

# Wythenshawe Life

www.wchg.org.uk



Summer  
2014



Welcome to your  
NEW HOME



Retirement  
village  
work begins



Wythenshawe  
Games  
in the park



A taste of  
Wythenshawe  
see us  
as Tatton

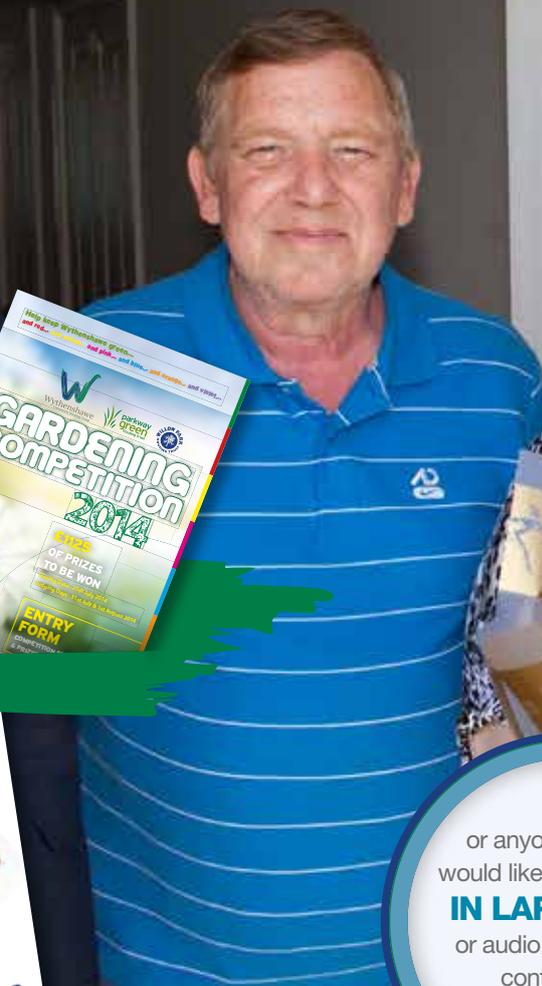


Community  
Awards  
send us your  
nominations

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

**Join the Board!**  
Don't miss out - see leaflet inside!

**Tenant  
Approved**



Enter now  
See inside



# Many congratulations! Putting WCHG in the spotlight!

Since our last issue we have had some more great news - WCHG has reached national finals in three very different events!

**Eddy Newman, Chair of WCHG, said:** "Winning regional finals to compete in three national events underlines just how good our staff and services are. There is always room for improvement and by entering such events we learn from others and they learn from us. Congratulations to everyone involved - they are helping lead WCHG into the future."

## UK Tenant of the Year!

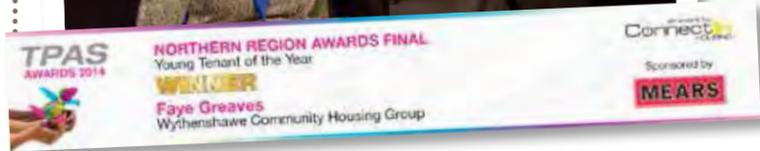


**Eva Mullholland - a member of our strategic involvement groups - has won the 2014 Housing Excellence Tenant of the Year Award, beating off competition from around the UK**

Eva has worked tirelessly, fighting for the rights of tenants across Wythenshawe.

She said: "I just can't believe it, It was a real shock to win but a nice surprise. I always try to do my best for the people of Wythenshawe and will continue to work closely with the Housing Group to improve standards for our tenants."

## Faye - tops for involvement



Sixteen-year-old Faye Greaves from Northern Moor, Wythenshawe, wowed the judges of the Tenant Participation Advisory Service (TPAS) to win regional finals of the Young Tenant of the Year category. We wish her luck in the national finals.

Faye is the youngest member of her Tenants and Residents Association; a member of our Youth Panel and of Woodville Youth Centre. She volunteers with local charity schemes and successfully gained a 12 month Futures Placement with us.

## Community Impact Award

Our Real Food Project Team has been Highly Commended after taking its eat healthily message to the national finals of the National Housing Federation's Community Impact Awards.



The team's message of 'Grow it! Cook it! Eat it!' had won the Regional Award and is already being heard loud and clear across Wythenshawe.

**Liz Grant, a Real Food volunteer, said:** "This Project is something that Wythenshawe needs and is already bringing lots of people together."

**More on The Real Food Team on pages 10 and 11.**



We had two finalists in the Housing Heroes Awards:

**Wyn Casey - Inspirational Board Member**

**Graham Heslin - Tenant Involvement**

Congratulations to them both for reaching the finals of this prestigious national award.

## Calling all Willow Park tenants!

We are looking for new Tenant Board Members to join the Willow Park Board.

This is a great way to Get Involved by working with Local Council representatives, expert Independent representatives and the WCHG Leadership Team to serve the local community and help run our business.

**STEP 1** If you are interested in this important role, please contact us to 'Express your Interest' by **24th July 2014** and we will be in touch to discuss the role and what it involves.

If there are more candidates than positions available we will hold a tenant ballot. The successful candidates will be appointed at the September AGM.

For more information please contact **Anna Bullock** on **0161 946 9591** or email **anna.bullock@wchg.org.uk** by no later than **24th July 2014**. You will be invited in for an initial briefing session on **29/30th July 2014**.



## Welcome to your New Home - built by our Apprentices!

**"Fantastic" - that's the verdict of the first tenants to move into new homes built by WCHG apprentices on Gladeside Road in Wythenshawe.**

Mr and Mrs Walker said: "We are really pleased with our new home. We decided to downsize because we really needed something more suited to our current needs."

