

RESIDENT ANNUAL REVIEW 2025-26

What we've achieved together, what you told us, and what we're doing next.



WELCOME

This year we invested in homes, neighbourhoods and services while continuing to focus on what matters most to residents. We completed more than 54,000 repairs, improved homes and neighbourhoods, and supported residents facing financial challenges, wellbeing concerns and barriers to employment.

Alongside these achievements, we know residents judge us not only by what we do, but by the service they receive. While many residents are satisfied with our services, we didn't always get things right, particularly around communication, complaints and anti-social behaviour. These remain our biggest priorities for improvement.

Residents have been clear about what they expect from us: better communication, faster repairs, more visible action on anti-social behaviour and greater confidence that concerns are acted on.

Throughout this review, you'll see how resident feedback has shaped the improvements we've made and the actions we're taking next.



A message from Simon

Thank you for reading this year's Resident Annual Review.

We're proud of what we've achieved over the past year and grateful to every resident who shared their views, challenged us to improve and helped shape our services. While we know we haven't always got everything right, we're committed to learning from your feedback and delivering the improvements that matter most.

As we look ahead, we'll continue consulting residents on our proposed merger with Southway Housing Trust. We believe it has the potential to create a stronger organisation that can invest more in homes, communities and services, while keeping residents at the heart of every decision.

Thank you for your continued support and involvement.

Simon Morris, Interim Chief Executive, Wythenshawe Community Housing Group

Do you need this translated or in a more accessible format?
Please email inclusionanddiversity@wchg.org.uk

LISTENING TO RESIDENTS

Thousands of residents shared their views this year through surveys, complaints, scrutiny activities, and engagement events. Their feedback has helped shape the services we provide and the decisions we make.

How residents shaped our services

- Complaint handling and customer communication
- Decisions about suppliers and contracts
- Online services
- Building safety information
- Service reviews and performance monitoring
- Our Corporate Plan and future priorities



Residents making a difference



95

actively involved
residents contributed



10,000+

hours.



4,028

residents
completed



6,600

transactional
surveys.



2,000+

residents completed
our annual TSM survey.



1,400+

residents helped shape
our Corporate Plan.



20+

additional surveys and
consultations took part in.

“

“Being involved has given me more confidence in life, and if it helps improve the business, that’s a bonus.”

Gillian, a resident

Thank you to everyone who shared their views, completed a survey or got involved in improving our services.

INVESTING IN HOMES

A safe, warm, accessible, and well-maintained home remains at the heart of everything we do. We have continued investing in repairs, home improvements and safety measures to ensure residents can feel comfortable, secure and proud of where they live.

Repairs and maintenance

Keeping homes in good repair remains one of our residents' top priorities.



54,456

repairs completed.



£13.7 million

spent on repairing and maintaining residents' homes.



Demand for repairs has continued to increase and is now **25% higher** than it was three years ago. Despite this increase, almost all emergency repairs were completed within 24 hours, and most routine repairs were completed within our target timescales. We also identified more than **3,100** repairs through proactive inspections before residents needed to report them.

While many residents are satisfied with our repairs service, some experienced delays, outstanding jobs, missed appointments and poor communication. Residents told us they want clearer updates and more certainty about when work will be completed.

Improving communication, reducing outstanding repairs and strengthening contractor performance will remain key priorities in the coming year.

Investing in residents' homes and communal areas

Alongside day-to-day repairs, we invested **£25 million** in improving homes and communal areas, including

- **325** kitchen renewals
- **565** boiler renewals
- **356** heating upgrades
- **319** roof renewals
- **1,514** boundary renewals
- **780** homes and **72** communal areas painted.

Residents receiving planned improvements reported satisfaction levels of **98.5%**.



Warm, safe and healthy homes

Residents tell us that warm, affordable homes matter more than ever.

This year we invested in energy efficiency:

- installed solar panels on **200** flats
- introduced **20** new low-carbon heating systems
- secured **£1.4 million** in grant funding.

