

CUSTOMER ANNUAL REVIEW 2022-23



Supporting customers and communities



“

“Thank you sincerely for helping me, and for all the good work you do. It is deeply valued and appreciated.”

HELLO, AND WELCOME...



...to our Customer Annual Review, where we share our achievements and the positive impact we've made together over the past year.

I'm incredibly proud to be a Board member and Chair of the Customer Experience Committee (CXC). CXC is where customers and Board members come together to voice their opinions on what matters most to customers.

Despite the cost of living challenges, we've focused on supporting our customers and maintaining and improving the

quality and safety of our homes. We know homes are in short supply in Manchester and across the country, and this review highlights our efforts to address this.

Hearing about your experiences of our services helps us to continuously improve. Our aim is to be accountable and transparent to our customers and we're committed to learning from feedback.

If you have any questions or you'd like to know more about the work we do, please email us at getinvolved@wchg.org.uk.

Michelle

Michelle Gregg
Customer Experience Committee Chair/Board Member

Some of the improvements we've made as a direct result of what you've told us:

- We hired two additional specialist damp and mould contractors due to increased demand
- We've revised the assisted gardening application process, so customers with medical conditions don't have to provide proof of eligibility each year
- We formed a team to review contingency plans for bad weather conditions, so high call volumes are handled more effectively
- We now ensure roof tiles are only stripped when new tiles are delivered
- We now consult with neighbours before granting approval for property or garden alterations

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

Our actively **involved customers** volunteered **10,370** hours of their time (up from 3,250 in 2021) to scrutinise our performance, influence our policies, contribute to strategic priorities, agree service standards, inspect services and help deliver and improve services locally.

“The lady was the most courteous, professional and understanding person in the world.”

We're always looking to improve and want to hear from you. This is what you told us in our Tenant Satisfaction Survey (October 2022):



We've organised this review around our six business themes.



It's been an incredibly challenging year in the housing sector, but I'm pleased to share that, with input and support from our customers, we have continued to deliver on our purpose, providing good-quality homes and services to our tenants and leaseholders, and playing a leading role in creating safer, healthier communities.

Nick Horne

Nick Horne
Group CEO

LIVING WELL

Listening to our customers to understand their needs.

Connecting our community

We undertook the research report, Understanding Wythenshawe (available to read on our website) which highlighted a digital divide in parts of our community. We're now working hard to address this by offering digital sessions at five locations across Wythenshawe.



1,553

customers benefitted from digital sessions



110

data sims were issued to customers



99

residents gained accredited digital qualifications

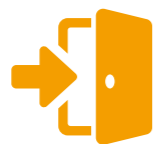
Enabling affordable social tariffs

Last December, we partnered with Virgin Media O2 to kick-off an important project at Woodhouse Park Lifestyle Centre addressing digital exclusion by helping residents access unlimited broadband via affordable social tariffs.



5,000+

customers contacted about the project



3

drop-in events delivered



52

Virgin Media O2 volunteers have given 192 hours



136

people have been supported so far

“

My niece text me and I started answering her in emojis. She couldn't believe it! I'm learning, and I'm quite happy to.”



“

I'm someone who writes with a pen and a pencil, and you're scared about hitting the wrong button. But once you've done a few weeks you can feel the confidence and your face shines.”

How we let our homes

Demand for homes remains high. Last year, we let 493 properties, with applicants assessed according to housing needs. **The main reasons for moving into one of our homes are:**

113	Overcrowding	18	Fleeing serious violence or harassment
83	Homelessness	36	Supporting those experiencing domestic violence
63	Medical reasons	31	Moving on from supported accommodation
18	Statutory homelessness	16	Rightsizing to a smaller property
18	Young person leaving care	97	Other

Safeguarding our community

Ensuring the safety and wellbeing of our customers is a priority. Our Living Well team handled 1,008 safeguarding referrals raised by concerned colleagues, partners or residents.