**"This bungalow is just down the road from our old home and we couldn't be happier. We are impressed with the standard of the work and think it is brilliant that the young apprentices have been able to learn on this job. Congratulations to them for a fantastic job."**

The six two-bedroomed bungalows for affordable rent were built by 35 apprentices and trainees from Wythenshawe Community Housing Group and The

Manchester College. They were mentored by roofers, plasters, plumbers, electricians and painters and decorators from WCHG on the site, overseen by Wiggett Construction.

Tony Roden, Executive Director of Property Services explains: "Our Apprentices have risen to the challenge and we are delighted with their progress and also with the result."

Eddy Newman, Chair of WCHG, said; "These young apprentices, all from local schools and colleges, are an excellent example of what is possible with the right training and support."

The bungalows were built with the help of Homes and Communities Agency funding. Tenants downsizing to them has meant we have been able to free up four three-bedroom homes and one four-bedroom home to allocate to families with children.



## Magnificent Seven

Our fabulous new websites for WCHG, Willow Park, Parkway Green, Benchill Community Centre, The Enterprise Centre, Woodhouse Lifestyle Centre and WOW Zone have been launched. Check them out at [www.wchg.org.uk](http://www.wchg.org.uk) and let us know what you think.

Did you know you can also follow us via Social Media. If you have not already done so, why not check out what we are doing and saying at:

**twitter: @wythenshawe\_chg**

**facebook: Wythenshawe Community Housing Group**



### Customer Feedback

Mrs H has sung the praises of the team who has been out to maintain the communal gardens. She stated that they always clear up after the work and shut the gate after them.



# Help for more than 620 tenants

We have successfully helped more than 620 tenants apply for a temporary Discretionary Housing Payment (DHP) which assists those in most hardship as a result of the under occupancy charge - the 'bedroom tax'.

This has helped cushion the blow to the community by almost £300,000, and means that nearly 19% of our tenants affected by the bedroom tax have received help through the Local Authority to meet the shortfall in their rent.

We continue to support people who wish to move into smaller properties or into employment. There is money available for DHP for 2014/15 so if you, or anyone you know, is struggling contact the Welfare Reform Team on 0800 633 5500 (Willow Park) or 0300111000 (Parkway Green) or email [welfarereform@wchg.org.uk](mailto:welfarereform@wchg.org.uk)

## Council tax change



From **Monday 30 June 2014** we are sorry to say we will no longer be able to accept council tax payments on behalf of Manchester City Council at the Portway Office or Wythenshawe House.

You can still pay the Council directly by: Direct Debit, at Post Offices, Paypoint or Payzone Outlets; online at [www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax); by phone: **0161 234 5006** or by post: **Revenues and Benefits Unit, Council Tax Service, PO Box 147, Manchester M15 5TU**. Contact us or telephone the council direct on **0161 234 5006** if you have any queries.

Contact Us Now... We are here to help

Willow Park Tenants:  
E: [welfarereform@willow-park.co.uk](mailto:welfarereform@willow-park.co.uk)  
T: 0800 633 55 00

Parkway Green Tenants:  
E: [welfarereform@parkwaygreen.co.uk](mailto:welfarereform@parkwaygreen.co.uk)  
T: 0300 111 0000

# A free helping hand to Get Online

We want to help tenants who do not regularly access the internet to get online.

**SEE** left to find out where we are offering free IT Access skills courses near you.

Get Online Wythenshawe is a licensed Microsoft Refurbisher which means we can provide refurbished computer equipment loaded with Windows software at rock bottom prices to help eligible recipients get started. To find out if you qualify call **0161 946 8920** or email [getonline@wchg.org.uk](mailto:getonline@wchg.org.uk)

## Urgent Call Out!

Do you have any unwanted computer equipment you can donate to this fantastic project? All data will be securely wiped and photos etc can be returned to you on disc. Contact the number/email above if you do!

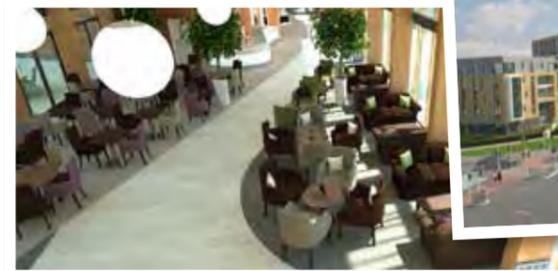
## Customer Feedback

"I would like to thank you regarding the work carried out today which is really professional. The operative who attended was superb and made me feel at ease" - tenant from Crossacres.

# Village 135 - retiring with care...

Work has begun as planned on our £18m Extra Care Housing Scheme - 'Village 135' - at the junction of Hollyhedge Road and Brownley Road.

More news for you next time!



These homes are for people who:

Are over 55

- Enjoy independent living in stylish surroundings
- May have need of care and support
- Live or have a local connection to South Manchester

Are you interested in a home to rent or buy?

To find out more view our video on [www.wchg.org.uk](http://www.wchg.org.uk) or contact **Amanda Seals, Extra Care Senior Manager** on **0161 946 9581**.

# A dozen more...

We have another 12 two-bed bungalows currently being built at Gladeside Road, Brownley Green, which will be completed towards the end of the year and allocated under the same Local Lettings Policy as those featured on page 3.

For further details please contact **Elaine Logan** on **0161 946 6398**.

# End of an era

In May 2013 the tenants of the five blocks of flats in Newall Green were notified that the Group had made the difficult decision to demolish the blocks and we would need to rehouse them.

We have since worked with our tenants in Boulder Drive, Crowthorn Drive, Arncliffe Drive, Kennett Road and Beacon Drive flats to help them find suitable alternative accommodation. This has enabled many of the tenants to move to homes more suitable for their needs. Some of our more elderly tenants also moved into retirement housing which will enable them to live independently for many years to come.

All tenants have now been successfully rehoused, and the buildings are about to be demolished. We hope to build new homes on the site in the future.

# Take Part!

WCHG is delighted to be backing the Wythenshawe Games again this year, and we are hoping to see many of our tenants there.

