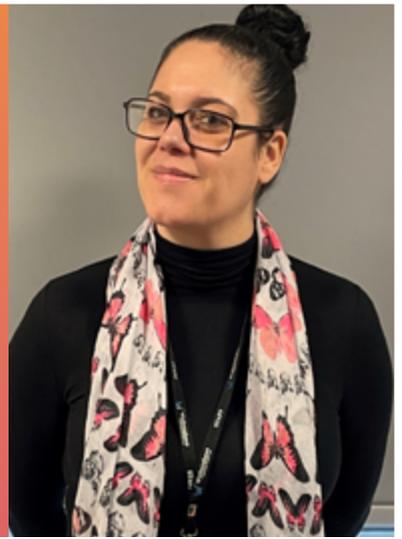


“ Our latest update from Wythenshawe Community Housing Group. Do you have any questions or a story for us to include? Call us on 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk).



Jade is an Employment Support Coordinator. She helps our trade apprentices get qualifications and progress their careers. She's also an advisor to residents who would like to get a better job. Jade's colleagues say, "Jade is amazing. She's very easy to work with and always finds a solution."

If you would like help with employment, please visit our website [www.wchg.org.uk/employment-support](http://www.wchg.org.uk/employment-support).



## FESTIVE PERIOD CLOSURES

Our Call Centre and Reception at Wythenshawe House will be closed on 25th and 26th December, and 1st January.

On all other weekdays the Call Centre is available for calls 8am–6pm and Reception is open 9am–5pm.

**If you need an emergency repair while we are closed, call 0800 633 5500.**

**This will be the last monthly issue of WCHG News.**  
From next year, the newsletter will be quarterly. The news page on our website is updated regularly, please visit [www.wchg.org.uk/news](http://www.wchg.org.uk/news).

# OUR TSM RESULTS - THIS IS WHAT YOU TOLD US

2,148 residents answered the questions on our Tenant Satisfaction Measures (TSM) survey to let us know if they're happy with our services. Results compared to last year showed **noticeable improvement** in three services: complaints handling, keeping tenants informed and our approach to anti-social behaviour.

Our Executive Director of Customers and Communities, Paul Seymour, said, "Our teams are reading through all the feedback and we're planning how we can continue to improve our services for everyone. We've seen some good improvements but there's more I'd like to see us make, particularly in handling anti-social behaviour and managing complaints."



You can find out more about our performance on our website [www.wchg.org.uk/our-performance](http://www.wchg.org.uk/our-performance).



**80%** satisfied we provide a safe home  
+3% from 2022



**75%** satisfied we provide a well-maintained home  
+4% from 2022

**76%** satisfied we keep you informed about things that matter to you  
+8% from 2022



**63%** satisfied with our approach to handling anti-social behaviour  
+10% from 2022



**81%** satisfied with the time taken to complete your most recent repair after you reported it  
+5% from 2022

**79%** satisfied with our overall repairs service over the last 12 months  
+1% from 2022



**78%** satisfied with the service we provide  
+3% from 2022



**70%** satisfied we keep the communal areas clean and well maintained  
+1% from 2022



**39%** satisfied with our approach to complaints handling  
+9% from 2022



**75%** satisfied we make a positive contribution to your neighbourhood  
+7% from 2022

**70%** satisfied we listen to your views and act upon them  
+7% from 2022



**81%** satisfied we treat you fairly and with respect  
+6% from 2022



## SELF-SERVICE: HAVE YOUR SAY!

Self-service means you can get things done independently, like using a mobile app to request a repair or webchat for rent questions. Scan the QR code or pop into Reception at Wythenshawe House to complete the survey and have your say.



## ARE YOU ONLINE?

**I want to be but it costs too much.**

**We can help you:**

- Find low-cost home broadband
- With data SIMs for your mobile
- Access devices like mobiles and laptops

**I don't want to be online, I'm not interested.**

**Getting online helps you:**

- Connect with family and friends
- Save money, even on essentials
- Be better off and earn more
- Improve your health and wellbeing

**To find out more, please call us on 0800 633 5500.**



**I want to be but it's too complicated.**

**We can help you:**

- With relaxed, friendly, free training
- Make the best use of your device
- To be confident and safe online

We recycle the IT equipment we no longer need back into our community. If you want to donate a device you no longer use, please visit <https://digital.lifeshare.org.uk/donate-device>. Remember to remove all personal information before donating your device.

**DID YOU KNOW...** An independent organisation has reviewed our anti-social behaviour and community safety services. They listened to residents, community groups and communities from across the area. The review found our services are high quality and cover many areas. These include tackling anti-social behaviour, supporting victims and organising activities for young people. We've already made changes based on the feedback and a detailed action plan will follow. Our Customer Experience Committee (CXC) will check our progress.

**Do you need this newsletter translated or in a more accessible format?**

Please email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk).



8 Poundswick Lane, Wythenshawe, M22 9TA  
Freephone: 0800 633 5500 · Telephone: 0300 111 0000  
[www.wchg.org.uk](http://www.wchg.org.uk)