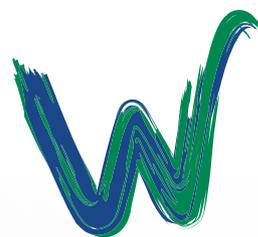


# Wythenshawe Life

www.wchg.org.uk



Wythenshawe  
Community Housing Group

Autumn  
2013



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**INSIDE!**  
Tenants Annual Report

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



## Smart way to keep in touch!

We are launching a free WCHG App to make it even easier for tenants with smartphones to keep in touch.

With the App you will be able to do everything from reporting repairs or anti-social behaviour to making a complaint, all at the touch of a button.

The App is compatible with iPhones, Androids, Blackberries and other smartphones, and, because it uses proven technology developed by Panda Media for other housing providers' apps, we have made savings by not having to develop it from scratch.

WCHG Group Chief Executive Nigel Wilson said, "We want to deliver the best service that we can and to offer as many different methods of getting in contact with us as is available. We always want to hear your feedback and how we can improve our service for our tenants."



## Real neighbours. Wythenshawe.

### Real Neighbours set to stay!

Great news - our Real Neighbours volunteers project has secured funding until March 2015 from the Manchester Wellbeing Fund.

Over the last three years Real Neighbours volunteers gave more than £45,500 of in-kind support on a range of projects, including helping out at this year's Wythenshawe Games and the Wythenshawe Together event, see Page 10.

To volunteer, or for more information, contact Volunteer Coordinator Nicola Hamilton on 07525 905 014.



Real Neighbours helping out at Wythenshawe Games

## Cover up!

We are merging Willow Park and Parkway Green home contents insurance schemes to create a new Wythenshawe Community Housing Group Scheme with better cover and guaranteed low premiums for a further three years.

**Existing customers** will be transferred automatically to the new scheme in autumn. You do not need to do anything.

**Not covered**, but want to be? Fill in an application form at our offices or contact Chelsea Ainsworth on: 0800 633 5500 and you will start on the new scheme straight away.

"Mrs R rang to say that she has recently purchased insurance from a local weekly payment store to insure some white goods she has purchased. This is costing her £11 per month but she has since found out that the Trust offer an insurance for £3 per month. She is keen for us to let our tenants know about this!"

More information next issue.

## Over 200 new homes for Wythenshawe £18m Investment for Extra Care Scheme!

WCHG is just six months old, but already we have made fantastic progress! Thanks to the success of two funding bids we are going to be **BUILDING** an additional 205 new homes.

The new homes will significantly increase choice and availability for people across Wythenshawe looking to upsize, downsize or find a home of their own for the first time.

A landmark £18m Extra Care Development for Older People, on the junction of Brownley Road and Hollyhedge Road, will create 135 apartments for affordable rent, shared ownership and for outright purchase.

The investment includes £5.2m funding from the Department of Health, via the Homes and Communities Agency (HCA).

A further 60 homes will be built across six Wythenshawe locations for shared ownership, affordable rent and another 10 for market rent. The 938k funding from the Government's HCA was achieved through the JVNorth Framework, a consortium of Registered Housing Providers across the North West.



Our Chair Eddy Newman, says; "Wythenshawe is undergoing a fantastic programme of regeneration at the moment and the announcement of these new homes is a tremendous win for WCHG and the people of Wythenshawe."

This excellent Extra Care scheme will provide much needed homes to meet the demands of many older people from the Wythenshawe area and will also bring new facilities for the wider community."

The developments will also support local jobs and training in building skills (through our links with The Manchester College), in the management and operation of the buildings, and in health and social care.

Construction work on our Extra Care Development will start in spring 2014 with completion during 2015. It will:

- have a 24-hour care provider on-site to allow tenants to remain independent in their own homes for longer
- incorporate roomy apartments designed to meet mobility and access needs
- be adjacent to the NHS LIFT Health Centre which will be able to support tenants' health and care needs
- include a Community Hub with a Bistro as a focal point for social activity
- have landscaped sensory gardens
- incorporate high levels of energy efficiency measures.

MORE NEWS ON OUR DEVELOPMENTS NEXT TIME!

**SOLD**

Hollyview - 11 of our shared ownership homes at our Hollyview development have now been sold. The remaining 4 have been reserved. Look out for more shared ownership homes for sale from WCHG soon.



### Customer Feedback

Thanks for a job well done by the concessionary garden team. They did a fantastic job with the overgrown hedges and grass and I am very pleased with the end result.