There will be plenty to get involved in, and most of it is free. Find out more by going to [www.wythenshawegames.org.uk](http://www.wythenshawegames.org.uk) or follow them on facebook or twitter, or see the advert on the left for more information.

And don't forget the party continues on August 2 & 3 with Wythenshawe Together run by our volunteer tenants. See noticeboard on page 19 for more details!

# Get Online Wythenshawe

Wythenshawe Community Housing Group wants to help you Get Online at home to enjoy all the benefits that the internet can bring through our skills courses!

Get Online Wythenshawe will be offering free basic skills courses so that you can learn at your own pace in a relaxed environment.

Come along and give it a go - for anyone completing a course there is the chance to win a brand new iPad in our free prize draw!!!

We are offering 'taster' sessions at:

**Lifestyle Centre - Woodhouse Park**  
Wednesdays: 1:00pm-2:30pm  
Thursdays: 1:00pm-2:30pm

**Tree of Life - Greenbrow Road**  
Fridays: 10:30am-12:00pm

**Royal Oak Community Centre - Royal Oak**  
Tuesdays: 10:30pm-12:00pm  
Wednesdays: 1:00pm-2:30pm

**Benchill Community Centre - Benchill**  
Tuesdays: 1:00pm-2:30pm  
Wednesdays: 10:30pm-12:00pm

For more information contact us:  
Email: [getonline@wchg.org.uk](mailto:getonline@wchg.org.uk)



**WYTHENSHAW GAMES 2014**

26 JULY - 1 AUGUST  
WYTHENSHAW PARK

**ALL ACTIVITIES FREE!**

FUN GAMES • SPORTS • HEALTH ZONE  
1940S ACTIVITIES IN THE HALL  
ALL FOR KIDS AND ADULTS!

FUN SPORTS  
FESTIVAL

CHECK OUT ALL THE ACTIVITIES AT:  
[WWW.WYTHENSHAWGAMES.ORG.UK](http://WWW.WYTHENSHAWGAMES.ORG.UK)

FORUM Manchester College MANCHESTER CITY COUNCIL

# Working together

Since October 2013, neighbourhood teams from WCHG and Manchester City Council have been based in the same offices so we can work closely together - and we are seeing some great results!

**For instance:**

- new bin stores, bins and recycling facilities are encouraging responsible disposal of waste at Butcher Lane flats, Brooklands
- Faulty locks have been repaired on bin stores at Maismore Road flats, Woodhouse Park, in direct response to residents' requests
- We acted on customer feedback to deal with off road parking which was causing a problem for residents of Carsdale Road, Moss Nook

## Better for Blue Badge holders



Disabled parking bays at Bagnall Court, Northenden, have been improved. People making use of the parking bays should be a blue badge holder and have this clearly displayed in their car.

## Green and proud!

We went to Court and obtained an undertaking for the duration of the tenancy against a tenant who refused to clear and maintain their garden. Take a look at the before and after photos to see what a great improvement it has made to the garden and the neighbourhood!

If you have a garden, it is your responsibility to maintain it and make sure it is not full of rubbish. If the garden is overgrown we can clear it and charge you. We might be able to help you free of charge if you are elderly or disabled.



Please remember that Wythenshawe Community Housing Group operates a zero tolerance approach towards abuse of its staff.

## Behaviour matters!

Tenants are responsible for the behaviour of every person (including children) living in or visiting your home, on surrounding land, in communal areas (stairs, lifts, landings, entrance halls, paving, sheds, gardens, parking areas) and in the locality around your home. We want everyone to respect their neighbour and keep to the commitment in their tenancy agreement to allow everyone the quiet enjoyment of their home.

# Hitting the headlines

Manchester Health Academy students have been hitting the headlines for all the right reasons.

Year 7 student Ashlee Turton had 12 inches of her long blond locks chopped off to raise money for The Little Princess Trust, a children's charity raising money to supply real hair wigs for children with cancer. Ashlee raised more than £1000.

And two students, Bailey Healey and Liam Cameron, became English Karate Federation Champions in the 14 to 15 age category. Both attend the Sale Dojo.



## Barcelona bound!

We were delighted to help fund a trip to Barcelona for 36 Year 9 and 10 students studying for the English Baccalaureate at Manchester Enterprise Academy.

All those on the trip are on target for high grades in GCSE Spanish, History or Geography.

It was a chance for them to speak Spanish, enjoy Las Ramblas – the city's main shopping street – try the local Catalan cuisine, and visit world famous sites from Sagrada Familia to the home of Barcelona FC.

Thanking WCHG for our donation, Katherine Gibson, Assistant Vice Principle said: "It was a fantastic opportunity for the students to practice their language skills as well as experience the history, food and the culture of the city."



## Singing with a legend - St Paul's join Gary Barlow

It's not every day you get to perform with a music legend, but for pupils from the choir at Saint Paul's Catholic High School it was the chance of a lifetime when they were invited to sing with Gary Barlow at his sell out concert at Manchester Phones4U Arena.

They performed "Sing" the Official Diamond Jubilee song co-written by Gary Barlow and musical theatre composer Andrew Lloyd Webber to mark the Queen's Diamond Jubilee – and they received a fabulous standing ovation!

One pupil said: "Singing in front of an arena full of people with Gary Barlow was mind blowing!"

Music Teacher Daniel Hodson explained: "I felt so proud when the choir's performance concluded with thunderous applause echoing throughout the arena."

**YOUTH CLUBS IN WYTHENSHAWE**

What's on offer? **ARTS & CRAFTS COOKING SUPPORT & ADVICE PS4 VOLUNTEERING OPPORTUNITIES TUCK SHOP SPORTS** Football, Basketball, Badminton, Table Tennis, Pool and a lot more!

