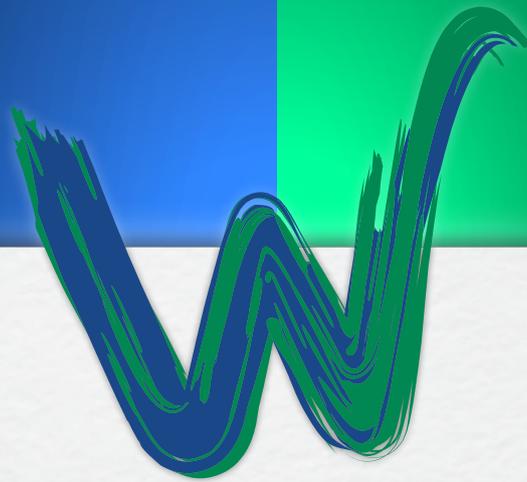


ANNUAL REPORT 2012-13



Wythenshawe
Community Housing Group



Welcome to the Annual Report for Willow Park and Parkway Green 2012/2013. We have summarised our separate achievements during this financial year, but also want to take this opportunity to look forward to our future together as Wythenshawe Community Housing Group.

Stronger Together

Wythenshawe Community Housing Group (WCHG) has now been in operation since April 2013. This partnership between Willow Park and Parkway Green brings together two organisations with similar values, aspirations and long term goals for Wythenshawe. Together we are responsible for our 14,000 homes and provide employment for over 500 people. We will continue to work with our residents and partner agencies to tackle any social and economic challenges ahead and to provide

“a community where people choose to live and work, having pride in their homes and services”

In order to do this we are using our combined strengths to safeguard essential services and build on all the investments that have already been made by Parkway Green and Willow Park. For instance, we have just been given the go ahead and funding for 200 new homes across Wythenshawe – great news for local people – and the Group is finding new ways to share resources, provide efficiencies and streamline services across Wythenshawe.

Together we are stronger and we will continue to find ways of delivering excellent services for the benefit of the people that matter the most, our tenants. A big thank you to all our tenants, our employees and our Board Members for their contribution throughout the past year.

Eddy Newman, *Chair of the WCHG Board*



Repairs & Maintenance

We have been transforming Homes across West Wythenshawe since 2006. We continue to invest in improvements according to your priorities. For instance we have:

- Installed A-rated energy efficiency boilers to 85% of our homes in the last 5 years
- An average energy efficiency rating of our homes that is amongst the highest nationally
- Insulated the external walls of over 500 properties to complement the extensive cavity wall insulation programme
- Made all our homes safer by installing carbon monoxide and smoke detectors
- Reviewed and worked with tenants to extend appointments for repairs to include weekends and evenings
- Sustained 100% gas safety records on our homes for the last 3 years and are proud of our robust approach to gas management with a 98% customer satisfaction level
- Upgraded over 100 communal areas to apartments costing over £4m
- Saved over £300,000 a year on empty homes rent loss, which is recycled back into our homes for more improvements, such as fencing, parking and energy improvements
- Provided 1,100 new car parking spaces.

New Homes

We are building 3 new developments to provide 88 new homes:-

68 new homes at New Foxfield in Newall Green designed to complement the surrounding neighbourhood whilst providing excellent quality homes that are energy efficient and include modern living standards

12 bungalows for over 55's at Brooklands Gardens

2 family disabled bungalows at Scout Drive

6 new apartments on Altrincham Road



Neighbourhoods and Community Safety

Over the last year Neighbourhood Officers have been carrying out tenancy audits and focusing on letting tenants know about the changes to Welfare Reform, in particular, under occupation or "Bedroom Tax" which came into operation in April 2013.

We carried out 1245 tenancy audits which have enabled us to provide advice to tenants on a number of issues and refer them to other services if necessary.

We have also undertaken environmental improvements, some of which are identified on our regular estate walkabouts.

We dealt with 161 Tenancy Support Cases, providing support on a more in depth basis to those vulnerable tenants who need a little extra help. In one particular case, we saved one gentleman £595 per month.