# Here to help... our Financial Inclusion Team



Sarah Maguire, Manager



Rob Brereton, Money Mentor



Ammah Adu, Welfare Rights Officer



Jo Woodcock, Welfare Rights Officer



Chelsea Ainsworth, Financial Inclusion Assistant



Jan Chadwick, Debt Advisor



Nusrat Gibbon, Debt Advisor



Clare West, Money Mentor



Dot Smith, Debt Advice Coordinator

Contact them on 0800 633 5500 or 0300 111 0000, or email: [financialinclusion@WCHG.org.uk](mailto:financialinclusion@WCHG.org.uk)

## Dealing with debts and money worries

If you have rent arrears, or are worried you might not be able to pay your rent or bills, a debt advisor may be able to help.

### What is a debt advisor?

Someone who provides advice and practical solutions around resolving debt problems. They will be confidential, impartial and non judgemental, and will offer you a solution that suits your own personal circumstances.

### Do you pay for debt advice?

Debt advice is provided free by many charities and reputable organisations, for example Wythenshawe Community Housing Group, the National Debt Line and Citizen's Advice Bureaux.

Debt management companies often charge you for their advice. This advice can be expensive and you may not always be offered the best solution. You should always contact a free debt advice agency first.



### Keeping track of your money

The first thing a debt advisor will do is look at where your money is going. Try writing this down before your appointment on a budgeting sheet to help them work out what debt solution you need. Remember, a debt advisor is there to help, not to judge!

Filling in a weekly or monthly budget sheet can help you to keep track of your money after you have seen the debt advisor. You can pick up a free budget sheet from the Financial Inclusion Team.

### Where Can I Get Free Debt Advice?

**Wythenshawe Community Housing Group**  
0800 633 5500 / 0300 111 0000

**Age Concern, Manchester**  
0161 946 3557

**Community Legal Advice Service (CAB)**  
08444 111 222

**The National Debt Line**  
0808 808 4000

**The Money Advice Service**  
0300 5000 500

**StepChange Debt Charity**  
0800 138 1111

## Preparing for Universal Credit

Are you ready for the change to Universal Credit\*? If not, one of the first things you can do is open a bank account, if you do not already have one.

Some banks offer free basic accounts, but they vary slightly. Before opening an account, check they include the services you might want, such as debit cards, direct debit/standing orders, overdrafts, chequebooks, online/telephone/mobile banking or free cash withdrawals.

You might also like to consider the Manchester Credit Union which offers a Credit Union Current Account and a Credit Union Budgeting Account.

If you are not sure what bank services you need, give the Financial Inclusion Team a call. The team also has an up-to-date list of banks offering free accounts.

### Time scales:

The introduction of Universal Credit has been delayed. The target to transfer all claimants onto Universal Credit by 2017 remains, but the initial date of 1 October has now been delayed. However, some of the ideas behind Universal Credit will be coming in from 1 October, including 'claimant commitment' which means Job Seekers have to demonstrate they are looking for work 35 hours each week.

\* Universal Credit will roll most in and out-of-work benefits together and will be paid once a month to one person in each household.

## Keeping up with the rent

If you have been affected by the Bedroom Tax (Under Occupation Charge) and need to make a rent payment to Willow Park or Parkway Green you should contact the Rents Team straight away.

Your Rental Income Officer can talk to you about setting up regular payments and accessing money advice from the Financial Inclusion Team and debt advice agencies.

In addition, Manchester City Council is providing help through the Discretionary Housing Payment Fund for those who are eligible.

You are at risk of losing your home if you do not pay your rent on time

Contact the Rents Team on:

0800 633 5500 - Willow Park  
0300 111 0000 - Parkway Green

To apply for Discretionary Housing Payments contact Manchester City Council on 0161 234 5003 or [www.manchester.gov.uk](http://www.manchester.gov.uk)

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

## Get Online...

With more and more jobs requiring online applications and a prediction that 90% of jobs will need computer skills by 2015, it is important you have the digital skills you need.

We have launched Get Online Wythenshawe - a short course to give you those skills. If you are interested in taking part, give us a call!



## Watch this space:

Our Money Matters sessions will soon be re-launched so that you can drop in to speak to Rob or Clare about your money concerns. Watch this space or contact the team for further details.



### Customer Feedback

The best workmen ever! I recently found out my husband was terminally ill. Your workers have gone above and beyond to make our life better at this most difficult time.

# A year in the life of... a Rising Star!

When Dean Slavin was named Rising Star at the Housing Heroes Award 2012 it was the start of a busy year! Most recently he met with the Housing Minister Mark Prisk and edited the magazine *Inside Housing*. This is his story:

I signed off as the 2012 Rising Star at the Housing Heroes Awards 2013 at the Chartered Institute of Housing (CIH) Conference in June. What a year it's been!

