

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

DROP-IN IN OCTOBER

We had our most successful drop-in to date in July. If you missed it, why not come along to our next one! It's for leaseholders, shared owners, rent to buy, and market rent customers. We'll be there to chat to you about service charges, your home, your community and our services.

Our 3rd drop-in of the year is on:
**Wednesday 15th October, 3-6pm,
at Wythenshawe House,
8 Poundswick Lane, M22 9TA**

Several of our teams will be there:

- Service Charges
- Garden City Homes
- Neighbourhoods
- Repairs
- Financial Inclusion
- Investment
- Grounds Maintenance
- Customer Hub

If you have questions for us but can't make the drop-in, please email 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.

TOWN CENTRE UPDATE

Exciting changes are coming to Wythenshawe Town Centre and we're proud to be at the heart of it. Over the next 10 years, the area will see a new public square, modern shops and new offices. There will also be community and cultural spaces and up to 2,000 new homes.

We'll keep you up to date with a dedicated page on our website. You'll find updates, news and answers to common questions. Visit www.wchg.org.uk and search 'town centre'.



IMPROVING ONLINE SERVICES

More and more leaseholders and shared owners are contacting us online. Sometimes waiting to speak to someone on the phone just doesn't fit into your day. That's why we're investing in a brand-new website with a My Account area, and brand-new app.

You'll be able to access and book services. As well as check service standards and service charge accounts. Both the new website and the new app will be launching in 2026. If you'd like to get involved with testing, we'd love to hear from you. Email us at getinvolved@wchg.org.uk or call us on 0300 111 0000.



DO YOU HAVE A CAMERA DOORBELL?

If you live in a block with shared spaces, like a garden or hallway, your doorbell camera might be recording your neighbours. This could be a problem if they haven't said it's OK. To use your camera in these areas, you must have a good reason and follow data protection rules.

There's a website for more information about what the rules say and how to follow them. Visit www.ico.org.uk and search for the public page 'home CCTV systems'.

Some of their tips include:

- Pointing your camera only at your door
- Using filters to blur shared areas

This helps protect everyone's privacy. If you have any questions, please call 0300 777 7177 (option 4). You can also email enquiries@gardencityhomes.org.uk



Hello, my name's Yvette. I've been proud to work at Wythenshawe Community Housing Group for over ten years. I started in Customer Service and now I'm a Leaseholder Advisor.

Helping people and making a difference in the community has always been close to my heart. I enjoy finding ways to support both residents and colleagues. I also really value the strong team spirit we have here. We work as one team, encouraging each other and always aiming to give the best service we can.

KEEPING YOU UP TO DATE

We've got a new system to send you important messages by email and text. It's a safe and helpful way to stay up to date. If you need to update your email or mobile number, please call us on 0300 111 0000.

THANK YOU

To everyone who took part in our Tenant Satisfaction Measures survey. Your feedback helps us continue to improve our services. The results of the survey will be available from November.



OUR RESIDENT ANNUAL REVIEW 2024-25

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.

Find it at www.wchg.org.uk and search 'Resident Annual Review 2024-25'. Printed copies are also available at any of our offices or community centres.

JOIN OUR READERS GROUP

"Make sure Wythenshawe Community Housing Group's newsletters and leaflets are easy to read. Join the Readers' Group. It only takes about an hour a month. Call 0300 111 0000 or email getinvolved@wchg.org.uk to find out more." *Louisa, Reader's Group member.*



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Garden City Homes is part of Wythenshawe Community Housing Group.