209

resulted in an external referral to our statutory partners*



387

referrals related to supporting survivors of domestic abuse



167

referrals related to vulnerable adults or older persons



13

referrals concerned customers whose homes were excessively cluttered

*This included 37 to children's services, 37 to adult services, 56 to adult safeguarding, 16 to emergency services and 34 to Mental Health Gateway.

Bringing local people together

With **8,787** active members, our community centres play an important role in reducing social isolation, enhancing the overall health and wellbeing of our residents, and offering educational opportunities for local people.



Woodhouse Park Lifestyle Centre Portway, Wythenshawe, Manchester M22 1QW

Offers a range of free and low-cost activities including, parents and tots' groups, youth and ability clubs, over 50's groups, dance sessions, walking football and more.



Benchill Community Centre Benchill Road, Wythenshawe, Manchester M22 8EJ

Offers over 20 free and low-cost sessions including Laugh and Lunch, IT sessions, functional skills, keep fit, football, Morris dancing, a job club and a public living room.



The Bideford Centre Bideford Drive, Wythenshawe, Manchester M23 0QN

Run by volunteers, it provides food, clothes and school uniform, as well as community activities and a café. WCHG supports the facilities management of the Centre.

Making Community Development matter

Held over **66** events, our Communitree campaign was one of the largest and most diverse consultations to date, giving local residents a voice in shaping future services.

“Community allotments so we can grow our own fruit and veg.”

“We need places for people to socialise and meet up.”

“Development of the land and vacant buildings by Civic Centre.”

“Sustainable projects with community involvement.”



Other community development highlights include:

- Creating a community partners directory and added **561** contacts over the year
- Holding **267** ‘Getting to know you’ meetings to build community relationships
- Facilitating **300** introductions to connect community interests
- Supporting groups to apply for over **£92,000** of funding, with over **£45,000** secured so far

“

Bideford Community Centre is an outstanding pillar of this community.”



Living Well Fund

To support our community during the cost of living crisis, our Living Well Fund distributed **over £250,000** to support our customers and local community groups. It was primarily used for fuel vouchers during the winter, and household appliances.



£157,202

distributed to local community groups



95

grants for local support groups



£99,757

from the personal fund



373

fuel vouchers given out to those in need

Community grants

Our Grants Panel, made up of six residents, meet every eight weeks to review and decide on development grants up to **£2,500** per project for the local community and voluntary organisations.



£32,862

was awarded between **18** community groups including Frank Price and Ken Collis Social Club, Age UK and Grand Day Out.



£10,000

was made available to youth projects



73% of residents want us to make their homes more energy efficient.



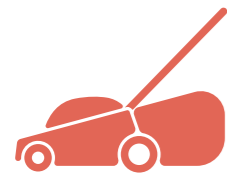
GREAT PLACES

Creating great places by supporting our customers and maintaining and improving our homes.

Despite a challenging year for the housing sector, we've invested **£44.9 million** in our homes, improved our first-time fix repairs and resolved more calls at first contact.

Improving repairs and maintenance

Teaming up with customers, we identified improvements and designed a new way of doing things that directly delivers a better customer experience:



4,000,000
square metres
of grass cut
and maintained



3,052
garden
maintenance
visits



16,802
cleaning visits to
communal areas



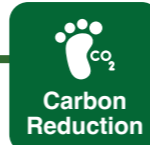
1,050
garden visits for
customers unable
to maintain their
own gardens



865
waste jobs attended
and 209 tonnes of
waste removed

Taking a proactive approach to damp and mould

To tackle damp and mould quickly, we've created a zero-tolerance approach, increased our number of specialist contractors and produced a new 'Keeping your home healthy' booklet and video for customers.



Saving an estimated 55 tonnes of carbon a year

Thanks to **£3 million** of funding, we're increasing energy efficiency in 105 homes, raising their rating to Energy Performance Certificate (EPC) band C.

