



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

## CHANGES TO THE ALLPAY APP AND WEBSITE



If you use the **'allpay'** app to pay your rent, you must move across to the new **'allpayments'** app. You can download the new **'allpayments'** app from Google Play or the App Store. If you use the allpay website to pay your rent, you'll now be redirected to the new allpayments website <https://new.allpayments.net>

For both, your login details will stay the same.

## MAKING OUR SERVICES EASIER TO USE

We're working to make our services easier to use for everyone. Our Inclusive Services project is about listening to residents and improving how we do things. As part of this, we're reviewing our systems and training our teams. We're also looking at the letters we send so information is shared in the right way. We'll keep you updated as this work continues. Please tell us if your needs have changed. You can call us on 0300 111 0000 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



Do you need this translated or in a more accessible format?  
Call 0300 111 0000 or email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk)

We look at complaints to see how to improve our services. Here are some of the complaints we've had and what we're doing to improve things.

## YOU SAID...



You weren't always told when repairs weren't always finished.



Lofts were not always empty when you moved in.



Emergency repairs were not always passed on for the next day by our Out of Hours service.



Some big repairs took too long or were not finished as expected.



We weren't always communicating with you as well as we could.

## WE'RE DOING...



Our team will now contact you if a repair hasn't been finished.



We now make sure all lofts are cleared before you move in. We also take photos to check this.



We've improved how we work with our contractor. This means repairs are passed on the next day if needed.



We're working with more contractors to check work after it's done.

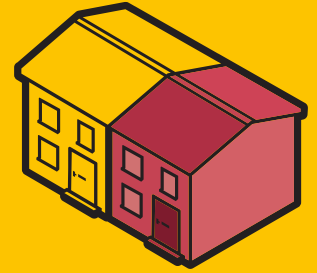


We're giving more training to all our colleagues so we can communicate better with you.

We want to fix problems faster and improve how we do things. Please keep telling us when things don't go right, or if you're not satisfied with our service. You can visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'complaints and praise'. You can also call 0300 111 0000 or email [complaints&praise@wchg.org.uk](mailto:complaints&praise@wchg.org.uk)

## TENANCY FRAUD

Tenancy fraud is when tenancy rules are broken. Tenancy fraud affects around 450 of our homes, and 2,500 across Manchester. It's a criminal offence and can lead to legal action.



### Types of tenancy fraud include:

- **false applications:** sharing incorrect information to get a home
- **false succession:** applying to take over a tenancy without legal entitlement
- **subletting:** renting out part or all of your home without permission
- **non-occupation:** not living in the property as your main home.
- **key selling:** giving or selling keys so someone else can live there unlawfully.

If you're unsure if any of this applies to you, please contact us. We'll talk about it with you confidentially and support you with any next steps. You can call us on 0300 111 0000 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

## MANAGE YOUR HOME FROM YOUR PHONE

Have you downloaded our new app yet? It's a quick and easy way to manage your home, anytime.

### You can:

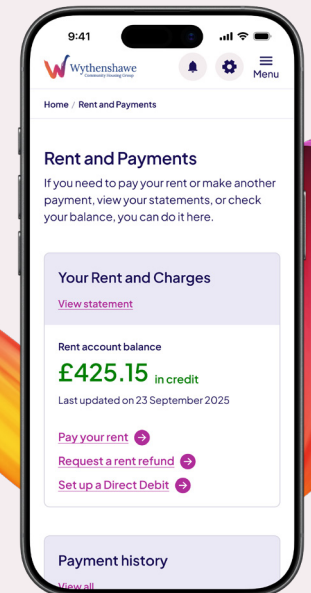
- pay your rent
- view your account
- report and manage repairs
- get in touch with us.



### This summer, you'll also be able to:

- report anti-social behaviour
- manage your tenancy
- get support.

Join the thousands of residents already using it. Download now from [Google Play](#) or the [App Store](#).



## BIG STEP FOR 422 NEW HOMES

Planning permission is approved for Alpha House, Brotherton House and C2 The Birtles. That's 422 social rent homes coming to Wythenshawe. It marks a big step forward in the town centre's £500m regeneration. Visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'town centre' to find out more.



# WE INSURE YOUR HOME, YOU INSURE YOUR THINGS

We insure the structure of your home, but not what's inside it like your furniture and personal items. You are responsible for arranging home contents insurance. If there's a leak, fire or theft, it's your own insurance that would cover the damage to these.



You can choose any insurer you like. We also work with a trusted provider to offer affordable cover, with no excess to pay if you claim. Visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'tenancy information' to find out more. You can also call 0300 111 0000.



## HELP SHAPE OUR ACCESSIBLE SERVICES

We want to hear about your experience with us if you have a disability. Tell us what works well and what we could do better. You can join a quick drop-in or a longer workshop. Pick what suits you. Join online or come and see us in person. We want you to feel comfortable. We'll have captions online, step-free access, and plenty of breaks. We will also try to put any support in place that you need.

To take part or find out more, call Lorna on 07410 943952 or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)



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DOWNLOAD OUR APP

