

# InspiredLiving

MARCH 2026

THE MAGAZINE FOR OLDHAM PFI RESIDENTS



Three habits  
to strengthen  
your finances  
in 2026

**A decade of dedication:  
Paul's story at  
The Primrose Centre**

# 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 Property Services, for help with repairs and maintenance.

Press 2 – for Great Places Housing Group, for help with tenancy management.

## Email

Need to email us? Drop the Great Places team a line on [oldhampfi@greatplaces.org.uk](mailto:oldhampfi@greatplaces.org.uk) or contact the Wates team on [info.oldhampfi@wates.co.uk](mailto:info.oldhampfi@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**.

## Anti-Social Behaviour

Anti-social behaviour can have a negative impact on you and your neighbours' lives. It can include: nuisance and harassment, hate crime, domestic abuse, serious acts of violence, threats of harm. Prevention, early intervention and support are all key to tackling anti-social behaviour, backed by a full range of enforcement powers.

The easiest way to report anti-social behaviour to us is via the [My Place customer portal](#). Alternatively, you can use our [online reporting form](#) or call 0300 123 1966 and select the option you require. From receipt of your anti-social behaviour/nuisance report into our Customer Hub, we will record your contact and respond within three working days.

[Find out more on Great Places website.](#)

## How to make a complaint

We're committed to providing you and your community with excellent services. Customer feedback plays an important role in helping us to understand what's working well and where we could do better.

In the first instance, please speak to your Neighbourhood Co-ordinator, who will work with you to help resolve the issue. If the matter remains unresolved, you can either [Complete the form here](#) or contact 0300 123 2003. When calling, please select:

- Wates if it relates to a repair
- Great Places if it relates to tenancy management

We take all customer complaints seriously and we will keep you informed of progress during any investigations. To help us resolve your complaint properly, please complete the online form providing as much information as possible.



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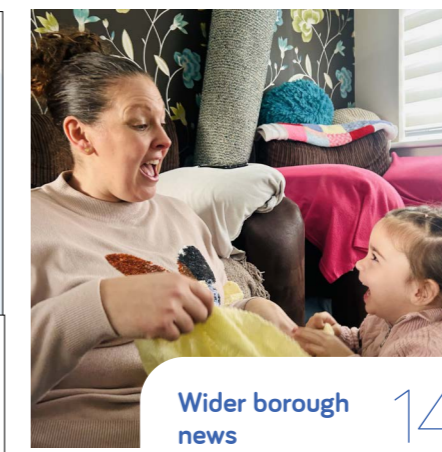
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# Welcome to Inspired Living!

Welcome to your Spring edition of Inspired Living, the magazine for Oldham PFI customers across Chadderton, Werneth, Fitton Hill and Dew Way.

Hello everyone,

It's great to finally see temperatures creeping back into double figures and the evenings getting a little lighter - hopefully you're as ready as I am for Spring, Summer and spending more time outdoors.

A lot has been happening since our last edition. Great Places and Wates continue to work hard to keep our communities safe, clean and well maintained. Our Grounds Maintenance Team has been busy improving outdoor spaces, clearing moss, tidying greenery and planting across all sites. Our caretakers are also working hard every day, clearing fly-tipping and litter, cleaning the high and mid-rise blocks, and using new equipment to help keep stairwells in top condition.

You may have seen updates from Oldham Council about the Regulator of Social Housing inspection that took place in late 2025. The outcome means positive changes ahead for our customers, with one of the key improvement areas for 2026 being resident engagement. We really value your feedback, which is why we carried out our annual Tenant Satisfaction Measures in March to hear your views on how our services are working for you.

On Thursday 23 April, we'd love you to join us at our customer consultation evening - a chance to share your thoughts in person, enjoy some food, and help shape the services in your community. You'll find more details inside this magazine.

Finally, I'd like to say a huge thank you to Tony Grundy, who retired in February after 15 years as Wates Manager. We wish him all the best. I'm also pleased to welcome Lee Powell, the new Wates Manager.

I hope you enjoy reading our updates, and I look forward to seeing many of you in person soon.



**Matt Deaville**  
Housing Management  
PFI Manager



## A decade of dedication: Paul's story at The Primrose Centre

For more than ten years, Paul Maybury, a Great Places customer from Primrose Bank, has been at the heart of the Primrose Centre. Since becoming a volunteer in 2015, Paul has supported the centre every single day - opening up first thing in the morning, setting up and clearing away for groups, keeping the building clean and safe, and even staying late after private events to make sure everything is ready for the next booking.

