InspiredLiving

OCTOBER 2026 THE MAGAZINE FOR OLDHAM PFI RESIDENTS



Summer fun brings communities together across Oldham

Meet your new caretaker: A friendly face in the community

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** or contact the Wates team on **info.oldhampfi@wates.co.uk**

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.

Anti-social behaviour should be reported to our Hub as soon as possible using our online reporting form or by contacting 0300 123 2003 and selecting option 2 for Great Places.



Alternatively, you can report using the My Place customer portal. This will be managed by an ASB specialist or directed to your Neighbourhood Co-ordinator who will contact you within 24 hours to investigate further.

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.

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.

Need to make a complaint? Complete the form here

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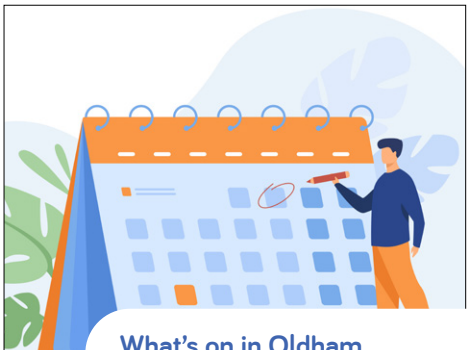
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Welcome to InspiredLiving!

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

Hello everyone,

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

We were fortunate to enjoy some great weather over the summer, and I hope you had the opportunity to take part in, or at least see, some of the fantastic community events that took place across Primrose Bank, Dew Way and Fitton Hill. These events brought residents together, encouraged community connections and gave us the chance to hear your views. At Fitton Hill, we also gathered more than 45 survey responses about the play area and the changes customers would like to see in the future. You can read more about these events in this edition.

As autumn approaches, we would encourage everyone to start thinking about preparing their homes for the colder months ahead. You'll find some helpful winter readiness advice in this magazine, including tips on staying warm, safe and well throughout the season.

This October will also see new regulatory changes introduced to strengthen protections for tenants and improve how housing providers respond to emergency repairs. Take a look at our article on Damp, Mould and Awaab's Law to see what these changes mean.

Finally, we are looking for more mystery shoppers to help us review the services you receive. Whether that's joining estate walkabouts, taking part in block inspections or helping us assess repairs and complaints processes, your feedback helps us improve. Look out for more information throughout this magazine.

I hope you enjoy this edition, and I look forward to seeing many of you in person soon.



Matt Deaville

Housing Management
PFI Manager



Meet your new caretaker: A friendly face in the community

Customers in the Crossley neighbourhood may have noticed a new face out and about recently. We're pleased to introduce Mevlut Kara, our new Community Caretaker, who has joined the team supporting the Oldham PFI neighbourhood.

Mevlut has a varied background, having worked as a butcher for more than 20 years, as well as in a bar when he lived in Turkey. Since moving to the UK, he has built up a wealth of customer service experience, most recently working at Morrisons before joining Great Places.

Although Mevlut is new to the Crossley area, he is no stranger to caretaker work. He previously worked in a similar role and has more recently supported several of our tower blocks, helping keep communal areas clean and welcoming.

No two days are the same for Mevlut. His role includes litter picking, cleaning communal areas, checking bins, reporting fly-tipping and carrying out regular inspections across the neighbourhood. He also works closely with Wates and other colleagues to identify and report any issues that need attention.

What does he enjoy most about the role? The people.

"I enjoy meeting customers and getting to know the community. I've always enjoyed helping people, and this role gives me the opportunity to speak to lots of different customers and make a positive difference to where they live."

For Mevlut, taking pride in the neighbourhood is at the heart of what he does.

"I want customers to feel proud of where they live. If I can help keep the area clean, tidy and safe, and make someone's day a little better, then I've done a good job."

Outside of work, Mevlut enjoys spending time with his family, tackling DIY projects and repairing cars. He's always keen to learn new skills and isn't afraid to take on a challenge.

Most importantly, Mevlut wants customers to know that he's always happy to help.

"If you see me out and about, please come and say hello. Whether it's reporting an issue, carrying some shopping or just having a chat, I always have time for people. I'm really looking forward to getting to know everyone in the Crossley area."