Nearly **8 in 10** homes now meet the Government's **EPC C** energy efficiency standard.

We also completed **1,216** home condition surveys to help plan future investment and ensure homes remain safe and well maintained.

At year end, **99.97%** of homes met the Decent Homes Standard (the national standard for safe, good-quality homes).



“The improvements have made such a difference. My home feels warmer, more comfortable and easier to manage.”

Keeping homes safe



99.9% of gas safety checks and **100%** of electrical, fire, water, and lift safety inspections completed on time.



218 Fire Risk Assessments to communal areas serving **1489** homes, and over **700** fire safety improvements completed.

Supporting independent living

Small changes can make a big difference to people's independence and quality of life. This year we helped residents remain safe, comfortable, and independent in their homes through a wide range of aids and adaptations.



£923,000 spent on aids and adaptations, delivering:



488
minor adaptations



258
major adaptations.

What residents said about our kitchen programme:

“

Really refreshing to have a great team who really respected our home.”

“

Very pleased. Thanks for the extra effort.”

PERFORMANCE

What residents think of our services

Every year we ask residents what they think about our services through the Tenant Satisfaction Measures, known as TSMs.

Residents were generally satisfied with their homes, their safety and the repairs service they received.

However, residents told us we need to improve several areas of our service. Communication, complaint handling and anti-social behaviour were the most common concerns raised. Residents also told us they

become frustrated when repairs remain outstanding or when they are not kept informed about progress.

Younger residents reported lower satisfaction levels than other age groups. Next year we will work with them to better understand their experiences and improve services.

Many residents also said they feel treated fairly and with respect when they contact us.

TSMs at a glance



77% satisfied with the overall service we provide



81% satisfied with our overall repairs service



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



77% satisfied we provide a well-maintained home



81% satisfied we provide a safe home



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



74% satisfied we make a positive contribution to your neighbourhood



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



82% satisfied we treat you fairly and with respect



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



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



38% satisfied with our approach to complaints handling

What residents told us:

Strengths

- Repairs service
- Speed of recent repairs
- Being treated fairly and with respect
- Home safety
- Well-maintained homes
- Contribution to neighbourhoods.

Areas for improvement

- Complaints handling
- Communication and updates
- Anti-social behaviour
- Outstanding repairs.



Complaints performance

Complaints tell us when we haven't met residents' expectations. We don't always get things right, but when things go wrong, we want to put them right, learn from the experience, and improve our services.

The common reasons residents complained were delays to repairs, communication issues and concerns about agreed actions not being completed.

We received **431** complaints. Of these, **95** were reviewed at the next stage because residents remained unhappy with the outcome.

We responded to **99%** of complaints within our published timescales and acknowledged almost all complaints within five working days. Four complaints were responded to outside target timescales.

We also saw an increase in complaints progressing to Stage 2. This was often because residents felt agreed actions, particularly repairs, had not been completed or because they disagreed with the outcome of their complaint.



431
complaints received



95
complaints reviewed
at the next stage



99%
responded to within
target timescales



99.7%
acknowledged within
5 working days



78%
first-time resolution rate

You said. We did.



Increased inspections
of contractor work
and strengthened
contract management.



Introduced new
processes within our
Repairs Planning Team to
keep residents informed.



Developed a group-
wide dashboard to track
customer call-back requests.



Stopped using a
contractor that did not
meet our standards.



Developed phase two of
our Customer First training
programme for colleagues.



Updated tenancy audit
letters to provide clearer
information about visits.



SUPPORTING STRONGER COMMUNITIES

We supported residents to improve their wellbeing, access opportunities, and remain connected to their communities.

Living Well service and supporting vulnerable residents



557 residents helped to remain independent, safe and well in their homes



1,438 wellbeing and safeguarding concerns managed with partner agencies



Domestic Abuse support

Supporting victims of domestic abuse remained a priority. We helped make 119 homes safer through practical security measures and supported 326 victims, helping residents stay safe, keep their homes and access specialist support.