We also helped 12 families through our joint Family Intervention Programme with Manchester City Council (MCC). This is an intensive support service and our Keyworker works with families to reduce dependency on drugs or alcohol and provide stability for the children, ensuring that they attend school and other appointments.

Our Community Safety Team has dealt with **271** new cases, and **15** cases have been referred to the Mediation Service. We have made **130** referrals to other services and obtained **41** legal orders.

We have successfully resolved some long standing anti-social behaviour cases, such as the family who were allowing ASB and criminality to take place at their house, which caused distress to a number of residents living close by. Despite an Injunction Order and interventions from other agencies, the family and visitors to the address did not alter their behaviour and continued to cause problems in the local community. After hearing the evidence the Courts ordered that the family had to leave the property within 6 weeks.

A tenant was sentenced to 56 days in prison after he breached an Injunction Order. The Order was granted after reports including intentional and repeated loud banging, verbal abuse, threats and loud music. The tenant was arrested after serious threats were reported to the Police. After release from prison he continued to breach the Injunction Order and the Trust obtained possession of the property.



Welfare Reform

The Welfare Reform changes came into effect on 1st April, with the under occupation deduction or bedroom tax affecting 1200 Parkway Green tenants.

The changes mean that for tenants with 1 bedroom spare their housing benefit will be reduced by 14%, and this is 25% for those tenants who have 2 bedrooms spare.

We have contacted all of the relevant tenants affected, and personally discussed their options. The vast majority of tenants affected want to stay where they are and try to find the money, but we have offered a range of options, including registering for a transfer or mutual exchange.

We continue to lobby government about the impact of these reforms.

Affordable Rents

The majority of our homes are rented out at social housing rent rates, but we have introduced some new homes that are let at 80% market value. The extra income this provides will enable us to build more homes and secure Government funding through their Affordable Homes Programme.

In 2012/13 we let 39 of our existing properties at affordable rents.

Financial Inclusion

Our Financial Inclusion Service is now more important than ever, especially with the launch of the changes to the benefit system in 2013.

The changes alongside the financial difficulties that many people are facing mean that the demand for the services we provide remain high.

In 2012/2013:

- We recruited for a Welfare Rights Officer and a Money Mentor
- We increased the amount of income gained for our customers from £263,000 in 2011/12 to £427,000 in 2012/13
- We provided new tenants with a Money Health Check
- We provided tenants with a Money Pages newsletter 4 times a year.

In 2013/2014 the Team will focus on:

- Delivering financial capability workshops
- Developing community money guiders
- Developing a Wythenshawe Community Housing Group (WCHG) Financial Inclusion Strategy
- Working in partnership with the Wythenshawe Financial Inclusion and Welfare Reform Group
- Launching a new WCHG Home Contents Insurance Scheme.



Customer Services and Complaints

Effective, efficient and timely delivery of services is at its most effective when tailored around tenant's needs and aspirations.

Sometimes we get this right and sometimes we don't, but we won't stop trying to do it better, and that's why we welcome and need your feedback to help make our services better.

Last year;

- PG Direct handled nearly 69,000 calls in our contact centre
- 92% were happy with the service provided
- We handled 135 formal complaints of which 100% were dealt with within our service standards
- 87% of complaints were sorted out first time
- We also received 107 compliments.

Involvement

We have over 50 tenants who attended meetings and helped test the validity of our services. From the Tenant Scrutiny Committee (TSC) examining one of our Policies to the Resident Inspectors checking the cleaning standards in our communal areas, each activity is crucial to the continued improvement of our services.

Chair of TSC Bernard Caine said: "We are now involving more residents than ever in the service and we feel that it is having a real effect on improving the standards of our already fantastic service levels. I personally would like to thank all involved and encourage anyone thinking of joining us to contact the Involvement Team. This is a crucial time as we come together with Willow Park to form WCHG and the more involvement we get the better deal we can strike for our tenants!"