<b>BIDEFORD</b> Tuesday 6:30pm - 9:00pm 13-19 years Bideford Drive Baguley	<b>NORBROOK</b> Thursday 6:30pm - 9:00pm 13-19 years Bordley Walk Wythenshawe	<b>WOODVILLE</b> Friday 6:30pm - 9:00pm 13-19 years Sale Road Northern Moor	<b>LIFESTYLE CENTRE</b> Monday/Wednesday/Friday Senior Club 13-19 years 7:00pm - 9:30pm Monday & Friday Junior Club 10-12 years 4:30pm - 6:00pm Tuesday Disability Club 11-25 years 6:00 - 8:00pm Portway Woodhouse Park	<b>YOUTH HUB</b> Monday, Wednesday & Thursday 6:30pm - 8:30pm 11-19 years Benchill Road Wythenshawe
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For more information contact Youth Involvement Team 0161 946 7568 or 07748 634021

funded by MANCHESTER CITY COUNCIL

# Making a difference - our Real Neighbours

Our Real Neighbour volunteers have been out and about supporting community events across Wythenshawe, including:

- The Grand Day Out project at the Forum – a recent table top sale raised much needed funds for the group, which meets every Wednesday 10am-4pm.
- Manchester Day Parade – playing a leading role in this year's 'Going Global' parade, ensuring a great time was had by all!

You will see them in action throughout the summer at Wythenshawe Games/ Wythenshawe Together in Wythenshawe Park at the end of July and at the Garden City Festival in the town centre on Saturday, 20th September.



Real neighbours. Wythenshawe.

Fancy getting involved in volunteering opportunities? We are recruiting for the Wythenshawe Games and for the Wythenshawe Garden City Festival. For more information on joining our Real Neighbours contact Nicola Hamilton on 07525 905014 or email [nicola.hamilton@wchg.org.uk](mailto:nicola.hamilton@wchg.org.uk)



## Coming soon...

Calling all film buffs! The Bideford Centre runs a Film Club on Friday evenings. Contact the centre to find out what is coming soon.

### Added support

Bideford Centre held an Armed Forces Day at the end of June and is now hoping to establish a support group for anyone involved in the military services. More news next time.

A new support group - Welcome to my World - has been created for parents and families of children with complex behavioural needs. Please get in touch to find out more.

To contact US call 0161 946 6466 or email [nicola.hamilton@wchg.org.uk](mailto:nicola.hamilton@wchg.org.uk)

### Customer feedback

When an upstairs water pipe broke and water poured everywhere, a tenant called in for help. Later they said: "I got good advice by phone, also service came within next 20-30 minutes and fixed the problem. I would like to say thank you so much for quick and professional help."

## Caught on camera

Staff in our CCTV control room have helped jail a gang of 10 men and one woman for a total of 29 years. The "Newell Green Crew", who are all from Wythenshawe, stole vehicles in Cheshire and South Manchester and used them to commit further offences, including burglaries and an armed robbery.

Our control room provided valuable information to the police along with more than 200 hours of CCTV footage.

We take robust action on regaining possession of our properties where criminal activities have taken place.

## Wardens back to school

Our Neighbourhood Wardens have spent two enjoyable days with pupils in Benchill primary school raising awareness of e-safety and cyber bullying. Feedback from teachers and pupils was very positive and future events are lined up.



Wardens have also been providing drop in sessions in the Bideford Centre following two days of action with City Council and Local Policing Teams. More Action Days are planned to focus on nuisance behaviour. In the meantime, contact 0161 946 9501 to report concerns about nuisance behaviour in your area.

For more information, please go to the Parkway Green and Willow Park websites.

## More powers to tackle dangerous dogs

The maximum sentence for the owner of a dog who kills somebody in their own home or on private property has been raised from two years to 14 years and to five years if someone is injured.

The change also gives additional protection to people, including housing staff, who visit homes offering essential services.

## Cannabis farm raids

Information from the public and WCHG has led to the arrest of four people after police officers raided addresses in East WYTHENSHAW. Two cannabis farms were discovered and we are now looking to evict the tenants.



WCHG is committed to working with police to act on drugs in our communities. If you have information about the use or supply of drugs, or suspect there is a cannabis farm in your street, contact the Wythenshawe Neighbourhood Policing team on 101, email [wythenshawe@gmp.police.uk](mailto:wythenshawe@gmp.police.uk) or call our CCTV Control Room on 0161 946 9501.

# News from the courts



## Excluded

A former Bideford Drive tenant has been excluded from Baguley after the court granted a further Injunction following complaints of domestic arguments and alcohol fuelled anti-social behaviour (ASB) at three addresses.

## Seized

A tenant in Northern Moor has had his stereo and three sets of speakers seized after ignoring a Noise Abatement Notice served at his address.

## Injunction

A nine-month injunction was secured against a Woodhouse Park tenant who threatened his neighbour following seizure of equipment from his property. The injunction protects the neighbour from any threats of violence.

## Emergency Injunction

We have gained possession of a Woodhouse Lane property after a tenant continually breached an injunction preventing her from using threatening behaviour, causing noise nuisance and anti social behaviour.

If you are worried about ASB, you can request assistance or report an incident to the control room/ Wardens by calling 0161 946 9501. You can also attend our Wednesday drop in surgeries 11-12noon at Parkway Green House or Bowland Road or 11am-2pm at Wythenshawe House.



Real Food Wythenshawe is a Big Lottery funded project managed by WCHG to support local residents and community groups to grow, cook and eat healthy food.

Find out more about our activities and follow us at [www.realfoodwythenshawe.com](http://www.realfoodwythenshawe.com); on twitter @realfoodteam or call the team on 0161 9467554.

## Springing into action

Spring saw the Real Food team holding 24 workshops attended by more than 200 local people. Topics ranged from grafting new apple trees to creating your own edible garden.

We now have 22 active volunteers. Volunteer Wednesday in the walled garden at Wythenshawe Park is proving to be a great success with new volunteers turning up each week to help with the fantastic produce – cabbages, potatoes, strawberries, runner beans, rhubarb – that will be sold in the farm shop.