So, if you see Mevlut and his Great Places van around the neighbourhood, be sure to give him a wave!



Summer fun brings communities together

Over the summer, we hosted three community events across our Oldham PFI neighbourhoods, giving customers the chance to come together, have fun and share their views with us.

Held in Fitton Hill, Primrose Bank and Hilda Street, the events were packed with activities for all ages, including crafts, sports day games, community litter picks and refreshments. Most importantly, they created opportunities for neighbours to meet one another and spend time together.

Alongside the activities, we also spoke to customers about their experiences of living in our neighbourhoods and gathered valuable feedback on our services and how we can continue to improve.

A great start at Fitton Hill

Our summer programme kicked off in July in Fitton Hill, where more than 50 children and their families joined us for an afternoon of fun.

The event brought together customers from both our PFI homes and our newer properties, creating a fantastic opportunity for neighbours to get to know one another. We also asked customers for their thoughts on the local play area and what improvements they would like to see in the future. Thank you to everyone who shared their ideas. We'll be taking all feedback on board as we continue to invest in our neighbourhoods.

Community spirit at Primrose Bank

The second event took place in August at Primrose Centre and was another great success.

Families enjoyed a range of activities while also getting involved in a community litter pick, helping to keep the local area looking its best. The event also gave us the opportunity to gather feedback as part of our Tenant Satisfaction Measures, helping us better understand what matters most to customers.

It was wonderful to see so many people taking part and enjoying the day together.

Finishing on a high at Hilda Street

Our final event took place at Hilda Street. Although the weather was a little less kind, a few rain showers certainly didn't dampen spirits!

Customers came along to enjoy games, activities and refreshments, helping us finish off our summer programme. As with all of the events, it was a great opportunity to catch up with customers, listen to their feedback and celebrate the strong sense of community across our neighbourhoods.

Throughout the summer events, we also ran a 'What makes a good neighbour?' poster competition for younger ones. Children were invited to get creative and design posters showcasing what being a good neighbour means to them.

We received some fantastic entries, which highlighted the importance of being kind, helping others, respecting where they live and looking out for one another. The competition was a great way to encourage conversations about community spirit and what makes our neighbourhoods such great places to live.

We look forward to hosting more events in the future and hope to see even more customers getting involved.



Winter ready: Staying warm, safe and healthy this winter

As the colder months approach, now is a great time to start preparing yourself and your home for winter. A few simple steps can help keep you safe, comfortable and avoid problems when temperatures drop.

Get your home ready

» Check your boiler is working properly.

» Test your smoke and carbon monoxide alarms.

» Keep drains and pathways clear where possible.

» Report any repairs before they become bigger problems.

Stay warm

» Try to keep your home heated to at least 18°C.

» Ventilate your home regularly to help prevent damp and mould.

» Wear layers and enjoy regular hot meals and drinks.

» Seek support if you're struggling with energy costs.

Look out for others

Winter can be difficult for vulnerable customers. Check in on neighbours, family and friends, and make sure you have enough food, medication and essential supplies at home.

Be prepared for cold weather

Keep an eye on weather warnings and forecasts so you can plan ahead. If icy conditions are expected, wear suitable footwear and take extra care when outside.

Need Help?

If you experience any issues with your home this winter, please report them as soon as possible so we can help.

By preparing now, you can help ensure you, your family and your home stay warm, safe and well throughout the winter months.



Fitton Hill Play Area: Your feedback in action

Earlier this summer, we spoke to customers at our Fitton Hill community event to find out what improvements they would like to see at the local play area.

More than 45 customers, including both adults and children, shared their ideas and suggestions for how the space could be enhanced in the future.

The two most popular suggestions were:

» A football pitch or Multi-Use Games Area (MUGA)

» New swings and slides

Other suggestions included an outdoor gym, additional seating, climbing equipment and a larger play area for older children.

Thank you to everyone who took the time to share their views. The feedback has now been shared with our partners at Wates, who are using the results to help develop design proposals for the site. These proposals will then be considered by Oldham Council as part of the decision-making process.

We'll continue to keep customers updated as plans progress and would like to thank everyone who got involved.