The centre hosts a huge range of activities, from health sessions and training to community meals, crafts and celebrations, and Paul plays a key role in making sure it all runs smoothly.

A couple of years ago, Paul also helped welcome Roland Marcel, who was introduced to the centre by Oldham Council's Social Prescribing Team. Initially quiet and lacking confidence, Roland found friendship, support and purpose through volunteering alongside Paul.

From gardening to fixing things and even building a potting table together, the pair became a familiar sight, and Roland has since grown in confidence, made new friends and become a valued volunteer in his own right. Alongside his volunteering, Paul has also contributed to Great Places through meetings, forums, and training as a tenant inspector, and he now serves as a trustee on the Primrose Bank Community Association board.

Paul's dedication, kindness and commitment to his community are truly inspiring. We're incredibly grateful for everything he does - he really is a superstar.



## Money Advice

### New Year, New You – Three money management habits to help get your finances back on track in 2026

The first few months of the New Year can often feel financially challenging as we try to get our household spending back on track after Christmas, especially with rising household bills. It's a good time to work towards better financial control, whether by saving more, spending smarter, budgeting effectively, or cultivating new money habits. As our Money Matters Team explain:

#### Tip 1: Create a budget

Start by reviewing your spending from the past year. Have your habits changed? Look at your recent bank statements and record all your outgoings. This will help you track your spending and review your fixed bills. You might be surprised at unnecessary expenses. Online tools like the Money Helper Budget Planner can assist you.

#### Tip 2: Tackle any debts

Facing outstanding debts can be daunting, but it's better to address them sooner rather than later. Understand the difference between priority and non-priority debts to know which to tackle first. Remember that organisations like National Debtline offer valuable help and advice if you need it.

#### Tip 3: Make extra savings

Look for areas to cut back on spending. Switching supermarkets or mobile phone providers can reduce your bills. While some expenses are fixed, you might find savings by checking contract lengths, switching suppliers, or finding better deals.

#### Contact our Money Matters Team

At Great Places, we understand that managing finances can be daunting. Whether you're dealing with debt, seeking advice on welfare benefits, or facing utility bill challenges, our dedicated Money Matters team is here to support you.

To access support, email us and a member of the team will contact you: [moneymatters@greatplaces.org.uk](mailto:moneymatters@greatplaces.org.uk)

## Neighbourhood News

### Come along to one of our High-rise block inspections!

#### Do you live in Lansdowne Court or Stockfield Mount?

Your monthly block inspections where you can come and inspect the communal parts of the building with your Caretaker and Neighbourhood Coordinator. This will allow you to raise any concerns you have about the cleanliness or safety of the block.

The next inspections are due to take place on the following dates:

**Tuesday 14 April 9.30am –11.30am**

**Tuesday 19 May 9.30am –11.30am**

**Tuesday 16 June 9.30am –11.30am**

Everyone is welcome; if you would like to attend, please meet your Neighbourhood Coordinator in the foyer at the starting time and location listed above. The inspections will take around two hours to complete.

### Neighbourhood Walkabout Dates: November

#### Primrose Bank

Tuesday 7 April at 10am  
 Tuesday 12 May at 10am  
 Tuesday 2 June at 10am

#### Fitton Hill and Dew Way

Tuesday 14 April at 10am  
 Tuesday 5 May at 10am  
 Tuesday 9 June at 10am

#### Crossley

Tuesday 28 April at 10am  
 Tuesday 26 May at 10am  
 Tuesday 23 June at 10am

**If you would like to join us for any of our neighbourhood walkabouts, you are welcome to come along.**

**The meeting point will be at your local community centre.**

### Join us at our community drop-in sessions

Do you have questions about your tenancy, rent, or estate management? Or maybe you'd like to discuss anti-social behaviour or any other housing concerns?

We're here to help! Our Community Drop-In Service gives you the chance to speak directly with your Neighbourhood Team - no appointment needed.

#### When and where?

Every other Monday  
 Lansdowne Community Room  
 9:00am – 12:00pm

#### Upcoming dates:

Monday 20 April  
 Monday 4 May  
 Monday 18 May  
 Monday 1 June  
 Monday 15 June  
 Monday 29 June

**Just drop in and chat with us—we're here to support you!**



## Come along to our customer consultation event - 23 April

Great Places and Wates Property Services would like to invite you to a customer consultation event on Thursday 23 April, at the Primrose Community Centre, from 5.30pm to 7.30pm.

This is a chance for you to tell us what's working well and what could be improved. We'd especially like your feedback on car parking, anti-social behaviour, and any other issues or positive experiences you'd like to share. Your views will help us shape the services we provide in your community.