## Blooming great - see us at Tatton Park show

WCHG is working with Reaseheath College in Cheshire to enter a show garden into the prestigious RHS Flower Show at Tatton Park from 23 to 27 July.

We are hoping this partnership between our Grounds Maintenance Team, Real Food Team and the design students at Reaseheath is a recipe for success and gives visitors 'A Taste of Wythenshawe'!

The community garden has been inspired by Ebenezer Howard's garden city concept of the three magnets. The Real Food team will be there to hold live cookery demonstrations to show this garden has practical applications – a garden city for the 21st century.

We hope to transfer the garden to Wythenshawe Park when the show finishes so that everyone can enjoy it – just in time for the Wythenshawe **GAMES**.



The WCHG team working on the mosaic that will form the centre piece of the show garden.

## Tasty Tudors!

A Tudor Open Day at Wythenshawe Hall had the Real Food team and their volunteers plying visitors with tasty Tudor treats made from authentic recipes, including a workshop to make 'Marchpane cakes' – decorative sweets made from a traditional Elizabethan recipe using marzipan. Over 100 people joined in the workshop to make, taste and take home samples.



## Thackers 'Pharmacy'!

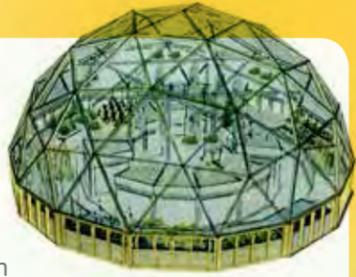
The Real Food Team was contacted by Sunhill Thacker from Thacker's Pharmacy in Baguley to see how they could get involved with our project.

Using redundant wood we built a raised medicinal herb bed outside the pharmacy and held our first Herbal First Aid Workshop at the end of May with a focus on the role of medicinal herbs to aid and improve health.

Throughout history herbs and plants have been used to treat common ailments and there are many recipes around for teas, tinctures (concentrated herbal extracts that are made using alcohol and chopped herbs) creams, lotions, balms, gargles and cough syrups. They can also be used in food to replace salt and make your food more flavoursome. Visit our website to find some recipes!



## Real Food Geodome unveiled



What does sustainable food production mean? This is the question which the Real Food Wythenshawe Geodome will help answer.

The Geodome at The Manchester College is a demonstration indoor growing facility - a living classroom - to stimulate discussion locally and nationally about what role food production will play in a sustainable urban future.

School children will learn about modern growing techniques and the origin of their food and it will inspire local people to think about the environment when they choose their food. Manchester College students have now constructed the external dome and the internal fit out is beginning.



## Air to breathe - backing Smokefree pregnancy

A beautiful sculpture celebrating Smokefree pregnancy has been unveiled outside the maternity department at Wythenshawe Hospital.

The sculpture, 'Air to Breathe', inspired by a baby's need for oxygen to grow and develop properly during pregnancy, was a joint partnership between WCHG, the Stop Smoking Service at Manchester Mental Health and Social Care Trust and South Manchester University Hospital NHS Trust.

Our funding was part of our commitment to improving the health of local people.

Local community artists Adrian and Siobhain Moakes worked with pregnant women, their partners and families, along with maternity and children's centre staff in workshops.



Over the last year in Manchester smoking rates at time of delivery went down to 12.5%, lower than the England average. Good news for women and their babies, who are more likely to be born at full term, of healthy weight and well – benefits that last a lifetime.

# Woodhouse Park Lifestyle Centre

**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



## Do you want to Party?

No matter what the occasion, the Lifestyle Centre is the place to be!



With a selection of fabulous rooms – including the Park Suite with fully licensed bar, “chill out” area and open air roof terrace — we can cater for events from children’s parties to weddings, and help you make them extra special. For children’s parties you can also hire a 5-a-side football pitch or sports hall for a distinctive sporting theme.

Catering is no problem with our on-site team able to cook up a treat from buffets to banquets! Give us a call or pop in to find out just what we can provide. We’re sure you will be surprised by our reasonable costs!

## Back2Netball

### Wythenshawe Netball Club meets

Wednesdays 6-7pm and Saturdays 4-5pm  
£4.00 per person, discounts if attending both days.

Calling all Ladies aged 16+! Are you interested in keeping fit and having fun? Looking to meet new people?

It does not matter if you have not played since school — or have never played at all — coaching is available, so why not come and join in the fun?

Call Marie on 07429 955309 or Kayleigh on 07545 760164 or visit [www.facebook.com/groups/Back2NetballWythenshawe](http://www.facebook.com/groups/Back2NetballWythenshawe)



## Mencap football tournament

We recently hosted a football tournament for men with learning disabilities organised by Manchester Mencap & Sale and Altrincham Mencap.

Nine teams competed in the highly successful event which was supported by Manchester FA and sponsored by Wythenshawe Community Housing Group.



Saturday 19 July 2014

### Free community fun day

Activities for all ages include:

- Manchester Giants’ masterclass
- Guest appearance by Manchester United’s mascot Fred the Red
- Girls’ football tournament
- Women’s twilight football tournament
- Barbecue
- Bouncy castle
- Dance and exercise taster sessions
- Find out about



Or join us at the Indoor cafe for a cuppa and a bite to eat!

What have **WoW Zone**, poet **Wilfred Owen** and **WW1** got in common? See page 15



**Benchill Community Centre**  
Benchill Road, Benchill, M22 8EJ  
Tel: 0161 945 0879  
www.benchillcommunitycentre.co.uk  
or Facebook benchillcommunitycentre

## Cool!

### - our holiday play scheme

Benchill community play scheme for children aged 6-14 welcomed up to 50 children for the May half term break, and is gearing up to welcome more during the summer break.