Improving fire safety

We've spent **£4.5+ million** this year making our homes and buildings even safer. This includes changing external cladding, installing sprinkler systems, and renewing fire doors.










Filling empty homes

Working closely with customers, we've sped up the process of getting vacant homes ready for new residents.

Improving home changeovers

As a result of your feedback, new customers now have the option to keep any good-quality items, floor coverings, fitted wardrobes, upgraded bathrooms, kitchens and garden features installed by the previous customer.

OUR PERFORMANCE

Performance Indicator	March 2023	Target	March 2022
 Overall satisfaction with landlord services	75%	79%	82%
 Satisfaction with landlord listening and acting on views	63%	64%	71%
 Repairs satisfaction	88.4%	90%	99.9%
 Decent homes standard	100%	100%	100%
 First-time fix repairs	82.8%	80%	77.6%
 Responsive repairs on time	99.8%	99.9%	98.5%
 Complaints resolved in the timescale	100%	100%	99.5%
 Calls resolved at first contact	78.6%	90%	91.4%
 Satisfaction with handling anti-social behaviour issues	98.7%	90%	96%

“They were so lovely who fitted our new door, they did such a good job, thank you.”



Living well in Wythenshawe

With **£1.1 million** from WCHG, our Assure24 team work with local people, businesses, the police, and the council to stop crime and anti-social behaviour in our community.

They have:

- Responded to **1000+** incidents of Anti-Social Behaviour (ASB)
- Carried out **150+** crime reduction visits
- **200+** welfare checks to vulnerable and elderly residents
- Supported Greater Manchester Police in **20+** police operations
- Provided evidence to the police leading to **60** arrests
- Carried out **150+** mobile patrols per week to hotspot areas for ASB and crime

MORE HOMES

Last year, we built 52 new homes, with a further 7 developments underway. We've also received approval for 5 more plans, which means a total of 403 new homes.

Growing Garden City Homes

We're building the Garden City Homes brand, as not everyone can access housing through the waiting list, but still have a real housing need. We offer housing options such as shared ownership and market rent, with any surpluses we make reinvested into more social rent homes.



Social rent

Social rent is our most affordable option. We give these homes to people on the local authority waiting list, prioritising those who really need it. In the last year, we built 23 of these homes, we're building 45 more right now, and have permission for 65 more.

Affordable rent

Our affordable rent homes are leased at 80% of the market rent, which includes service charges. They're allocated to people on the local authority housing waiting list. In the last year, we built 14 affordable rent homes and we're working on 105 more right now.

Market rent

We rent homes at regular prices. We built 12 last year, and we're currently building 12 more. Our regular rent homes give you more housing options and help us generate income to support our customers and community.

Rent to Buy

Rent to Buy helps customers become homeowners. You pay only 80% of the regular rent, so you can save the other 20% towards your deposit on a home.

Shared ownership

Our shared ownership homes are for anybody finding it hard to get on the property ladder. With shared ownership, you buy from 10% to 75% of the home, and then rent the rest from us. We built 3 shared ownership homes last year, 81 more are currently being built and another 73 are planned.

Outright sales

We sell homes on the open market and use that money to improve our communities. For example, selling homes at The Willows in Northern Moor allowed us to create 23 social rent homes on the same site.

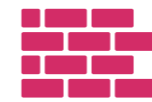


On-site social value

We try to create as much social value as possible with our partners. As part of our Green Acre development, we teamed up with Caseys Construction to give a local resident a part-time job, and a range of on-site experiences for our apprentices.



20 apprentice weeks for a female joiner



31 apprentice weeks for a male bricklayer



9 apprentices gained work experience



“I hope taking up an apprenticeship at 36 will show others it's never too late to follow your dream. Check out the website for latest opportunities.”

Green living at Green Acre

Our greenest housing development to date brings 56 brand-new homes to life. With £11.6 million of investment, including £2.13 million from Homes England, we've built 34 affordable rent and 22 shared ownership homes.

