

Wythenshawe Life

www.wchg.org.uk



Enter now!
Garden Competition



Going up!
Village 135



Take part in
Wythenshawe Games



Nominate your
community heroes

Vote for us

National Lottery Awards

Vote for
Real Foods
to win the
lottery!

p3

If you
or anyone you know
would like this publication
IN LARGE TYPE
or audio format please
contact us on
0800 633 5500

**Tenant
Approved**

Accredited - for Resident involvement



Wythenshawe Community Housing Group (WCHG) has been awarded the TPAS Resident Involvement Accreditation for Landlords by a national organisation dedicated to tenant involvement in the social housing sector.

TPAS, the leading national involvement organisation, reviewed our approach to customer care and involvement and awarded their accreditation to recognise that we meet the required national standards.

The Accreditation is awarded to landlords in the social housing sector who can demonstrate exceptional value for money, effectiveness and commitment to achieving brilliant tenant involvement standards.

Nigel Wilson, Group Chief Executive of WCHG, said: "We are very pleased to receive this accreditation from TPAS. When the Group was created just over two years ago, tenant involvement was a crucial part of our Governance Structure. Whether through the Tenant Committee, our Tenant Scrutiny Panel or one of our many Tenant Service Panels, tenant involvement has

been instrumental in helping us ensure that we put their needs at the heart of our services and stay focussed on delivering effective, efficient and relevant services."

Jenny Osbourne, TPAS Chief Executive, said: "We applaud Wythenshawe Community Housing Group for their commitment to resident involvement. With the housing sector having a greater focus on efficiency and value for money there's never been a more important time for landlords such as WCHG to show that they have a vital opportunity to help residents stay at the heart of shaping services. Our huge congratulations to WCHG for this considerable achievement, we are delighted to recognise their passion and commitment to deliver fantastic, innovative services."



Digging in to make a difference



A garden used by patients at a specialist breast cancer unit at Wythenshawe Hospital is getting a makeover - thanks to a fabulous team of young volunteers.

The idea for the makeover was sown when Faye Greaves, a former Futures

Trainee who now works in our housing department, was talking to someone who had recently had a biopsy and who mentioned the gardens were not really nice places to be.

A collaborative project was born, involving our Youth Involvement Team, Wardens and Junior Wardens, Neighbourhoods team, and people from Hollinsclough Close, a local supported housing project for homeless young people. They are now digging in together as part of the Genesis Project which raises funds for the unit. They have been helped by a donation from Wilkinsons.

Gardens - looking for the best

There is still time to enter our Gardening Competition. You just need to get your applications in by 24 July.

Categories are:

- Best Garden
- Best Communal Garden
- Best Kitchen Garden (edible plants and flowers - although allotments are not allowed)
- Best Balcony Garden

There is also a "Best Front Garden" Competition which is nominated by third parties such as Housing Officers, neighbours, our Tenants and Residents Associations. If you know of any worthy front gardens where you live, get in touch.

Judging will be taking place 30-31 July. Call Pedro Odjidja on 0161 946 6369 or email getinvolved@wchg.org.uk for more information.

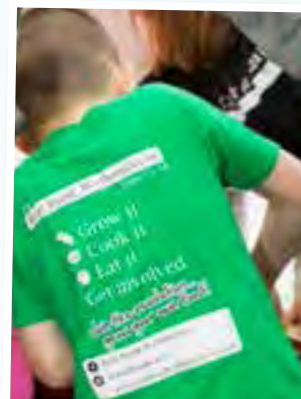


Vote for Real Foods



Real Foods is through to the finals of this year's National Lottery Awards and needs your vote to win.

Voting for the finals opened at 9am on 24 June and ends at midnight on 29 July. To register your vote for Real Foods call 0844 836 9680 or log on to the Environment category at www.lotterygoodcauses.org.uk/awards.



Truly Unique!

We are the only Housing Group project to have made it through to the National Lottery Awards finals.

And

We are the only North West group represented in the finals of the Environment category.

Your vote will count!

The Awards are an annual search to find the UK's favourite Lottery-funded projects, and they recognise and celebrate the difference that Lottery-funded projects make to communities across the UK.

The National Lottery Awards have seven categories - each reflecting an area of Lottery funding: Sport; Heritage; Arts; Environment; Health; Education; and Real Foods is one of only seven projects to make

it through to the finals in the Best Environment Project category.

The winning project in each category will receive national recognition on a star-studded BBC One TV show in early September and, in addition to the Lottery funding they have already received, will receive a £2,000 cash prize to spend on their project.

Real Food Wythenshawe is a 5-year £1million Big Lottery funded community food campaign that was launched in September 2012, with match funding from key partners in the public, private and voluntary sector in Manchester. The project came about from the successful Real Lives Wythenshawe campaign which was created to challenge the outdated and negative images of the community of Wythenshawe.

The campaign is unique in its aim to encourage people to think about how their food is grown and cooked and encouraging a shift towards more sustainable lifestyles and a secure food future for the people of Wythenshawe – a garden city for the 21st century.

Nigel Wilson, Group Chief Executive of WCHG, who leads the campaign, said: "We are really proud of the work that the Real Food team do to inspire people about the food they eat. With their fantastic, growing band of volunteers, they are spreading the message - 'Grow it, Cook it, Eat it!' (see the new demo kitchen story on page 8!). We are delighted that they have been short listed for this award and we hope that the wonderful people of Wythenshawe will get behind the team and nominate them so that the brilliant work that they do can be seen on a national stage!"

See page 8 to find out more about the Real Foods latest projects and their plans for the summer.

Going up!



Our new Village 135 Extra Care Scheme on the junction of Brownley Road and Hollyhedge Road in Wythenshawe is taking shape.

The steel structure is going up - marking a production milestone on this £20m development which will provide 135 much-needed homes for older people. Over £5m of the investment was awarded to WCHG via a Department of Health Care & Support Specialised Housing Fund bid through the Homes and Communities Agency (HCA).

The homes will provide a mix of two-bedroomed apartments for affordable rent, shared ownership and apartments for outright sale. There will be an on-site 24-hour care team offering a range of facilities to meet residents needs.