Damp, Mould and Awaab's Law

Keeping your home safe, warm and healthy

What causes damp and mould?

Condensation occurs when warm moist air meets cold surfaces. Cooking, bathing, showering and drying clothes all create moisture that can lead to mould growth.

Reduce moisture

Use pan lids, avoid drying clothes on radiators, use extractor fans and keep doors closed when cooking or bathing.

Increase ventilation

Keep trickle vents open, open windows when safe, allow air around furniture and avoid placing wardrobes directly against external walls.

Keep your home warm

Maintain steady heating throughout the home and heat all rooms where possible during colder months.

If mould appears

Wipe away condensation, use an approved mould treatment and avoid brushing mould which can spread spores.

Understanding Awaab's Law

Awaab's Law requires landlords to investigate damp and mould reports promptly and address serious hazards within required timescales.

Report it early

Report black mould, damp patches, leaks, peeling wallpaper, persistent condensation or musty smells as soon as possible.

Damp and mould matters. Report it early. Stay safe. Stay healthy.

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 10 November - 9.30 –11.30am

Tuesday 8 December - 9.30 –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.



Reporting Hate Crime

At Great Places, we are committed to ensuring our neighbourhoods are safe, welcoming and inclusive for everyone.

Hate crime is never acceptable. If you have experienced or witnessed hate crime, support is available.

You can report hate crime anonymously at either Primrose Community Centre or Crossley Community Centre, or by speaking to your Neighbourhood Co-ordinator.

By reporting hate crime, you can help us take action and ensure that everyone feels safe and respected in their community.

Don’t suffer in silence. We’re here to help.

Neighbourhood Walkabout Dates: November and December

Primrose Bank

NOV	DEC
10 Tuesday 10am	1 Tuesday 10am

Fitton Hill and Dew Way

NOV	DEC
3 Tuesday 10am	8 Tuesday 10am

Crossley

NOV	DEC
24 Tuesday 10am	15 Tuesday 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.

Every other Monday

Lansdowne Community Room

9:00am – 12:00pm

Upcoming dates

NOV	NOV	DEC	DEC
9 Monday 9am – 12pm	23 Monday 9am – 12pm	7 Monday 9am – 12pm	21 Monday 9am – 12pm

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

Become a Mystery Shopper

Our Mystery Shoppers are out in the community every month, joining estate walkabouts, inspecting blocks and following up on repairs to help make sure the services provided by Great Places and Wates meet the standards our customers expect.

We currently have six active Mystery Shoppers, but we'd love more residents to get involved.

As a Mystery Shopper, you'll have the opportunity to inspect services, share your feedback and help shape improvements in your neighbourhood. You'll also be invited to take part in future scrutiny groups, helping us make sure we're delivering the best possible service to our customers.

If you'd like to get involved, please speak to Jan Wade at Primrose Community Centre or contact your Neighbourhood Co-ordinator.

Your feedback can make a real difference.

mystery SHOPPER



Community Fridge needs your support

Thanks to the growing success of our Community Fridge at the Crossley Centre, we're looking for volunteers to help us collect food donations from local businesses and bring them back to the centre.

The Community Fridge helps reduce food waste while supporting local residents with free food that would otherwise go to waste. As demand continues to grow, we're looking for people with access to a car who can spare a few hours each week to help with collections.

If you'd like to get involved and support this fantastic community initiative, we'd love to hear from you - leanne.keane@greatplaces.org.uk or 07816 095437.



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.

Only use community centre parking spaces when you are visiting or using the community centres.

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

Thinking about making changes to your home?

We know how important it is to make your house feel like home, and you may want to add your own personal touches.

Before making any changes, it's important that you contact us first to get permission. This helps us ensure any work is safe and suitable for your property.

Please do not start any structural changes or alterations until we have approved your request.

Once you've been in touch, we'll review your plans and let you know how to move forward.

We'd also like to remind customers that if a fixture or fitting is still in working order, we will aim to repair it rather than replace it, wherever possible.

To discuss any proposed changes, please contact us before getting started.



