

“ Our latest update from Wythenshawe Community Housing Group. If you have any questions, call us on 0300 111 0000 or email customerenquiries@wchg.org.uk ”

WITH LOCAL NEWS STORIES FROM YOUR NEIGHBOURHOOD



MANAGE YOUR HOME ONLINE

Our new website is quick and easy to use, with clear wording and a simple layout. There's support and events for all and it's been shaped by resident feedback, so it works the way you need it to. You can still find our website at www.wchg.org.uk

We've also launched a new app to manage your home online. It shows real time information, so you'll always know what's happening. You can:

- ✔ Report and track repairs
- ✔ Check, pay and manage rent and charges
- ✔ Update your contact details

There are more features coming soon. If you prefer or need to call us or visit us, you'll still be able to do that as usual.

If you need help or want to give feedback on the app, please contact us. Call our Customer Hub on 0300 111 0000 or email customerenquiries@wchg.org.uk

CHANGES TO CONCIERGE SERVICE

Early this year, our concierge service for high-rise blocks and older person schemes will end. We know this may be difficult for some residents and support is available. Thank you for understanding. If you have any questions, please email us at customerenquiries@wchg.org.uk You can also call us on 0300 111 0000.

FIRE SAFETY AT HOME

We've seen a rise in fires across some of our homes. The main causes are faulty appliances, unattended candles, items left on landings, and charging e-scooters.

Thankfully no one has been seriously hurt but some homes and shared spaces have been badly damaged. Here's how you can help keep everyone safe:

- Keep shared areas like walkways and landings clear. Items left out can block your escape route in an emergency and easily be set on fire
- Don't use chip pans when cooking. Always turn appliances off after use
- Put cigarettes out fully if you smoke indoors
- Don't use items with damaged plugs or wires
- Never leave candles unattended. Keep them away from anything that could catch fire
- Don't charge mobility or e-scooters overnight, or if the battery looks damaged or feels very hot.



Book a free Home Fire Safety Assessment from Greater Manchester Fire and Rescue Service. They'll check your home, offer advice, and fit safety equipment if needed. To check if you're eligible, visit www.manchesterfire.gov.uk/your-safety

ALLOCATING HOMES IN WYTHENSHAW

We know finding a home in Wythenshawe is hard. More than 20,000 people are waiting, and last year over 255,000 bids on homes were made. Only 441 of our homes became available for reletting, this means waiting times are long. It's from six months for urgent cases and could be as high as 10-12 years for others. To find out more, search 'apply for housing' on our website www.wchg.org.uk

RENT CHANGES FROM APRIL

From 1st April, your rent will change. We'll write to you to explain what the change means for you. We're governed and regulated, this means everything we do is checked and must give value for money. We must achieve best value and deliver the most benefits for our residents and communities. If you'd like to know where we spend your rent, please visit www.wchg.org.uk and read our Resident Annual Review 2024-25.

If you, or someone you know, is having trouble paying rent or bills, don't suffer in silence. We're here to help.

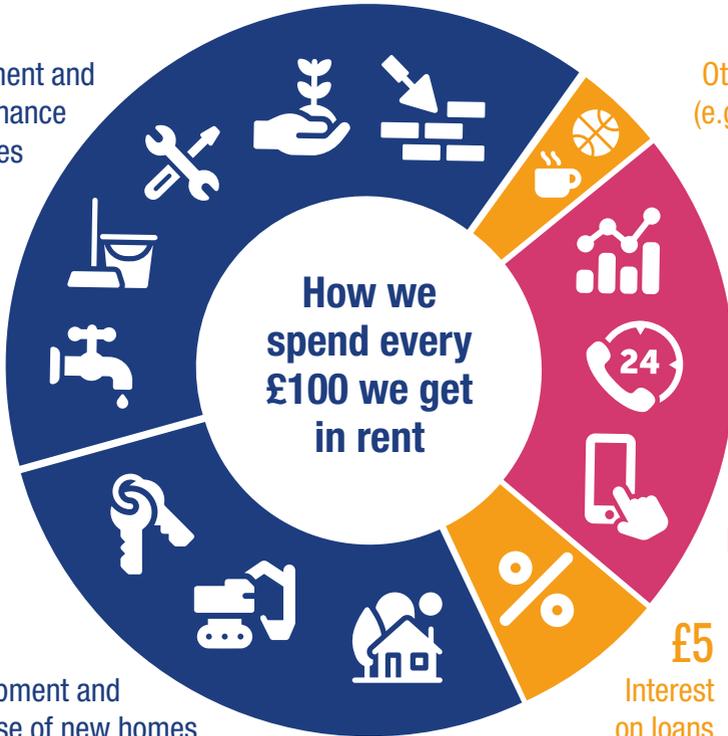
We can support with:

- Claiming benefits, handling appeals, understanding benefits around work
- Finding debt advice and support
- Energy grant applications and advice
- Referrals to food banks and pantries

Paying your rent is important. If you need advice about money, benefits, bills, or if you're struggling to pay, please call us on 0300 111 0000. Ask to speak to our Financial Inclusion team or email moneyadvice@wchg.org.uk

£38

Investment and maintenance of homes



£29

Development and purchase of new homes

£4

Other spending (e.g. community centres)

£24

Management of services

£5

Interest on loans

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.

Email WCHGLivingWell@wchg.org.uk or call us on 0300 111 0000 and ask for the Living Well team. You can also visit 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.