Nigel Wilson, our Group Chief Executive, said: *"It is fantastic to see the progress on this exciting project, which marks the first major development since WCHG was created in April 2013. The choice of rent, buy or shared ownership also gives people different options if they wish to downsize or want to find something better suited to their requirements."*

Village 135 will include a range of facilities open to the community to create a hub for local people to enjoy, such as a bistro and hairdressing salon. It will be set in landscaped gardens and the homes have been designed to meet mobility and access under Lifetime Homes, ensuring the living spaces are flexible in design and are a generous size to meet the needs of the residents.



Eddy Newman, Chair of WCHG, said: *"This new facility will also provide job opportunities for local people and we are working closely with The Manchester College in Wythenshawe to provide training and*

employment in health and social care, catering and hair and beauty as part of the community facilities on offer at Village 135."

To find out more and register your interest in Village 135, contact Amanda Seals, Senior Extra Care Manager, on 0161 946 9581 or email amanda.seals@wchg.org.uk.



Launched - Garden City Homes

Garden City Homes is a new team within WCHG for all our new-build properties available for sale, shared ownership and market rent.

It reflects the fact that, in addition to offering homes for social rent, we now have a full suite of additional housing products to offer within the Wythenshawe area.

Garden City Homes has a new marketing and sales team and we are delighted to welcome aboard Tina Gardner who has joined us as Senior Sales Coordinator for Garden City Homes. Within Garden City Homes, a team will manage the tenancies and long term relationships with the customers living within the new properties, providing a dedicated service.

See the advert below to find out about the exciting developments and properties we are currently marketing.



To speak to Tina about our new-build properties available for sale, shared ownership and market rent, call 0300 7777 177 or email enquiries@gardencityhomes.org.uk

NEW Homes
for Sale & Rent
Wythenshawe, Manchester



We are delighted to offer these homes for sale, shared ownership or market rent. Ideal for first time buyers. These homes are available at four locations in the delightful green space of the Wythenshawe Garden City.

LAST 2
REMAINING

The Haybarns,
Hall Lane, Baguley.
4 houses. (Shared ownership)
from £67,500 for a 50% share.*

Village 135 Extra Care, Brownley
Road. 2 bedroom apartments for over
55s (shared ownership & outright sale)
from £59,995 for a 50% share.*



COMING SOON - (Shared ownership & market rent)

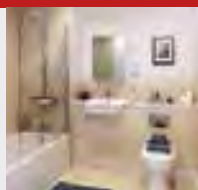
Brook Meadow, Amberley
Drive, Newall Green. 12 houses.
from £67,500 for a 50% share.*

Greenfields, Cotefield Road,
Woodhouse Park.
38 houses/apartments.
from £67,500 for a 50% share.*

Situated in close proximity to local amenities, Metro Link access, high quality finish and fittings, fully fitted kitchen/diner, generous sized living space.



For an immediate opportunity to secure your new home please contact the sales team on **0300 7777 177** or Email enquiries@gardencityhomes.org.uk



*Prices should be used as guidance and will need to be confirmed.

PRESS RELEASE***PRESS RELEASE***PRESS RELEASE

HOT SPOT!

Wythenshawe is a property hotspot, so this is an ideal time to check out these new homes from WCHG.

Wythenshawe is 'the new Didsbury':
House prices soar by nearly 60 per cent in
four months (second only to Chelsea)



You can read our Group Chief Executive Nigel Wilson's thoughts on the fast moving property market at www.wchg.org.uk/wythenshawe-on-the-up-2

PRESS RELEASE***PRESS RELEASE***PRESS RELEASE

Rent Statements



Tenants who have personal email addresses will soon be able to sign up to receive quarterly rent statements by email rather than by post.

The option is part of our drive to improve efficiencies. There will be a number of benefits for

those who sign up. They will be able to log in and view their current statement details and, in the future, previous statements any time they wish.

Look out for more details in your rent statement in August which will tell you how to sign up, how to set up the account and how to log in.



We understand that not everyone has an email address or feels confident with their computer skills. Our Get Online Wythenshawe programme provides free courses which can be accessed by contacting the team on 0161 946 7521. They will arrange to meet you and identify ICT workshops course that are suitable to develop

your skills. These courses are free to any tenant.

The team can also help identify the most cost effective broadband provider and is offering refurbished PCs and laptops at very affordable prices.



Get Online with Universal Credit



Help catch the sharks!

An illegal money lender (loan shark) has been arrested in the Wythenshawe area, thanks to information provided by our Financial Inclusion team.

The 'shark' had been lending money without a licence to residents. The Illegal Money Lending Team will now be providing support to the hundreds of victims.

If you suspect anyone of lending money illegally, or know anyone who has been a victim who may want advice and support, contact the Illegal Money Lending Team on 0300 555 2222 or email reportaloanshark@stoploansharks.gov.uk or contact us and speak to Financial Inclusion Team.



BIS Department for Business Innovation & Skills

Illegal Money Lending Team Working with Trading Standards - Licensed to 016

Always pay your rent

Don't let money worries stack up. Paying your rent should always be your number one priority. If you are struggling, contact our Financial Inclusion Team's Debt Advisors and they will be able to work with you to find practical solutions. Our Welfare Rights Officers will also be able to provide advice and support with benefit queries.

Contact us to make an appointment.

Peace of Mind!

Don't forget that WCHG provides a Tenant Insurance Scheme. It is open to all WCHG tenants and leaseholders and is a special Home Contents Insurance Scheme service provided for us by Aviva Insurance Ltd. If you would like to find out more or request an application form, please contact us.



Customer Feedback

You said: we took too long to resolve alleged damp/mould issues

We: completed additional training with our surveyors and introduced the ability to seek a second opinion/appointment

Repairs, responsibilities and recharges!

Most repairs to your home will be done on request by WCHG, but some repairs are your responsibility under the tenancy agreement. For example, you must keep the property in good decorative order and complete minor repairs such as:

- Easing to internal doors to fit carpets
- Clearing blocked sinks, basins and shower wastes
- Replacing electric fuses, light bulbs, tap washers, sink and bath plugs, (unless communal)
- Relighting boilers
- Filling plaster cracks & internal decoration
- Toilet seats, repairs & replacements
- Plumbing in washing machines and repairs to own equipment
- Repairing damage caused by yourselves or visitors
- Repair any fittings or appliances not provided by the Group
- TV aerials or satellite dishes (unless communal) and any damage to property or neighbouring property caused by their installation
- Clothes posts and lines (unless communal)
- Curtain rails and battens
- Garden areas including tenants own fencing

You can ask WCHG to undertake these repairs and we will recharge you for the repair. In these cases you need to pay for the work in advance otherwise there will be an additional 10% administration charge added to the cost of the repair. Damage to your home will also be re-charged. For example:

Repair work	Cost for payment in advance	Cost if not paid in advance
Replace lock/keys to external door	£49.36	£54.30
Unblock toilet from inside	£39.15	£43.08
Renew tap washers	£12.73	£14.00
Renew light fitting	£54.65	£60.12
Renew single/double socket	£24.61	£27.07
Reglaze window - including board up	£125.00	£137.50






The following types of repair will be pre-inspected and an exact quotation will be provided before any work is carried out. The prices shown here are intended as a guide price only.