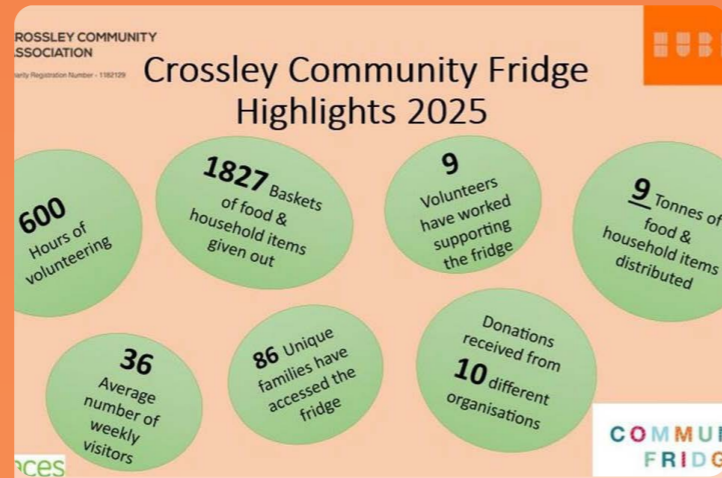
There'll also be some great free food available on the evening.

If you'd like to come along, please email [primrosecentre@gmail.com](mailto:primrosecentre@gmail.com) or call **0161 624 720** to let us know.

If you can't make the event, you're welcome to drop into the Primrose Centre at any time during the day to share your feedback.



## Fitton Hill Community Connect Event



## Community Fridge Update

Now in its third year, our Community Fridge at The Crossley Centre is still going strong. Thanks to the ongoing kindness of our supporters, it continues to make a real difference for local residents.

These are some of the highlights from the past year, shown in the infographic. None of this would be possible without our amazing volunteers and the generous donations we receive from organisations and individuals across the community. Your support helps reduce food waste, provide affordable options for families, and keep the fridge a welcoming space for everyone who needs it.

Thank you for helping us make the Community Fridge a success - year after year.

It was a great turnout at the latest Fitton Hill Community Connect Event. Held in partnership with ForHousing, these sessions bring together local organisations and community groups to share information about the support and opportunities they offer.

Customers were able to access a wide range of advice, including Employment and Skills, Health and Wellbeing, and much more. Having relaxed, welcoming spaces like this really encourages open conversation, giving us the chance to meet with customers, listen to their experiences, and offer support alongside our partners.

It was also lovely to speak with customer who have recently moved into the new development. Many told us how much they're enjoying their new homes and how they've already begun to integrate into the community - from volunteering to learning new skills and getting involved in local activities.

## Woodcarving group - join in and give it a go!

Our woodcarving group meets every Wednesday (10am – 2pm) at the Crossley Community Centre, and we'd love to welcome new members. The sessions are relaxing, therapeutic and a great way to keep both your mind and hands active. Over time, we've become a close-knit group and really enjoy spending time together.

Everyone starts at their own level, some with basic skills and others as complete beginners but with a little patience, anyone can learn. The pieces we've created have been admired by many, and it's lovely to see how everyone's confidence grows.

If you're interested in trying something new, making friends and learning a rewarding craft, come along and join us. The Crossley Community Centre will also be helping us promote the group on their new website, so look out for more information soon!



## Have you got what it takes to be a Mystery Shopper?

Did you know that Great Places' services are regularly checked by volunteer mystery shoppers? We're looking for more customers to get involved - it's a great way to meet people, learn new skills and help improve the services you receive.

We want to make sure our services meet your needs, and your views play a big part in helping us understand what's working well and what could be better. If you can share your feedback fairly and honestly, we'd love to hear from you.

If you're interested in making a difference, please speak to your Neighbourhood Coordinator or email us at [primrosecentre@gmail.com](mailto:primrosecentre@gmail.com).



## Please Park Considerately

Parking can be a challenge, but being considerate makes a big difference to your neighbours and helps keep everyone safe.

- Avoid blocking driveways, paths, or access points.
- Leave enough space for emergency vehicles and pedestrians.
- Use designated parking areas wherever possible.

A little thought goes a long way - thank you for helping keep our communities safe and accessible for everyone!

## Fly-tipping and Bulky Bob's disposal information

Please remember it is an offence to fly-tip on Great Places, council or private-owned land. Fly-tipping is a breach of your tenancy agreement, and if you are caught, you could be issued with a fine. We'd like to say a big thank you to tenants who are getting in touch with us to report offenders. Fly-tipping is never acceptable, and with your help we can ensure those responsible are penalised.

