

InspiredLiving

Autumn/Winter 2023 edition THE MAGAZINE FOR OLDHAM PFI RESIDENTS



Damp, mould & condensation
tips and support inside

Celebrating
10 years of
Gateways to
Oldham PFI
initiative

Here's how you can get in touch with us

Call

Call Great Places or Wates on **0300 123 2003**

A full range of services is available between 8am and 6pm, Monday to Friday. An extra out-of-hours service, provided by Wates, can be reached using the same number.

Press 1 – for Wates Living Space, for help with repairs, refurbishment and new-build enquiries.

Press 2 – for Great Places Housing Group, for help you with housing management and information on sales units.

Email

Need to email us? Drop the Great Places team a line on **oldhampfi@greatplaces.org.uk** or contact the Wates team on **infooldhampfi@wates.co.uk**.

Come and see us

You can also pop into the Crossley Centre, 323 Denton Lane, Chadderton, OL9 9GA or call on **0161 652 1419**. Alternatively, you can visit the Primrose Centre, 9 Magnolia Gardens, OL8 1HX which you can call on **0161 624 7202**.



Welcome to

InspiredLiving!

Welcome to your latest edition of Inspired Living!

Hello, I'd like to introduce myself as your new PFI Neighbourhood Manager having taken over from Paul Doherty in September. I am really thrilled to have started the Inspirational role and be part of the PFI team that is celebrated for providing an excellent service to its customers.

I am no stranger to the Oldham area having worked in the region for some years in my previous role as Area Services Manager and it has been great getting to know the PFI neighbourhoods better whilst on walkabout with the team.

In the short time I have been in post I have already had the pleasure of visiting some fantastic projects and attending events to meet some wonderful customers. Some of these have been the slow cooker project which we are running from the Crossley Centre, more details about this project can be found on page 8. Also, the Community Fridge and the Crossley Centre Information Day to name a few. I am very impressed with the array of amazing initiatives happening within the PFI communities, for our customers to prosper and feel engaged in services.

If you would like to find out more, please email **oldhampfi@greatplaces.org.uk** or speak to your local Neighbourhood Coordinator.

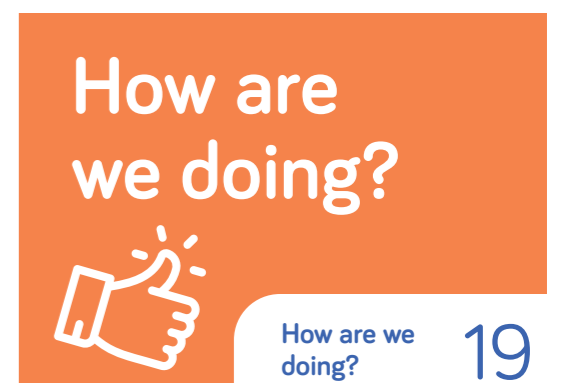
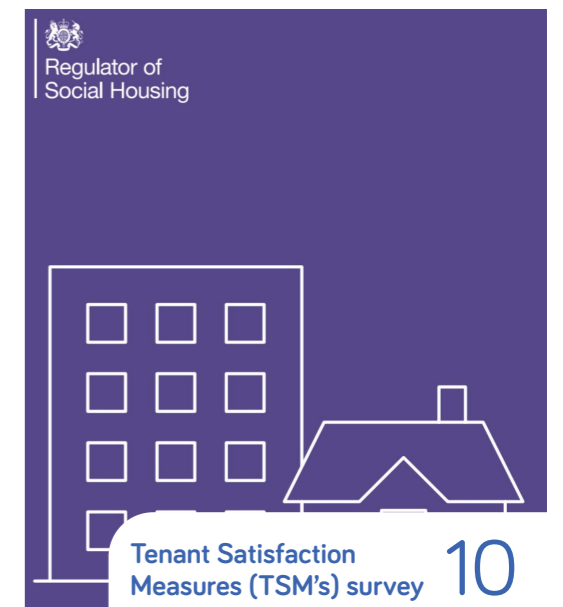
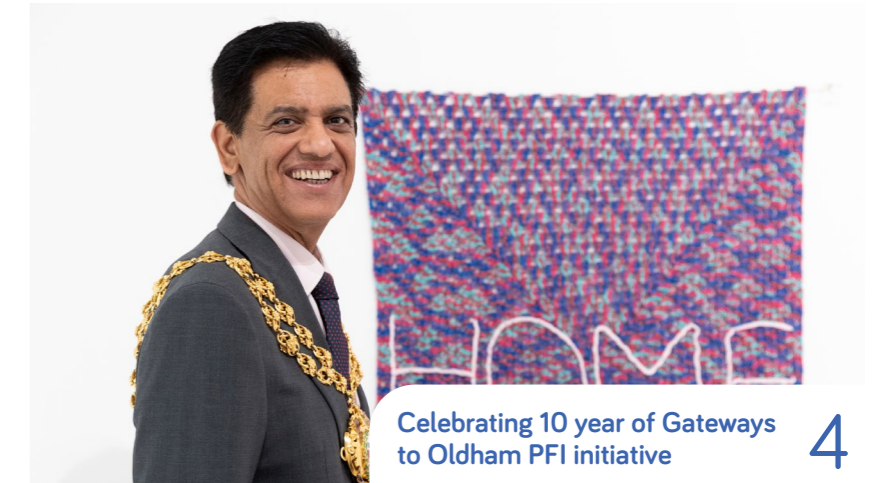
I hope you enjoy reading our updates and look forward to seeing you soon.