Each home includes heat pumps, solar panels and electric vehicle charging points. This makes them our most sustainable homes with the lowest carbon footprints.



Partnerships

We need to build new and effective relationships for more opportunities and additional funding. It's important to build relationships with local authorities, funders, investors and developers, especially as we look at the regeneration of the Civic Centre.



DID YOU KNOW?

We own and manage 14,000 properties in Wythenshawe and our aim is to deliver 1,100 new homes over the next five years!

SMARTER BUSINESS

Being a smarter business for better homes and services.

Putting customers first

We've started a Customer Service Excellence Programme to help us provide the best service possible. This has helped us understand how we think, feel, and communicate with others, and includes how we talk to you, suppliers, and each other in a positive and solution-focused way.



Committed to improving customer service

Through our transformation program, we're focusing on improving what our customers need the most. You've probably already noticed the difference. For example, our Customer Hub is now even better at solving issues when you first contact us. And our repairs service has improved by keeping you updated on the progress.

Making our community better and bringing everyone together

Our Real Neighbours programme helps residents volunteer in the community. In the past year, 50 residents gave a total of **9,439** hours of their time. Here are some of the great things they've done:

- Run meetup groups for older people
- Set up coffee mornings
- Arranged parent and toddler meetups
- Led arts and crafts sessions
- Managed the Benchill Community Tool Hire service
- Supported Wythenshawe Food Bank



Financial inclusion

Customers told us they wanted greater support and guidance when facing financial challenges. Over the last 12 months, we have provided wide-ranging support and guidance regarding welfare benefits and debt management, empowering customers to optimise their income. This has played an important role in helping individuals effectively manage their budgets, ensuring they can maintain timely rent payments and stay in control of their financial responsibilities.

- **£707,986** generated to support customers with rent payments
- **£1,409,153** claimed in welfare benefits (excluding housing)
- **£49,231** in debt write-offs and grants
- **1,177** referrals received
- **2,061** appointments were attended, consisting of 859 initial appointments and 1,320 follow-up appointments
- **236** money health checks
- **120** energy advice referrals

Creating a great place to work

We support the Greater Manchester Good Employment Charter to make jobs better, and as a Living Wage Employer, all our colleagues are paid at least the Real Living Wage.

Also, as a Level 2 Disability Confident Employer, we've worked hard to create work environments for everyone. We want to lead the way in our community by employing and retaining disabled people and those with health conditions.

DID YOU KNOW?

- 42%** of colleagues live in Wythenshawe
- 66%** of colleagues live in the Manchester area
- 94%** of colleagues live in Greater Manchester



Making our fleet greener

We're using fewer diesel models and more hybrid and fully electric options. We want to lower our carbon emissions, improve air quality, and reduce noise pollution for all.



“It's a really inclusive working environment and I love the fact so many of my colleagues are either customers or residents.”