Repair work	Guide price for payment in advance	Guide price if not paid in advance
Renew internal door	£155.86	£171.45
Ease and adjust internal door	£34.15	£37.57
Renew external door	£790.85	£869.93
Renew external door and frame	£1007.96	£1108.76
Renew sink	£232.50	£255.75
Renew sink and pedestal	£267.37	£294.11
Renew bath	£542.12	£596.34

If you want to check whether a repair is your responsibility or ours, or what it would cost for us to carry out the work, give us a call!

Performance to the end of May is

Year to Date performance to end of May 2015

-  Current Rents Arrears – **4.48%**
-  Average time to relet a property – **19.88 days**
-  % of repairs completed on time – **99.76%**
-  % of repairs completed on first visit – **94.13%**
-  Customer satisfaction with repairs – **95.62%**
-  % of phone called answered in 30 seconds – **90.68%**



Don't forget to vote for us.

p3



Real Food Wythenshawe is a Big Lottery funded project managed by WCHG. Follow us at: www.realfoodwythenshawe.com; on twitter @realfoodteam or call the team on 0161 946 7554.

Cooking up a storm



The Real Food team has launched their very own demonstration kitchen in the indoor market in Wythenshawe town centre.

In a 'cook off' with Nigel Wilson, Group Chief Executive of Wythenshawe Community Housing Group, the Real Food

Team cooked up a storm at the launch.

The kitchen will be regularly used by other health and well-being community members for cookery demonstrations and taster sessions with many of the ingredients sourced in the market.

And it has had the thumbs up from local residents:

Jan Wilson, Sharston:

"The food is amazing. I tried their frittata last week and it was delicious. I've just picked up the recipe for Jacqueline's famous dahl and I'm going to get the ingredients from the market while I'm here. It was really tasty and quite simple really!"

Lesley Benyon, tenant, Wythenshawe:

"I've just tried the meatballs and picked up the recipe. I will definitely have a go at making those. This is such a great idea – I'm really looking forward to watching more demonstrations and trying the recipes!"



The Real Food team has hosted an art exhibition of chicken-inspired designs by special needs students (aged 16-18) from Melland High School Gorton and attended by local pupils from Haveley Hey Primary School.

The students have been travelling to Wythenshawe Park and Farm and were so inspired by the chicken house that they undertook the art project and handed over the exhibition of their works to the Real Foods Team.

Real Food. Wythenshawe.

Join the Real Food Action



See us at:

July	
15	Official Launch of Edible Interchange*
22, 24, 26	Cooking Showcase at Tatton Flower Show
22 to 29	Wythenshawe Games
31 to 6 August	Dig The City

*planting herbs and other food plants at bus stops! We are looking for volunteers to get involved - give us a call!

September

19	Garden City Wythenshawe Town Centre
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Bideford Community Centre
Bideford Drive, Baguley, M23 0QH

email: bidefordcommunitycentre@hotmail.com,
call the Centre on 0161 946 6386 or
contact Kirsty Taylor, co-ordinator, 07871 351018

Real Neighbours. Wythenshawe.

WE NEED YOU!



We are looking for more people to join our fabulous Real Neighbours volunteers and get involved in many of the events that are at the heart of our community - Wythenshawe Games and Wythenshawe Together, the Manchester Day Parade and the Wythenshawe Garden Festival.

Real Neighbours also play a key part in our Grand Day

Out project at the Forum, and with other regular community groups and events.

If you would like to volunteer contact Lewis Crowther on [lewis.crowther@wchg.org.uk](mailto:crowther@wchg.org.uk) or call 07525 905030 for more information.

More on Wythenshawe Games on pages 12 and 13.

T-remendous!



Bideford Community Centre has benefited from two very generous donations:

- Volunteers received branded t-shirts from the Manchester Arndale.
- Manchester Arndale sponsors the 'Unsung Hero' category at the Manchester City Council 'Be Proud Awards', which Bideford volunteer Kirsty Taylor won last year. Director David Allinson was so impressed by her story and the fantastic work done by Bideford volunteers that he organised the donation.
- The Lord Mayor of Manchester, Councillor Susan Cooley, presented £1,398 from the Lord Mayor's 'We Love Manchester' Charity Appeal Trust to go towards much-needed new furniture and equipment for the centre. She also joined local residents and volunteers for a hot lunch and did a stint calling out the numbers in their bingo session!

Remembering soldiers past and present

The Johannesburg Gardens group has hosted a fantastic street party in remembrance of all our soldiers past and present.

Jean Poole and Eric Booth coordinated the whole day which was full of laughter, fantastic food and music.

Volunteer, Tony Conway, who owns a descendant of the pigeon that

brought the first message over to Britain, let a flock of pigeons fly, to remember the animals in the war.

Jean, a Real Neighbour volunteer, said: "It is fantastic to get people together to remember those we have lost and those who are serving now. I am delighted that all our neighbours have come together to enjoy and mark the day with respect."

This is just one of many events and activities that the group does. They are a dedicated team of residents who love to make a difference to other people, to help the residents build friendships and to help in the community.

WCHG are so proud of what the group has achieved and all their hard work.



Tenancy fraud - together we can stamp it out!

Tenancy fraud is a crime. It is the use of social housing by someone not entitled to occupy that home.

It includes;

- using false information to obtain a tenancy
- unlawful subletting of a property
- not using the property as a principal home

There is a shortage of affordable homes and fraud means someone who desperately needs a property and is eligible may be missing out. WCHG is signed up to a Manchester-wide agreement to tackle tenancy fraud and will take action where we know this has happened. **Contact us in confidence if you know of any possible cases.**



In a recent case, false information was used to obtain a property. We took legal action and were awarded possession of the property by Manchester County Court. The tenant was given 56 days to vacate. We were also awarded costs.

