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Our latest update from Wythenshawe Community Housing Group. If you have any questions, call us on 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



Catherine is a Senior Customer Advisor in the Customer Hub. She's one of the first points of contact for residents on email, calls and face to face. She supports and talks with them about any question they have. Catherine also works with other teams to improve the services we offer. One resident said, "Catherine's a star. She was very interested and listened to me, really friendly and polite."

## JOIN US FOR A NEIGHBOURHOOD WALK

We want you to help shape your neighbourhood. Chat with our team and tell us what you like, don't like, and what we could do better in your area. To work on problems together, we also invite Manchester City Council's neighbourhood team and local councillors.

Walks across 13 areas take place in April, July and October. As the dates and times are arranged, we'll update our website. Visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'neighbourhood walks 2024'.



## WHAT'S HAPPENING IN WYTHENSHAW?

Pop along to one of our Community Connector events to find out. These events are perfect if you're a volunteer, a professional or resident who wants to get involved with local initiatives and groups.

Each event has a theme, and local speakers and groups share news, information and support.

### Cost of Living

Tuesday 23rd April, 12.30pm – 2pm  
Dandelion Community, Oatlands Rd, M22 1AH

### Work, Skills and Volunteering

Wednesday 22nd May, 12.30pm – 2pm  
Wythenshawe Forum, Simonsway, M22 5RX

### Health and Wellbeing

Tuesday 18th June, 12.30pm – 2pm  
The Message Trust, Harper Rd, M22 4RG

No need to book, just turn up and say hi!  
If you have a question, please email [communitydevelopment@wchg.org.uk](mailto:communitydevelopment@wchg.org.uk)  
or call 0800 633 5500.



## YOU SAID, WE'RE DOING

### YOU SAID...



A letter to residents about a cancelled Direct Debit was confusing.



Paint that's nicotine stained wasn't acceptable in homes that are newly let.



Communal bin rooms weren't being managed properly and it was causing problems with pests.

### WE'RE DOING...



We've changed the wording to make it clearer and easier to understand.



We now make sure if there's paint that's nicotine stained we'll rectify it.



Recycling days, extra recycling collections and we've installed CCTV. Our Environmental Services teams start earlier on bin days when needed.

### Did you know... we've tidied 315 bin rooms where rubbish and bulk waste has been dumped?

If there's something we could do differently to help, let us know.  
Email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk) or call 0800 633 5500.

## PUSHING US TO GET BETTER

The Customer Experience Committee (CXC) is where residents and Group Board members have their say. Their priorities from April will make sure we:

- Deliver the Community Safety plan we agreed with them
- Continue to improve how we keep residents informed about things that matter to them
- Further improve how we deal with complaints

- Keep resident satisfaction with our repairs service high during this year's system changes

Checking we deliver what residents expect, our Scrutiny Group also review our services. They reviewed our Customer Hub and said the average call waiting time should be no more than five minutes. So far, we're pleased to say, we've stuck to target since the recommendation.

Our approach to damp and mould was also reviewed. The group recommended we check with residents when we're finished, to make sure they're satisfied we've solved the problem. If you want to tell us what you think of us, turn over to find out how.



*Michelle Gregg,  
CXC Chair*

# TELL US WHAT YOU REALLY THINK OF US

There are lots of ways you can tell us what you think, and work with us to help us get better. We know everyone has loads going on in their lives but just two hours a month could make a difference.

Why not join our brand-new group to look at our website? We're making it more user friendly and accessible for all, and want to listen to what you have to say. You'll gain new skills with training and support, meet with others and get a £50 gift voucher when the new website is finished.

We've several groups that look at different themes, from high-rise living to checking you're happy with communal cleaning and gardening. We're also setting up a readers' group - does what we say, and how we say it make sense to you? Let us know.

For a friendly chat with our team, call Jodie on 07530 641739 or Dan on 07410 943055, or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk). Your opinions are important, and we appreciate your help!



From Friday 19th April, when giving us your bank card details you'll be able to type them into your phone instead of having to speak them out loud. This should make it quicker and easier for you. We'll also be able to transfer calls between colleagues. This will make it more likely you'll get the answer on your first call.

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