Help keep our communities clean

Residents can also take unwanted household items to the local Household Waste Recycling Centre:

Arkwright Street Recycling Centre

Arkwright Street, Oldham, OL9 9LZ

The recycling centre accepts a wide range of household waste and bulky items, helping to keep unwanted items out of our neighbourhoods and ensuring they are disposed of safely and responsibly.

Help keep our communities clean

Together, we can reduce fly-tipping and keep our neighbourhoods safe, clean and pleasant places to live. If you witness fly-tipping, please report it to your Neighbourhood Co-ordinator.

Top tip: Before throwing items away, consider whether they could be donated, reused or recycled instead. Small actions can make a big difference to our communities and the environment



Fly-tipping and bulky waste disposal

Please remember that fly-tipping is illegal and will not be tolerated. Fly-tipping on Great Places, council or private land is a breach of your tenancy agreement, and if you are caught, you could face enforcement action and a fine.

We'd like to thank the residents who continue to report incidents. Your support helps us keep our neighbourhoods clean and ensures those responsible are held accountable.

Need to get rid of bulky items?

If you have large household items that you no longer need, there are a number of ways to dispose of them responsibly.

Bulky Bob's Collection Service

Bulky Bob's offers a convenient collection service for larger items from your home.

Up to three items collected for £23

Additional items cost £8 each

Fridges, freezers and fridge-freezers incur an additional £12 charge

Bagged textiles and small electrical items, such as kettles and toasters, can be collected free of charge as part of a paid collection

Find out more and request a collection here.

What's on in Oldham?

Half-Term Halloween Trail

Until Sunday 2 November

Take part in Oldham's free Halloween Trail around the town centre. Find the hidden spooky-themed items and be in with a chance of winning prizes.



New Bonfire Night Celebration

Saturday 1 November at 5:30pm to 9:00pm

Oldham town centre will host a brand-new Bonfire Night celebration featuring fire installations, interactive activities, fire dancers and spectacular performances in Parliament Square. Perfect for families looking for a free evening of entertainment.



Christmas Lights Switch-On

Saturday 15 November

One of Oldham's most popular festive events returns with live entertainment, music, dance, family activities and a visit from Father Christmas. Children's favourites Bluey and Bingo will also be making an appearance before a fireworks finale in Parliament Square.



Festive Saturdays in Oldham

22 November, 29 November, 6 December and 13 December

Enjoy festive street entertainment across Oldham town centre, including live music, street performers and family creative activities in the run-up to Christmas.



How are we doing?

1035
Repairs completed

47
Gas services completed

89
Post inspections carried out



Repairs completed on the first visit



Tenant overall satisfaction year to date



Tenant call handling satisfaction

85 Annual tenancy visits completed in the last quarter

124 Caretaker cleaning visits in the last quarter

2 Service failures in the quarter

Tenancy cases managed by Great Places in the last quarter

Opened	29
Closed	16

Complaints opened in the last quarter

Opened	7
Closed	7

Repairs completed versus target

Actual Target

Emergency and urgent repairs
Target 1.1 working days — **0.9** working days

Low priority repairs
Target 9.98 working days — **8** working days

Average relet time
Target 21 days — **10** days

7 Number of properties relet in the last quarter

What's on at The Primrose Centre from October 2026

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.

12:00pm - 2:00pm - STROKE ASSOCIATION Practical support for after a stroke. 0161 696 3646 or email oldham.team@stroke.org.uk for more info.

Tuesday

9:00am–4:00pm - STOP SMOKING CLINIC Quit smoking & you could receive up to £100 in vouchers. Please ring Jan for appointment.

9:15am-11:45am - ESOL CLASS 12-week course starting 6th October. (Skills check Friday 2nd October. Ring Jan if you wish to join the class.

12:00pm - 2:00pm - SEWING 13-wk course started 15th Sept. Ring Jan for more info.

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

10:30am - 12:00pm - ABL Health Fortnightly healthy living sessions. Referrals only. 7th & 21st October.

9:30am–12:00pm -Project Free (Red Rose Recovery) 14th & 28th October.

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

Thursday

10:00am - 12:00pm - BANGLADESHI WOMEN'S WELLBEING GROUP 6 sessions from10th September – 22nd October.