Seems like only yesterday that I collected the winner's prize from a panel consisting of CIH Chief Exec Grania Long, TV's George Clark and 2011 winner, Carla Keegans.

Winning the Rising Stars competition was a fantastic experience and one that has truly tested me to the hilt. It's raised my profile (I now have hundreds of Twitter followers) within the sector and has allowed me to make some really good contacts. These have helped me develop as a person, but will also bring great benefit to WCHG.

I've spoken at many conferences, and tried to spread my beliefs which are around the need for increased community spirit in all neighbourhoods across our country. I've also tried to spread the word to as many tenants across the country to get involved in shaping their organisations.



▲ Rising Star Dean Slavin, right, meets Housing Minister Mark Prisk



I've spent a day with the Housing Minister Mark Prisk and even a day with Lord Richard Best, President of the Local Government Association and a Vice President of the Town and Country Planning Association. I've also guest edited the trade magazine, *Inside Housing*, which was pretty cool!

## Meet... ... our new Leaseholder Officer

Denise Scappaticci is WCHG's new Leasehold and Right to Buy Officer for both Willow Park and Parkway Green leaseholders.

She has a finance background and has been working with Willow Park leaseholders since 2007. She has been involved with both the Park View and Hollyview Shared Ownership developments. Denise will be writing to all leaseholders to introduce herself and to arrange a 'getting to know you' session. In the meantime, you can call her on 0161 946 9544 or email [denise.scappaticci@wchg.org.uk](mailto:denise.scappaticci@wchg.org.uk).

A big 'thank you' to Tom Porter for all his hard work with Parkway Green leaseholders since 2006.



## Pick of a great bunch!

Congratulations to all who entered our Garden Competition.

As always the judges were spoiled for choice. Some inspirational gardens and displays were entered and they had to make some tough decisions!

The winners were:

### Best Garden

- 1: Monica Winters, Benchill
- 2: Brian Whitehead, Northern Moor

### Front Garden

- 1: Christine Robinson, Newall Green
- 2: Brenda Jones, Newall Green

### Judges' Special Award

- Grant Higson, Baguley

### Home Owners

- 1: Annie Craven, Baguley
- 2: Les Simons, Brooklands

### Communal Gardens

- 1: Shenton, Brooklands
- 2: Alfred Morris Court, Brooklands

They will receive their awards at the Tenants Conference, see right. ▶

The **Wildlife Category** will be judged at the end of September. More to follow next issue.



▲ (above & top) Monica Winters' garden in Benchill takes 1st for Best Garden

## Name your Community HERO!

Is there someone you would like to nominate for a Community Award?

We are open for nominations until the end of October. Shortlisted finalists will be invited to the conference, see right, where the winners will be announced.

Call the Involvement Team on **0161 946 6369** or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk) for a nomination form.



**FREE** **WIN PRIZES** **FUN**

Wythenshawe Community Housing Group

You are invited to Wythenshawes Community Housing Group's **FIRST Tenants Conference**

**Venue:** Wythenshawe Forum  
**Date:** Thursday 7 November 2013  
**Time:** 10am - 2pm

**Learn:** all about our Real Food Project, how to cook quick, simple, affordable meals and grow your own ingredients!  
**Meet:** the WCHG Senior Management Team, hear what they have to say and put your questions to them.  
**Celebrate:** our first ever Community Awards.

The conference is free and lunch will be served! Spaces are limited, so book your place today! Call **0161 946 6369** or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

# Welcome To Our New Tenant Board Members!

We are delighted to welcome new members to the Parkway Green and Willow Park subsidiary Boards after the recent ballot election.






**Wyn Casey**  
- Newall Green

**Steve Thompson**  
- Northenden

**John Farr**  
- Newall Green




**Dennis Finnegan**  
- Brownley Green

More to follow next issue on the new members.

## Top Pots!

We joined up with pupils from Sandilands Community Primary School and members of Shenton Tenants and Residents Association as they helped plant flowerpots for a number of Brooklands' tenants.

The weather was fantastic and local residents were delighted.

Mrs Conway of Carrswood Road, Brooklands, said: "The flowers are beautiful and the children are wonderful."



Joining forces to grow some great community spirit

## Finishing touches for Talbot House

Our thanks to all our contractors who took part when we helped out with refurbishments at the local branch of Talbot House in Wythenshawe.

Talbot House, at Alpha House on Rowlandsway, is a support service for parents/carers of people who have learning disabilities. It was officially opened by Chair of the Parkway Green Board, Cllr Paul Andrews.