Tenancy Support - here to help

When a Neighbourhood Officer raised a concern about a tenant who was struggling financially and suffering from extreme cold, alcohol issues and severe depression, we took immediate action.

Tenancy Support visited the tenant and found he was without gas, as his meter was highly calibrated due to large gas debt. He was failing to open incoming mail, which was mainly demands for payment from utility providers; was becoming too ill to travel to a job club in another borough, and was not registered with a local doctor.

We persuaded the tenant to register at a local practice and diagnosis confirmed that he should be certificated unfit to work.

We supervised the switch in benefits from JSA to ESA, provided support to read his post and contact debtors. A specialist appointment confirmed his illness from childhood and we helped with a successful claim for Personal Independence Payment (Pip) benefit, backdated. The tenant is now back on track.



Our Tenancy Support service is there to help support you to manage your tenancy, whatever the issues. Contact us if you need help or advice.

Customer Feedback

You said: you didn't like being asked too many security questions when you call us

We: are promoting an alternative to these questions and encouraging customers to set up a password on their accounts

Operation Ingot

Police have arrested 16 people following dawn raids across Wythenshawe. The four-month investigation focused on an organised crime gang who were arrested for a number of offences such as burglary, vehicle crime, ram raids and the supply of drugs across South Manchester and other GMP divisions. The proceeds of their crimes are believed to be in excess of £750,000.

CRIME PREVENTION BOOK YOUR FREE HOME SURVEY NOW



Neighbourhood Wardens will be working with the police over the summer to deliver crime prevention advice to protect your home. They will be offering local residents the opportunity to have a home security survey.

WHAT YOU GET



- ✓ An appointment with your local PCSO to discuss your home security
- ✓ Free security products to help protect your home
- ✓ Bike marking
- ✓ Fire home safety check conducted by Greater Manchester Fire and Rescue Service
- ✓ Guidance on how to improve your home security

To book an appointment call the Neighbourhood Wardens on 0161 946 9501 or email NeighbourhoodWardens@wchg.org.uk

News from the courts



- **Granted**
Following a complaint from a tenant who had been assaulted by another tenant while on his way to collect children from school, statements were taken and an ex-parte (without notice) Injunction was granted
- **Prison sentence**
A man who continued to breach an Exclusion Order banning him from entering Baguley has been arrested and sentenced to a further 16 weeks in prison
- **Injunctions**
The Anti-Social Behaviour team has successfully obtained ex-parte injunctions against a man who threatened a female volunteer at the Bideford Centre and another male who verbally abused, threatened and spat in the face of a neighbour
- **Suspended possession order**
A 32-month Suspended Possession Order has been granted against a tenant who allowed her sons to conspire to steal cars worth around £250,000 whilst living at her property. On release from prison, both sons have been banned from entering the property for two years

If you are worried about ASB, you can request assistance or report an incident to the control room/Wardens by calling 0161 946 9501.

ASB Performance 2014-15

99.38%
Satisfaction with the ASB service

589
ASB cases dealt with

77
Average number of days to resolve a case

54
Legal actions secured



FESTIVAL OF

FAMILY ACTIVITIES

WYTHENS GAMES

**WED 22 - TUES
WYTHENSHAW**

11AM TO

**Come along to the Park for
loads of drop-in sports and
activities for all ages**

**Under 5s zone
all day!**

**Bike Ride round the
(registration required)**

**Over 50s Day
Wed 22 July**

**Family Fun
weekend**

**Sport for All Day
Fri 24 July**

**Girls and Women's Day
Mon 27th July**

**Teen Takeover
every evening 4 - 7pm**

**Health Zone
Fun and interactive**



SHAWE
2015

S 28 JULY
WE PARK
4PM

e Park
(red)

ne
ctive!

ALL FREE!



Face Painting
Talent Showcase
Scarecrow Building
FREE Fun Fair

Part of the Wythenshawe Games Festival

Wythenshawe Together
COMMUNITY FUN DAY
Saturday 25th
and Sunday 26th July
11am to 4pm
Wythenshawe Park

ALL ACTIVITIES FREE!

Free, Family Fun!
Contact 07950 879465 for more details



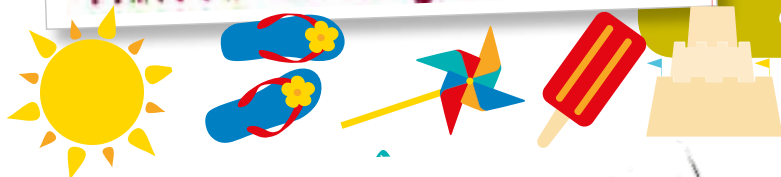


Woodhouse Park Lifestyle Centre
Portway (junction with Selstead Road), M22 1QW

Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

Follow us on twitter @WPLifestyleCent
or Facebook Woodhouse Park Lifestyle Centre



Did you know...?

- Wythenshawe's name originally came from old English meaning "Withy Tree"
- The astronaut Yuri Gagarin once visited Wythenshawe!

These are just a couple of the facts and stories which a group of young people have discovered and are bringing to life as part of a project being run by the WOW Zone with funding from the Heritage Lottery Fund.

Their 'Wonders of Wythenshawe' project will be showcased for the whole community at Wythenshawe Forum on Saturday 5 September at 2pm, with an unveiling of an interactive timeline in the library and the launch of a free WOW Heritage app!

Look out for us at the Wythenshawe Games and check out the project website:

www.wondersofwythenshawe.com



Gone Global!



Students from Ringway, St Anthony's and The Willows primary schools in Wythenshawe have launched their Global Art Garden at Woodhouse Park Lifestyle Centre as part of a project that has involved schools from 30 cities across the world.

They have been taking part in a prestigious international learning programme run in association with the New York Mayor's office, communicating with other students across the world to collaborate on a shared curriculum that encourages learners to use technology in a creative way.

Locally, their task was to decide on an area within the community that they could have a positive impact upon. Having learned about urban gardens, they decided to revamp the garden attached to the Lifestyle Centre where the WOW Zone is based.

Lisa Whitaker, one of the Wow Zone teachers, said: "We secured funding from 'Let's Go Global' to enable the children to work alongside a local artist called Nicky Colclough. As part of their research, the students visited a museum garden in Manchester, spoke with the cultural park keeper and used Pinterest as a planning tool before beginning to clear the space that had become unkempt and overgrown."