During May, children and parents enjoyed breakfast with the team and got involved with many activities such as sports, arts & craft, computer e-safety classes, external trips and visits. The pictures show just what fun it was! Enthusiastic feedback from children included:

- “It’s cool here, lots to do”
- “I like meeting new friends”
- “We like going out on trips”



**Summer Fun Day**  
Saturday 30 August  
All welcome.  
Join us and have fun!

The summer play scheme will run for four weeks from 21 July –15 August. Planning and preparations is already well on the way with children from the after school club busy drawing up an activity chart. See details to the right.



**Summer Play Scheme**  
21 July - 15 August  
9:30am - 3pm  
50p a day, ages 6 - 14 years  
Bring a packed lunch  
Make new friends  
Arts and Crafts  
Wii U, Pool Table Tournaments  
Sports  
Gardening/Food Project Trips  
And lots more!

Benchill Community Centre, Benchill Road, Wythenshawe, M22 8EJ  
Tel: 0161 945 0879

## English & Maths

Functional Skills  
From Absolute Beginners to Level 2



Drop-in Classes every week!!  
Monday 9.30am-12.30pm  
Wednesday 6.00pm-9.00pm  
@ Benchill Community Centre

- Gain Job Skills
- Help your children do their homework
- Gain confidence with everyday Maths & English

**FREE, Friendly & Fun!!**

To enquire call: 0161 945 0879



Benchill Community Centre  
Benchill Road  
Benchill  
Wythenshawe  
M22 8EJ

### Customer Feedback

**You Said:** You were unhappy with ongoing problems caused by condensation.

**We Did:** We carried out an extensive survey along with a damp & condensation questionnaire, which helped us determine the exact issues you are experiencing and to work out the correct remedy. This also allows us to record your issues to help in the future should they reoccur.



# Youth Job Drop In

We are launching a job search drop-in exclusively for 16-19s in Real Opportunities. At the drop-in, we will be able to help you:

- Set up an email address
- Create or update a CV
- Sign up to the apprenticeships website
- With careers advice and guidance
- Job search
- Complete application forms
- Apply for college or training courses
- Plus more!



To benefit please complete a Real Opportunities form today. For more information, please contact **Stephanie Quinn** on **0161 946 7545**.



# Thumbs up for Maths!

St Aidens pupils had an unusual experience in school when BW3, which includes WCHG, came to visit.

Students spent the morning making mocktails, playing football, building houses, shipping cargo across the world and responding to fire calls; all to learn how maths is used in the workplace.

Head Teacher Mrs Mcgee said: "Everyone really enjoyed the Numbers at Work programme. Teachers said they picked up loads of good ideas and will be using some of them to promote understanding of Maths. The children were so busy and engaged that when I went to visit the various rooms, they were far too busy and engrossed to talk to me!"



### Remember Marie?

Marie has now moved on to permanent employment. We are really proud of what she has achieved and wish her the best of luck in her new role.

# Bright Futures for WCHG Trainees

We have given a warm WCHG welcome to 10 new Futures trainees who have joined us on 12 month placements.

They all came through Real Opportunities, and were invited to take part in a pre-employment course.

During their time with us they will gain experience in administration, cleaning, facilities or caretaking, taking part in personal development opportunities and working towards qualifications.

To date, 74% of people who successfully completed the programme have gone into work after leaving us.



# A Bespoke Future for Vicky!

The Wythenshawe Talent Pool, which matches local people to local jobs, came up trumps for one return-to-work mum.

Vicky Lawlor, from Sharston, is now an Administrative Officer with Bespoke Services, based at our very own Business Enterprise Centre in Benchill.

She explained: "I was keen to find part-time work that fitted in with the school run, but found I was often getting pipped at the post at interviews due to my lack of recent experience. The National Career Services put me in touch with the Wythenshawe Talent Pool and I signed up for some courses to help me in my job search."

Around the same time, Wayne Evans, CEO of Bespoke Services – a family company set up over 25 years ago – was looking for some additional admin support in the Wythenshawe office. Around 82% of Bespoke staff are



Wayne Evans, Bespoke CEO with Vicky Lawlor

tenants in Wythenshawe and Bespoke Services were delighted to offer Vicky a job. Now the company is planning to move into larger offices within the Enterprise Centre as the future for the company continues to look bright. A win-win for all concerned!

The Talent Pool is a free recruitment service for employers, providing high quality, local candidates for job opportunities. For more information, please contact **Stephanie Quinn** on **0161 946 7545**.

# WOW! Wilfred Owen's War!



Young people at The WOW Zone – based at Woodhouse Park Lifestyle Centre – are involved in an extraordinary project to discover through poetry what life in the trenches during World War 1 would have been like.

The idea was prompted last summer by a suggestion by Wythenshawe's late MP, Paul Goggins, who thought it would be great for local young people to have the opportunity to reflect on this year's WW1 centenary.

Andy Jordan, Manager of the WOW Zone, explains: "We asked our Young People for inspiration for a WW1 project and they came up with the idea of looking at Wilfred Owen's powerful poetry that tells the stark reality of life in the trenches. There is a strong local connection as Wilfred Owen

was commissioned into the Manchester Regiment. He was posthumously awarded the Military Cross having been killed in action a week before Armistice Day."

The project culminates in a Community Showcase Event at the Woodhouse Park at 4.30pm on 4th August, 100 years after the start of the war. Do come and join us!

Manchester Central Library will then host an exhibition of the work, which will also tour local community centres.

For further information please contact Andy Jordan, WOW Zone Manager on 0161 436 0586. The project has been awarded £10,000 from the Heritage Lottery Fund and £5,000 from Archives+ in Manchester.



## Surveyors get the strangest inspections...

Our four property surveyors, Andy, Dave, Mike and Peter, pictured here with manager Wayne Astbury, inspect our properties for damp and condensation issues, external pathways, structural problems, and check alterations carried out by tenants.

They also deal with all legal enquiries and insurance claims. Last year they completed over 4,900 inspections – that's 94 a week.

