



SUPPORTING OUR RESIDENTS AND OUR COMMUNITIES

Resident Annual Review 2024-25



“

“Being an involved resident is about holding decision-makers accountable, bringing lived experience to the table, and working together to ensure every resident’s need is heard, responded to, and acted upon.”

HELLO, AND WELCOME...

...to this year's Resident Annual Review.

It tells you:

- What went well
- What you told us we need to do better
- How we spent your rent money
- How your feedback helped change things.



How you feel about our services

2,901 tenants (22%) shared their thoughts on our services in our Tenant Satisfaction Measures (TSM) survey this year. We've also included the latest numbers from the Regulator of Social Housing so you can see how we compare to all housing providers. We've compared our numbers to the 2023/24 average in England.



77% were satisfied with the overall service we provide

TSM

- Similar to our result last year
- 6% above the average



79% were satisfied with our overall repairs service in the last 12 months

TSM

- Similar to our result last year
- 7% above the average

You can find all our Tenant Satisfaction Measures results throughout this review, marked with **TSM**. As part of the survey, you also shared more than **6,300 positive survey comments**.



Complaints

25



complaints for every 1,000 homes. This is similar to last year but better than the Housemark Tenant Satisfaction Measures average of 31.

98%



were replied to on time. We didn't reply to 2% (8) within the 20 working days target. Seven complaints were delayed at the request of the residents. One was delayed as we couldn't get in touch with the resident.

We know this isn't good enough and doesn't meet your expectations. We've made changes:

- All colleagues are trained to recognise complaints. This makes sure they are recorded and progressed following the Housing Ombudsman's Complaint Handling Code
- A new Customer Feedback team focuses on working with residents to resolve complaints earlier.

Please keep telling us when things don't go right, or if you're not satisfied with our services. We want to fix problems faster and improve how we respond. It's easy if you want to complain. You can call 0300 111 0000 or email complaints&praise@wchg.org.uk. You can also come to talk to us at Wythenshawe House, 8 Poundswick Lane, M22 9TA.



TSM

35%

we were satisfied with how we handle complaints

- Similar to our result last year
- Same as the average

Learning from our mistakes

The Housing Ombudsman investigated one complaint. It was about how we dealt with a resident's complaint about their neighbour's new driveway. They found we didn't handle it properly and told us to pay £250 in compensation.

We now:

- Track and return missed calls from residents
- Train all colleagues on fair and clear complaint handling to make sure we meet your expectations
- Make sure complaints replies are impartial so everyone's treated fairly
- Agree compensation with residents.



82% were satisfied we treat you fairly and with respect

TSM

- Similar to our result last year
- 5% above the average

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

LISTENING, LEARNING, AND IMPROVING

We're here to listen, especially when things go wrong.

You said:



When you have to move out during big repairs, we weren't good at staying in touch.



Bin rooms and recycling at high-rise blocks were causing problems with pests and fly-tipping.



Repair work agreed on surveyor visits wasn't always clear.



Costs for new leaseholders weren't clear.



Communal doors took too long to fix.

We did:



We now use a weekly checklist to make sure you're up to date with progress.



We added locks to bins, and shared advice on how to get rid of different types of rubbish.



Surveyors now leave a written copy of agreed work.



We now share full cost details before you buy your home.



We improved our spare part kits to repair them quicker.

This means:



You know what, why and when things are happening, every step of the way.



Bin rooms can only be used by residents, and they are cleaner and safer.



You know what repair work will happen.



You know in advance what costs you're responsible for.



You have better building security to help keep you safe.

You made a difference

Thanks to everyone who's helped shape decisions. Your feedback led to real changes, including:

- **Fairer funding:** Changes to the Living Well Fund so it supports those most in need
- **Better communities:** Anti-social behaviour action and improved high-rise security
- **Clear responsibilities:** Clearer rules on who's responsible for which repairs
- **Better quality:** Better cleaning products and intensive shared area cleans in high-rise blocks
- **Safer access:** Emergency vehicle access protected with new markings at Village 135
- **Clearer communication:** Digital screens added in high-rise blocks to share updates.

MAKING WYTHENSHAWE SAFER

Helping you feel safe at home and in your neighbourhood.

Tackling anti-social behaviour



640 anti-social behaviour issues reported to us.

416 were disputes, like noise from neighbours and parking issues.

“I felt better after speaking to the anti-social behaviour team.”



64%

we were satisfied with how we handle anti-social behaviour

- Similar to our result last year
- 6% above the average

TSM

Working with police and residents

- Helped police secure **50+** arrests and convictions.
- **1,152 patrols** in hotspot areas like Broadoak Road, Benchill. We worked with the police and a group of young people causing anti-social behaviour.
- **65 home visits** to give advice and fit extra security.
- **25 disputes resolved** through mediation.



