

LEASEHOLDERNEWS

LEASEHOLDER DROP-INS

Pop along with any questions you have about your home, community and our services at our leaseholder drop-ins. You can also find out more about what we're responsible for and what responsibilities leaseholders have. Several of our teams will be there to help:

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



Dates for your calendar

- Wednesday 20th March, 3-6pm at Woodhouse Park Lifestyle Centre, M22 1QW
- Tuesday 18th June, 3-6pm at Wythenshawe House, M22 9TA
- Thursday 11th July, 3-6pm at Bideford Community Centre, M23 0QN

Feedback from the latest drop-in

- “Being able to speak face to face was really beneficial and insightful. It saved a lot of back and forth.”
- “It’s nice to see leaseholders are being listened to.”
- “I learned so much at the event. Being a leaseholder for the first time was scary, but now I feel much more confident in my duties as a leaseholder”.

If you have questions but can't make any of the drop-ins, please call 0300 777 7177 (option 4) or email enquiries@gardencityhomes.org.uk



Jade is our Leasehold Advisor, she gives advice and help to leaseholders. She's keen to make customer experiences with us easy and effective. One customer said, "Jade has been so helpful and efficient in getting me answers, I'm so thankful". One of Jade's goals is to build good relationships to make sure customers are heard, and any improvements needed are made.



HAVE YOUR SAY AND GET INVOLVED

If you have time to share your views or be involved in decision-making, we'd love to hear from you. You can be as involved as little or as much as you like. Maybe you'd like to join our new task and finish group, or readers panel? We'd love you to work with us to help improve how we communicate with you.

There are loads of ways you can have your say, from filling in surveys to being involved in decision making on our policies and services. To find out more, please call 0800 633 5500 or email us at getinvolved@wchg.org.uk



DO YOU HAVE A QUESTION?

If you have any questions about being a leaseholder or your tenancy, please visit www.wchg.org.uk and search 'your tenancy'. You can also call us on 0300 777 7177 and select option 4 or email enquiries@gardencityhomes.org.uk

DID YOU KNOW WE OFFER GAS SERVICE CHECKS

To keep your fixed gas appliances in safe working order, we recommend you have them checked every 12 months. You can book your gas service check with us and be confident it'll be done by a registered Gas Safe tradesperson. If you'd like to use another supplier, please check they are also registered with Gas Safe.

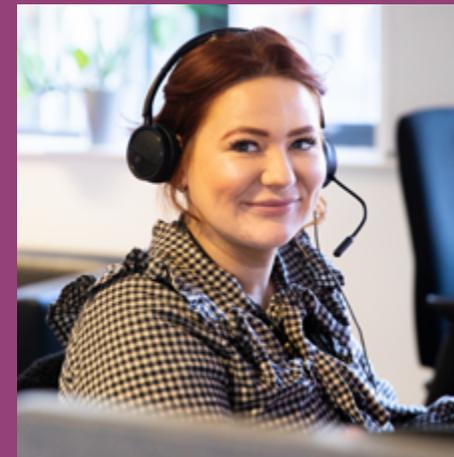
How much does it cost?

It costs £78 including VAT.

How do I book one?

Please call 0800 633 5500 or email customerenquiries@wchg.org.uk with your home address in the subject. Please check your Gas Safety Record and contact us at least 6 weeks before the yearly check is due.

For more information, please see your Leaseholder Handbook, page 15. The handbook is also on our website, please visit www.wchg.org.uk and search 'your tenancy'.



KEEPING US UP TO DATE

We're working to make sure our customer records are up to date. Having the right information will help us communicate with you better. Please take a few minutes to email enquiries@gardencityhomes.org.uk with your name, address, phone numbers and any forwarding address.

FREQUENTLY ASKED QUESTIONS

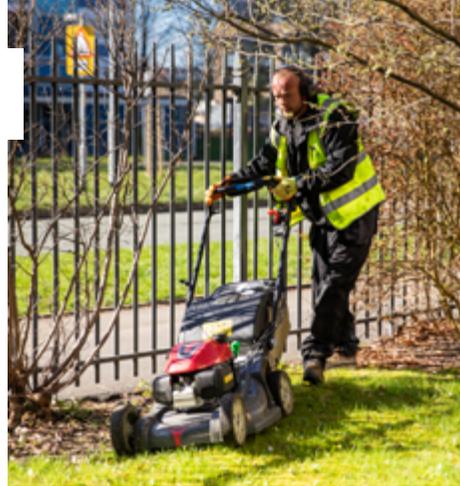
What's a service charge?

It's the amount paid by leaseholders to cover the costs for services, repairs, maintenance, major works such as roofing, management and insurance, if applicable to your lease. The amount changes year to year, depending on how much things cost.

What's a sinking fund charge?

This charge is to cover the cost of maintenance or replacement parts that may only be needed periodically. This can include new windows and doors, and the building itself. How often the works are needed depends on the condition of the areas. The sinking fund charge is held in trust, in a specific bank account and separate to our everyday operations.

If you're struggling to pay your charges, please let us know straight away. We'll do our best to help you plan your payments, please call us on 0161 946 7539.



If you need this update translated or in a more accessible format, email inclusionanddiversity@wchg.org.uk or call 0800 633 5500.



8 Poundswick Lane, Wythenshawe, M22 9TA
Freephone: 0800 633 5500 · Telephone: 0300 111 0000
www.wchg.org.uk

Garden City Homes is part of Wythenshawe Community Housing Group.