

Creating a new Pendleton: Information on your home

It's Business
as Usual!

Neighbourhood



news

Update

An update on key issues in your neighbourhood

Pendleton

There are big changes planned for Pendleton but you can rest assured that Salix Homes will look after you all the way.

As you may know, your home is part of the Pendleton Private Finance Initiative (PFI) programme. You have hopefully seen this programme taking shape through the regular Creating a New Pendleton newsletters we have worked with the council to produce, and the range of community consultation events across Pendleton.

We're now fast approaching the announcement of the winning bidder which we can expect in early 2011 when details of the work across the area will become clearer.

You live in an area of Pendleton that has been identified for demolition. When that time comes Salix Homes will work with you to rehouse you.

Until that time, your home will continue to be managed by Salix Homes and of course, you will

continue to receive the same high level and award winning range of services to keep your home and neighbourhood a clean, green and safe place to live.

As details become clearer and the PFI programme develops we will continue to keep you up to date of how it will affect you.

When the time comes for you to be rehoused, Salix Homes will contact you to discuss your rehousing needs. We will help you through the moving process all the way by providing advice and assistance on rehousing choices, booking removals and advising you what compensation you can claim. We will also produce a Residents Charter with you, so you understand what the council and Salix Homes are committed to doing for you in the rehousing process.

Until then though, it's business as usual, meaning we will continue to look after your housing needs all the way.

What does that mean for me?

- We will provide the same service to you as all other Salix Homes customers. For example we will make repairs to your home, deal with anti-social behaviour and collect your rent as we've always done.
- You will continue to benefit from agencies working closely to manage neighbourhood issues in Pendleton. We meet twice a week with agencies like the police and environmental services so all issues are acted upon.
- When we are re-housing people we visit these areas more frequently to make sure we understand residents' concerns and how we can support them to make sure the neighbourhood remains clean, green and safe.

You can find more information on the service standards that Salix Homes provides to its customers at: www.salixhomes.org/servicestandards.htm.



Salford City Council

salix homes
releasing
the potential

A quick round up

Recent activity in your neighbourhood

Looking after your home

We have recently undertaken property surveys in a number of our homes. It is important that we have up to date knowledge about the condition and repair of all the homes we manage. This will make sure we know what improvements need to be made to homes that, like yours, are identified for demolition so they remain at a good standard for you to live in.

Keeping your neighbourhood clean, green and safe

As part of the Creating a new Pendleton programme, we're working with a range of agencies including environmental services and the Police to improve the appearance of sites across the area and make them safer for residents. Here are just a few you may have noticed recently:

- **Holcombe Close:** We are demolishing part of Holcombe Close as soon as we can to limit the opportunities for vandal attacks. The site will be cleared and sown with grass seed to improve the appearance and make it safer.
- **Clarendon Park:** A comprehensive clean-up of the park.
- **Churchill Mews, Brydon Close, Langfield Walk:** Clean-up of the area and improvement of the subway access from the market with the Police and Community Payback.
- **Windsor High School:** Clearance and securing of the site.
- **Brass Handles Pub:** Demolition and clean up of the site to improve the appearance.



Partners at the ready for the first SNAP in 2009

SNAP Returns!

SNAP is coming back to Pendleton and Seedley between Monday 24 and Sunday 30 January.

Does your local park need cleaning up? Have you seen any graffiti that needs removing? Whatever it is, just tell us what needs doing and where. Make your suggestion by:

- calling 0161 909 6544
- emailing snap@salford.gov.uk
- completing the online suggestion form at www.salford.gov.uk/snap

Useful Contacts

Tenant Participation Advice Service (TPAS) provides independent advice to Pendleton residents about the housing PFI programme. If you have any questions please contact Kevin Farrell:

Telephone: 0800 731 1619 or 0161 868 3500
Email: info@tpas.org.uk

Salix Homes

For up to date information or queries about the PFI programme call Salix Homes:

Telephone: 0800 218 2000
(local rate for mobile phones 0161 909 6559)
Email: pendleton.pfi@salixhomes.org

Website:

www.salford.gov.uk/creatinganewpendleton.htm