

LEASEHOLDER NEWS Autumn

Do you have any questions or a story for us to include? Call us on 0300 777 7177 or email enquiries@gardencityhomes.org.uk

GOT A SMART PHONE? THIS IS FOR YOU!

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

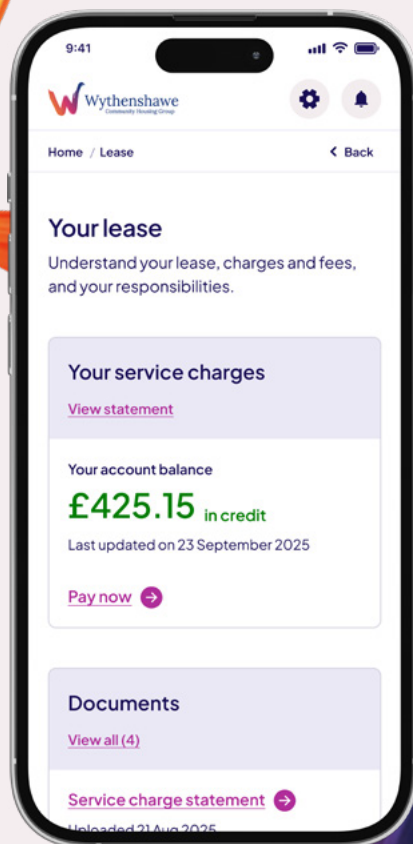
You can:

- check, pay and manage charges
- report and track repairs for shared areas
- report and track anti-social behaviour
- apply to sublet your home
- get support and more.



“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.

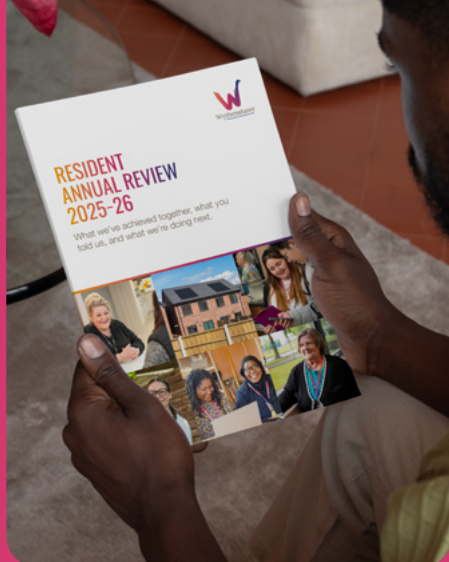
If you prefer, or need to call us or visit us, you can still do that.

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



RESIDENT ANNUAL REVIEW 2025-26 AVAILABLE NOW

Our Resident Annual Review gives a clear look at what we've done over the past year. It includes how we're listening to residents, and where we're working to do better. You'll also read about some of the changes we've made based on what you've told us. Printed copies are available from our offices and centres. You can also find it on www.wchg.org.uk search for 'resident annual review'.



THINKING ABOUT SELLING YOUR HOME?

We offer a Buyback Scheme for leaseholders. If your circumstances have changed and you're thinking about selling your home, selling it back to us could be an option. Our team look at each enquiry and guide you through the process. We'll also answer any questions you have along the way. Buying homes back gives you a simple and supportive option if it's time to move. It also helps us make the best use of our homes and meet local housing needs.

If you have any questions, please email sophie.woodhead@wchg.org.uk or call 0300 777 7177 and select option 4.

THE SINKING FUND EXPLAINED

If your leasehold home has shared areas, part of your service charge may go into a Sinking Fund. You may also hear this called a Reserve Fund. The fund helps pay for future big repairs. This could include work on roofs, lifts, paths, drains or lighting. Paying into the fund means you can pay smaller amounts over time, instead of one large bill. The amount you pay is in your lease.

For more information, call us on 0300 777 7177 and select option 4.

LEASEHOLDER SURVEY RESULTS 2025

In 2025 we surveyed 275 (46%) leaseholders. We do this every two years to make sure we have your feedback to see how we can improve the services you use.

49% satisfied with the overall service we provide

51% satisfied we listen to your views and act upon them

56% satisfied we keep you informed about things that matter to you

46% satisfied with our approach to handling anti-social behaviour

29% satisfied with our approach to complaints handling

53% satisfied we keep shared areas clean and well maintained

58% satisfied we make a positive contribution to your neighbourhood

65% satisfied we treat you fairly and with respect



Your views guide how we plan our future services so we can keep improving for you. If you took part in the survey, thank you.

DROP IN AND CHAT WITH US

Wednesday 14th October, 3-6pm,
Wythenshawe House, 8 Poundswick
Lane, Wythenshawe, M22 9TA.

We'll be there to answer your 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.



If you can't make the drop-in, please email your questions to 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 or call 0300 111 0000.

REMEMBER

Please keep your service charge letters for your records. We may charge you if you need copies. The letters are often required by mortgage providers, benefit agencies, solicitors and HMRC.



BUYING YOUR FREEHOLD OR EXTENDING YOUR LEASE

If you own a leasehold home, you may be able to buy the freehold or extend your lease. If you own a leasehold house, buying the freehold means you would own both your home and the land it stands on. This usually isn't an option for leasehold flats. If you're thinking about extending your lease on your home or flat, a longer lease may make your home easier to sell or remortgage. It may also help protect its value. As a lease gets shorter, it can cost more to extend.



For either option, you'll need to tell us in writing. You'll also need your own solicitor and a valuation from an independent RICS-qualified surveyor. The valuation helps work out how much you may need to pay to buy the freehold or extend your lease. You'll need to pay any legal and admin costs before we ask our solicitor to start work. Each case is different and we'll guide you through the process.

For more information call us on 0300 777 7177 and select option 4.

Garden City Homes is part of Wythenshawe Community Housing Group.



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Wythenshawe, Manchester, M22 9TA

☎ 0300 111 0000 ➡ www.wchg.org.uk



DOWNLOAD OUR APP

