



Our latest update from Wythenshawe Community Housing Group. If you have any questions, call us on 0300 111 0000 or message us on our app.

WITH LOCAL NEWS STORIES FROM YOUR NEIGHBOURHOOD

GOT A SMART PHONE? THIS IS FOR YOU!

Manage your home on your phone with our app, anytime, anywhere.

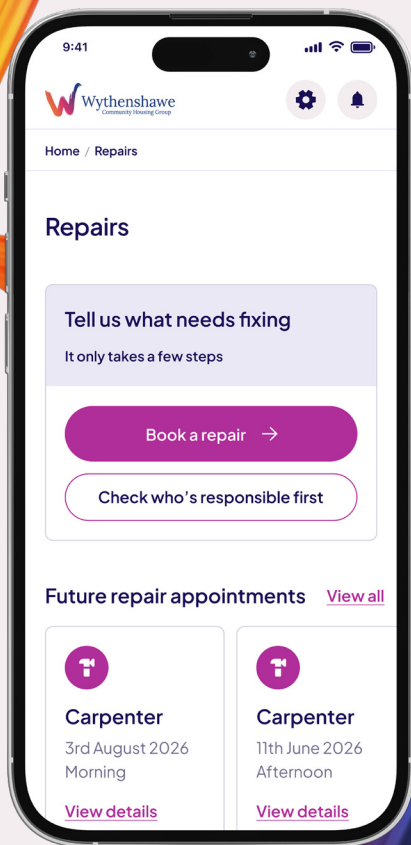
You can:

- Report and track repairs
- Pay and manage your rent and payments
- Report and track anti-social behaviour
- Update your tenancy and contact details
- Message us



“Everything you need is right at your fingertips. I love it.”

Fatou, a resident



To find out more, scan the QR code with your phone camera.

If you prefer, or need to call us or visit us, you can still do that.

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



TENANT SATISFACTION MEASURES OUR 2025 RESULTS

In 2025, 2,032 (15%) tenants shared their feedback on our services in our Tenant Satisfaction Measures survey. All our results are similar to 2024.

Around 3 in 4 residents told us they're happy with our service. Complaints are still our lowest score, even though this has improved. Views on how we deal with anti-social behaviour have also gone down a little. Complaints and anti-social behaviour are key areas for us to work on.



77% satisfied with the overall service we provide



82% satisfied we treat you fairly and with respect



81% satisfied with our overall repairs service



77% satisfied we provide a well-maintained home



79% satisfied with the time taken to complete your most recent repair



72% satisfied we listen to your views and act upon them



81% satisfied we provide a safe home



76% satisfied we keep you informed about things that matter to you



62% satisfied with our approach to handling anti-social behaviour



38% satisfied with our approach to complaints handling



70% satisfied we keep the communal areas clean and well maintained



74% satisfied we make a positive contribution to your neighbourhood

Our Resident Annual Review will soon be available. It will include more information about our performance. Copies will be available at locations around Wythenshawe. You can also find information on our website www.wchg.org.uk/our-performance

REPAIRS: YOUR VIEWS, OUR NEXT STEPS

Over the last 12 months, more than 3,000 residents shared their views about our repairs service. Nearly 9 out of 10 residents told us they were happy with their repair. That's great to hear, and we're proud of this. But there's more we can do.

We've listened to what you told us. Over the next 12 months, you'll start to see improvements. These include:

- better text messages about repair appointments, sent in good time
- more updates if things change or something goes wrong
- our new app to book, track and manage repairs
- clearer updates for major repairs, with contractors contacting you directly to arrange appointments
- quicker action on damp and mould, with clear timescales and better updates, in line with Awaab's Law
- friendly aftercare calls for new residents, to check they're settling in well.

We're also looking at:

- better support for vulnerable residents
- better appointment time slots
- quicker emergency repairs.

What won't change is how our team works in your home. They'll still show ID, act with care and treat your home with respect.

Thank you to everyone who completed a survey. Your feedback continues to help us improve.

If you need help with a repair, please report it on our app or call us on 0300 111 0000. We're happy to help.



PROPOSED MERGER UPDATE

We're continuing to look closely at how Southway Housing Trust runs to make sure there are no risks that could stop the proposed merger from going ahead.

We're also asking residents, Manchester City Council, and the banks who lend money to us, for their views. Our Board and Southway's Board will consider all the feedback before making a final decision in September.

As part of the consultation, we're asking residents what the priorities for a new organisation should be. The merger is expected to save around £5.5 million a year from combining the two organisations. We'd like to know how you think that money should be invested. Should it go towards better repairs, improved customer services, more Neighbourhood Officers or something else?