Gemma McGiffen

Housing Management PFI Manager

What's inside?



Celebrating 10 years of Gateways to Oldham PFI initiative

New exhibition celebrates 10th anniversary of Gateways to Oldham PFI initiative.

The Mayor of Oldham, Councillor Zahid Chauhan, was one of the guests to attend an event hosted by Great Places and award-winning local history charity Manchester Histories at Gallery Oldham on 16 September to mark the launch of an exhibition to commemorate the tenth anniversary of the 'Gateways to Oldham' housing and regeneration venture.

The ten-year £113m Public Finance Initiative (PFI), delivered by the Inspiral Oldham Consortium, made up of Great Places Housing Group and Wates Living Space, has transformed four areas across Oldham: Crossley in Chadderton, Dew Way in Westwood Primrose Bank in Medlock Vale and Keswick Avenue in Fitton Hill. 'Gateways to Oldham' has included the construction of new homes, refurbishment of existing homes and the creation of two community centres.

The exhibition *Your Home, Your Voice, Your Place: A Celebration of Community and Heritage* is culmination of the six-month Manchester Histories' project commissioned by Great Places. It involved interviewing people who have lived in these four areas before the regeneration work started and documenting their memories along with those of the local and wider community. The aim was to connect residents with those who've gone before and those who will come after.

The PFI residents shared their experiences with oral historian, Heather Roberts who with artists Katie McKeever, Laura Jones, and Millie Sheppard, curated a unique archive of recordings, films, art, and crafts.

The exhibition showcases an array of paintings, poetry, textiles, and film, all inspired by the themes of "home" and "memories."

A book is also planned to follow up this exhibition, and the oral histories will be stored as archives with Manchester Histories, and shared with Oldham Local Studies and Archives when they are based in their new home.

Ryan Smith, Great Places Head of Neighbourhoods for the central region, added:

"This is a landmark year for everyone involved with Gateway's to Oldham, in particular the residents of the neighbourhoods who have seen and been an integral part of their transformation over the past ten years.

We're delighted with the exhibition, and we hope that it will provide a long-lasting reminder of the tenth anniversary for years to come and can be enjoyed by members of the local community."

"*Your Home, Your Voice, Your Place*" is on at the exhibition at Gallery Oldham, 35 Greaves St, Oldham OL1 1AL until December 2, 2023.

