

Northmoor

Neighbourhood Plan 2025



Great Places

Great Places Housing Group exists to improve the lives of the people living in our 25,000 homes across the North West and Yorkshire.

We are much more than just a landlord, providing a wide range of services and promoting partnership work to create vibrant, sustainable communities.

Great Places' vision is clear:

- Great Homes
- Great Communities
- Great People

What is the Northmoor Neighbourhood Plan?

This plan sets out Great Places' commitment for Northmoor, informing how we better prioritise and deliver services and investment in homes, to our customers and in the community. The plan, which has been refreshed and updated from its original in 2020, lets our customers know what we are working to deliver over the next three years, and sets out the work we plan to do in partnership with others, to make Northmoor a thriving, attractive, safe and sustainable place to live. Based on feedback from customers, we've set out priorities across the themes of Homes, People, Place and Partners and identified some short and medium term actions. We'll keep customers up to date on our progress, and provide opportunities to feedback and shape our longer-term regeneration plans for the neighbourhood.



Great Homes



Great Communities

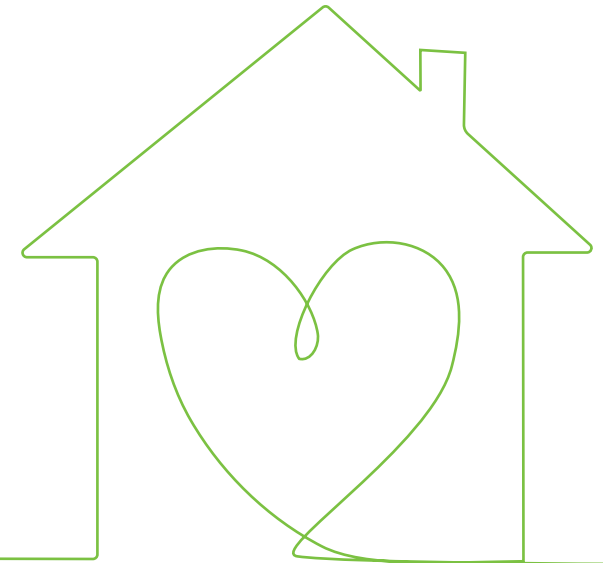


Great People

Our Northmoor

Northmoor is a great place to live. Great Places is proud to have served this vibrant community, just three miles from Manchester city centre, for over 20 years. We've delivered regeneration that has seen the development of many new homes, redesigned the streets, and at its heart, built up a thriving community centre in the beautiful 100-year-old Co-op building.

Northmoor is now home to a broad mix of residents, from families and young professionals to students and older people, all part of a resilient, tight-knit community more than a decade on from the regeneration project that transformed this 19th century neighbourhood in to a people focused community, Northmoor remains a shining example of a modern, diverse urban place. Northmoor remains a shining example of a modern, diverse urban place.



Opportunities

Community assets including Northmoor Community Centre and the Northmoor Hub

Strong partnerships with local schools, other housing providers, Manchester City Council and local residents

A strong sense of culture and community

The neighbourhood's proximity to green space at Crowcroft park

Good local retail provision

Great transport links

Challenges



Lack of public amenity space



Economic impact of the pandemic and cost of living crisis



Working families on lower incomes, and high number of children and young people aged under 25 years.



Community safety



Environmental issues and air pollution



High number of Pre-1919 terraced houses.

Customer Voice: What you've told us

In 2023, we consulted with customers and residents in Northmoor to find out what issues were most important to them. We held in-person consultation events in the neighbourhood, knocked on doors, and set up a dedicated page on the Our Voice platform for customers to let us know their priorities digitally. Customers could also complete a survey by post, text, email or by phone.

We want to say thank you to everyone who completed the survey or engaged with us. Your insight will truly help, by contributing to the evidence we've gathered, and in shaping how we invest resources and plan for a more sustainable future for Northmoor.

What you told us

The key issues that are **most important** to customers, and that they are **also currently least satisfied with** are:

- Services and amenities for children and families
- Quality and impact of private rented homes
- Litter and fly-tipping
- Community safety

What we'll do

This plan contains commitments and actions that Great Places will deliver on to address these issues, across the themes of people, place, homes and partners. Our goal is to ensure that Great Places and the Northmoor Neighbourhood Plan continues to respond to your priorities and meet your changing future needs, so we'll keep you updated on our progress and provide opportunities for you to let us know how you think we're performing.