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

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

PRIMROSE BANK COMMUNITY ASSOCIATION
Charity Registration Number - 1181125

What's on at The Crossley Centre from October 2026

Monday

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

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

Tuesday

9:30am – 11:30am - ABL Health & Nutrition Group (monthly, invitation only)

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

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

Thursday

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

10:45am - 12:15pm - CHAI Project
Wellbeing, health, arts & crafts for women.

5:30pm - 8:30pm - Aces Youth Group

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.

2:00pm - 7:00pm AVAILABLE FOR PRIVATE HIRE

Sunday

1:00pm - 7:00pm AVAILABLE FOR PRIVATE HIRE

THE CROSSLEY CENTRE

CROSSLEY COMMUNITY ASSOCIATION

Charity Registration Number - 1182129

Northern Roots opens: A major new green space for Oldham welcomes first visitors

An exciting new visitor attraction has opened its doors in the heart of Oldham.

The first phase of Northern Roots is now open, marking an exciting chapter at the home of what will be the UK's largest urban farm.

Delivered through a partnership between the Northern Roots charity and Oldham Council, the new 160-acre development gives people the chance to enjoy nature closer to home, improving local health and wellbeing, supporting education, creating local jobs, and playing an important role in Oldham's ongoing regeneration.

The project is transforming 160-acres of underused land next to Alexandra Park into a landmark destination, and the opening day gave visitors their first opportunity to experience the Welcome Building, cafe, Forestry Skills Centre, Urban Farm, and an expanding network of trails, orchards, woodland and wetlands.

Thousands of visitors from across Oldham and beyond flocked to the site to experience Oldham's newest major visitor attraction.

Families enjoyed an outdoor play area with a sandpit, climbing frames and water play, and free activities including face painting, outdoor games, live music, a bubble performer, unicyclist and roaming stilt walkers.

They could explore Snipe Clough Farm, a new four-acre working urban farm, and make wildflower seed bombs with the friendly team of volunteers.

The new cafe menu has been developed with acclaimed chef, food writer and restaurateur Mary-Ellen McTague – a 'farm-to-fork experience' serving fresh ingredients straight from the farm.

Developed over the past five years, Northern Roots includes spaces for school visits, community events, meetings, exhibitions and performances. By 2030, Northern Roots aims to attract 300,000 visitors a year.

The project aims to increase wildlife habitats by 25 per cent, generate clean renewable energy, and store 30,000 tonnes of carbon by 2050.

Normal operating hours will begin from Thursday 24 September, 9am to 4pm Thursday to Sunday.



The Oldham Open is back to put local artists in the frame — and it's bigger than ever

Once again talented artists are showcasing their work at the hugely popular exhibition.

The Oldham Open is held every two years and in 2026, as part of Oldham's year as the Greater Manchester Town of Culture, it is bigger than ever before.

Over 250 pieces have been submitted, and artworks are displayed across the two main gallery spaces at Gallery Oldham. These range from drawing, painting and photography to ceramics, jewellery, hat making and patchwork.

This free exhibition, which is now open, features the work of people living, studying or working in the borough and some artists have focused on Oldham landmarks including views of Delph, Dove Stone reservoir and Daisy Nook.

Visitors can vote for their favourite piece, which will win the People's Prize, and some of the work is also for sale so it's an ideal opportunity to pick up an early Christmas present for an art lover.

Artists include Janis Bowie, whose subject matter varies from landscapes to scenes involving everyday life depicting people and textile mill interiors. Her two works on display in the Oldham Open 2026 are entitled Removing Roving Spools and Working in the Mill.

Thanks to fundraising by The Friends of Gallery Oldham, Cliff Murphy's painting The Coliseum was added to Gallery Oldham's permanent collection in 2024. The Friends are keen to repeat this again and will be announcing their selected painting once the exhibition is open.

The exhibition runs at Gallery Oldham, Greaves Street, until Saturday November 14. The gallery is open from Tuesday to Saturday, 10am – 5pm.



Inspired Living

OCTOBER 2026

THE MAGAZINE FOR OLDHAM PFI RESIDENTS