For more information visit www.galleryoldham.org.uk or www.manchesterhistories.co.uk



5 minutes with Tracy Richardson – Your Neighbourhood Coordinator

We caught up with Tracy Richardson Great Places' Neighbourhood Coordinator for Primrose Bank, Fitton Hill and Dew Way in Oldham, to find out more about her role and how she is finding it.

What is your role as Neighbourhood Coordinator?

My role is to deliver Housing Management Services across Primrose Bank, Fitton Hill and Dew Way in Oldham. Including rent collection/queries, dealing with anti-social behaviour and safeguarding issues. I also coordinate monthly estate walkabouts on each scheme with Oldham Council, working collaboratively with our partners to ensure all KPIs are met and more importantly, to avoid incurring any financial penalties from the Council. A fun part of my role is supporting events at The Primrose Centre, by helping to run the activities for the local community and being available for customers if needs be.

Have you always worked in the Housing Sector?

No, I started work in an accounting environment becoming an Accounts Office Supervisor in a large manufacturing business. I always enjoyed dealing with customers and took on a customer-facing role at Oldham Council's Housing Department, which eventually became First Choice Homes Oldham (FCHO). I was fortunate enough to be chosen as one of the FCHO employees to transfer over to Great Places along with the properties which were to become the Oldham PFI.

What are your aims and objectives as Neighbourhood Coordinator?

I strive to make a positive difference within my role and always look for ways to improve and provide the highest level of service delivery. I am a very dedicated Neighbourhood Coordinator and thrive on achieving high levels of customer satisfaction, always aiming to support and empower our customers to improve their own lives, take pride in their homes and the environment that they live in.

What do you most enjoy about your role?

Over the twelve years that I have worked at Great Places, I have been a part of probably the biggest regeneration project of the housing sector in Oldham. Witnessing once run-down estates, suffering from years of underinvestment and seeing them grow into the thriving communities that they are today. I enjoy working with customers, understanding their individual needs and supporting them in the best way that I can. I love the variety of the role, every day is different and brings new challenges but with this comes further opportunities to learn and develop.

What do you like to do in your spare time?

I love anything eighties and attend several retro festivals and concerts every year. I am a big Manchester City fan and make sure that I am tuned in to all the matches. My children are now 24 and 21 but I have another baby in the form of my black and tan sausage dog, Freddie, who keeps me busy in the evenings and weekends.



Neighbourhood News

Oldham MP visits Great Places' 25,000th customer at Vernon Gardens

Great Places hosted Jim McMahon, MP for Oldham West and Royton and Cllr Elaine Taylor, Cabinet Member for Housing at Oldham Council to celebrate their 25,000th home. Alongside Great Places' Chief Executive, Matthew Harrison, they met Evanya, Great Places' 25,000th customer at her new home at Vernon Gardens in Royton.

They had the chance to speak to Ms Morrison who after a period of homelessness, recently moved into one of the 49 affordable properties at the new development delivered in partnership with Kellen Homes. The visit concluded at The Primrose Community Centre in Chadderton Guests had the opportunity to meet with Najma Khalid MBE, founder of local community group, CHAI (Care Help and Inspire), which delivers vital digital support services for women.



Neighbourhood Walkabout Dates: November and December 2023

Primrose Bank

Thursday 9 November 2023

Tuesday 12 December 2023

Fitton Hill and Dew Way

Tuesday 14 November 2023

Thursday 7 December 2023

Crossley

Thursday 30 November 2023

Thursday 21 December 2023

6:00pm-9:00pm, Free 3-course meal provided by volunteers from the Food Cycle Hub.

For more information please call the centre on **0161 652 1419** or contact jan.wade@greatplaces.org.uk

Furniture donation to help empower women

Great Places made a furniture donation to SAWN – Support and Action for Women's Network, after both our Oldham Office and Keyworker Accommodation (Great Places temporary accommodation for NHS workers) refurbishment. SAWN are an organisation dedicated to uplifting women from diverse backgrounds, empowering them to lead independent and fulfilling lives. They're based in Stockfield Mill in Chadderton, Oldham.