Managing safety

Residents continue to tell us that tackling anti-social behaviour (ASB) is one of their top priorities. They want quicker action, regular updates without having to chase, a consistent, victim-focused service and confidence that concerns are being addressed.

We're investing in new CCTV technology across our high-rise, extra care and older persons' schemes to improve how we monitor and manage our buildings, helping create safer environments for residents.

ASB at a glance



356
new ASB cases reported

The most common issues reported were:

- noise nuisance
- neighbour disputes
- harassment
- drug-related nuisance.

Residents living next to a vacant property had raised concerns about anti-social behaviour and safety. Working with Greater Manchester Police and partner agencies, we coordinated action to address the issues by replacing damaged fence panels and clearing abandoned debris. The intervention helped restore residents' sense of security and improve safety in the area.

Supporting residents into work



362 residents received employment and skills support

Through job clubs, training and one-to-one support, residents built confidence and moved closer to employment.

Our Living Well Goals programme, funded by GMCA through Manchester City Council, supported **101** residents facing barriers to wellbeing or employment, helping them build confidence, improve their wellbeing, and move closer to their goals.

We also supported **23** apprentices, helping local people gain qualifications, workplace experience, and long-term career opportunities.



132 residents moved into work

“Many thanks for all you have done – the letter and CV really helped. I carried out a trial for an electrical firm and have now been offered a job as an apprentice. I’m really pleased.”

Sam

Supporting young people and communities

We continued to invest in opportunities for young people and strengthen local communities by working with partners, funders and community organisations to secure additional investment for Wythenshawe.



“Our community is stronger because of you.”

A parent

Over £1 million invested in Wythenshawe



1,858 young people supported through youth services



£25,000 invested through our Youth Bursary Fund



80 young people supported with education, training and personal development opportunities



£187,891 secured for local community projects through supplier and partner contributions

A grant from our Youth Bursary Fund helped a young entrepreneur buy equipment to start their business, building confidence, developing new skills and supporting their journey towards independence.

FINDING AND KEEPING THE RIGHT HOME

Demand for affordable housing remains high across Wythenshawe and Greater Manchester.

In 2025/26, only **441** homes became available to relet in Wythenshawe, while around **20,000** people were waiting for a home through Manchester Move.

Of the homes we let during the year, **221** were allocated to applicants already living in Wythenshawe. A further **71** households benefited from either the WCHG Tenant Award or Local Connection Award, helping local people access housing opportunities within their community.

We continue to invest in new homes and support residents through rightsizing, helping people move to homes that better meet their needs, as well as arranging home swaps. However, we recognise that many people still face long waits for housing.



Only 441 homes became available

Rightsizing in action

“

“I moved from a four-bed house to a two-bed flat because I was struggling with the stairs and keeping up with cleaning. Everyone kept in touch and kept me updated throughout the move, and I got help with the removals too. It was a really positive experience, and I’d definitely recommend rightsizing to anyone thinking about moving to a home that suits them better.”

Eileen, a resident

Why can waiting times be so long

- Around **20,000** people are waiting for a home through Manchester Move.
- Only **441** WCHG homes became available to relet during the year.
- Homes are offered to people based on their level of housing need.
- Waiting times for some homes, particularly larger family homes, can be several years.
- We continue to build new affordable homes and bring former Right to Buy homes back into use.



Supporting residents through financial challenges

Many residents continue to face financial pressures linked to rising living costs. Our Financial Inclusion team helped secure more than **£3 million** in additional income for residents through benefit claims, appeals and housing support, helping residents maximise their income and maintain their tenancies.

Through our Living Well fund:



338 households supported



200 fuel vouchers given out



100 residents helped with essential household goods

“

“Thank you so much, I wouldn’t have got through this without you. I’ve been worried about everything. Now I can get on without the worry.”

Garden City Homes at a glance

Through Garden City Homes, we improved how we engage with people who lease, part-own or rent their homes.