Hughes Bros, A&B Electrics, Polyflor, Wakefield's and Moores Kitchens all kindly donated either materials or labour.

To find out more about Talbot House, email [info@talbothouse.org.uk](mailto:info@talbothouse.org.uk) or go to [www.talbothouse.org.uk](http://www.talbothouse.org.uk) or call 0161 498 0312

Cllr Paul Andrews officially opens the newly refurbished Talbot House



## Taking on the outdoor challenge!



Fifteen Junior Wardens headed off for Kingswood Outdoor Education Centre in Wales this summer in recognition of all their hard work.

Over the past year they had been involved in such things as clean up days and community events. The residential trip was a chance to try out activities such as raft building to test their team working, planning and problem solving abilities - and have fun!

## Hollyhedge Fun Day



There was fun, smiles and laughter, as our Community Safety Team and Greater Manchester Police pulled out all the stops for a Community Day which included information stalls, face painting, a cake stall, free dog micro-chipping and lots of fun activities for the children.

**MORE than 400 tenants and residents enjoyed the day.**

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.

## NEWS from the courts



### Arrested

A tenant was arrested and brought before the Court following a breach of an injunction which excluded him from entering the victim's road. The tenant had also continued to make further threats of violence towards the victim.

### Caught on CCTV

Information from CCTV has helped prosecute a young person filmed riding a stolen "off road" motorbike. The 'motorcyclist' was given a 12 month community order, a three month curfew, disqualified from driving for 18 months and ordered to attend a victim awareness course.

### Equipment removed

Staff have removed a stereo, CD player and speakers from a property after professional witnesses confirmed a tenant had broken a Noise Abatement Notice to stop playing loud music. The tenant will have to pay £800 costs to have the equipment returned.

### Cameras mean Action!

New CCTV cameras in West Wythenshawe are already helping to reduce anti social behaviour (ASB) incidents in the Royal Oak Road area. We are also delighted that a number of young people involved in ASB have signed up to the Kick Start project to gain new skills.

# Memories are made of this - three cheers for our great Garden City!

We were delighted to have helped sponsor the second Wythenshawe Games - celebrating the Olympic legacy of sporting, community and cultural events!

Thousands braved the weather, showing the wonderful community spirit of the Garden City! Our Real Neighbours were once again acting as volunteer Games Makers.

We hope these pictures bring back some happy memories!

Highlights included:

- Free sports for all - from football and hockey to martial arts and korfbal - with events for the young and the young-at-heart!
- Real Food Project stalls - see page 17 - proved a sizzling success
- Our youth group conference - see page 18
- Wythenshawe Together - a fabulous community festival organised by local tenants and residents and a fitting finale to the celebrations.

Other sponsors included: Manchester City Council, the Manchester United Foundation, Wythenshawe Forum Trust, The Manchester College and Pride Sports.



Chair Eddy Newman said:

*"Wythenshawe Games really has touched all areas and been a fantastic event... It's a shining example of the great facilities that Wythenshawe has to offer and an opportunity for the entire community to come together and help celebrate the area in the fantastic surroundings of Wythenshawe Park."*



Tenant Bernadette Andrews called in to say she attended the Games every day and thought it was a fantastic event! She says the volunteers are a credit to us and they couldn't do enough for people who attended - especially Kirsty!



# WYTHENSHAWE TOGETHER



The 'Wythenshawe Together' Community Funday closed the Games on the 3rd August in Wythenshawe Park.

It was a fantastic day that was really well attended and even included a special guest, the Lord Mayor of Manchester, Councillor Naeem ul Hassan JP.

A huge 'thankyou' to all the volunteers and organisers who helped to make this event such a huge success. We will see you again next year!



### Customer Feedback

I was at work, came home and the bay canopy work was done. There were no issues or mess and it was if nobody had been there. It was brilliant!



**Woodhouse Lifestyle Centre**  
Portway (junction with Selstead Road), M22 1QW  
Tel: 0161 436 0560  
www.WoodhouseParkLifestyleCentre.co.uk

## Wheely great!



Stunning performances in the 3rd annual Manchester Grand Prix International Wheelchair Dance Championship at The Forum included Manchester Group Strictly Wheelchair Dancing who practice at the Lifestyle Centre. They helped the UK medal count reach 11!

WCHG helped sponsor the event alongside Easi-Drive and Fish - Specialist Disabled Insurers.