Thank you to everyone who's taken part so far. If you haven't already shared your views, there's still time. You can fill in the online survey using the details sent directly to you. Or you can call us on 0300 111 0000 or visit Wythenshawe House, 8 Poundswick Lane, M22 9TA. The survey has two short questions.

Please tell us what you think by Thursday 27th August.

To find out more, visit www.wchg.org.uk and search 'merger updates'.



THINKING OF MOVING?

A mutual exchange could help you find the right home. This is when you swap homes with another council or housing association tenant. It could be a good option if your current home no longer suits you or your household.

You may want to move because you've found a new job, want to be closer to friends or family, or your home is now too big for you. In the last 12 months, more than 100 of our tenants moved through a mutual exchange. The easiest way to swap your home is to sign up to HomeSwapper online at homeswapper.co.uk. Thousands of people use it every day to look for a new home. It's free for tenants.

If you need help signing up to HomeSwapper, please contact us. We'll try to support you with registering for the service. You can call us on 0300 111 0000 or message us on our app.



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.

Our team joined the Great British Spring Clean. We removed 20 bags of litter from Tuffley Road, Chalford Road and Greenbrow Road.



We worked with the police and Manchester City Council after ongoing reports of loud music from a home. Stereo equipment was removed.

We're working with local schools and councillors to apply for funding for a remote-control car club. The club would be for young people and based at the racetrack in Baguley Park.



We helped an older resident clear an overgrown garden. We provided skips, and their friends and family helped clear the space. The garden is now part of our assisted gardening scheme.

Baguley and Newall Green

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.

Our team joined the Great British Spring Clean in Brooklands. We carried out a litter pick and kerbside collection. We removed 26 bags of litter, along with some unwanted household items.



Local residents told us about an abandoned car in Northern Moor. It had been left in a resident car park at a block of flats. We worked with Manchester City Council to get it removed.

We know there have been ongoing issues with anti-social behaviour in the high-rise blocks in Northenden. We've teamed up with Capricorn Security to help. They'll patrol the blocks in the evenings over summer.



We worked with the police after reports of an illegal e-bike being ridden dangerously on the Royal Oak estate. The bike was removed. The person riding it was arrested and may face criminal charges.

Brooklands, Royal Oak, Northern Moor and Northenden

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 took part in the Keep Britain Tidy campaign. We held a community action day at the three high-rise blocks on Sharston roundabout. We removed bulky items and rubbish.



After complaints, we worked with Manchester City Council to remove several untaxed cars. They'd been left for over 12 months at a derelict garage site.

We're working with a resident who needs changes to their kitchen. This will help them live safely and independently in their home.



We heard your concerns about fly-tipping. We've teamed up with a local scrap metal company to help. They're removing metal items dumped on the side of roads and open spaces for free.

Crossacres, Sharston and Peel Hall

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We held a community clean-up day on Benchill Road as part of the Great British Spring Clean.



We worked with children from Benchill Primary School, local residents and our contractors. Together, we built a community allotment in the school grounds.

We know there have been problems with anti-social behaviour and rough sleeping at Edwards Court and Birch Tree Court. We've teamed up with Capricorn Security to help. They'll patrol the blocks in the evenings over the summer.



The new apartments at the old British Legion site on Woodhouse Lane are now let. The homes are for over 55's. Eight residents moved from large family homes through our rightsizing scheme. We helped with moving costs, carpets and a cash payment.

Poundswick, Benchill and Brownley Green

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.

As part of the Great British Spring Clean, we held a community skip day in Moss Nook. This followed reports of fly-tipping and litter in the area.



We heard your concerns about fly-tipping around Portway. We've teamed up with a local scrap metal company to help. They're removing dumped metal items from the area.

We worked with the police to remove a high-risk person from the garden shed of an empty home. The person was under an injunction after two past arson attacks. They had also been lighting fires in the shed. This was a serious risk to nearby homes.



We supported a vulnerable resident following reports of anti-social behaviour (ASB) and an overgrown garden. By working with them and their neighbour, the garden has been cleared, the ASB has stopped, and the neighbours are now getting along.

Woodhouse Park and Moss Nook

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



Our roofing contractors weren't always careful enough in your gardens when doing work.



On some of our new homes, it wasn't clear how utility services worked or how to report issues.



We weren't finishing essential follow-up works from emergency repairs quickly enough.



We're not communicating with you as well as we could be.

WE'RE DOING



We've added extra tasks to site visits so paths and gardens will be checked more often. We'll also check debris is removed regularly.



We've improved our handover process between teams so new residents are given the right information.



We've given our Repairs Support team extra training. This is so they know how to prioritise follow-up works correctly.



We're rolling out a new phase of training for all colleagues. This is helping us improve how we communicate 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 and search 'complaints and praise' or use our app. You can also call 0300 111 0000 or email complaints&praise@wchg.org.uk

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