- **2** leaseholder newsletters issued
- **3** customer drop-in events held
- New customer app and online portal launched
- Feedback gathered through TSMs and surveys
- Homeowners represented in resident involvement groups



Supporting a move to a more suitable home

An elderly resident was struggling to manage in a three-bedroom home due to mobility issues and health concerns.

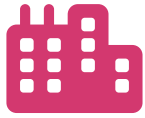
Working with support services and partner agencies, we helped them move into supported accommodation within WCHG that better met their needs.

The move provided a safer, more accessible home and helped the resident maintain their independence while continuing to live securely within the WCHG community.

DELIVERING NEW HOMES

This year, we completed **159** new homes, with **74%** built in Wythenshawe, and brought **22** former Right to Buy homes back into affordable use.

Our new homes included:



80
apartments



77
houses



2
bungalows

For social rent,
shared ownership,
and affordable rent.

We completed developments at Benchill Avenue, Varsity Quarter, Greenbrow Social Club, Greenwood Road and Hazelfields.



57 (more than a third) of our new homes achieved an **EPC A** rating, helping residents save energy and reduce household bills.



Planning permission
secured for
598 more homes.



£4 million
funding secured to help deliver
future affordable homes.

We're continuing to invest in Wythenshawe through the Civic regeneration programme:



£146 million
commitment to deliver



424
new social rented homes.

Despite ongoing challenges in the housing market, we're on track to deliver:



1,397 affordable homes
over the next seven years.

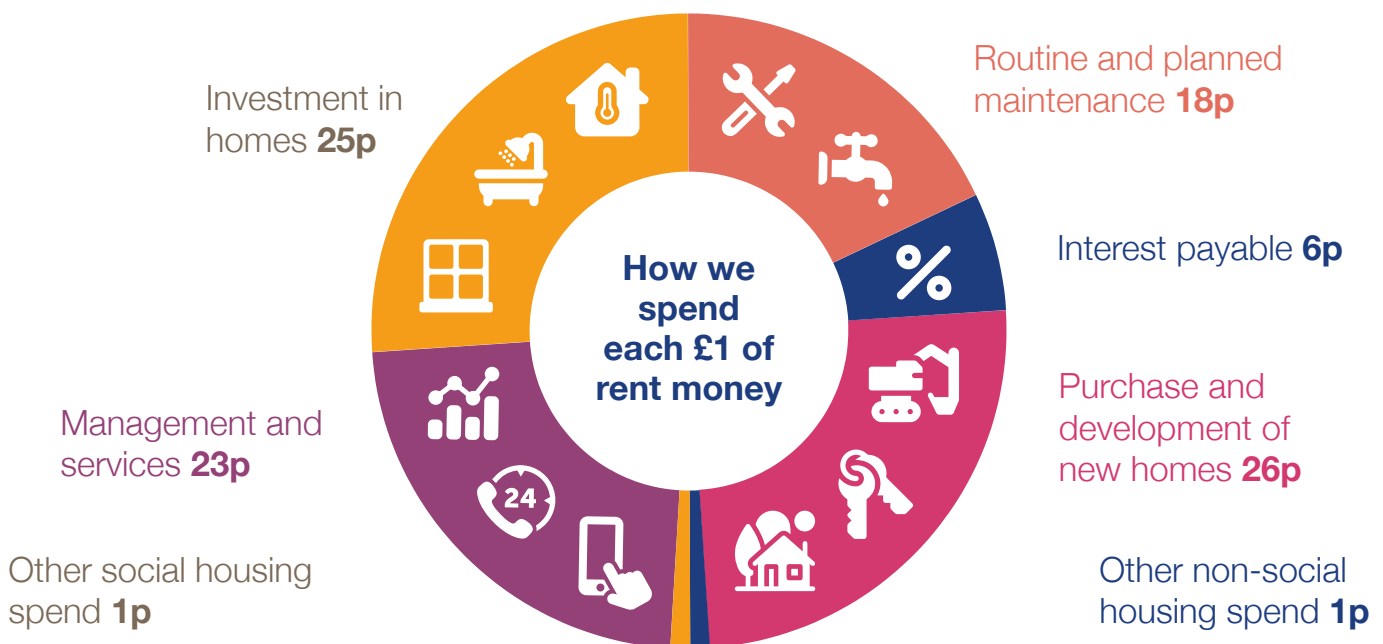
MAKING EVERY POUND COUNT

Residents rightly expect us to spend their rent wisely. This year we invested:

