local Housing Manager know if you'd like to take part by Monday 6th July. Teams will be arranged on the day with mixed abilities



# Chatty Cafe



Everyone Welcome

10.00AM - 12.00 NOON

<p><b>Fri 17th April -</b> Royton Town Hall (upstairs)</p>	<p><b>Thurs 30th April-</b> Main Room, Life Long Learning Centre</p>
<p><b>Fri 15th May-</b> Royton Library</p>	<p><b>Thurs 28th May -</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Thurs 11th June-</b> Ground floor Meeting Room, Royton Health &amp; Wellbeing Centre</p>	<p><b>Fri 26th June -</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Fri 17th July -</b> Royton Library</p>	<p><b>Thurs 30th July -</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Thurs 13th August</b> Ground floor Meeting Room, Royton Health &amp; Wellbeing Centre</p>	<p><b>Fri 28th August -</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Fri 11th September</b> Royton Library</p>	<p><b>Thurs 24th September-</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Thurs 8th October-</b> Ground floor Meeting Room, Royton Health &amp; Wellbeing Centre</p>	<p><b>Fri 23rd October-</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Fri 13th November-</b> Royton Library</p>	<p><b>Thurs 26th November-</b> The Royal British Legion 1 Newtown St, Shaw, Oldham OL2 8NX</p>
<p><b>Thurs 3rd December-</b> Ground floor Meeting Room, Royton Health &amp; Wellbeing Centre</p>	<p><b>Fri 18th December -</b> Life Long Learning Centre, Shaw</p>

*Breast*

**CANCER**

**SCREENING IS  
HAPPENING NOW IN  
YOUR AREA**

**WOMEN AGED 50-71 WILL SOON  
BE INVITED FOR A ROUTINE  
BREAST SCREENING**



SCAN QR CODE FOR MORE  
INFORMATION

# COMPETITION TIME!

## SUMMER WORDSEARCH

ENTER OUR SUMMER 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 14th August 2026\***



NAME: .....

ADDRESS: .....

TELEPHONE: .....

I B R I G H T R N C N A A E R  
S E C F M U M W L L E H S S R  
O H R N E W A I B I D E A U E  
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SUNSHINE  
HOLIDAY  
FLOWERS  
GARDEN  
BEACH  
WARM  
SHELL  
ICECREAM  
PICNIC  
SHORTS  
SUNCREAM  
BRIGHT  
TRIP  
SUITCASE  
SWIM  
BARBECUE

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

WELL DONE TO MARTYN FROM HIGHGATE HOUSE  
WHO WON THE PREVIOUS COMPETITION!

# Housing

Our office address:

## **Housing 21**

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

Email: [OldhamEnquiries@housing21.org.uk](mailto: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](http://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/](http://www.housing-ombudsman.org.uk/contact-us/)

### **Council Tax**

0161770 6622

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

### **Environmental Health**

0161770 2244

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

### **Housing Benefits and Council Tax**

#### **Reduction Scheme**

0161770 6633

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

### **Age UK Oldham**

0161 633 0213

[info@ageukoldham.org.uk](mailto: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**

0161770 8000

### **Greater Manchester Fire & Rescue Service**

Book a free Home Fire Safety Assessment

0800 555 815

[www.manchesterfire.gov.uk/your-safety/hfsa/](http://www.manchesterfire.gov.uk/your-safety/hfsa/)

### **MioCare Group**

0161770 8777

[info@miocare.co.uk](mailto:info@miocare.co.uk)

[www.miocare.co.uk](http://www.miocare.co.uk)