INVESTORS IN PEOPLE
We invest in wellbeing Silver

VALUE FOR MONEY

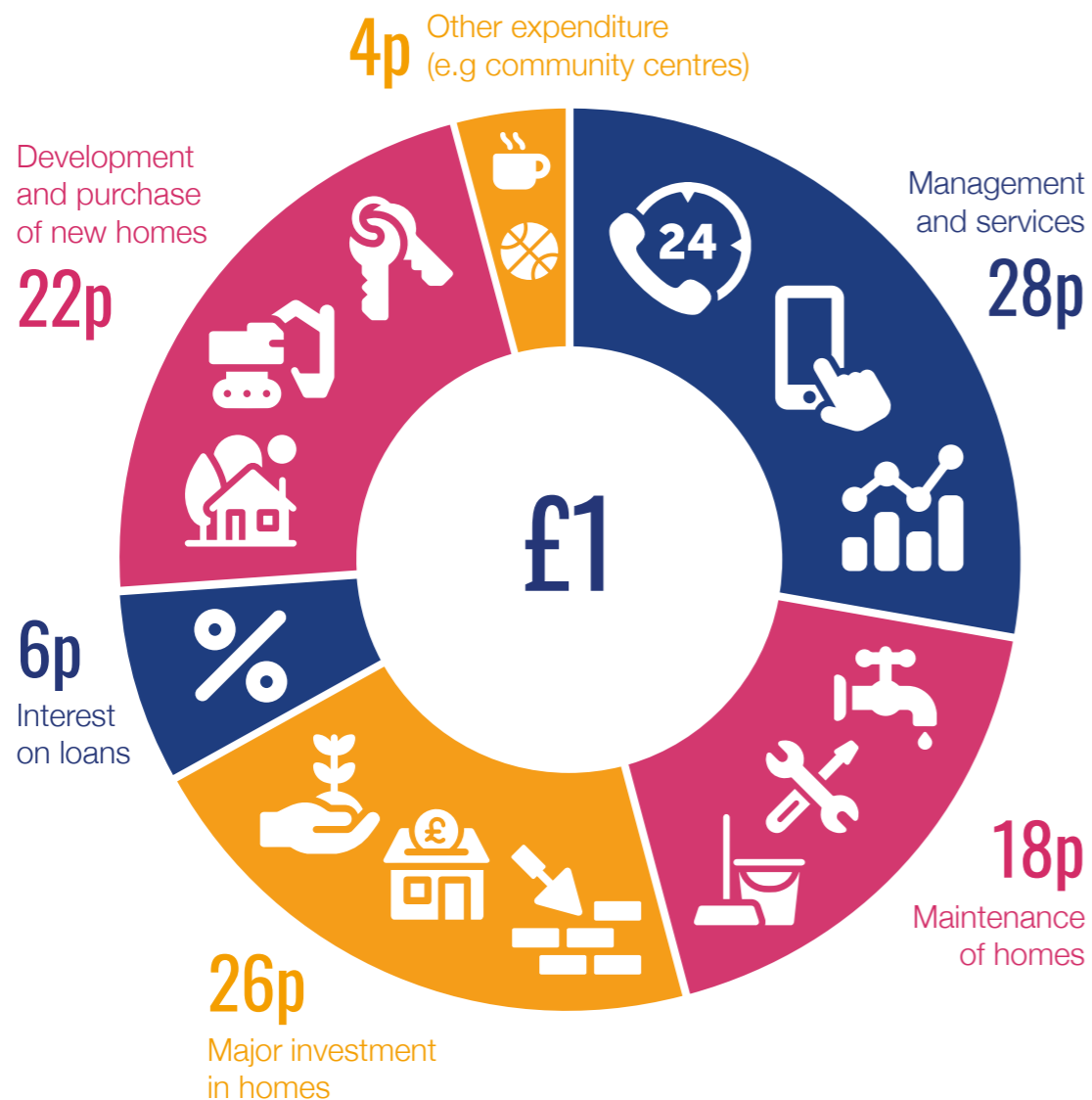
Making every pound count.

We made a surplus of **£13.3 million** in 2022/23 (compared to £14.3m in 2021/22). This can help us do important work like building new homes and maintaining existing ones.

Like everyone else, we've had to deal with higher costs. We know rising living costs are affecting our customers, especially when it comes to energy and food prices.

We're also focusing on making our homes better and, more importantly, safer. That's why we released extra money to take care of more repairs for our customers. This helps us give an improved customer experience, keep everyone safe, and shows that we're using our money wisely for the long term.

HOW WE SPEND EACH £1 WE RECEIVE IN RENT



STRONGER TOGETHER

We're committed to making our services better with your input.

Your feedback is really important to us. We want to learn from your experiences because they motivate and inspire us to deliver even better services.

We want to hear and understand from you, our customers, what's working well, what we could do better and how we can better help, support and improve things for you.

There are several ways you can get involved, from completing surveys to joining resident's panels and attending meetings to help monitor and feedback on our services and performance.