This furniture donation is more than just giving away used items; it is an act of kindness that will transform lives. For women who have experienced domestic violence, homelessness, or financial struggles, acquiring essential furniture can be a significant obstacle to regaining a sense of normality. By donating furniture, we create an environment that promotes healing, rebuilding self-esteem, and inspiring women to envision a brighter future.



Work underway at Fitton Hill to build 365 new homes

Our Chief Executive Matthew Harrison joined project partners and local councillors at an event to mark the start of work at Fitton Hill 'Hartshead View' which will deliver 365 new homes at the development in Oldham.

Matt was joined by partners from Countryside Partnerships, Sigma, and Oldham Council to the site situated on the brownfield land formally occupied by Fitton Hill County Infant, Fitton Hill Secondary Modern and Marland Fold Schools, as well as a now-demolished housing estate. Working in partnership with Great Places and Sigma Capital, Countryside will deliver 97 build-to-rent homes under Sigma's private rental brand, Simple Life, and 81 affordable houses to be managed by Great Places. The Leader of Oldham Council, Councillor Arooj Shah, and the Council's Cabinet Member for Housing, Councillor Elaine Taylor, were also taken on a tour of the site where they were able to learn more about the £83 million development.



Neighbourhood News

Cracking Good Food slow cooker project

Rising energy costs are making it difficult for people nationwide to cook nutritious meals. In response, The Crossley Centre with support from Great Places has secured funding from HUBBUB to deliver a new project in partnership with Cracking Good Food to provide slow cookers to people in need from The Crossley Centre in Oldham.

Slow cookers are a more energy-efficient way to cook than a standard oven, and they can be used to prepare large batches of food that can be eaten that day or frozen for later. The project aims to help customers save money on their energy bills, eat healthier meals, and build confidence in their cooking skills. Each week, for six weeks people who received a slow cooker receive a free slow cooker recipe kit to empower affordable, tasty and nutritious cooking.



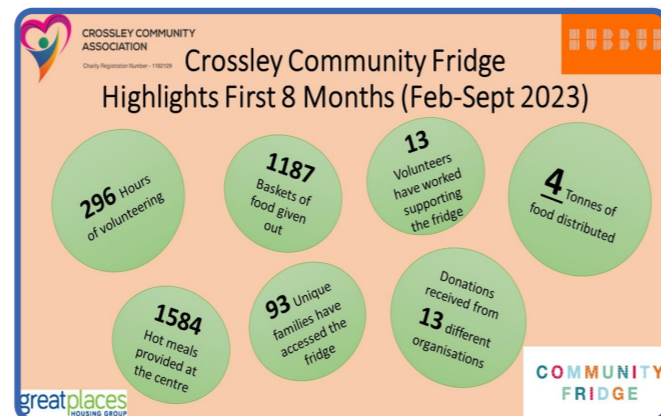
Reducing food waste and empowering communities

Great Places' Crossley Community Centre in Oldham received funding from award-winning environmental organisation Hubbub to set up a Community Fridge.

A site where local people can share food, including surplus from supermarkets, local food businesses, producers, households and gardens, a Community Fridge helps prevent food waste. The Fridge locations also create a space that brings people together to eat, connect, and learn new skills.

So far, the project has proved a huge success with an average of 25-30 households accessing the fridge every week; almost four tons of surplus food and household items have been given out since. As part of the Community Fridge offer Feed My City comes along each week to supply the community with hot meals.

The Community Fridge is available to anyone in the community and opens every Wednesday between 2pm and 4pm (whilst stocks last). It is located at Crossley Community Centre, 323 Denton Lane, Chadderton, OL9 9GA.



Community Information Day

The Crossley Centre recently hosted a Community Information Day. The event was in partnership with Oldham Council and we had 13 organisation offering information and advice to those in the community as well as lots of things to keep the kids busy during a rainy day in half term and plenty of delicious food and refreshments on offer.