**Stop press!**  
Strictly Wheelchair Dancing duo **Gary Lyness and Paula Moulton** became GB's first International Paralympic Committee (IPC) wheelchair dancesport competitors when they competed in the Moscow Top Class Latin competition in August.

## Meet and eat...

...at Styles Café!



Be surprised by soups, sandwiches, jacket potatoes and home-cooked meals at prices which won't shock your pocket!

If you are after a venue for a big event, party or wedding, look no further! The Styles team can cater for events from buffets to banquet dinners.

Find out more on **0161 436 0560**.



▲ Cooking up a treat at Styles Cafe

## Your call!

Get active, chill out and make friends!

- **Senior youth club (13-19 years):** Monday, Wednesday and Friday
- **Disability Youth Club:** Tuesday nights
- **After School Club:** Tuesdays and Thursdays
- **Junior Youth Club:** Mondays and Fridays
- **Manchester Marvels:** Saturday afternoons

## Top Marks

Our summer Play Scheme scored top marks in an inspection - which was no surprise to all those who enjoyed the many arts, crafts, sports, music, outdoor games, and competitions on offer. Thanks to Manchester City Council Children's Services for their continued funding of the scheme!



## WOW Students Get "Ready2Go!"

Pupils starting at Manchester Enterprise Academy in September took part in a Ready2Go summer holiday creative media fortnight.

They learned about control technology using Lego, script writing for digital animation and software packages to extend maths skills.

One pupil said: "It was amazing. I learnt new skills and used programmes I haven't used before."

Go to [www.wowzone.org.uk](http://www.wowzone.org.uk) to find out what activities are being held this term.



## Fall in!



Looking to get fit, shed a few pounds, or simply have fun this autumn? Check out:

**Zumba on Monday and Thursday nights**

**50+ exercise on Tuesdays**

and many other exciting community activities on offer!



**Bideford Community Centre**  
Bideford Drive, Baguley, M23 0QH  
Tel: Nicola Hamilton, Well Being Coordinator on: **0161 946 6468**  
or email: [nicola.hamilton@wchg.org.uk](mailto:nicola.hamilton@wchg.org.uk)

## Getting a taste for Bidefoods!

After a non-stop summer we are planning a busy autumn, so drop by and see what is on offer!

This summer saw:

- The Garden Group flourishing with colour!
- Fruit and vegetables grown by volunteers, used by Bidefoods Café and eaten by many appreciative customers!
- Free arts and craft classes held by volunteers for families
- A Breakfast Club, with cereals donated by Kellogg's, catering for more than 100 children
- Donations from the local food bank made up into hampers and distributed to those in need by volunteers.



Our volunteers are a remarkable group of people, who prove that Wythenshawe has a passion for supporting others and bringing them together, where possible!



**Benchill Community Centre**  
Benchill Road, Benchill, M22 8EJ  
Tel: **0161 945 0879**  
[www.benchillcommunitycentre.co.uk](http://www.benchillcommunitycentre.co.uk)



It was smiles all the way during a Fun Day enjoyed by around 1200 people. Also on offer were laughter workshops, fruit cocktails, ice cream and much, much more! The football tournament was won by Urmston Barbarians.

Thanks to all who helped to make it such a successful event!

## Places at the Skills Academy

Manchester Mencap has moved to Benchill Community Centre and is running the Skills Academy where people with a learning disability can learn how to make TV and Radio programmes. There are some places still available, contact:

[john.mccormack@btinternet.com](mailto:john.mccormack@btinternet.com), call **07881 468 569** or visit:

[www.manchestermencap.cswebsites.org](http://www.manchestermencap.cswebsites.org)

## Bite-sized summer fun!

A fantastic time was had by 75 children attending daily sports and other activities throughout the summer holidays. A Breakfast Club run by the Real Food project team encouraged many to become involved in other food projects being held at the centre.



# Support for entrepreneurs

**Thinking about setting up a business or becoming self employed? The Enterprise Centre on Benchill Road could provide some answers!**

In the two years since the Centre opened it has become a thriving hub of activity. As well as providing offices for new and existing business there is free advice and support for anyone wondering about setting up in business.

Centre Manager and Business Advisor, Phil Duffield, said: *"There are very few small office facilities in our local area catering for start-up or small businesses and our current high occupancy levels demonstrate how the Centre is helping meet this need."*

For more information or support call **0161 945 0655** or visit [www.willowparkenterprise.com](http://www.willowparkenterprise.com)



## On the podium

Congratulations to our Roofing Apprentice Reece Whelan for reaching the top three in the National Apprenticeship Service North West Region event, winning a Highly Commended Award. He received his award from Record Producer Pete Waterman.