Protecting vulnerable residents

- Visited **103 residents** at risk, including from cuckooing. This is when someone takes over another person's home to commit crime.
- Took legal action in **25** serious cases, including shutting down a home used for drug crime.
- **50+ residents** were referred for mental health, hoarding or family support.

“

I'm thankful for all the support I had during the court case.”

Protecting people from domestic abuse

- Helped **124 women** feel safer by adding extra security to their homes.
- Worked with Wythenshawe Safespots, a user led domestic abuse organisation. This meant more people could get help when they needed it from a local independent charity.
- Implemented a better domestic abuse policy and clearer signposting to help residents.

YOUNG PEOPLE AND LOCAL COMMUNITIES

Making a difference in your neighbourhood.

Investing in young people


2,156
young people
took part in engaging
and fun activities.
This helped build
a safer, stronger
community and
improved school
engagement.



“When I first came to the youth sessions, I didn’t know what I wanted to do with my life. The Youth team helped me build my CV and practice interviews. Now, I’m proud to say I’m a youth worker myself.”

Investing in communities


9,000+ people used
Woodhouse Park
Lifestyle Centre to
access sports and social
activities for all ages.



£50,000 in Community Grants to 24
local groups. This included
a Christmas celebration,
bringing 30 residents
together at Mitchell Gardens.



10 Community Connector
events held, an informal
and friendly way to network
and share information.


700
attendees




73% were satisfied we make
a positive contribution
to your neighbourhood

TSM

- Similar to our result last year
- 10% above the average



Bringing in funding to deliver more support

Funding from outside Wythenshawe means more activities and support for everyone. It adds extra value to the rent you pay, so every pound goes further for our community.


£192,000
secured for Benchill
Community Centre.



This funded health activities
and support for **500+ people**.


£826,000
to boost services
including:



- **342 hours** of extra youth work.
- **1,425 hours** supporting young people in their communities.
- **202 young people** supported.
- **6 full-time keyworkers** to help residents manage challenges and prepare for work.

Employment and training

- **120 residents** helped to find jobs.
- **30 apprentices** supported with **2,000 hours** of placements.

Three externally funded employment
projects:

- Supported **530+ people**
- Helped **114 people** find work or training
- Delivered **500 wellbeing and tenancy outcomes** so residents can live well in their homes.



Improving online access and skills


1,768
residents joined
digital skills sessions.


170+
free data SIMs given out
to help people get online.

Being online helps people save money,
apply for jobs, and use health services.

REPAIRS AND MAINTENANCE

Looking after and improving your homes and neighbourhoods.



78% were satisfied with the time taken to complete your most recent repair

- Similar to our result last year
- 11% above the average



£44 million invested by us in repairs, maintenance and improvements last year.


Improving your homes




3,500+ upgrades to kitchens, roofs, boilers and electrical works.



99.7% of our homes meet the Decent Homes Standard. This is how we're measured to make sure homes are safe, warm, and well maintained.



£975,000 extra invested in aids and adaptations, like stair lifts or adapted kitchens. These help residents live more independently.



We can now check solar panels without having to visit your home.

“Very happy, first-class work.”

Elsie, a resident





76% were satisfied we provide a well-maintained home

- Similar to our result last year
- 5% above the average

Keeping your homes safe and comfortable



16,932 (99%) of 17,000 emergency repairs fixed within 24 hours.




6,006 (77%) of 7,800 urgent jobs finished within 5 days.




23,490 (87%) of 27,000 non-urgent jobs finished within 20 day target.






1,037 fences repaired or replaced. We need to prioritise bigger work like new kitchens and bathrooms but we know waiting for fencing is frustrating.




79% were satisfied we provide a safe home

- Similar to our result last year
- 2% above the average




100% compliance on safety checks like gas and fire safety.



New building safety rules in action at our high-rise blocks keeping you safer in your home.





492 empty homes made ready in an average of 16 days. This means people waiting for a home get them quicker.

“The gas technician was so helpful when he repaired the radiator. He was very thorough and even checked my boiler.”

David, a resident



Caring for shared spaces



11,000 cleaning visits of shared areas like lifts, lobbies and stairs.



4million m² of grass cut. That's about 560 football pitches.



3,154 maintenance visits to paths and green spaces.



14,000 trees kept safe and healthy.




68% were satisfied we keep communal areas clean and well maintained

- Similar to our result last year
- 3% above the average


HOMES IN WYTHENSHAWE

Getting a home in Wythenshawe is hard. Demand is very high across Greater Manchester and rising. There just aren't enough homes for everyone. Here's what we're doing to help.

How big is the demand?




20,000
people waiting on Manchester Move.