- We achieved Tenant Participation Advisory Service (TPAS) accreditation for 'Excellence in Resident Involvement'
- We engaged over 1400 tenants
- Over 99% of these tenants were satisfied with their involvement
- Neighbourhood Performance Panels helped hold our neighbourhood and environmental services to account, whilst at the same time allocated over £20,000 worth of grants to local community groups
- Our Resident Inspectors started carrying out work on checking the standards of our communal cleaning service and empty properties



Bideford Community Centre
Bideford Drive,
Baguley, M23 0QH
Tel: 0161 946 6468

Bideford Centre

The Bideford Community Centre helps encourage and involve people to take part in various projects to help build a better community and help them find personal development.

The centre has been involved in a number of projects including the Wythenshawe Games, Wythenshawe Together and Comic Relief.

Steering group members are actively involved to create a space that is: safe, welcoming, encouraging, supportive, reduces isolation and offers personal development and employment help.

They hold fundraising activities throughout the year in order to help finance it, as well as being successful in grants from other organisations. This year they have secured £3,000 for an estate/centre gardening project that will benefit all who live on the estate.

Their ethos is to serve the community the best they can and they use customer feedback to help improve the services they offer.



Home Standards

Our houses are your homes and that's why we work closely with you to make sure they are safe and well-maintained.

Our repairs service has once again performed at a high standard. All properties have a valid gas certificate and significant progress was made in relation to periodic electric testing. Empty homes were turned around in the best ever time of four weeks on average.

Investing in Homes

The investment programme was delivered ahead of schedule with an additional £1m investment to include re-roofing, Solar PV panel installations and internal and external refurbishments to homes.

We also completed 29 new homes for both sale and rent at Hollyview and the transfer of empty homes in Gladeside Court from Anchor Housing. Further funding was announced in July 2013 for over 200 new homes across Wythenshawe, including an Extra Care Retirement Scheme that will provide 135 homes for older people.

We also started on site with our first self build scheme with six bungalows being built on Leybrook Road. This development is also providing training and learning opportunities for our apprentices and trainees from The Manchester College.

A summary of performance includes:

100% of all emergency repairs completed within target	99.8% of all appointable repairs completed within target	100% of Properties with Valid Gas Certificate	95% Customer satisfaction with Repairs Service	6700 Major Improvements undertaken, 700 more than target
99% customer satisfaction with Improvement Works	100% of homes meet the Decent Homes Standard	5 Additional apprentices recruited	29 New homes completed	Internal door programme commenced

We know that the area you live in is important to you and we work hard to keep our neighbourhoods safe and clean. Here are some of the things that we achieved in 2012/13:

Community Safety

- Over 95% satisfaction across all of our community safety services
- Almost 500 anti social behaviour (ASB) and harassment cases and 71 legal actions
- Over 5000 incidents and over 400 pieces of evidence were dealt with by CCTV
- Over 3000 incidents were attended by Neighbourhood Wardens

We have also:

- Worked with Greater Manchester Police on a number of high profile police operations that led to number of drug related arrests and over 60 years jail for 4 people in a known armed robbery gang
- Established a weekly police surgery to provide advice on crime prevention and also give you the opportunity to report crime
- Deployed police officers at our head office which has lead to daily briefings and improved response times
- Established a Local Youth review meeting with key partners to identify and work with those most at risk of ending up in the criminal justice system
- Organised a Respect Action week in Woodhouse Park in response to resident concerns regarding youth nuisance, burglaries and ongoing ASB. Activities included patrols of hotspot areas, the installation of basic home security kits and general advice on crime prevention.

Neighbourhoods & Tenancy Support

- Over 90% satisfaction with our estates
- 135 tenants helped by Tenancy Support Team
- 12 tenants supported with down-sizing from family homes
- 34 new tenants benefited from support with furnishing their home (partnership between Willow Park and the Tree of Life)



Other Projects:

Worked with residents to tackle security issues in the Peel Hall walk up flats which resulted in security upgrades. Residents feedback was very positive. The neighbourhoods team were very proactive with garden inspections including a successful injunction against a tenant who's garden was in an unacceptable condition. A garage refurbishment programme has been taking place throughout the year with 227 garages across 16 garage sites being demolished and rebuilt. The Tenancy Support Team have continued to support local schools on attendance issues and truancy initiatives by working with partners on Truancy blitzes in the area.