To finish the project, the children helped to plan the grand opening event.

Olivia, aged 11, from Ringway Primary School, said: "I've really enjoyed being involved in this project. My favourite bit was creating a model of the garden on the computer and then using that to design the real garden. We had great fun doing the actual gardening too!"

For more information on the WOW Zone visit www.wowzone.org.uk

Summer Play Scheme

Free!

For: 6-13 year olds



From: 22 July, Wednesday to Friday, for four weeks

Quality play delivered by qualified play workers and sports coaches.

Give your child the opportunity to make new friends and memories during the school holidays.

There are 60 places on a first-come first-served basis (you cannot book a place). There are lunch facilities onsite at a small fee, please let staff know. For more information email lisa.davenport@wchg.org.uk or clarenorth@whpfamilycentre.co.uk or contact Lifestyle Centre Reception.



Bend it like Beckham!



We have four versatile all-weather sports pitches you can hire at a great weekend hire off-peak rate of just £10 an hour. Great to get fit and socialise with friends.

We also run walking football sessions for older veterans who are still keen to play. Saturday mornings, 10-11am, for just £2. Pop in to see us in action and join in, or give us a call!



Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk
or [Facebook](https://www.facebook.com/benchillcommunitycentre) benchillcommunitycentre

Free! Computer lessons

Classes are free and open to everyone - either drop in or join a rolling programme. However, there is a charge for those wishing to register for an ECDL qualification.



DAY	CLASS	START	FINISH
Monday	Beginners/ECDL	9.30am	12.30pm
Monday	Over 50's Beginners Class	1.30pm	3.30pm
Monday	ECDL and advanced ECDL	3.30pm	7pm
Tuesday	Beginners	9.30am	12noon
Thursday	Beginners/ECDL	9am	11.00am
Thursday	Beginners/ECDL	11am	1pm
Thursday	Beginners	1.30am	4pm
Friday	Beginners/ECDL	9.30am	12.30pm
Friday	ECDL and advanced ECDL	3.30pm	6.30pm



Saturday 18 July

11am-3pm

Free!

Bouncy castle, stalls, refreshments, tombola, BBQ, entertainment and more!

Summer Playscheme

Keep an eye out for the dates of our Summer Playscheme. Lots of fun activities for children aged 6-15 years, just £1 per day from 9.30am – 3pm with a FREE breakfast club!

Benchill Community Centre's Over 50's Coffee Morning



10.30am - 12.30pm
Monday 20 July
Monday 17 August
Monday 21 September
Monday 19 October
Monday 16 Nov

Come along once a month to meet new people, enjoy a hot drink and share your hobbies and interests



www.facebook.com/benchillcommunitycentre

Benchill Community Centre, Benchill Road, Wythenshawa,
M22 8EJ. Tel: 0161 945 0879 Email: Rochelle.loneragan@wchg.org.uk



STRIVE Academy Launch



Members of the Newall Green High School Students Council celebrated their school's launch as an Academy in style with a special tram ride to meet with staff and students at Chorlton High School.

Newall Green and Chorlton High School have joined together in a Multi Academy Trust, with Chorlton sponsoring Newall Green. And, with the new Manchester Airport Metrolink line connecting the two partner schools, there was only one way to travel!

Headteacher Alison Wright said: "Our conversion to Academy status marks the start of a new era for our school and we wanted to mark the launch with a very special event. Like our school, Metrolink is modern, forward-looking and an asset to Wythenshawe, so what better way to celebrate than by taking the tram?"

She added: "Our STRIVE values underpin everything we stand for at Newall Green as we move ahead together with our new partners at Chorlton High School."

Results joy for MHA



Manchester Health Academy is celebrating its Ofsted results.

Their recent inspection graded the Academy as 'Good' in all areas, with many outstanding features - an incredible achievement for an Academy which in November 2013 had been graded 'inadequate'.

This time, Ofsted said: "The quality of teaching overall is good and some is outstanding. Teachers use questioning very effectively to inspire students to think more deeply and respond more thoughtfully."

Principal, Mr Damian Owen, who joined the Academy immediately prior to the previous inspection, said: "I am absolutely delighted that the hard work of all our staff and students over the past two years has had such a positive impact on the Academy's performance, and that Ofsted have recognised the significant improvements we have made."



Award winner



Saint Paul's Catholic High School threw a Mad Hatter's Tea Party for pupils, staff, governors and other guests as part of the school's pupil-focused award winning Resilience Programme.

Mrs Cathie Halbert, who has organised the programme at Saint Paul's, explained: "The programme is helping the pupils become more aware of their thoughts, emotions and actions and better able to manage these. Furthermore, the pupils are learning to recognise the impact these thoughts, emotions and actions can have on their day-to-day lives. As a result, this understanding is helping them to interact more effectively with peers and adults alike."

The programme, for Year 7 pupils, won the prestigious Healthy Schools Manchester Health Improvement Award - Emotional Health (Secondary) for its commitment to promoting healthy lifestyles and its exceptional contribution to supporting emotional health.

Glowing Ofsted report



Manchester Enterprise Academy (MEA) is celebrating its latest Ofsted report which praised its 'significant progress'. WCHG is proud to be a sponsor of this amazing school. In their report Ofsted recognised the role of sponsors in supporting the Academy "extremely well".



STOP PRESS!

MEA has been shortlisted in two categories in the Manchester Evening News education awards:

Secondary School of the Year
and
Headteacher of the Year



James Eldon, who took over as Principal of MEA in 2011, said: "To have received an 'Overall Good' rating, with many features described as 'Outstanding' is an amazing achievement that everyone at MEA is extremely proud of.

"It's been an unbelievable journey since Parklands High School became an Academy and I cannot thank the students, staff, governors, sponsors, parents and partner organisations enough for their ongoing hard work, support and commitment.

"Our academic results are beginning to speak for themselves, but it is also heartening to know that the MEA way of working is helping achieve those results.

"Our vision is to provide 'A Fantastic Future for All' and to gain external recognition that our students are not only happy, but motivated and determined demonstrates how we are making this possible with everybody working towards this common goal."

MEA has been recognised nationally as a beacon of how to rapidly transform a school in challenging circumstances. The report comes as the Academy was placed in the top 5% of similar schools nationally, according to the official 2014 National League Tables.