255,442
bids made for our homes (40,000 more than 2023-24).

People with urgent needs wait around **six months**.



2,131
homes available last year in Manchester.



441
homes we relet (39 less than 2023-24).

Others with needs like medical issues or overcrowding can wait up to **six years**.

Types of homes let



203
flats.



162
houses.



32
bungalows.



44
maisonettes or bedsits.

50% of homes went to people already living in Wythenshawe.

112 households swapped homes by mutual exchange.

27 residents downsized, freeing up family-sized homes. Many received a cash incentive to help them move.

20% of applicants were already tenants or had a Wythenshawe connection. We give priority to people who live or go to school in Wythenshawe.

We also let **30 new homes** in Poynton and Knutsford.

We aim to house a mix of people to help communities work well.

Why can't we build more social rent homes?

- We built **10 homes** for social rent. This is about 6% of all the homes we built. We want to build social rent homes, but are limited because:
- They cost far more to build than we can ever get back in rent
 - We wouldn't have money left to invest in:
 - Improving existing homes, including new kitchens and bathrooms
 - Funding key services.



The types of homes we offer

Social rent homes

- They have the lowest rent, around 50% less than private rent.
- For people in urgent need, including:
 - Homeless people
 - People in temporary accommodation
 - People fleeing abuse or violence
 - People with urgent medical need.

Affordable rent homes

- Rent is 20% less than private rent and includes service charges, if payable.

Market rent homes

- Full private rent is charged, and any money we make is reinvested into affordable homes.

Affordable homes to buy

- Shared ownership: You own 10%–75% of your home and pay rent on the rest.
- Rent to buy: rent at a reduced rate while saving to buy the home.


This mix of homes helps local people even if they can't get a home through Manchester Move. For example, young adults living with parents and those splitting from partners.


Building more homes


We spent **£40 million** building **169 new homes** and starting to build and plan others. They were funded by us, Homes England, Greater Manchester Combined Authority and Manchester City Council. This year we built 28 more homes than in 2023-24.

The 169 new homes consisted of:

- 85 shared ownership
- 47 affordable rent
- 16 rent to buy
- 11 market rent
- 10 social rent.

- 

61 had the highest energy rating (EPC A). This makes them warmer and cheaper to heat.
- 

47 were gas-free and use air-source heat pumps. They're more efficient and better for the environment.
- 

25% were built with modern construction methods. They are faster to build and have better insulation.



Planning for the future

- We're working with Muse and Manchester City Council on creating more homes in Wythenshawe town centre. It will include homes for older people who need extra care support.
- Have your say on the plans for Wythenshawe town centre by visiting www.wythenshawetowncentre.co.uk
- We ask every resident who moves into a new home for their feedback. We use the feedback in future home design.



IMPROVING SERVICES AND SYSTEMS

Making changes to deliver better services for you.

Village 135

Village 135 is an apartment complex for people aged 55+ who need extra care or support.

What's changed:

- NHS health checks and mental health services available on site
- Services are easier to understand, and more reliable
- Regular 'Better Together' meetings see 30 residents, including leaseholders, working with us to make changes together
- We run social events:
 - **70+ people** went to the VE Day celebration
 - **40 residents** join in with weekly bingo
 - Residents make friends and feel part of the community
- Clearer policy written for buying or selling a home at Village 135.



“I’ve seen a massive improvement in the last 12 months.”
Val, a resident



Leaseholders and homeowners

- We work with leaseholders on the Leasehold Advisory Panel to help shape our services.
- We held four drop-in sessions to make it easier to get advice and support.
- We now have an After Sales Advisor to help you settle in and sort any issues.

Going green

As well as making our homes greener, we restarted our sustainability group. It's helping put our carbon reduction plan into action.



Making it easier and faster to report anti-social behaviour

- You can now upload videos, noise recordings or diary sheets online. This means we can take action faster.
- Our new system tracks who needs extra support and reminds colleagues to respond on time:
 - **Emergency or serious anti-social behaviour is investigated within 24 hours**
 - Other cases are looked at within 5 working days.
- The average time to deal with an anti-social behaviour case is down from **71 to 45 days**. This helps residents feel better supported and resolves problems quicker.



A website that works for you

Our resident website group is working with us to build a **new website**. It will launch in 2026. By creating a **My Account**, you'll be able to:

- Login and report repairs
- See your rent and service charges information
- Track any anti-social behaviour reports you've made and actions we're taking.

75% **were satisfied we keep you informed about things that matter**

- Similar to our result last year
- 5% above the average

“I have a real voice in shaping services.”
Masha, an involved resident

Safer data and faster service

We've improved our cyber security. This means your personal information is safer. We meet a national standard called Cyber Essentials to keep your data safe.