In an emergency, please call 999.



STANDING TOGETHER AGAINST HATE CRIME

Everyone should feel safe, included and respected in their community. We stand with our partners and residents to say, there's no place for hate in Wythenshawe.

Hate crime is when someone is targeted because of who they are, or who someone thinks they are. This can include:

- Race or ethnicity
- Religion or belief
- Disability
- Sexual orientation
- Transgender identity

If you see or experience hate crime, speak up. Reports can be made confidentially or anonymously. You can:

- Call us on 0300 111 0000 or report it on www.wchg.org.uk
- Call Greater Manchester Police on 101. Call 999 in an emergency
- Call Stop Hate UK on 0800 138 1625



As part of Hate Crime Awareness Week in January, we teamed up with Building Bridges for a Community Connector event.

Your Neighbourhood News

Welcome to your neighbourhood news pages. Every six months we'll share some local news stories of what we've been doing in your area.

We worked with Manchester City Council and local Councillors to apply for £50,000 of external funding. This was used to install off road parking on Consett Avenue.



After reports of fly tipping, we did a clean-up on Portslade Walk. We removed bulky items dumped on pathways and grass verges.

We worked with Manchester City Council to remove several untaxed cars. These had been left for over 12 months in car parks across Newall Green.



We held an Active Streets Day with Manchester City Council on Leaton Avenue. Local residents met up with their neighbours, and children were able to play out in a safe fun space.

Baguley and Newall Green

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We cleared two overgrown areas on Wythenshawe Road after residents complained. The overgrown grass verges and hedges were full of rubbish and fly tipping.



We put up CCTV and security gates at Boxill Drive. This was after residents had concerns about anti-social behaviour and drug dealing. We worked with local people and the police.

We successfully recovered a home on Wythenshawe Road after reports from local residents the home was being sublet. This home can now be relet.



We held an Active Streets Day with Manchester City Council on Swanage Avenue. It was a chance for our Neighbourhood team to meet local families. Manchester Active brought games and sports equipment for the children to play with.

Brooklands, Royal Oak, Northern Moor and Northenden

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Joint work with the police and fire service led to the arrest of a tenant. They bypassed the electricity meter for their home in a high-rise block. Thankfully no one was hurt and the electrics are now safe.



We've put in new flooring in the shared entrances in some of our high-rises. Hollyhedge Court, Benchill Court and Brownley Court are now more welcoming and tidier.

As part of the ongoing rightsizing campaign, three residents have benefited from moving into smaller homes. We supported them with their moves with removal costs, carpets and a cash incentive.



We're responding to the rising issue of fly tipping in Crossacres. To support residents with this, we held a skip day on Croftlands Road and Waveney Road. This was with support from local residents and Manchester City Council.

Crossacres, Sharston and Peel Hall

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We've installed an extra disabled parking space at Willowbrook Gardens. This was after a long neighbour dispute about inconsiderate parking.



We put up new parking signs at a block of flats in Woodhouse Lane. Residents complained electric charging spaces were being used by non-electric cars.

The new apartments in Gladeside House on the corner of Gladeside Road and Greenwood Road are now let. Seven residents have moved from large family homes under our rightsizing scheme. We supported them with removal costs, carpets and a cash incentive.



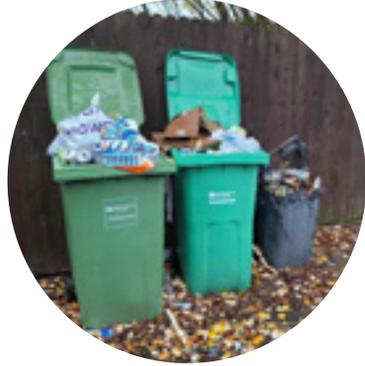
We worked with the Sure Start Centre to tackle fly tipping and deal with young people causing problems.

Poundswick, Benchill and Brownley Green

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We carried out a Community Clean-up Day on Badgers Walk. This was after residents were worried about fly tipping and litter in the area.



Before Bonfire night we worked with the fire service and Manchester City Council to remove a large bonfire after local residents were worried about safety.

We've installed extra security to the emergency door release button at blocks of flats across Woodhouse Park. This stops residents from tampering with the system which causes security problems as the entrance doors stay unlocked and open.



We've installed an extra disabled parking space at a block of flats on Painswick Road. This makes sure a disabled resident can park close to the entrance. It will also stop people using the space for airport parking.

Woodhouse Park and Moss Nook

IS YOUR HOME BIGGER THAN YOU NEED?

For lots of people there comes a time when spare rooms, higher bills or stairs don't fit everyday life anymore. Rightsizing can help you find a home that's easier to clean, cheaper to run and more comfortable. If you're eligible, you could get a £2,500 cash incentive to move.

For more information visit www.google.com and search for 'Manchester Move rightsizing'.



WELCOME NEW COMMITTEE MEMBERS

We're delighted to welcome Anna Bishop and Graeme Foster to the Customer Experience Committee. The interviewing tenants said Anna and Graeme will bring experience in listening to residents and managing social housing.

Thank you if you took part in our recent Corporate Plan survey. You want us to invest in:

- kitchen and bathroom upgrades
- completing repairs right the first time
- tackling anti-social behaviour.

Your feedback will shape our new Corporate Plan.

This sets out how we'll invest money from rent in the next three years.



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