We had 140 local residents attend the community centre for this event. Andy Wilson, Financial Resilience Energy Advisor at Great Places attended the event offering support around energy to customers which is going to be much needed once again this year. It was great to hold such a successful event that was supported by community partners.



Commemorating the Peterloo Massacre

On 14 November 2023, Great Places will be holding an event at The Crossley Centre to unveil a plaque that has been commissioned to commemorate the Peterloo Massacre. The Mayor of Oldham, Councillor Zahid Chauhan, and Councillor Colin McLaren will be guests at the event to unveil the plaque which will be mounted this month. A member from the Peterloo Memorial Society will be coming along to speak at the event and will be giving an insight into what happened at Peterloo in 1819.



Tenants Satisfaction Measures (TSM's) survey

Oldham Council recently ran a survey to find out customers' views on their homes and the services they receive from Great Places and Wates on behalf of Oldham Council. We'd like to thank all the customers who have responded to the survey sent out by Oldham Council.

Tenant Satisfaction Measures (TSMs) introduced by the Regulator of Social Housing were included in this year's survey, and cover repair, building safety and complaint handling. We encouraged customers to give their feedback to provide the Regulator, and Oldham Council with valuable information which will be used to assess our performance. We will publish key findings and how we plan to act on the results in a future briefing to all customers after April 1 2024.



Employment Skills and Support

Great Places' Community Investment Team can support you (and anyone living in your Great Places home or community) to access employment, training, education and volunteer opportunities.

It doesn't matter if you're currently in or out of work or what qualifications and skills you currently have – there are lots of ways we can help.

Our specialist Employability Coaches can provide one-to-one support, or we may point you in the direction of a trusted service or partner.

How we can help

- Job, apprenticeship, work experience and volunteer opportunities being offered in your area.
- Help with your CV, cover letters and applications.
- Interview practice.
- Applying for funding for employment-related costs such as training, childcare, travel expenses or interview and work-related clothing.
- Advice on setting up your own business.

Find out more here -

www.greatplaces.org.uk/customers/support-for-you/employment-and-skills-support



What's on in Oldham?



The World Famous Elvis Show starring Chris Connor

Queen Elizabeth Hall
Saturday 11th November 2023

You'll be in for a treat on Saturday 11 November, as Chris Connor, described in 2016 by The Telegraph as 'The best Tribute show in the World' takes to the stage at Queen Elizabeth Hall. Backed by his live 12-piece band 'The Steels', Chris will be recreating two Elvis concerts from the 1960s and 1970s in a show that has sold out in theatres worldwide.

You'll feel like you've been transported back in time and seen the King himself at his very best, with Elvis fans all over the world remarking on how unbelievably close Chris is to the legend in looks, voice and mannerisms!

Why not treat yourself this November as Chris passes through Oldham on his tour for one night only at **Queen Elizabeth Hall, Radcliffe Street, Oldham (OL1 1NL)**

Doors open at 6.30pm and tickets are £29.70 (this includes the booking fee), which you can buy from Ticketmaster: <https://www.ticketmaster.co.uk/the-world-famous-elvis-show-oldham-11-11-2023/event/35005E32A563541C>



Rumpelstiltskin

Millgate Arts Centre
From 9th December 2023
to 31st December 2023

It's nearly panto season, and the much-loved pantomime group The Big Tiny are bringing their professional pantomime to Saddleworth's Millgate Arts Centre this December.

With a dazzling production and a side-splittingly funny original script, the classic fairy tale is truly brought to life by Saddleworth's very own Panto, which has been described as 'the best little Panto in the country'. This could be the perfect Christmas treat for the family, with tickets priced at £17 for adults and £14 for under 16s.

<https://millgateartscentre.co.uk/events/rumpelstiltskin/>

The show will be running from **9 December till 31 December 2023 at Millgate Arts Centre, Stoneswood Road, Delph, OL3 5DY**. There is parking available opposite to the theatre and along the road, and there are also buses running from Oldham.