# Building up skills and a following!

Follow the ups and downs of some remarkable Apprentices as they build up their skills and six two-bedroomed bungalow **HOMES** for affordable rent at our **Leybrook** development in Brownley Green!

Bricklaying and joinery apprentices and trainees from Wythenshawe Community Housing Group and The Manchester College are currently on site. Other trades will follow over the coming weeks and months. Wiggett Construction are managing the build, and, with the help of students from The Manchester College, we are making great progress.

Follow their progress @builtbywchg



## Magnificent 11

**We had overwhelming demand for places on our Construction Apprenticeships Scheme.**

The quality of applicants has been extremely high and we are excited to have successfully recruited 11 new Apprentices from Wythenshawe's high schools and The Manchester College. **Meet our Apprentices in the next edition!**



# Andrew's story

Andrew first attended a WCHG Work Club in May with limited work experience in administration.

The first step was to help him update his CV and support him as he started applying for jobs. Despite some setbacks, Andrew continued to apply for jobs and then took up the opportunity to take part on a pre-employment course which would secure him an interview. He performed so well that he has now started work in telesales, and is delighted to be in employment!

If you would like to join the Work Club, or find out what it could do for you, contact WCHG Employment Coordinator Richard Hancock on **0161 946 6374** or email on [Richard.hancock@wchg.org.uk](mailto:Richard.hancock@wchg.org.uk)

# Opening up the future

Boosting skills, confidence and employability was all on the agenda for those taking part in our summer pre-employment course at The Manchester College.

Improved CVs, mock interviews with WCHG staff and accredited qualifications in customer service helped prepare the 28 participants for their interview for Wythenshawe Futures Fund trainee positions.

The Fund offers six-month entry-level traineeships to unemployed residents who would benefit from a work experience placement and the opportunity to gain qualifications in an office or manual setting.

Sarah, one of our latest recruits, says; "I'm looking forward to getting an insight into business admin and working in housing. The qualifications I am going to get will help me get a job after I leave here and better myself."



**Sarah Ritchie, ready to help**

To take part on a WCHG pre-employment course you must be unemployed, live in Wythenshawe and have little or no work experience and qualifications. To be considered, complete a Real Opportunities form today - they are available in all our reception areas.



**Practicing interview skills**

## Real Opportunities - your stepping stone!

**If you are looking for work, would like to go on a course or want some advice and guidance, set your sights on Real Opportunities!**

Simply complete a one page form which helps us identify what support you would like. Sarah Ritchie, our coordinator, will contact you to schedule a 1-1 appointment. Sarah is very familiar with the process as she came through Real Opportunities herself!

At your appointment, you will develop a tailored action plan and be signposted to extra support if required. You could also be registered to an exclusive mailing list to assist you in finding opportunities.

Recent successes include former job hunters now working as a healthcare assistant and a lunchtime organiser; others taking childcare and warehouse courses, and still more benefiting from advice on self employment and job searching.

Forms are available in all our offices or email [realopportunities@wchg.org.uk](mailto:realopportunities@wchg.org.uk) or call Sarah on **0161 946 9153**.

**If you need support with travel to an interview or new job, we can now provide bus tickets to help you get there.**

**REAL OPPORTUNITIES REAL OPPORTUNITIES**

**Contact the Futures Team on 0161 946 7545**



### Customer Feedback

Just a little thank you to let you know we appreciate what you did for us. Thank you again and God bless.

# Watch out for... ... Wythenshawe Works

Wythenshawe Works is the new name **FOR** PG React and Property Direct at Willow Park. Their smart new logo will be on uniforms and vans soon, making sure the teams are highly visible as they work out and about across Wythenshawe.

The teams provide services such as repairs to tenants and leaseholders homes, grounds maintenance and a handyman service. They also provide services across Wythenshawe, including Wythenshawe Forum.



## Garages to rent

We have recently improved our garages, and have some available to rent in:

- Staithes Road, Moss Nook
- Ravenscar Crescent, Moss Nook
- Summerfield Road, Woodhouse Park
- Hilary Road, Woodhouse Park
- Robinswood Road, Moss Nook
- Culmure Road, Moss Nook

### Costs

Tenants and leaseholders, £7.00 per week; non WCHG residents, £8.40 per week;

Blue Badge holders receive a 50% discount. Conditions apply. Contact the Neighbourhoods Team, on 0800 633 5500.

## Be prepared for WINTER

The winter months are just around the corner. Make sure you get the best out of your heating system.