If you need to dispose of large items, Bulky Bob's offer a collection service. You can request up to three items to be collected for £23. Any additional items are £8 each – the additional charge for fridges, freezers or fridge-freezers is £12. They will also collect any bagged-up fabric or small electrical items, like kettles or toasters, for free as part of any paid collection.

To find out more and request a collection, [please click here](#).



## Join our Customer Scrutiny Panel!

We're excited to be forming a new Customer Scrutiny Panel and we're looking for customers who want to make a real difference. This panel is a key part of our commitment to customer involvement. By joining, you'll help shape and improve the services you receive, ensuring your voice is at the heart of everything we do.

What will you do?

As a panel member, you'll take an in-depth look at how some of our key services are performing, including:

- Complaints
- Anti-social behaviour (ASB)
- Repairs and maintenance

You'll work with us to identify what's working well and where things can be improved, helping us deliver better outcomes for everyone.

### Interested in joining?

We'd love to hear from you! Simply express your interest at any of our community centres or speak to your Neighbourhood Coordinator.

# What's on in Oldham?

## Family Connect - Active and Wellbeing Hub

Free weekly sessions with sports, creative play and wellbeing activities for families, running on Saturdays throughout April, May and June at OBA Millennium Centre.

Find out more and [book a session here](#)



## The X-Trail 10K

Thursday 18th June

On 18 June, the route passes through Daisy Nook and Park Bridge Country Parks - great for families who want a day outdoors cheering participants on.



## Digital Confidence Sessions

Crompton Library & Northmoor Library  
Wednesday 13th May

Free supportive digital skills workshops—great for older adults wanting help with phones, tablets or computers at Crompton Library and Northmoor Library on 13 May 2026.



## Festival Oldham 2026

Oldham Town Centre  
Wednesday 3rd June

A brilliant free day out in Oldham Town Centre on 3 June, featuring over 50 performances, street theatre and creative activities for all ages.



## Crompton Crafters – Crafting and Social Morning

Crompton Library, Wednesday 13th May

A relaxed free crafting session ideal for older people who enjoy gentle creativity and conversation at Crompton Library on 13 May 2026 (recurring monthly).



# What's on at The Primrose Centre from Mar 26'

## Monday

**9.30am–12:00pm -Project Free (Red Rose Recovery)**  
A lived experience recovery organisation facilitating a combination of peer support and structured group sessions. All welcome.

**12:30pm - 2:00pm - Music Cafe for people living with dementia.** For more information email [gemma.cooper@togmind.org](mailto:gemma.cooper@togmind.org) or call 07770 263286

## Tuesday

**10:00am - 12:00pm - Stop Smoking Clinic**  
Ran by ABL Health. Please ring for appointment.

**2:00pm–3:00pm - Baby Boogies (SPARK Oldham)**

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

**COMMUNITY FRIDGE – Stocked every Tuesday, ring Jan to see what's available**

## Wednesday

**9.30am–12:00pm -Project Free (Red Rose Recovery)**  
Fortnightly. (Details above).

**10:30am - 12:00pm - ABL Health**  
Fortnightly healthy living sessions (Contact ABL Health for more information). Referrals only.

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

## Thursday

**1:00pm - 2:30pm - Poethrapy Session**  
Expression of emotion via poetry (ladies only).  
Contact the Primrose Centre for more information.

**1:00pm - 4:00pm - Early Help Drop-In**  
Ran by Positive Steps. Support with housing, finance, mental wellbeing, physical health, parenting & employment. No appointment needed.

**5:30pm - 6:30pm - Zumba**  
For ladies only.

## Friday

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

## Saturday

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

## Sunday

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

*To book the hall for private events:*  
*Contact Jan - 0161 642 7202, call into the centre or email [jan.wade@greatplaces.org.uk](mailto:jan.wade@greatplaces.org.uk)*



# What's on at The Crossley Centre from Mar 26'

## Monday

**10:00am – 12:00pm - Creative Crossley Sewing Class**  
(Sewing & knitting class) (term-time only)

**12:30pm – 2:30pm - ABL Health & Nutrition Group**  
(fortnightly)

**6:30pm – 8:30pm - PHAB**  
(activities to reduce isolation for people of all abilities)

## Tuesday

**7:00pm – 9:00pm - Local Vocals Choir Group**

**9:30am - 11:30am - ABL Health & Nutrition Group**

## Wednesday

**10:00am - 2:00pm - Oak Tree Woodcarvers**  
Creative wood Carving, Annual Membership £20 plus £5 weekly fee.

**2:00pm – 4:00pm - Community Fridge (free surplus food) & Community Space**

**Positive Steps - Early help** (support with employment, housing, wellbeing)

*Your Community Centre for Chadderton*  
*Please enquire about the above & booking the centre*  
**Contact number - 0161 652 1419**  
**@theCrossleyCentre**  
**323 Denton Lane, Chadderton, Oldham, OL9 9GA**  
**[www.crossleycommunity.org.uk](http://www.crossleycommunity.org.uk)**