Jack and the Beanstalk

Queen Elizabeth Hall
From 14th December 2023
to 1st January 2024

There's even more to choose from if you like pantomimes, with this year's annual Christmas panto at Queen Elizabeth Hall being the classic favourite, Jack and the Beanstalk – brought to you by Anton Benson Productions!

There'll be some famous faces, with ITV's The Chase star Mark Labbett headlining as the baddie, Fleshcreep the giant. Fans of Early Doors will recognise Phil Mealey as King Bling, and of course, Oldham Panto Legends Jeff Longmore and Kate Salmon will be joining the cast as Dame Trott and Fairy Feebee.

A great way to treat the family this Christmas, the show's running **between 14 December 2023 and 1 January 2024, with matinee shows at 2pm and evening performances at 7pm.**

Tickets are priced at £18 for adults and £16 for concessions (including those who are children under 16, senior citizens, students, disabled, unemployed and Blue Light cardholders).

See the website for further information about family and group tickets: <https://www.ticketsource.co.uk/>



The Wrong Reindeer!

Oldham Library
From 8th December 2023
to 24th December 2023

A real Christmas treat is on the way this December as Oldham Theatre Workshop presents 'The Wrong Reindeer'. This magical show tells the story of a small town at Christmas and a friendship that forms between a donkey that wishes they were a reindeer and a child who can't wish at all. With enchanting music and characters that will stay with you, this show is all about kindness, friendship and being free to be the real you.

'The Wrong Reindeer' is suitable for ages 4+, and so is perfect for all the family! **It's on at Oldham Library between 8 December and 24 December** as part of this year's 'Live@thelibrary' line-up, and tickets are priced at £8. You can book via Eventbrite through the link below:

<https://www.eventbrite.co.uk/e/the-wrong-reindeer-tickets-685646887297?aff=oddtcreator>

Please also note that the 2pm showing on Saturday 16 December will be a relaxed performance, ideal for neurodivergent audience members.

Why not grab your tickets this Christmas and head along down to Oldham Library on Greaves Street, Oldham, OL1 1AL, just a two-minute walk from Oldham Central bus stop, with accessible parking also available.



What's on at the Primrose Centre?



Weekly Activities from November 2023

Monday

10:30 - 11:15am - Fitblast - 20-30 mins circuit-based session & stretching exercise for ladies.

12:15 - 2:45pm - ESOL - Entry Level 1 Reading

6:15 - 8:15pm - Youth Club - Year 5 upwards

10:00am - 12:00 noon - Spoons Messy Play - 1st Monday of each month. Sensory play for babies up to age 2 who have experienced neonatal care.

Tuesday

12:15 - 2:45pm - ESOL - Entry Level 1 Reading

12:00 - 2:00pm - Coffee & Crafts - Meet other ladies and learn a new craft over a 'cuppa'.

6:00 - 8:00pm - Free Meal - 3-course vegetarian meal provided by the Food Cycle Hub.

Community Fridge open on Tuesday after meal, if fridge is stocked.

Wednesday

10:30am - 12:00 noon - ABL Health - Urdu ladies nutrition & exercise (starting 1st November)

12:30 - 2:30pm - Cansurvive - Wellbeing & support group. Meet 2nd Wednesday of every month.

2:30 - 5:00pm - Parkinson's UK - Meet 1st, 3rd and last Wednesday of every month.

6:30 - 8:30pm - M J Dance - Call in for more information and prices.

Thursday

1:00 - 2:30pm - Poethery Session - Expression of emotion via poetry (ladies only).

5:00 - 5:45pm - ZUMBA - £1 per session (ladies only)

Friday

Hall available to book for private parties

Contact Jan on [0161 642 7202](tel:01616427202), call into the centre or email jan.wade@greatplaces.org.uk

Saturday

Hall available to book for private parties

Contact Jan to book.

