

WCHG NEWS

FEBRUARY 2023

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You've told us you'd like better communication. So we've started this regular update to keep you in the loop.

If you have any enquires or if you'd like to get involved, call us on 0800 633 5500 or email us at customerenquiries@wchg.org.uk.



YOU SAID, WE'RE DOING...

We know you are concerned young people need more access to youth clubs and groups in Wythenshawe and Northenden.

We work closely with Wythenshawe Youth Alliance to offer a variety of activities including a youth club at Woodhouse Park Lifestyle Centre where more than 100 young people attend every Friday.

Our detached youth work is delivered out in the community and aims to build positive relationships with young people in the area.

If you know a young person who would like to take part in local activities, visit www.woodhouseparklifestylecentre.co.uk and search 'youth'.

FRIENDLY
FACES

During the extremely cold weather in December, **John Burrell**, our Mechanical and Engineering Manager, recognised potentially high numbers of breakdowns could leave many vulnerable customers without heating for longer than expected. He attended around 90 emergency callouts in a single weekend, working long into the night to ensure customers were safe and warm in their homes.

John and his team of engineers ensure heating, gas and electrical systems in our customers' homes remain safe and efficient throughout the year.





REPAIRS & MAINTENANCE

2022 was another busy year. Our Customer Hub took **134,924 calls** and our Repairs and Maintenance team completed **28,995 jobs** across our homes.

Key Highlights

- 3.5 million square metres of grass cut on open spaces
- Over 3,800 garden maintenance visits
- 16,862 cleaning visits to communal areas
- We carried out work on 930 trees
- 1,263 waste jobs, collecting 181 tonnes of rubbish
- 329 empty home gardens were maintained
- Over 74 hours of support were provided to local groups and community clean-ups



COST OF LIVING SUPPORT IN WYTHENSHAW AND NORTHENDEN

The cost of living crisis is affecting everyone, we have created an interactive map to show support available in Wythenshawe and Northenden.

We work closely with local organisations that offer a mixture of support such as food banks, community groceries, clothing banks, warm hubs and lots of social activities.

The map shows each venue and service and includes opening times, contact details and any membership criteria.

Visit www.wchg.org.uk and search 'cost of living'.

KEEPING HOMES HEALTHY

We have a zero-tolerance approach to damp and mould. When you report damp and mould issues in your home, we will respond in the following ways.

IF YOU REPORT DAMP & MOULD IN ONE ROOM:

- We will arrange an appointment for our trained in-house team to carry out specialist treatment. This may require more than one visit.
- We will check that you have working extractor fans in your kitchen and bathroom
- We will agree on the next steps

IF YOU REPORT DAMP & MOULD IN MORE THAN ONE ROOM:

- We will arrange to visit you at home within 48 hours to assess the damp and mould present, and inspect your home for property issues
- We will make sure you have the support and guidance you need



DEPENDING ON WHAT WE FIND:

- We will make a referral to one of our damp and mould specialist contractors to treat the mould
- We will arrange a technical inspection to investigate the cause of any penetrating or rising damp
- We will arrange an appointment to carry out other repair work needed, including the installation of more ventilation where necessary



TIPS TO STOP CONDENSATION:

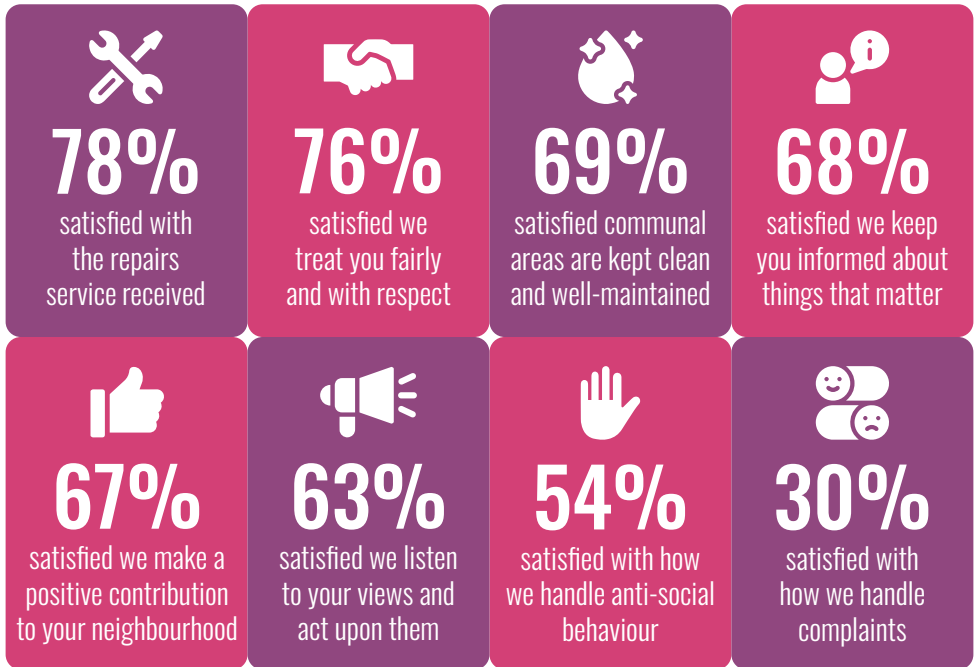
- Use extractor fans in kitchens & bathrooms
- Cover pans when cooking
- Close internal doors when you cook or shower
- Leave a gap between furniture & external walls
- Dry the build-up of water on windows
- Use a vented tumble dryer or dry clothes outside
- Open windows for 10 minutes when you get up
- Try to keep your home properly heated

WCHG is determined to help customers live in healthy homes. If you are experiencing problems with damp and mould in any part of your home, please call us on 0800 633 5500 or email us at customerenquiries@wchg.org.uk.

SATISFACTION SURVEY RESULTS

Our 2022 Satisfaction Survey results have been collated, thank you for taking the time to complete it. This data will allow us to better understand your views on the future of housing services in Wythenshawe and support us in making the right decisions regarding priorities for the future.

An overview of the results is below and further details can be found on our website www.wchg.org.uk/survey2022.



If you live in one of our homes and have time to be involved in decision-making or to share your views, we'd like to hear from you: www.wchg.org.uk/get-involved.

Did you know... We are the largest Manchester-based housing association? We are responsible for providing homes to more than 29,000 people – 37% of the Wythenshawe community!



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