Willow Park worked closely with Parkway Green to provide a Financial Inclusion service for residents in Wythenshawe. This service has been particularly important in the run-up to the launch of the Welfare Reform changes in 2013 and the continuing economic climate means that the demand for these services remains high.

Performance April 2012 – 2013

During 2012/13 Willow Park gained £409,224 for customers through debts written off and grants and benefits gained. This figure increased to £612,000 with income gained from the Money Mentors' work with new tenants.

Welfare Reform

A Welfare Reform Team was set up to provide help and support to the tenants and to raise awareness of the changes in relation to the Under Occupation Charge. Every affected tenant was contacted and offered advice and support. The team attended several local events including a Welfare Reform Money Day and Wythenshawe Games. They also visited schools, held web chats and held several 'pop up' stands throughout the area speaking to tenants about the changes.

Key Points from 2012/13:

- We brought the debt advice service in house – saving the Trust approx £20,000 a year
- We began providing all new tenants with a Money Health Check
- We provided all tenants with a Money Matters Newsletter 4 times a year
- We began providing a weekly Money Matters drop in service for tenants
- We also began a Community Based Money Mentor Project where we trained 5 volunteers with skills in Money Guidance (up to AQA Level 2).

In 2013/2014 the Financial Inclusion Team will focus on the following areas:

- Delivering financial capability workshops
- Developing community money guiders
- Developing a WCHG Financial Inclusion Strategy
- Working in partnership with the Wythenshawe Financial Inclusion and Welfare Reform Group
- Launching a new WCHG Home Contents Insurance Scheme.



Your Say - Customer Services

In 2012/13 we:

- Handled almost 70,000 calls and from the feedback we collected over 97% of our customers were happy with the service they received from our dedicated customer contact centre
- Received 190 formal complaints last year and answered all of them within our service standard with 91% of them resolved with the first response
- Received 105 written compliments from tenants, thanking staff for their help and support.

Customer Involvement

We always enjoy working with tenants and we continued to develop opportunities for tenants to get involved. Here are a few examples:

- We ran nine Customer Panels throughout the year
- The Scrutiny Committee reviewed the Complaints Service and the way we work with Contractors
- We developed the role of Tenant Auditors
- New opportunities were created for tenants to become Property Inspectors who check that empty properties are ready for new tenants, and Quality Monitors who conduct feedback surveys with other tenants
- We trained tenants to become Money Guiders, able to explain the facts behind welfare reform changes, and some went on to become qualified Community Based Money Mentors.

Other Facts and Figures

32 tenants completed training including external courses at Trafford Hall, Equality and Diversity training, attended the Tenants Participation Advisory Service (TPAS) conference and seminars run by the Learning Together Partnership, and courses we delivered to enable tenants to take up opportunities such as Quality Monitors and Property Inspectors

78 people got involved throughout the year 53 women and 25 men. Here are some examples of what they got involved with:

We held:

- Customer Panels
- Community Forums
- Policy reviews

You became:

- Tenant Auditors
- Property Inspectors
- Quality Monitors



Youth Involvement

Willow Park has always had a commitment to the young people of the area. We operate 2 youth panels across the 2 Housing Trusts: Parkway Green Youth Panel (PGYP) and Youth Reborn and each of these groups set their own agenda for the community projects they want to be involved in. Here are some examples of what we have provided:

- Benchill Youth Hub and Woodhouse Park Lifestyle Centre youth clubs through funding from Willow Park Housing Trust; Big Lottery Grant and Manchester City Council Youth Fund
- Youth projects including young people with disabilities; work with Looked After young people and Teenage Pregnancy Prevention work with other partners
- Partnership work in Wythenshawe to try to plug the gaps from local authority funding and service cuts. For instance a Heritage Lottery project with Enjoy Arts, "Make Do and Mend" which brought girls and young women together in a project which culminated in their work being exhibited at the People's History Museum
- We have also co-facilitated a series of training events for youth workers and delivered sexual health workshops to young people
- We are responding to the community needs by working with young people at risk of anti-social behaviour and working closely with our Neighbourhood Teams; GMP and other partners.