Sunday

4:00 - 7:00pm - Autism Support Group - Twice per month.

Hall available to book for private parties

Contact Jan to book.

Sunday 3rd December 12:00 - 2:00pm

Tabletop Sale

To book a table for £10, Contact Jan on [0161 642 7202](tel:01616427202), or email jan.wade@greatplaces.org.uk

What's on at the Crossley Centre?



Weekly Activities from November 2023

Monday

10:00am - 12:00 noon - Creative Crossley - Sewing and knitting class.

12:30 - 2:30pm - ABL Health & Nutrition Group - Fortnightly.

6:00 - 8:00pm - PHAB - Activities to reduce isolation for people of all abilities.

Tuesday

12:15 - 2:45pm - Making Space Dementia Group

5:30 - 7:00pm - Slimming World

Wednesday

10:00am - 2:00pm - Oak Tree Woodcarvers - Creative wood carving, annual membership £20 plus £5 weekly fee.

2:00 - 4:00pm - Community Fridge & Community Space - Free surplus food.

Thursday

10:30am - 12:30pm - ESOL Class: ACCA

1:00 - 2:00pm - Chair based exercise class: Gentle Exercise

6:30pm - 8:30pm - Youth Zone - Youth club for 11-18 age group (OMBC).

Friday

10:00 - 11:30am - Meet & Eat Ladies Social Group: Become United - Fortnightly.

1:30 - 3:30pm - Making Space Dementia Group

6:30 - 8:30pm - Behind the Curtains Theatre Group

Saturday

9:00 - 11:30am - Slimming World

12:00 noon - 8:00pm - Available for private hire

Sunday

11:00am - 1:00pm - Oldham Tuition Centre (Maths & English tuition)

1:30 - 7:30pm - Available for private hire

Please enquire about the activities above and booking the centre.

0161 652 1419

@theCrossleyCentre

323 Denton Lane, Chadderton, Oldham, OL9 9GA

www.crossleycommunity.org.uk

News from the Wider Borough



Saving the Pennine Way in Oldham

If you enjoy the great outdoors, you'll be happy to know that almost 1km of the Pennine Way in the Oldham area is being restored this Autumn.

Oldham council have received funding totalling £43,173.01 from Natural England via the Pennine National Trails Partnership to improve the trail in the Oldham area, starting from Haigh Gutter, Denshaw on the A640 and north-west from there. Providing a further £7,618.76 themselves, Oldham council are using this funding to replace the existing eroded pathway with a new gritstone surface, which will be much easier to walk on.

This is fantastic news for the Pennine Way, which is a Site of Special Scientific Interest with a variety of wildlife, and is the oldest national trail in England, stretching a full 431km from the Peak District to the Scottish Borders. With more and more people discovering the beautiful countryside since the pandemic, it's more important than ever to ensure that the landscape is looked after so that everyone can enjoy it, and as Councillor Chris Goodwin commented, this work will 'ensure it is accessible for years to come'.

The works on the trail within the Oldham area are part of a series of projects with this in mind, and started in mid-October. Expected to take roughly a month, this stretch of the Pennine Way should be ready for a crisp Winter Walk by mid-November, and the path will still be open to the public in the meantime.

But if you'd rather wait, there's also lots to be discovered with the Oldham Way! This 42-mile trail has seven different sections: some more challenging for those who love to hike; but also some easier towpaths and canal sides; as well as Daisy Nook Country Park, which is perfect for families.

Find out more here: www.oldham.gov.uk/news/article/2576/council-set-to-start-improvement-work-worth-50000-on-popular-walking-route



Check out Live@thelibrary this Autumn and Winter!

If you're looking for ideas for a night of entertainment as the nights draw in, there's a new season of @liveatthelibrary, with a host of different shows on the stage and screen lined up at venues across Oldham that you can take your pick from!

Whether you're into classic horror, silent cinema, comedy or family favourites, there's something for everyone to enjoy this season, which runs until February. What's more, children under 12 months are free.