### Do

- ensure main electrical isolator switch is "on"
- check the gas meter has sufficient credit
- check the time clock is set correctly
- set the heating programme to desired positions/times
- set the room thermostat (normally located in the hall) to the desired temperature
- contact the Customer Services Team if the pressure gauge drops to zero AND the boiler will not ignite
- report a leaking pipe, valve or radiator to us immediately

### Don't

- attempt to vent the radiators
- remove a radiator, part of the system or alter the heating system in any way
- you must not turn off the electricity or gas supply to the boiler. (Unless in case of an emergency – gas leak, fire etc.)



park considerately and use drives, garages or allocated parking spaces if you have them. Make sure you are not blocking junctions or access points and that you are not parked on pathways.

Parkway Green tenants call: 0300 111 0000  
Willow Park tenants call: 0800 633 5500

Real Food. Wythenshawe.

## A fruitful future!

There will be apples and pears galore in coming years as 25 new fruit trees donated to the Real Food project take root.

Real Food Wythenshawe, our lottery funded project, teamed up with Laing O'Rourke and partners to help create a 'fruitful' legacy on World Environment Day.

Laing O'Rourke and partners, who are working on the MPT Manchester Metrolink, donated 25 fruit trees along with 70 tonnes of top soil and extra compost.

Their Environmental Manager, Andy Campuzano said; *"When Wythenshawe was originally built in the 1930s, the aspiration was to be a garden city and every house built had a fruit tree in the garden. We thought it would be a good idea to donate the fruit trees, as a positive environmental gesture, but one with a definite nod to the area's local history."*



Planting a fruitful legacy!



The fruit trees have been planted by community groups across **WYTHENSHAW** with the help of local landscapers Ground Control.

Jacqueline Naraynsingh, Real Food Programme Manager, said: *"MPT have been absolutely fantastic and the community groups have been blown away by their kindness and generosity."*

*These groups do fantastic work to teach people the value of eating healthily and sustainably, so it's great that their members and the local community will be able to help themselves to fresh fruit from their trees."*

To get involved with the Real Food Wythenshawe campaign contact Jacqueline Naraynsingh on: **0161 946 7554.**

Follow the Real Food team:  
 Facebook: RealFoodWythenshawe  
 Twitter: @realfoodteam

## Pick a tasty treat!

The Real Food team has planted a herb garden by the main reception at Wythenshawe House, for staff and public use. The plants were originally on the Real Foods stall at the Wythenshawe Games.

Why not pick some basil to garnish your salad, chives for your sandwich or sage to add to the evening's dinner? There's also thyme, oregano, bay leaves, basil, rosemary, sage, mint and chard; rocket, spinach and pak choi!

Group Chief Executive Nigel Wilson with the Real Food Team



## Our Performance

Performance up to the end of August is:

- Current Rent Arrears **4.97%**
- Average time to let a property **25.1 Days**
- Percentage of repairs completed on time **99.92%**
- Percentage of repairs completed on first visit **98.52%**
- Customer satisfaction with repairs **96.99%**
- Percentage of phone calls answered in 30 seconds **85.53%**

## Take a bow -our Youth Conference stars!



An amazing group of eight young volunteers should take a bow after an extraordinary summersmash Youth Conference, held as part of Wythenshawe Games, was enjoyed by more than 150!

It was organised by members of our Youth Reborn youth panel, Shawe Thing Youth Panel and Benchill Youth Hub. Supported by a multi agency team, they set about arranging activities, designing flyers and posters, contacting suppliers, getting prices, booking performers and risk assessing the event.

Afternoon activities, workshops and performances were topped by an evening performance of Love Safely, a sexual health comedy, which included some of the organising team, and was enjoyed by an audience of 70 young people!

The organisers are now planning a 3-day residential course and team building event as a reward for all their hard work!

Our thanks to all those who took part - Manchester City Council's Youth Inclusion Lead for Wythenshawe, Teenage Pregnancy Prevention Lead and other agencies such as Healthy Schools, Fresh, Manchester College and more!



## Estate Walkabouts

These are a great way for you to meet Neighbourhood Officers and other staff and highlight any issues good or bad.

### Willow Park tenants<sup>†</sup>

**20.11.13**  
**Sharston/ Benchill** (10am);  
**Poundswick / Browley Green**  
(10.30am);  
**Woodhouse Park/Moss Nook/ Peel Hall** (2pm)

<sup>†</sup>call us on **0800 633 5500** for more details if you want to take part.