Woodhouse Lifestyle Centre
Portway
(junction with Selstead Road),
M22 1QW
Tel: 0161 436 0560

Woodhouse Park Lifestyle Centre

The Lifestyle Centre provides facilities for local people to access high quality sport, music and social activities. People from age 6 to 60+ can take part in a wide range of recreational pursuits. There are also opportunities for developing new skills, improving health and well being, education programmes, employability skills and preparation for work. There were almost 100,000 visitors to the centre in 2012/13.

Here is just a taste of what is on offer:

- Junior After School Club (term time)
- Senior Youth Club age 13 to 19, 3 nights per week
- 50+ health and well being programme, five sessions averaging 162 users per week
- Fifty Plus Lifestyle Group constituted with 25+ members organising own group activities
- Successful Youth Commissioning fund application - £30k over next 2 years
- Links with the MEA/Elite Sport programme resulting in 3 University places after 4 year programme
- Health Strategy partnership with the Manchester United Foundation and Manchester Mencap
- Strong NHS partnerships with Cardiac and Cardio pulmonary rehabilitation and pain management
- Styles Café business – turn over £100k + per year providing community café, business and function catering on and off site
- Bookings for conferences, functions and events has grown and peaked in June 2013 at a high point of 1963 attendances.



Benchill Community Centre

Benchill Community Centre is run by an elected committee of mainly local people. It has over 20,000 visitors per year and local volunteers play a vital role in delivering its programmes - from children's activities and IT provision, to older people and employment initiatives.

Approximately 65 older people per week have access to the following health initiatives:

- Homeopathic Clinic – alternative health therapy
- Age Concern IT/ECDL class for beginners
- NHS Ultrasound scanning
- Weight management service
- Social Network - Art and Design Class.



- The Centre introduced weekly entry level English classes for speakers of other languages run by volunteers
- More than 450 learners access IT provision each month, an increase of 10% from the previous year.

Sports provision continues to be very successful and has had a massive impact on the health and social wellbeing of local residents and the wider community.

The sports provision includes:

- 20 local football teams
- Morris dancing - 50 young people per week
- Zumba classes - over 40 people per week.

The Community Sports programme funded by Comic Relief is going from strength to strength. To date, we have 76 young people registered taking part in a range of activities, including multi-sports, football and trips out.



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

WOW Zone

Based at the Lifestyle Centre, the WOW Zone engaged over 400 children from 10 local schools in creative media projects, aiming to raise their confidence and aspirations whilst developing literacy, numeracy and ICT skills. Other highlights included 3 celebration evenings for students, parents and teachers, 3 residential activity trips and targeted learning programmes during school holidays.



The Enterprise Centre

Willow Park's Enterprise Centre opened in October 2011 to provide affordable office space and business support to small businesses and budding entrepreneurs.

The Enterprise Centre offers:

- Office rental opportunities for new and existing businesses
- All-inclusive bills & rates
- WiFi / Telephone lines
- Fully furnished
- Rentable meeting & training room facilities
- FREE business advice and training programmes.



For more information or support call 0161 945 0655 or visit www.willowparkenterprise.com



Wythenshawe Games

The Wythenshawe Games took place in summer 2012 in and around Wythenshawe Park.

The mini Olympics was a local celebration of sport, to help improve fitness levels and to unearth raw talent in the area. It was a huge success and saw thousands of local people taking part. It won a *'Olympic Legacy Award'* at Manchester City Council's Sports Awards 2012 and as part of the legacy returned for another year in summer 2013.