To have your voice heard and get involved, contact our Customer Engagement team:

📞 0300 111 0000 or 0800 633 5500

✉ getinvolved@wchg.org.uk

👉 www.wchg.org.uk/our-services/get-involved



“What a great day, so informative and inspiring. It was good listening to plans for the future.”

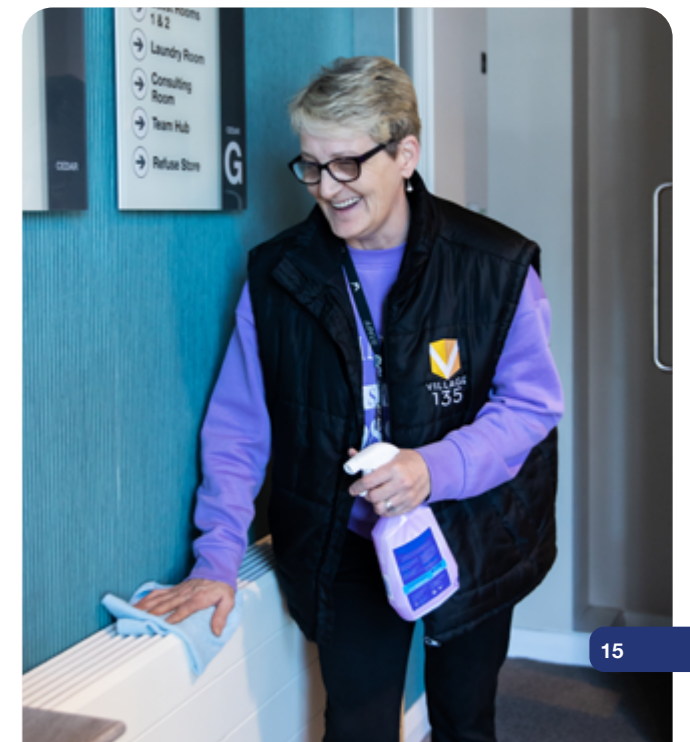
“I really like the Community Development Connectors, I think that's been a really good service.”

We've changed where we dispose of our waste



We now use a local contractor, located 1 mile from our offices. That's better for the environment and saves time and money.

- 16.1 miles saved per trip
- 36,697 miles saved per year
- 676.50 working hours saved
- 17.72 tonnes of carbon saved per year



CONTACT US

📞 **0800 633 5500**

Free from most phones

📞 **0300 111 0000**

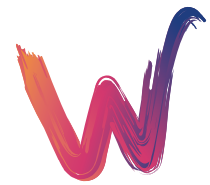
Local rate or included in free minutes

🏠 **Wythenshawe Community Housing Group**

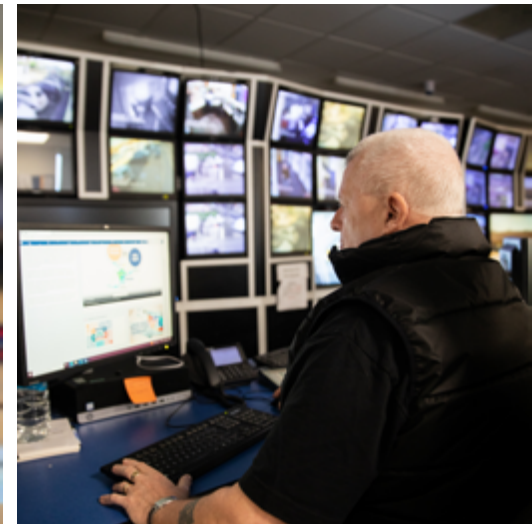
Wythenshawe House, 8 Poundswick Lane, Wythenshawe, Manchester M22 9TA

✉ **customerenquiries@wchg.org.uk**

🌐 **www.wchg.org.uk**



Wythenshawe
Community Housing Group



“

“The team were professional and kind and I didn't feel judged.”