One of the strangest requests was when tenants reported "blood" dripping down the walls. It turned out that after 40 years of smoking and the heating on maximum, condensation mixed with nicotine was running down the hall walls. It did look like trickling blood, but there was relief all round for an innocent explanation!

Book an appointment with a surveyor through the Contact Centre on 0300 111 000 or 0800 633 5500.



## Ventilation - our Surveyors' plea!

Many surveyors' visits to inspect reports of damp, turn out to be problems caused by condensation. Help prevent condensation and mould growth by following these tips:

- Open windows and trickle vents regularly
- Keep your home at a constant warm temperature
- Make sure all extractor fans are working
- Wipe away condensation on windows
- Dry washing outside or in a tumble dryer that is externally ventilated

## Storming performance!

February's storms blew down 73 trees across Wythenshawe, and meant we had to complete over 400 extra external property repairs. That is the equivalent of three months work being requested in three days! Many thanks to our teams who rose to the challenge magnificently!

## One year on

Wythenshawe Works has been at the forefront of spreading the WCHG message with new uniforms for all our technicians and new van branding.

We are looking at:

- new ways of working to ensure our services are high quality and value for money
- approaches to dealing with compensation claims and recharges
- reviewing the Handy Person Service

If you would like to get involved or find out more, contact Mel White on 0161 946 9184 or email [mel.white@wchg.org.uk](mailto:mel.white@wchg.org.uk)



### Customer Feedback

A Big 'thank you' to the team who were called out to remove the tree - says Mr S. He and his neighbours were delighted with a job well done!

## A cut above - our summer service!

We have taken on 11 seasonal workers to make sure we keep on top of all the grass cutting and gardening that spring and summer bring!

Our Environmental Services Team is working with Manchester City Council, to deliver grass cutting and street cleansing services across Wythenshawe.

This year we are aiming to cut grassed areas more often so there are fewer cuttings left behind. This means we will save money by not having to recycle all of the grass cuttings, and the area will get a better service!

Let us know how you think we are doing. Contact Carl Burgess or Barry Warner – [carl.burgess@wchg.org.uk](mailto:carl.burgess@wchg.org.uk) or [barry.warner@wchg.org.uk](mailto:barry.warner@wchg.org.uk)



## Our Performance

Year end 2013/14 figures for the group are:

- ☹️ Current Rent Arrears 5.44% Increased slightly in line with other Housing Trusts
- ☹️ Average time to let a property 22.3 Days. Improved by over 10 days during the year
- 😊 Percentage of repairs completed on time 99.92%
- 😊 Percentage of repairs completed on first visit 98.47%
- 😊 Customer satisfaction with repairs 95.80%
- ☹️ Percentage of phone calls answered in 30 seconds 81.73%
- 😊 Satisfaction remains high at 98.34%

### 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. @ 2.00pm	Johannesburg Gardens Community centre	998 4970
Northern Moor T & RA	Bernard Caine	First Tues @ 7.30pm	Wood Ville Community Cnt 130 Sale Rd	902 9221
Royal Oak Community Action Group	Gina Hall	Quarterly Last Tues @ 5pm	Royal Oak Comm Centre, Brookcot Rd	998 2146
Benchill TA	Sue Loose	Second Tues @ 7pm	Benchill Community centre	945 0684
Shenton TA	Jackie Butterly	Bi monthly first Fri @ 2pm	5 Stubbins Close or Summer House	998 6855
Butcher Lane TARA	Kirsty Taylor	Last Thursday @ 6.15pm	Jolly Butcher Pub	915 6642
New Baguley TARA	Glen Kamara	First Wed @ 7.30	Hall Lane Resource Centre, Hall Lane	286 0379

## We're on a Kwest!



We have asked Kwest Research to carry out an independent Customer Satisfaction questionnaire.

If you have been contacted by Kwest please be reassured that they are acting on behalf of the Group and your personal responses to any questions will be kept confidential. The survey results will be published in future issues of Wythenshawe Life.

If you wish to speak to someone in person, or would like more information, please contact Sarah Billinge or Paul Roberts on 0800 633 5500 or 0300 111 0000.

## Electoral role changes

The way people register to vote in England and Wales changed in June. You need to be registered to be able to vote. If you are not currently registered or have moved house, the easiest way of registering is online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

# Community Awards 2014 - open for your nominations

The flagship event at the Tenant Conference each year is our Community Awards Ceremony.

These are organised by tenants for tenants to recognise those unsung heroes on our estates who volunteer their time to help others around them.

Following tenant feedback we've improved our awards and introduced a set of new categories:

- Good Neighbour Award
- Young Person of the Year
- Community Group of the Year
- Involvement Champion
- Lifetime Achievement Award

Nominations are open throughout summer so please send yours in! Forms are on our website, in our offices and at key points of interest in our neighbourhoods. For more information, or to have a form sent direct to you, please call our Involvement Team on 0161 946 6369.

Wythenshawe Community Housing Group

## Community Awards 2014

**Do you know someone who has made a difference and deserves recognition?**

Wythenshawe Community Housing Group's Tenant Conference will be held on Thursday 6th November 2014. The event will be held at The Forum and will include the Community Awards that will recognise and celebrate all the hard work of local groups and individuals that make a difference. Do you know a local hero who you feel should be rewarded for all their hard work?

**PICK UP A NOMINATION FORM AT ANY WYTHENSHAW COMMUNITY HOUSING GROUP OFFICE OR CONTACT THE RESIDENT INVOLVEMENT TEAM ON (0161) 946 6369, WHO WILL BE HAPPY TO POST ONE TO YOU**  
Wythenshawe House, 8 Poundswick Lane, Wythenshawe, Manchester M22 9TA

## A Day in the Life ... of Fred Bates - Involvement Champion 2013!



Fred Bates has been a tenant of Parkway Green Housing Trust since 1999 and been an actively involved tenant since 2011, first with PGHT and now with the Involvement Pool of tenants at WCHG.