Westminster date



Young people from Wythenshawe were invited to Parliament by Mike Kane MP as a thank you for their recent 'Wythenshawe Gone Good' campaign.

Our youth forum was set up last summer and is made up of young people aged 13-18 years old from all areas of Wythenshawe.

Their 'Wythenshawe Gone Good' campaign is aimed at improving the image of young people in Wythenshawe

and they kicked it off with a community litter-pick in Wythenshawe Park last summer. Mike Kane MP went along to lend a hand and as a 'thank you' for all their hard work he invited some of the young people to visit him in London and have a tour around the Houses of Parliament.

Here are a couple of comments from the young people, who were truly inspired and motivated by this trip:

"It's been a wonderful experience. It's given me a lot of motivation and inspired me how youth could change everything, especially with Mike's help and support,"
Tamara, aged 15.

"It was good to get this perspective of how the Houses of Parliament actually works rather than images through the media. Mike Kane actually comes from Wythenshawe and lived in a council house before he became an MP."
Kyus, aged 16.

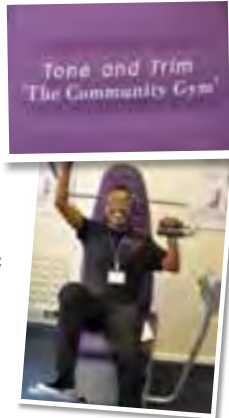


Helping your communities

Our Community Grants Panel has awarded £2,301 towards a community gym that is accessible and affordable to all local residents who have a medical condition and are finding it hard to exercise.

The Tone & Trim Community Gym at Alderman Downward House at the Civic Centre, Wythenshawe, opened in May.

If you or your group have a project in mind that requires up to £2,500 worth of funding, apply for a Community Grant by completing an application form which is available to download from our website or by ringing 0161 946 6315 and talking to Pedro Odjidja of our Resident Involvement Team about receiving a form in the post.



Local Apprentices - making a difference and feeling proud!



We are very proud of our Apprentice Scheme and the opportunities we give to provide local jobs for local people!

Our Apprentices play a crucial role in some of our new schemes, such as the new bungalows on Gladeside/ Leybrook Road – a project that was short listed for two prestigious, national awards - and also our programmed work in making sure that your homes are being kept in good order and maintained to the highest of standards.



Ayden Rogers, is a roofer who secured a permanent job with us after successfully completing his apprenticeship. He was one of our first Apprentices and worked on the new bungalows on Gladeside Road and is now a fully fledged roofer in our Wythenshawe Works department.

He said: "My Mum, Dad and all the family are really proud of me. I'm proud to have been a part of the Gladeside/ Leybrook project that was up for awards. I'm working on the roofing team now and as a local lad, I really feel like I'm putting something back into the area. Very proud."



Paul Butterworth, Assistant Director of Property, explains: "We replace somewhere between 350 and 500 roofs per annum. We have a choice of whether to outsource this work or develop our own team. It's perhaps more challenging, but we choose to develop our own people and give them these skills."

John Kimmins, our Roofing Manager, agrees: "Local people are more passionate about their work. If we got contractors in, they would be coming from all over the North West. We keep it local – and it keeps the investment local too!"

FANCY STARTING YOUR OWN BUSINESS?

We have now helped over 230 new small businesses to start in Wythenshawe. If they can do it so can you!

We can provide the support you need **FREE** to both new and existing businesses, through our friendly and professional on-site Business Advisor. So if you want to talk through your ideas or require any specific information or advice...



We can help you with:

- ✓ Developing your ideas
- ✓ Raising Finance
- ✓ Overcoming barriers
- ✓ Planning your Business

CONTACT

The Enterprise Centre
34 Benchill Road
Benchill, M22 8LF
T: 0161 945 0655
E: enterprisecentre@wchg.org.uk

LOCAL SUPPORT FOR LOCAL PEOPLE

<http://wythenshaweenterprise.com/>



Provides:

- Rentable office space
- Reduced rates for start-ups
- All-inclusive bills
- Wi-fi / Telephone lines
- Fully furnished
- Meeting & training rooms

Our roofing programme:

- 350 + roofs replaced each year
 - £2m invested
 - 28 full time jobs
 - 4 apprentices

Contact Box

For information about any of our Employment and Skills programmes contact our Employment Co-ordinator on 0800 633 5500 or email realopportunities@wchg.org.uk. You can also find out more at www.wchg.org.uk/careers/help-to-work.

WCHG Staff - Volunteering for Wythenshawe!



WCHG has just launched their exciting new V4W (Volunteering for Wythenshawe) project to support staff who want to volunteer on a wide range of activities and projects in Wythenshawe.

This can be anything from getting involved in the Wythenshawe Games (see centre pages), helping local children with their reading in primary schools or supporting the Real Food Team with their many events.

The project was rolled out at our recent staff conference and in just over an hour we had 238 colleagues pledge their time to over 3,079 hours of community activity. A fantastic result, which will result in a massive impact in the community.

We are particularly keen to organise some team challenges where a group of our colleagues will work together on a practical activity. Do you have any projects that we can help with?

- Do you have a community garden in need of a transformation?
- Do you want to create an area for growing food or planting wildflowers?
- Would painting a mural on your walls brighten the place up?
- Would you benefit from a group of volunteers running or supporting activities/workshops?

If you want to nominate a school or community group to benefit from the support available, please email volunteer@wchg.org.uk or call 0161 946 7548.

Future Trainees aim high

Welcome to WCHG's latest intake of Future Trainees, pictured here with their managers and mentors.

They joined WCHG in March as part of a 12-month programme to help them improve their skills.

Jenni Coleman
Kevin Allan
Jamie Horan

Georgia Kelly
Kevin Doherty
Daniel Hussey

Lewis Richardson
Yvette Uwera
Jordan Entwistle

If you would like to find out more about this scheme contact **the Employment and Skills Team**.



Each trainee will get:

12 months full time work experience

A dedicated mentor

Level 2 Certificate in Admin or Cleaning Support Services

Functional skills

ECDL qualification

Emergency First Aid at Work

Money Matters training

In house training

Monthly income, paid living wage

Volunteering opportunities

Here is what they think of the scheme so far!

