

# LEASEHOLDER NEWS *Spring*

*Do you have any questions or a story for us to include? Call us on 0300 777 7177 or email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)*

## DROP IN AND CHAT WITH US

We have three drop-in sessions this year, come along to any or all three. We'll be there to chat to you and answer any questions. Our teams can talk to you about service charges, your home, your community and our services. Do you have questions about who has responsibility for what? We can also answer those.

Our drop-ins this year are all between **3-6pm at Wythenshawe House, 8 Poundswick Lane, M22 9TA on:**

- **Wednesday 25th March**
- **Wednesday 15th July**
- **Wednesday 14th October**

Several of our teams will be there:

- Service Charges
- Repairs
- Garden City Homes
- Grounds Maintenance
- Customer Hub
- Financial Inclusion
- Neighbourhoods
- Investment

If you have questions for our teams but can't make any of the drop-ins, please email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk) or call **0300 777 7177** and **select option 4.**



If you need this update translated or in a more accessible format, email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk) or call 0300 111 0000.



## FAIRER INSURANCE COSTS

The rules on insurance have changed. Because of this, we now work out insurance costs for each home, not across all our homes. Before, everyone shared the cost. Now, we must base it on the value, type, and rebuild cost of your home. This means some insurance costs have gone up more than others. We made sure we got value for money with these insurance cost changes.

## JOIN OUR GARDEN CITY HOMES ADVISORY PANEL

We're setting up a new Garden City Homes Advisory Panel for leaseholders and shared owners. Once a year, we'll send you key information to read and comment on. We'll use your feedback to help improve how we share information and report back to you. So far, six residents have signed up. We need more voices to make sure you're represented. If you'd like to sign up or get more information, please email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk). You can also call **0300 111 0000** and speak to the Resident Involvement team.

## MAJOR STEP FORWARD FOR 422 SOCIAL RENT HOMES

As part of the town centre regeneration, we've submitted three planning applications with Muse the property developer and Manchester City Council. They will provide 422 homes for social rent in Wythenshawe town centre. Shaped by resident feedback, the homes will be a mix of apartments and townhouses. They will be high quality and energy efficient. There will also be green spaces to support health and wellbeing.



Picture: C2 The Birtles.

The three sites in phase one are:

- Alpha House
- Brotherton House
- C2 The Birtles.

For more information, please visit [www.wythenshawetowncentre.co.uk](http://www.wythenshawetowncentre.co.uk)

## MANAGING YOUR HOME ONLINE

Our new website goes live in February. It'll be quick and easy to use, with clear wording and a simple layout.

There'll be support and events, and it's been shaped by resident feedback so it'll work the way you need it to.

Our website will still be at [www.wchg.org.uk](http://www.wchg.org.uk)



Our app will go live at the same time with several features. After resident feedback, additional features specifically for leaseholders will be launched. Later in the year, you'll be able to:

- Check, pay and manage charges
- Report and track repairs for shared areas
- Submit a Right to Buy or Right to Acquire request
- View documents like building insurance and warranty information

The app will help you manage your home online. It'll show real time information, so you'll always know what's happening. Residents who prefer or need to call or visit us will still be able to do that as usual.

If you have questions, please contact us. You can call our Customer Hub on **0300 111 0000** or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

## DOMESTIC ABUSE SUPPORT

If you're experiencing domestic abuse, we're here to help support you. Abuse happens in many ways. It can include physical, emotional, psychological, sexual, financial or coercive harm. It can happen to anyone, whatever their background or gender. You are not alone, our team is ready to help.

Call us on **0300 111 0000** and ask for the Living Well team, or email us at [WCHGLivingWell@wchg.org.uk](mailto:WCHGLivingWell@wchg.org.uk). You can also visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'domestic abuse'.

Use Private or Incognito mode if you think other people might see the web pages you've looked at.



# CONNECTING COMMUNITIES

Community Connectors are a friendly way to network and share information. We're usually joined by over 80 people from across Wythenshawe.

Pop along to the events coming soon:

## Healthy Communities

Wednesday 25th February, 12.30-2pm  
at Northenden Social Club

## Work and Skills

Tuesday 24th March, 11am-2pm on  
the concourse at Wythenshawe Forum



We'll soon have more events booked in. Follow us on Facebook and search '**WCHG Community Group**' to keep up to date. You can also email [communitydevelopment@wchg.org.uk](mailto:communitydevelopment@wchg.org.uk)



“Hi, I'm Denise, Sales and Lettings Advisor for Garden City Homes. I've worked at Wythenshawe Community Housing Group for over twenty years! I manage our market rent and rent to buy homes. I also support the Leasehold team. Wythenshawe is a place with a strong community and is a welcoming place to live and work. I'm proud to help our residents become part of that community, either by owning their home or finding an affordable and secure rental home.”



Wythenshawe House, 8 Poundswick Lane,  
Wythenshawe, Manchester, M22 9TA  
☎ 0300 111 0000 🖱 [www.wchg.org.uk](http://www.wchg.org.uk)



*Garden City Homes is part of Wythenshawe Community Housing Group.*