Fred said: "Being involved at the level I am is really enjoyable and challenging. We have real influence over the front line services at WCHG and I enjoy helping other tenants like myself."

Outside WCHG Fred enjoys spending time with his wife and a spot of fishing. He is also a volunteer on other non-housing groups.

If you would like to get involved like Fred or would like to know more information please give our Involvement Team a call on 0161 946 6369.

He is a key member of both of our strategic Involvement Groups and sits on the Tenant Committee and the Service Review Group. He is also an ambassador for our tenant training programme.

## Stop press

WCHG invites you to a "What's it All About" meeting on Thursday 17 July at the Lifestyle Centre, Portway (junction with Selstead Road), M22 1QW. Come and meet with tenants and residents like you and hear how they are making a difference.

Please ring the Resident Involvement Team on 0161 946 6369 to book on to one of three sessions, morning, afternoon or evening.

## COMPETITION

Look out for our Scarecrow building competition in late September! For information on building a scarecrow contact Pedro 0161 9466315 or email [pedro.odjidja@wchg.org.uk](mailto:pedro.odjidja@wchg.org.uk)

## Wordy Worm competition



Find five chunky green words **JUST LIKE THIS** in this issue to make up a word worm sentence, and send it to:

Word Worm  
Wythenshawe House,  
Poundswick Lane,  
Wythenshawe, M22 9TA

or email to: [info@wchg.org.uk](mailto:info@wchg.org.uk)  
by 8 August 2014.

All correct entries will be entered in a prize draw and one lucky person will win £50.

Don't forget to include your contact details.

## Get your green fingers working!

Check out our amazing Gardening competition - see the flyer enclosed with this issue.



Congratulations to Mrs Irene Briggs of Benchill, our latest Wordy Worm winner. The answer was: **'Helping you get in touch'.**

If you would like to join Manchester City Council's new team of volunteers at the new Northenden Community Library located in Parkway House on Palatine Road contact Oliver Larke, email: [o.larke@manchester.gov.uk](mailto:o.larke@manchester.gov.uk) or call mobile: 07983 095266.

## Party on!

Join us on **2 & 3 August** for Wythenshawe Together, organised by volunteer tenants.

Events include:

- Wythenshawe Got Talent show acts
- Brass Bands
- Free Fun Fair
- Face Painting
- Community stalls
- Church services
- Wythenshawe Hall open



Jack P Shepherd (David Platt from Coronation Street) will open the event at 11am on Saturday 2 August. To find out more contact Graham on 07957 727575 or email [gbh.graham@gmail.com](mailto:gbh.graham@gmail.com) or visit [www.wythenshawegames.org.uk/wythenshawe-together](http://www.wythenshawegames.org.uk/wythenshawe-together)

## Hold the Date - Tenant Conference

As a tenant of WCHG, you are invited to attend our second Annual Tenant Conference at Wythenshawe Forum on Thursday 6 November 2014.

**Thursday 6 November 2014**

Last year we had almost 250 attendees for what proved to be a fun and information packed event. Tenants heard about all the great work going on at WCHG and were given the opportunity to have their say on how our services feel.

Please look out for your invite coming direct to your door this autumn. It is free to attend, but numbers are limited. If you want to be an early bird and book your place now, or want more information, please call our Involvement Team on 0161 946 6369.

## Did you know?

Baguley Hall was probably built about 1320 by Sir William de Baguley at the time of his knighthood. It is thought to be the oldest timbered house in Lancashire and Cheshire and said by some to be the only existing example of Viking architecture left in the world!



## Oh Yes We Do!

We are proud to announce our two year sponsorship for local theatre company 'On Ya Bike'. This local company has been running for over 10 years and is a fantastic showcase for the talent of Wythenshawe. Last year's production of Snow White at The Forum was a huge success and with a commitment to affordable family entertainment, this year's production is sure to be a huge success too!





# Contacting Us Made Easier From 1st September 2014

## 0800 633 5500

Your best option from a landline (Free call).

## 0300 111 0000

This could be your best option from a mobile. Local rate from landlines and mobiles (free in most mobile bundles. Please check with your provider).

We know from your feedback that you prefer to contact us by telephone so from 1st September, Willow Park and Parkway Green tenants can use either of the above customer telephone numbers to contact us.

This means that whether you are a Willow Park or a Parkway Green tenant you can choose the telephone number that provides you with the cheapest rate for you.

Both of these telephone numbers will take you to your dedicated Customer Services Team who can deal with all your enquiries.

Our customer services team are available 8am to 6pm Monday to Friday.



للحصول على هذه المعلومات بأي لغة أو بالبريل أو بالحروف الكبيرة أو على شرط الرجاء الاتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، جلب درشت و یا بروی نوار یا شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بو بەدەست هەنێانی نەم زانیاریانە بە هەر زمانێک یان بە بریل، پێشی گەورە یان لەسەر شریت، نەوا تەکنیە تەلەفۆن بکە بۆ نەم ژمارەیی خوارەوە.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

For Wythenshawe Community Housing Group go to [www.wchg.org.uk](http://www.wchg.org.uk)

Our offices are open during weekdays, except on Bank Holidays.

Find us on facebook or follow us on twitter:

**Wythenshawe Community Housing Group**

**@wythenshawe\_chg**



0300 111 0000



[customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



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

or 137 Bowland Road, Baguley,  
M23 1LE



[www.parkwaygreen.co.uk](http://www.parkwaygreen.co.uk)



0800 633 5500



Text **WILLOW** followed by your message to **86688**



[customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



Wythenshawe House,  
8 Poundswick Lane, Wythenshawe,  
Manchester M22 9TA

or 294 Portway, Woodhouse Park  
Manchester M22 1TG



[www.willow-park.co.uk](http://www.willow-park.co.uk)



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