- **£25 million** in improving homes
- **£13.7 million** in repairs and maintenance
- **£4 million** in safety checks and improvements
- **£5 million** in neighbourhood services.



Residents also helped shape how some of this investment was delivered by reviewing major contracts and services. We also supported **13** apprentices through our supply chain and recruited **five** new apprentices.



Almost £188,000 secured for local community projects with social value

Alongside investing in homes and services, we worked with suppliers and partners to create additional benefits for local communities, supporting projects that improve neighbourhoods and help local people thrive.

Contributions from suppliers and partners helped fund projects that benefit local communities across Wythenshawe.

This included **£60,000** towards the re-roofing of St Luke's Community Centre, helping protect a valued community space used by residents and local groups.

Additional funding also supported a foodbank boiler replacement, community gardens and the Christmas Meal in a Bag programme.

“We’re absolutely thrilled to have this work done... to be able to keep on supplying an affordable place for people of Wythenshawe to keep on meeting and following their interests has been the most brilliant thing.”

Ian, St. Luke's Church

MAKING YOUR LIFE EASIER

We understand residents want services that are easy to access and available in ways that suit their needs. This year we launched a new website, app, and portal, with more than **4,000** residents already signed up. Residents can continue to access support online, by phone and face to face.



Helping residents get online

We know not everyone has the confidence, equipment or internet to access digital services. That's why we've continued to support residents to get online, improve their digital skills and access services, training and employment opportunities.



4000+

residents signed up to our app and portal



190

devices distributed



1,888

residents supported with digital skills



78

residents gained digital qualifications



500

supported with online applications



70

tonnes of carbon saved through device recycling



Accessible services

Alongside our digital services, we continue to help residents who need additional help with communication or accessing information.

This year we arranged **138** interpreting services to help residents communicate with us in their preferred language, including telephone, face-to-face and video appointments. Arabic was the most requested language. We also provide information in large print, translated formats and other accessible formats for residents with additional communication needs.

WHAT WE ACHIEVED. WHAT RESIDENTS TOLD US. WHAT WE'RE DOING NEXT.

This review highlights our achievements, challenges and the improvements residents want to see. We remain committed to listening to feedback and improving services.

What we've achieved

- **£25 million** invested in homes and neighbourhoods
- **54,456** repairs completed
- **159** new homes delivered
- **2,036** fire doors replaced
- **557** residents supported through Living Well services
- Over **£1 million** of additional income secured to benefit our customers and communities
- More than **4,000** residents signed up to digital services
- Over **£3 million** secured for residents through financial inclusion support
- Almost **£188,000** of social value generated for local communities

What residents told us we need to improve

Residents consistently told us they want better communication, faster repairs, more visible action on anti-social behaviour and greater confidence that concerns are acted on.



What we'll do next in 2026/27:

- Improve communication about repairs so residents know what is happening and when
- Reduce the number of outstanding repairs
- Strengthen contractor monitoring and quality checks
- Improve our response to anti-social behaviour, keep residents better informed
- Continue investing in homes to keep them safe, warm and well maintained
- Use resident feedback to shape service improvements and measure our progress
- Continue consulting residents on our proposed merger with Southway Housing Trust

Thank you to everyone who's supported, challenged, and worked with us this year.



CONTACT US

 **0300 111 0000**

Local rate or included in free minutes

Wythenshawe Community Housing Group

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

 **customerenquiries@wchg.org.uk**

 **www.wchg.org.uk**