"We think it's alright, we've lived here for 20+ years. It's friendly, it's nice. The one thing we'd say is the back alleys are full of rubbish we're worried about rats."

"Cleaning, litter and parking problems!"

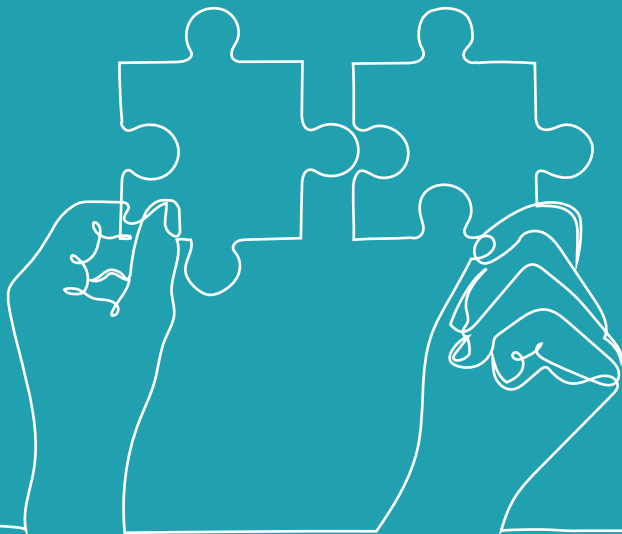
"More youth work and community facilities."

"Parking issues. I have to park four or five houses away because there's no space in front of my house. We need a permit and one way system."

Our vision

Northmoor is a vibrant and sustainable neighbourhood that the community is proud of, where they can access good homes, jobs, quality schools, local shops and health services.

It's a healthy, stable and attractive place to live, with homes that meet customers diverse housing needs. Children and families can thrive. There is a strong cultural identity, and people enjoy getting together at events, appreciating family, food, the arts, the environment and community health and well being.



Our objectives

1



People

Great Places to support customers throughout their tenancies and listen to the customer voice. We will connect local residents with work and skills opportunities, as well as providing services for families, young people and older people to improve their quality of life.

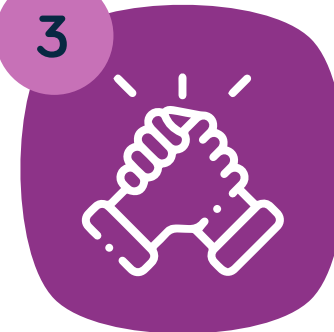
2



Place

To deliver high-quality neighbourhood management services. To foster a sense of pride and belonging in Northmoor as a neighbourhood everyone is proud to call home, that feels safe, where children can play out, the environment is attractive and supports health and wellbeing.

3



Partners

To build on existing partnerships with public sector agencies and local organisations to bring investment and services to Northmoor, meeting the needs of its young and diverse communities, maintaining community safety and cohesion.

4



Homes

To continue to invest in providing safe, warm, suitable and affordable homes. To work towards our targets on energy efficiency and affordability for customers. To provide housing that meets the needs of our diverse customers, now and into the future.



Our commitment

- The most important asset in Northmoor is the people who live there. That's why we are committed to services that are designed and delivered by local community groups and residents, focusing on and building on their strengths.
- Our Community Investment Team is committed to investing in Northmoor, with a dedicated team helping Great Places' customers to access work, training and volunteering opportunities, to help them to progress.
- Great Places provides quality homes to meet the needs of our customers and it's possible that these needs change over time. Our independence and Wellbeing services will support Northmoor customers in challenging situations, from identifying suitable housing options, to access to our Tenancy Coach Services, helping you to manage your tenancy.

How we'll do it

- Our new Inclusive Services team will contact our customers in Northmoor to make sure we have up-to-date data around health, disability and caring needs and to understand if the size of your home, health or accessibility or affordability are challenges. This will help us to identify opportunities to better meet housing and wellbeing needs.
- Establishing better methods of communication with customers and using digital engagement to ensure we hear the customer voice.
- Offer employment and skills initiatives to help people in to work, with a particular focus on people facing multiple barriers to work.
- Help address financial hardship and promote our Financial Resilience services, especially for those migrating to Universal Credit.
- Develop and enhance the youth services available in the neighbourhood.





Our commitment

- We will continue to invest in Northmoor Community Association (NCA).
- We will work with Northmoor residents and existing community groups to improve the cleanliness and appearance of public spaces alongside Manchester City Council. In particular, fly-tipping and anti-social behaviour.
- We will improve the economic development of Northmoor using a people-centred approach and our profit-for purpose business model. This involves using land and property for social good as well as ensuring that we are giving back to the communities we serve.