Jenni says: "I think the Futures programme is a fantastic opportunity for people with no qualifications wanting to get back into work, but not having confidence to just jump straight into it. The courses I have been put onto have helped me loads as I hadn't been on a computer since leaving school, I am also learning more each day in my workplace."

Kevin says: "I have really enjoyed working for WCHG so far. It has been really beneficial for someone like me, who hasn't worked for a long time. I feel part of a team and everyone has been really helpful. I think it will benefit me greatly going forward as I am gaining new skills and qualifications almost daily. It has given me a sense of pride working in my community and making it a better place to live and work."

Did you know?

WCHG offers a Saturday appointment service for repairs? The slots are from 8.00am to a last appointment start of 2.00pm. If this is more convenient for you than a week day appointment, make sure you ask for a "Saturday Slot" the next time you need a repair!

Tenant Service Review – making a difference



Wythenshawe Works were visited by the Tenant Service Review Group (SRG) in April. The Group wanted to scrutinise the way we deliver and report performance on the repairs that are completed Right First Time (RFT).

And, as a result of their recommendations, we made changes to the way repeat repairs are identified.

Branda Stirling, Chair of the SRG, said: "The SRG chose to review this area of the Repairs Service because we were a bit suspicious of the 98% plus repairs WCHG report they complete Right First Time."

She and six of her SRG colleagues spent time over three days with us.

Branda said: "Overall the SRG finished the review feeling very confident that our concerns about RFT performance are being addressed and that tenants can have confidence that we are getting value for money."

Find out more about Branda and getting involved in the SRG on page 23.

Cutting, cleaning and weeding

Following the successful partnership between WCHG's Grounds Maintenance team and Manchester City Council (MCC), the grass cutting pilot scheme has been extended until the end of September 2015. We started working together in December 2013 and so far we have cut 20 million square meters of grass across Wythenshawe - that's the same as 2,801 football pitches!

We aim to cut the grass a minimum of 13 times over the summer, roughly once every 14 or 15 days, until it becomes too cold and wet. We use the winter months to cut back overgrown hedges, edge off, and repair damaged greens.

MCC are once more responsible for Street Cleansing across Wythenshawe with our team of Litter Pickers supporting them. Since last October they have filled over 7,605 bags of litter from the streets of Wythenshawe!

Both organisations are also working on the Clean and Green project - work across the City funded by Manchester Airport. We have put in 1,603 hours on top of routine work to clean up local roads, edging off pathways and greens, weeding traffic islands and along fences in places not been done in years. It has meant 5am early starts for those involved, to avoid disrupting rush hour traffic.

Clean and green: Before and after!



Customer Feedback

You said: we were completing too many repeat repairs to the same boilers during winter

We: are now running a report that alerts us if the same repair is reported in a three-month period and the original technician is recalled to attend the job

Looking to move?

Property inspections

When a tenant moves we will visit the property to carry out an inspection of the garden and property to make sure they are up to standard. Some of the things we will look at are:

- Doors in good condition with handles
- Electrical sockets fitted and working
- Decoration in good conditions (no writing on the walls)
- Kitchen in good condition (cupboards and worktops)
- Garden tidy and free of rubbish

If you are thinking of moving remember to order any outstanding jobs or contact us to talk to your Neighbourhood Officer.

Helping you move

We know moving is an expensive business, but you may qualify for £200 help just by:

- giving us four weeks' notice in writing and providing us with your new address
- having no rent arrears and carrying on rent payments whilst you wait to move
- passing a property and garden inspection
- letting us visit your property during the notice period with at least one prospective new tenant
- leaving your property clean and clear of rubbish both inside and outside



pinpoint

Are you happy to move further out of the city? Pinpoint is a housing website which advertises a wide range of properties from housing providers in Wythenshawe and across Greater Manchester.

If you have applied for rehousing with Manchester Move you can log into Pinpoint to make extra bids. Your housing application number is your reference and your date of birth is your password and choose 'Manchester' as your landlord rather than Parkway Green or Willow Park. There are even 'Express' properties which can be offered to the first eligible applicant who contacts the housing association directly.

Find out more by following the link on the 'Your Housing Options' page of the Manchester Move website, log on to www.pinpoint.org.uk, talk to your Housing Officer or find pinpoint on Facebook and Twitter!

Help us to get even better!

It is important to Wythenshawe Community Housing Group that we provide high quality services to our tenants and residents and that we continue to achieve a high level of satisfaction with our services.

The key to this is our staff. With this in mind, staff have recently completed a programme of development modules focusing on understanding our customers, ownership and developing our services.

We called this programme the Best of Both Worlds. Working with tenants, we want to use feedback from the programme to develop a new Group-wide set of customer care standards that underpin our ethos that customers are at the heart of everything we do.

If you would like to contribute to this review or have any comments on how you think we can improve the services we provide, contact our Customer Feedback team or e-mail us on complaints&praise@wchg.org.uk. Please look out in future editions for more information on this review.



The
Best
Of
Both
Worlds

100 best wishes...



...to Crossacres tenant Leonard Marshall who celebrated his 100th birthday with a birthday card from the Queen and a host of visitors, including Paula Marshall, Assistant Director of Housing at WCHG, who is pictured here with him.

History of Wythenshawe

Did you know that Wythenshawe had the first municipal airfield and it was known as Rackhouse Aerodrome?

It was build on four fields at the fork of Wythenshawe Road and Sale Road. The airfield opened on 2 April 1929 and was mainly used for private and club flying. Aircraft could be chartered for one shilling a mile!

A Gipsy-Moth owned by Air Taxis was later named 'Jason' and was the biplane Amy Johnson flew on her solo flight from Britain to Australia in May 1930.

Navigational help for pilots were the letters M/C in white in a large circle on the landing strip – no lights, no radios.

19 June 1930 was the last recorded flight from Rackhouse Airfield as Barton opened. Barton was not big enough for the bigger planes so land was bought on compulsory purchase for Ringway (M/C Airport) in 1935.

Become a friend of Hollyhedge Park!



If you love Hollyhedge Park in Sharston, you could join a group to help it thrive.

Manchester City Council is looking for volunteers to join the Friends of Hollyhedge Park to help hold summer events, plant

bulbs, build a nature areas, tackle litter and improve the play areas.

Interested? Contact Anna the Park Officer on 0161 998 2117.

Add your voice!