We've improved how we work and upgraded our systems. Our team can see all your details in one place and help you faster.



MORE VALUE FOR YOU

Every pound counts.

“Being involved means we have an input into how our money is spent.”

Barry, an involved resident

Social value

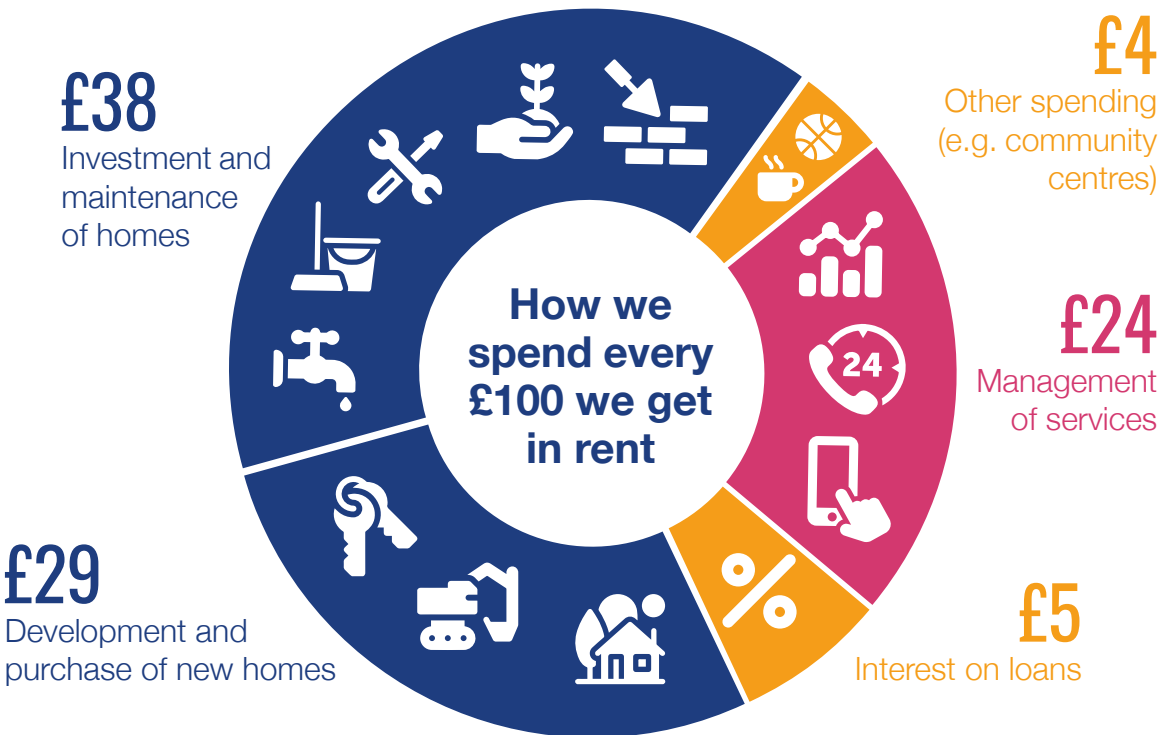
Every contractor we work with gives back to the community. They've given:



How you help shape value for money

- To get the best value, your voice matters when we make decisions on spending.
- Eight residents were trained to help choose contractors. They check work and hold us to account.
- We added a new question to our Tenant Satisfaction Measures survey. **75.5% of 2,901 residents** said they feel they get value for money for the rent they pay.

How we spend every £100 we get in rent



A STRONGER VOICE FOR RESIDENTS

You're shaping the way we work.

Tenants, a shared owner, and a leaseholder sit on our **Customer Experience Committee**. They work with our Board and listen to our residents and residents' groups to help us make changes.

All our resident groups, from the **Scrutiny Group** and **High-Rise Forum** to tenants' and residents' associations, are linked to the Customer Experience Committee. That means your voice matters and reaches the people who shape your services.

This approach helped improve:

- Our repairs service
- How we handle complaints and learn from them
- Leaseholder engagement
- How we deal with anti-social behaviour.



69% were satisfied we listen to your views and act upon them

TSM

- Similar to our result last year
- 9% above the average

The group:

- Championed clearer communication between us and residents
- Supported the need for better online services
- Strengthened residents' voices in decision-making.

A special thank you to our:

Tenant Scrutiny Group, they:

- Check how we're doing and help us get better.

15 Service Inspectors, who:

- Check cleaning and grass cutting in shared areas
- Work with our Empty Homes team to check we meet agreed standards before we relet them.



Want to get involved and have your say?

It doesn't take much time to make a big impact. Call our Resident Involvement team on 07530 641 739 or 07410 943 055. You can also email getinvolved@wchg.org.uk



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**



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