During the games

- 500 signed up and 200 completed A Personal Best Programme
- 3000 completed personal best in all 8 activities as part of the Schools Games Programme
- 5,500 participated in 9 days of free activity Sports Programmes
- 4 new sports clubs were created
- As part of the Cultural Programme: 2800 participants signed up 32 different activities including 9000 visits to Wythenshawe Hall who in turn signed up 200+ new 'Friends of the Hall'
- 500 attendees on the Under 5's day and 250 over 50's on the older persons day
- Party in the Park: 2 days of entertainment including the best of Wythenshawe's Got Talent and unsigned bands with over 2000 people attending and a 4 hour live broadcast from the Park by BBC Radio Manchester.

Wythenshawe Community Housing Group Chair, Eddy Newman said,



"The Wythenshawe Games has had a lasting impact on the community. It was a fantastic example of the sporting facilities the whole area has to offer and an opportunity for the entire Wythenshawe community to come together and help celebrate in the fantastic surroundings of Wythenshawe Park"

Real lives. Wythenshawe.

Real Lives: Wythenshawe

Real Lives: Wythenshawe is a campaign that was created by a wide range of local partners to challenge the negative perceptions of Wythenshawe through the real lives of its ambassadors. From this campaign, a range of other projects have developed. They include:

- **Real Neighbours** – Both Willow Park and Parkway Green operate a real neighbours scheme which sees volunteers provide a community service across the whole of Wythenshawe. They were the winner of the 'Community Project of the Year' award at Manchester City Council's Be Proud Awards in 2012 and they provide fantastic support to local events such as the Forum's 'Grand Day Out' and the Wythenshawe Games
- **Real Food** – Real Food is a 5 year project that aims to give Wythenshawe a real taste for home grown fruit and veg. This lottery funded project has many exciting projects planned – including the creation of an exciting biosphere at The Manchester College and lots of projects with the horticulture centre at Wythenshawe Park.

Real opportunities. Wythenshawe.

Opportunities

Wythenshawe Futures is all about helping local people back into work or training.

We do this by offering opportunities within the Group – apprenticeships, work placements and work clubs all for local people.

We also work with partners to deliver **Real Opportunities** – this is the place to start for help to move into employment or training.

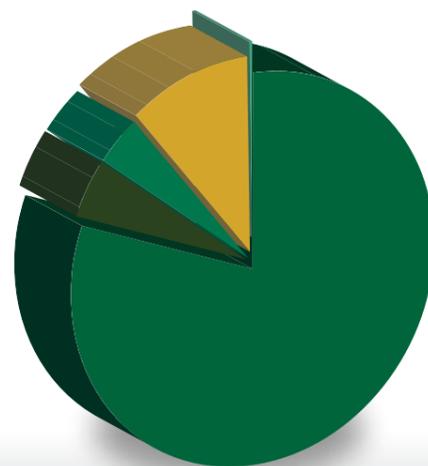
The Futures team is passionate about supporting local people to achieve their potential, whether that's through work experience with the Group, or by helping complete CVs and job applications, we can even offer free travel tickets for when you start a job or secure an interview.

- 30 local people completed a six month Futures Placement and completed accredited qualifications
- 325 of people who accessed Real Opportunities are now in employment (since 2011) 2012 – it was 156
- 8 construction apprenticeship vacancies filled by local high school leavers last year (21 since 2011 and another 11 to arrive September 2013 making a total of 32)
- 1250 people attended the Get Hired Jobs Fair
- 30 school children accessed a work experience placement
- 7 housing apprenticeships created for local people
- 55 people completed a pre-employment course
- 208 people are accessing training through Real Opportunities (since 2011) (Last financial year it was 157)
- 90 school children accessed job search and numbers at work skills workshops.
- 238 National Careers Service appointments attended



Income and Expenditure Account		2012/13
For the year ended 31st March 2013		£'000
Turnover		26,326
Operating costs before exceptional charges		(23,220)
Operating surplus/(deficit)		3,106
Surplus on sale of fixed assets-housing properties		474
Interest receivable and other income		9
Interest payable and similar charges		(1,197)
Additional VAT shelter income		421
Surplus/(deficit) for the financial year		2,813