The over 50s choir, which meets every Thursday between 1.30-2.45pm at St Anthony's Church, Portway, Woodhouse Park, is looking for new members to sing for pleasure and in concerts and other events. **Find out more from Margaret on 0161 998 6252.**

Join In

If you are interested in local history, join the Wythenshawe History Group. It meets in the Forum Library on **Monday evenings 6.30-8pm**. Contact Dave Dale by emailing wythenshawehistorygroup@hotmail.co.uk or call the Forum library on 0161227 3770.



It's back!

Garden City Festival returns to the Forum and town centre on 19 September to showcase the best in local horticulture, fresh produce, good food and crafts.

From 10am to 4pm, visitors will be treated to a host of stalls, demonstrations, and entertainment at this great family day out. And it is all free!



Special guests include Katy Ashworth, as seen on CBeebies, and our Real Food team will be in action in the Food Zone.

Follow the event on Facebook – www.facebook.com/gardencityfestivalmcr and Twitter @GardenCityFest.

Bingo Club - New members welcome!

Eyes down and look in at **7pm every Tuesday** in the community room at West View Court, West View Road in Northenden. Open to anyone in Wythenshawe and new members are very welcome!

58

62

17

23

88

35

69

47

Nominate your unsung hero

We are looking for your nominations for our Community Awards in the following categories:

- Young Person of the year
- Community Group of the year
- Good Neighbour of the year
- "Involvement Champion" of the year
- The Paul Goggins Lifetime Achievement Award

Shortlisted nominees will be invited to the Tenants' Conference, see right. To find out more email getinvolved@wchg.org.uk or call Graham in the Involvement Team.



Wythenshawe Community Housing Group Tenant and Resident Group Contacts

TA Group	Contact for group	Times	Location	Contact No.
Newall Green T & RA	Wyn Casey	Last Wed @ 2pm	Johannesburg Gardens Community Centre	0161 998 4970
Northern Moor T & RA	Fred Bates	First Mon @ 7.30pm	Rob's Café and Shakes, 105 Sale Road, Northern Moor, M23 0BU	07891 167309
Royal Oak Community Action Group	Gina Hall	Quarterly Last Tues @ 6pm	Royal Oak Comm Centre, Brookcot Rd	0161 998 2146
Benchill TA	Sue Loose	Second Tues @ 7pm	Benchill Community Centre	0161 945 0684
Butcher Lane TARA	Kirsty Taylor	Last Thursday @ 6.15pm	Wythenshawe FC Clubhouse	07871 351018
New Baguley TARA	Glen Kamara	First Wed @ 7pm	Hall Lane Resource Centre, Hall Lane	0161 286 0379

You are welcome to attend your local meeting!

Make it a date

This year's Annual Tenants' Conference on 12 November promises to be bigger and better than ever and we are working hard with tenants to keep the event fresh and exciting!

To book an early place or find out more, email getinvolved@wchg.org.uk or call the Involvement Team on 0161 946 6369.

Introducing... Branda Stirling



Branda, a tenant from Benchill, has been involved with WCHG (and previously Willow Park) for around five years. As Chair of the Service Review Group (SRG), she holds an integral position within the involvement structure.

SRG are responsible for selecting parts of the business and carrying out a full review, resulting in recommendations for improvement. Under Branda's leadership, SRG have delivered reviews on:

- Contact Centre
- empty properties
- repairs

Branda says: "Being a member of SRG is often a difficult but certainly rewarding task. There is a lot involved and it requires a big commitment. However, knowing I am helping my fellow tenants and making changes for the better helps us all to strive on and keep going!"

To find out more about SRG, request their previous reports, or if you would like to join the group, email getinvolved@wchg.org.uk or call Graham in the Involvement Team on 0161 946 6491. Find out about their latest report on page 20.

Summer Wordsearch



N K Z F L T C P L D W L
O L W I E R I F P M A C
I E S H D U B I J X G G
T V M U K J K E C H N I
A A F G N Q Q P A I A L
C R W A E S P D M C P D
A T Z T M J H M G P H S
V V R Y C I I I J D R U
X N G J Z W L C N K T M
P K M V S T J Y L E R M
O K T U G N I P M A C E
R P I C N I C W C O C R



SUMMER
SUNSHINE
SWIMMING
TRAVEL
VACATION

BEACH
CAMPFIRE
CAMPING
FAMILY
PICNIC

Name _____

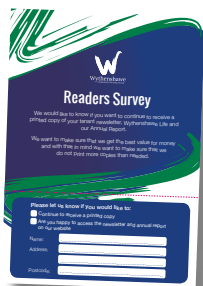
Address _____

Tel _____

Email _____

Cut out and send in your completed word search with your contact details to: Summer Word Search, Wythenshawe House, Poundswick Lane, Wythenshawe M22 9TA or scan and email to: customerenquiries@wchg.org.uk by **Thursday 31 August**. All correct entries will be entered in a prize draw and one lucky person will win £50.

Congratulations to last issue's winner, Mr D Greenwood of Baguley.



Readers Survey

Our thanks to all who have completed the survey. From the responses received it is clear that most people want to continue to receive a printed version of the newsletter. Thank you for your feedback.

Contacting Us Made Easier

0800 633 5500

Best option from a landline (Free call).

0300 111 0000

Best option from a mobile. (Please check with your provider).

customerenquiries@wchg.org.uk



Part of



WCHG Head Office
Wythenshawe House
8 Poundswick Lane
Wythenshawe
Manchester M22 9TA

Or 294 Portway, Woodhouse Park,
Manchester M22 1TG

Parkway Green House, 460 Palatine Road,
Northenden, M22 4DJ

Or 137 Bowland Road, Baguley, Manchester, M23 1LE
www.wchg.org.uk

Distinguished - its official!



WOW Zone staff based at Woodhouse Park Lifestyle Centre have been accredited as Apple Distinguished Educators (ADEs) for the work that they do with young people in Wythenshawe.

Andy Jordan, WOW Zone Manager, said: "It was an honour to become an official Apple Regional Training Centre last year which enabled us to offer free training for school staff in the application of technology across the curriculum. So we are absolutely delighted that our WOW Zone teachers, Lisa Whittaker and Louise Zwanepoel, have been handpicked as community education innovators."

More on the Wow Zone on page 14.



If you require assistance with translation of this newsletter, large print, braille, or an audio copy contact us by phone on: 0300 111 0000 or by email: communications@wchg.org.uk