## Thursday

**9:30am - 10:15am - Active Ladies Exercise Class (Outta Skool)** (free to join)

## Friday

**9:30am - 10:30am - Yoga**  
Free to join. Thrive Together.

**10:30am - 11:30am - Coffee Morning**  
Free to join. Thrive Together.

## Saturday

**10:30am - 11:15am - Children's Multi-sports**  
Free to join. Thrive Together.

**11:15am - 12:00pm - Kid's Crafts**  
Free to join. Thrive Together.

## Sunday

**10:30am - 1:30pm Autism Family Support Group**  
**2:00pm - 9:00pm - AVAILABLE FOR PRIVATE HIRE**



## Meet the childminder who made a big career switch to work with Oldham's littlest residents

Kerry Keenan hasn't looked back after her life-changing career move and is encouraging others to do the same.

People across Oldham are being encouraged to 'Do Something Big' by considering a rewarding career in early years, inspired by childminder Kerry Keenan.

Twelve years ago Kerry made the life-changing decision to leave her role running a busy call centre after realising it no longer fitted with her family life. As a mother of two, she wanted a career that allowed her to be present for her own children while still making a meaningful difference in her community.

That decision led her to set up Kerry Keenan Childminding Service.

"My journey started 12 years ago when my youngest daughter was born," said Kerry.

"I was working in a really busy call centre at the time my eldest daughter was born and it wasn't something that could fit in with the family very easily.

"I wanted to do a job that I could be here for the children and be at home if they needed me, so I did a course with the local authority and became a childminder which I've done now for nearly 13 years. I absolutely love it."

Today, Kerry works alongside her friend Michelle Dixon, who joined her six years ago.

Together, they are helping Oldham's youngest children as they grow and thrive.



## Royton scheme to progress following feedback from residents and businesses

Oldham Council is continuing to invest in Royton, improving how people move around the town centre, making it a cleaner, more welcoming place to visit whilst making safety a key priority.

Following the restoration of Royton Town Hall and Library, the next stage of investment focuses on Rochdale Road, improving public spaces and travel for everyone who lives, works and visits the town centre creating a more welcoming environment.

Working with Transport for Greater Manchester (TfGM), the scheme is the first phase of a wider programme to improve the Bee Network. Construction is expected to start next week.

Discussions between Oldham Council and TfGM were arranged following the MP for Oldham West, Chadderton and Royton, Jim McMahon, raising concerns about the removal of railings. Following further discussions, Oldham Council and TfGM reviewed the plans to ensure the design retains the railings in the areas recommended by a coroner after past fatalities, whilst enabling the investment and delivery of the wider improvements to the town centre.

The Royton town centre scheme is part of the Rochdale–Oldham–Ashton corridor improvements, funded through the government's City Region Sustainable Transport Settlement, which has been awarded to Greater Manchester to help deliver the Bee Network. The project aims to improve bus reliability, make walking and wheeling easier and safer, and support local businesses with wider pavements, step-free bus stops, better lighting, seating and new planting to improve the look and feel of the town centre.

Oldham Council, TfGM and Jim McMahon recently took a walk around the Town Centre meeting with local businesses and residents to discuss the scheme and listen to their views.

# How are we doing?



Item	Achieved
Number of repairs completed	790
Number of repairs where an appointment was made and kept	234
Number of gas services completed	68
Number of post inspections carried out	75 (9.5% of completed repairs)
Percentage of repairs completed on the first visit	87%
Tenancy cases Managed by Great Places in the last quarter	Opened: 22 Closed: 23
Complaints opened in the last quarter	Opened: 3 Closed: 2
Number of properties relet in the last quarter	4
Average relet time (Target 21 days)	13 days
Tenant overall satisfaction year to date	7.3/10
Tenant call handling satisfaction	7.1/10
Annual tenancy visits completed in the last quarter	49
Caretaker cleaning visits in the last quarter	115
Service failures in the quarter	1
<b>Repairs completed versus target</b>	
Emergency and Urgent repairs (Target 1.1 working day)	0.61 working days
Low priority repairs (Target 9.98 working days)	6.3 working days

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