Balance Sheet		2012/13
As at 31st March 2013		£'000
Intangible fixed assets		61
Tangible fixed assets		
Housing properties		51,667
Other tangible fixed assets		4,378
Total fixed assets		56,106
Current assets		
Stock		48
Debtors		2,266
Cash at bank in hand		2,734
		5,048
Creditors: Amounts falling due within one year		(28,391)
Net current assets/(liabilities)		(23,343)
Total assets less current liabilities		32,763
Creditors: Amounts falling due after more than one year		20,525
Net pension liability/(asset)		4,239
Capital and reserves		24,764
Revenue reserve		12,238
Pension reserve		(4,239)
		32,763

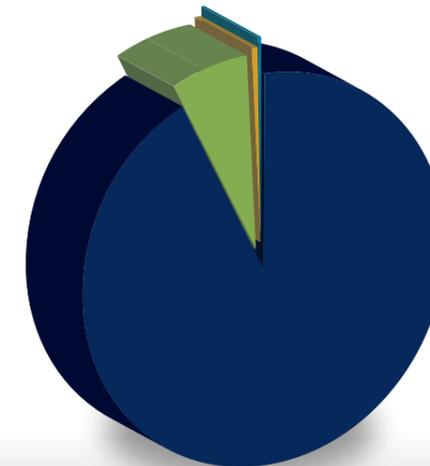


Where the Trust receives its money:

Description	(Amounts £m)
Rental Income	21.98
VAT Shelter Income	1.27
Other Income	1.09
GAP Funding	2.89
Interest Receivable	0.01
Total	27.24

Income and Expenditure Account		2012/13
For the year ended 31st March 2013		£'000
Turnover		34,591
Operating costs before exceptional charges		(32,851)
Operating surplus/(deficit)		1,740
Surplus on sale of fixed assets-housing properties		271
Interest receivable and other income		19
Interest payable and similar charges		(4,024)
Surplus/(deficit) for the financial year		(1,995)

Balance Sheet		2012/13
As at 31st March 2013		£'000
Intangible fixed assets		0
Tangible fixed assets		
Housing properties		194,310
Other tangible fixed assets		8,510
Total fixed assets		202,820
Current assets		
Stock		347
Debtors		1,744
Cash at bank in hand		4,746
		6,837
Creditors: Amounts falling due within one year		(4,174)
Net current assets/(liabilities)		2,663
Total assets less current liabilities		205,483
Creditors: Amounts falling due after more than one year		75,659
Net pension liability/(asset)		9,368
Capital and reserves		85,027
Revenue reserve		6,004
Regeneration reserve		3,543
Revaluation reserve		110,909
		205,483



Where the Trust receives its money:

Description	(Amounts £m)
Rental Income	32.31
Other Income	2.30
Funding	0.25
Interest Receivable	0.02
Total	34.88

Wythenshawe Community Housing Group are keen to be open and transparent with the way that it use the resources that it has in order to clearly demonstrate how it delivers Value for Money Services. It has therefore undertaken a VFM Self Assessment in order to highlight how money is being spent and the level of performance that it achieves. Provided below is a summary of the findings and the contact details should more information be required.

Provided below is a summary of the costs and performance for the two subsidiary Trusts during 2012/13. All statistics taken from Tenants Satisfaction Survey 2012.

Parkway Green Housing Trust

91%	Tenant satisfaction with the Value for Money for rent they pay (1st place out of 88 organisations nationally)
92%	Overall satisfaction with services provide (6th of 91 organisations nationally)
90%	Overall Quality of your home (3rd out of 89 organisations nationally)
86%	Overall Satisfaction with your neighbourhood as a place to live (29rd out of 90 organisations nationally)
81%	Satisfaction with repairs service (38th out of 88 organisations nationally)