How we'll do it

- Continue to support the expansion of services from the Northmoor Community Centre.
- Work with residents, businesses and the council to review environmental health and waste management issues.
- Engage with residents to identify ways to improve community spaces, the appearance of homes and parking.
- Explore further possibilities to utilise green space and public amenities for families.
- Explore whether the Northmoor community identity should be strengthened through arts and public realm place-making enhancements.





Our commitment

- We will continue to develop our partnership with NCA for the benefits of our customers and the wider Northmoor community.
- We will build strong relationships with other social housing providers in the Longsight area to bring more resources and support into Northmoor and complement our existing offer.
- We will continue to develop relationships with key stakeholders at Manchester City Council, Greater Manchester Local Enterprise Partnership, schools and community groups such as Northmoor Together, as well as the police and community safety teams.

How we'll do it

- Work with key public sector organisations to help tackle poverty through the Making Manchester Fairer anti-poverty strategy and locally through the new anti-poverty community plan for Ardwick and Longsight.
- Work with schools and other partners to support the higher than average numbers of young people experiencing food, health and income deprivation in the community.
- Work with Greater Manchester Police to improve community safety.
- Maximise funding opportunities with Great Places' supply chain and other funders.
- Seek opportunities to work with Manchester employers and others to help create pathways for Northmoor residents to benefit from economic growth.





Our commitment

- We will provide a clean and well-maintained home as a stable foundation for your life and give you the peace of mind that comes from knowing it will remain yours for as long as you want it.
- We ask you to take responsibility for looking after your home. We provide you with support, if needed to do this - including making it easy for you to report repairs online.
- We will continue to invest in Northmoor's homes with our programme of planned improvements and make regular routine inspections so we can see what might need completing in the future, such as replacing windows and doors, kitchens, bathrooms, boilers and roofs.

How we'll do it

- Continue to invest in damp, mould and condensation challenges, particularly in pre 1919 terraced houses. We'll undertake a study of these properties to access the potential Government funding for future energy efficiency measures.
- Seek opportunities to build modern, high quality, energy efficient, accessible homes in or around Northmoor.
- Explore partnership opportunities to deliver housing initiatives supporting customers health and wellbeing, and fuel affordability.



Get involved

We are serious about our commitment to Northmoor and the customers who live in our homes, so we will keep you up-to date with how we are doing – but we want to hear from you, too.

Some improvements will take more time to make happen, particularly where more complex factors need to be taken into account. We need to start planning for the longer term, so will be considering in more detail what and how proposals can be delivered, including how they could be funded. This will involve developing strategies to meet our customers' and the communities' future needs, to make things better in the longer term.

This is where work will need to happen in stages, and where we will be seeking local cooperation to unlock greater opportunities to make more of a difference. This is where work will need to happen in stages, and where we will be seeking local cooperation to unlock greater opportunities to make more of a difference.

To keep up to date on the progress of the Northmoor Neighbourhood Plan you can:

Visit the Great Places Anchor Neighbourhoods webpage for Northmoor where you can read the latest news and find updates on the details of the Plan:

<https://www.greatplaces.org.uk/customers/anchor-neighbourhoods/northmoor-neighbourhood-plan/>

Visit the Our Voice platform (our online engagement site), where you can track the conversation, read the feedback we've received and our response:

<https://ourvoice.greatplaces.org.uk/planning-for-northmoor>



Get in Touch

We're always happy to hear from you.

You can contact us by visiting our website www.greatplaces.org.uk
If you would like a faster response we have a Live Chat facility available here too,
to speak with us directly between 8am and 6pm, Monday to Friday.

Log in to the MyPlace customer portal on the website to view your rent account,
make a payment, report a new repair, check progress on an existing repair or
tell us about a change in circumstances. If you have not yet signed up to the
MyPlace and require some assistance, please get in touch.



Scan to log
into MyPlace

By email

You can get in touch via email using Customerhub@greatplaces.org.uk

By post

Great Places Housing Group
2a Derwent Avenue
Manchester
M21 7QP

By phone

We're open for business 8am–6pm, Monday to Friday.
You can call us on our local rate number **0300 123 1966**.

Need our help out of hours?

For emergency repairs assistance outside of our business hours, please call our
usual **0300 123 1966** number, and select option 1.