Some exciting shows this season include the English Touring Opera's 'Under the Little Red Moon', as well as a screening of the 1922 horror classic 'Nosferatu' for the film buffs – complete with live musical accompaniment! More live shows include the local production of 'Transparency' by Jaden Adams, a trans-male actor who grew up in Oldham.

You can also get stuck in yourselves at live@thelibrary, with author Oliver Sykes (writer of 'Fishing for Rainbows') hosting a writing workshop, open to anyone interested in honing their creative skills or trying something new.

There are loads more to choose from – why not visit their website for more information? You can also pick up a brochure from a library near you.

Take a look at the website for the full calendar for the season and to book tickets here:

www.oldham.gov.uk/liveatthelibrary



Places for Everyone consultation stage approved in Oldham

Places for Everyone is a joint development plan between Oldham and eight other Greater Manchester districts to decide on the future of housing developments in each borough.

Part of the process involves consulting members of the public, and in early October, Oldham Council's Cabinet Committee approved recommendations to move onto the consultation stage. Once all councils have also approved this, there will be an eight-week period for the public to have their say on a set of recommendations made by the Inspectors examining the development plan. These recommendations were to modify some of the plan's policies and allocations, not the vision and objectives of the plan as a whole – and the consultation with the public is strictly for comments on these modifications only.

The proposed changes include shifting the time period from 2020-2037 to 2022-2039, as this way it can be ensured that the plan covers a minimum 15-year period beginning from when it is currently on track to begin. They also include minor boundary changes to allocations at Broadbent Moss and South of Rosary Road.

Building more affordable homes in Oldham is at the heart of Places for Everyone, and other modifications include calls to increase the capacity of residential properties at Chew Brook Vale from 90 to 138 homes and to reduce the amount of commercial, leisure and retail facilities by 3,000 square miles.

These recommendations have followed examinations by inspectors appointed by the Secretary of State for Levelling Up, Housing and Communities at public hearing sessions held between November 2022 and July 2023. Now it's time for Oldham residents to have their say. Visit the local government website for more information on when this opens:

www.oldham.gov.uk/news/article/2572/oldham-council-approves-next-phase-of-places-for-everyone-consultation

Damp and Mould Prevention Guide

It's always important for us to help tackle the problem of damp and mould in our homes. Everyday jobs around the house like washing and drying clothes, cooking, and bathing all release moisture into the air, creating condensation. If this continues for a long period of time, it will eventually cause damp and mould to begin to grow.

To prevent this problem from starting you can follow some of the of the advice below:

Produce less moisture:

- Dry clothes outdoors where possible.
- Avoid drying your washing on a radiator.
- Always cover pans when cooking and do not leave the kettle boiling

Remove excess moisture:

Wipe down windows, windowsills, walls and shower walls every morning to remove condensation. Just opening a window isn't enough.

Ventilate to remove moisture:

- Open your windows and throw back the sheets or duvets to air the bed and bedding.
- Clear windowsills of clutter that will restrict opening the window.
- Avoid overfilling cupboards and wardrobes as this prevents air circulation.
- Don't block air vents in your home

Regulate your heating

- In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day, rather than short bursts of high heat, and it's cheaper!
- Avoid using portable gas heaters

Defective plumbing

Leaks from water and waste pipes are common and can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and remains damp whatever the weather conditions outside. A quick examination of the water and waste pipes could find the source of the problem.

If in doubt – Call us

If you think something needs looking at in your home please contact the Helpdesk on 0300 123 2003 option 1 or email info.oldhampfi@wates.co.uk where the team will arrange a visit to assess any concerns with your property you may have.

How are we doing?

% of calls answered within 15 seconds

91.5%
(target 85%)

% of repairs that are inspected within 20 days following completion

11.07%
(target 10%)



Estate inspections performance

4 per month
(target 4 per month)

Void re-let time
8 days

Repair for re-let time

6 days
(target 10)



Rent collection & arrears

98.11%