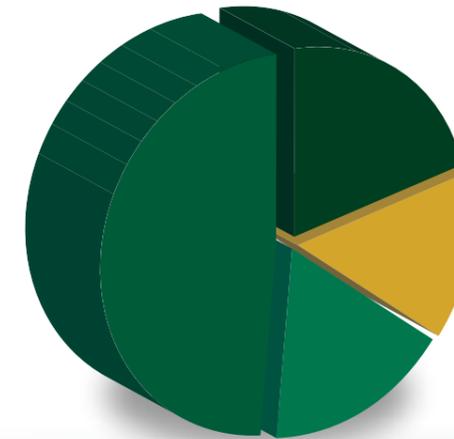
Willow Park Housing Trust

85%	Tenant satisfaction with the Value for Money for rent they pay (29th place out of 88 organisations nationally)
90%	Overall satisfaction with services provide (19th of 91 organisations nationally)
85%	Overall Quality of your home (33rd out of 89 organisations nationally)
81%	Overall Satisfaction with your neighbourhood as a place to live (55th out of 88 organisations nationally)
83%	Satisfaction with repairs service (31st out of 88 organisations nationally)



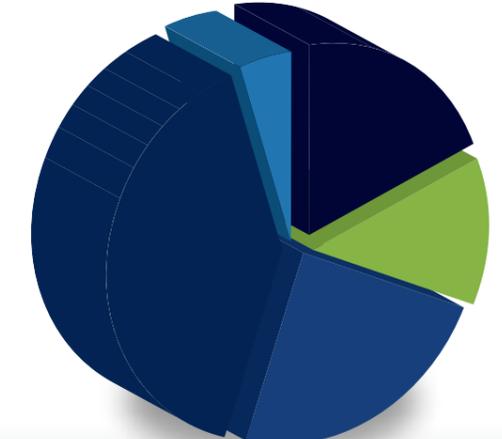
How money is being spent

Parkway Green



Description	(Amounts £'000)
Investment in Stock	12,505
Management Costs	5,439
Responsive Repairs	4,277
Housing Costs	3,603
Total	25,824

Willow Park



Description	(Amounts £'000)
Investment in Stock	11,799
Responsive Repairs	7,003
Management Costs	5,737
Housing Costs	3,662
Regeneration Activity	1,361
Total	29,562

WCHG Approach to achieving VFM

Going forwards the Group are working hard to drive out both savings to the costs of the organisations and ensure that performance is improved. Areas of high spend will be reviewed with tenants to ensure that they are delivering high quality services and where necessary, savings made and reinvested into other projects. The Group will continue to make best use of it stock and work with tenants to identify new development opportunities.

The Group has formally adopted the National Housing Federation's Excellence of Governance standard. This is a guide for all housing providers to improve the way they deliver services they provide to their tenants. This Standard ensures that value for money services are developed in a clear and accountable framework.

Further information on WCHG and its approach to Value for Money are available at www.wchg.org.uk/vfm, or emailing: businessdevelopment@wchg.org.uk or calling Willow Park: **0800 633 5500** or Parkway Green: **0300 111 0000** and asking for a copy of the full VFM Assessment.



Contact Us

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

e: info@wchg.org.uk

w: www.wchg.org.uk

t: Parkway Green: 0300 111 0000

e: info@parkwaygreen.co.uk

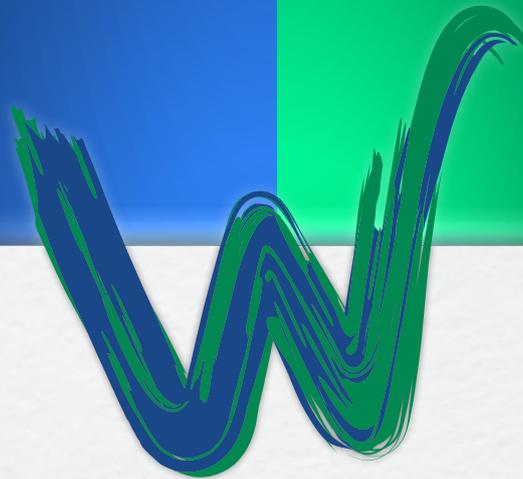
Parkway Green House
460 Palatine Road, Northenden, M22 4DJ
or 137 Bowland Road, Baguley, M23 1LE

t: Willow Park: 0800 633 5500

e: enquiries@willow-park.co.uk

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

or 294 Portway, Woodhouse Park
Manchester M22 1TG



Wythenshawe
Community Housing Group