### Parkway Green tenants\*

**29.10.13** – Brooklands  
**19.11.13** – Butcher Lane  
**17.12.13** – Northern Moor  
**18.12.13** – Baguley  
**21.1.14** – Newall Green South  
**25.2.14** – Northenden  
**25.3.14** – Bideford

\*call us on **0300 111 0000**, text **0161 945 5730** or email [info@parkwaygreen.co.uk](mailto:info@parkwaygreen.co.uk) for details if you want to take part.

### Customer Feedback

A customer reported that one of our operatives had left a mess on the floor.

**We acted:** We were sorry to hear that the operative did not clean up correctly and we passed the feedback on so that we continue to improve our services.

## 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 29 November 2013.

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.**

### Word winner

Congratulations to Mrs S Vernon of Poundswick who was the £50 winner of the last Wordy Worm competition!

## Bid for funding

Local voluntary community groups and organisations can now bid for up to £2500 funding for projects which will benefit their local neighbourhood - thanks to a new WCHG Community Fund.

The fund brings together the Springboard Grant and the Parkway Green Community Development Grant. Priority will be given to small unfunded voluntary and community organisations.

Contact Marion McGuigan on **0800 633 5500** or Pedro Odjidja on **0300 111 0000** for an application form.

## Wyn wins

Congratulations to long-standing Tenant Board Member **Wyn Casey** who won an iPad mini at the CIH conference in Manchester! Wyn is pictured with Jenny Radcliffe from Recruitment Agency Morgan Hunts who ran the competition.



## Real Neighbours Grand Day Out At The Forum

**Every Wednesday 10am-3pm**

For the over 55's.

**Trips out, silver surfers, yoga and dancing!**

Call Nicola Hamilton on **07525 905 014** to take part.

## Check it out!

Design faults in some Beko, Flavel and Leisure cookers have been blamed for carbon monoxide poisoning. A list of models affected, and what to do if you find you have a recalled model, can be found on our websites in 'news' under Faulty Electrical Products.



## Act now!

Get involved in our service...

**Pedro Odjidja**

(Resident Involvement & Community Officer)

T: **0161 946 6315**

E: [pedro.odjidja@wchg.org.uk](mailto:pedro.odjidja@wchg.org.uk)

**Graham Heslin**

(Customer Involvement Coordinator)

T: **0161 946 6489**

E: [graham.heslin@wchg.org.uk](mailto:graham.heslin@wchg.org.uk)

## City Council contacts

Details of online services such as council tax bills, making payments and ordering bulk collections can be found at [www.manchester.gov.uk](http://www.manchester.gov.uk) or call:

- **Social care and support:** 0161 234 5001 (24 Hours)
- **Council tax:** 0161 234 5002 (8am - 8pm)
- **Benefits:** 0161 234 5003 (8am - 8pm)
- **Environmental services:** 0161 234 5004 (8am - 8pm)
- **Registrars:** 0161 234 5005 (8am - 8pm)
- **Payments:** 0161 234 5006 (24 hours)

## Your message here?

If you would like to put a message on the Community Noticeboard, email [pedro.odjidja@wchg.org.uk](mailto:pedro.odjidja@wchg.org.uk) or ring **0161 946 6315** and ask for Pedro.

## Wythenshawe Community Housing Group Tenant and Resident Group Contacts

| TA Group             | Contact for group | Contact Tel  |
|----------------------|-------------------|--------------|
| Newall Green T & RA  | Wyn Casey         | 998 4970     |
| Northern Moor T & RA | Bernard Caine     | 902 9221     |
| Royal Oak TARA       | Gina Hall         | 998 2146     |
| Royle Green TA       | Steve Thompson    | 945 7601     |
| Shenton TA           | Jackie Butterly   | 998 6855     |
| Butcher Lane TARA    | Kirsty Taylor     | 283 3800     |
| New Baguley TARA     | Glen Kamara       | 286 0379     |
| Benchill TARA        | Graham Loose      | 945 0684     |
| Brooklands TARA      | Wilf Cooper       | 07810 426333 |



0300 111 0000



0161 945 5730



info@parkwaygreen.co.uk



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



www.parkwaygreen.co.uk



0800 633 5500



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



enquiries@willow-park.co.uk



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

or 294 Portway, Woodhouse Park  
Manchester M22 1TG



www.willow-park.co.uk



Arabic

Chinese

Farsi

French  
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.

Hindi

Kurdish

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

Urdu

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:

**Wythensawe Community Housing Group**



@wythenshawe\_chg



Have YOU got a story idea?

Please let us know what you think of this edition of Wythenshawe Life, how it can be approved and what you would like to see in future editions. Email [communications@wchg.org.uk](mailto:communications@wchg.org.uk) or ring 0300 111 0000.



**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](mailto:communications@wchg.org.uk)**