



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)

**BROOKLANDS, ROYAL OAK, NORTHERN MOOR AND NORTHENDEN**

## INVESTING IN A BETTER SERVICE FOR YOU

We're currently introducing a new system for our Customer Services team. It'll help us answer more of your queries straightaway. While we get used to it, waiting times on the phone may be a bit longer towards the end of September. Thank you for your patience and we're pleased to take another step towards giving you a better service.



## THANK YOU

Over 2,900 residents completed our Tenant Satisfaction Measures survey. Thank you if you took part. Your feedback helps us continue to improve our services. The results of the survey will be available from November.

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.

## MOORCOT COURT 90-DAY CHALLENGE

We listened to our residents in high-rise blocks and want to make changes. This autumn, we're planning a 90-day challenge at Moorcot Court. Our Grounds Maintenance, Cleaning, and Neighbourhoods teams will all be involved. We want residents to join us.



## LOOKING AFTER OUR COLLEAGUES

Sadly, our colleagues sometimes face incidents of unacceptable behaviour. To help protect them, we've introduced a Customer Conduct Policy. All unacceptable behaviour will be reported. We do recognise, sometimes residents are angry, upset or emotional because of a valid reason. We will deal with all incidents on an individual basis.



## CUSTOMER EXPERIENCE COMMITTEE

The Customer Experience Committee is a group of residents and Board members. They meet every two months to look after services for customers. They help the Board check how things are for tenants, leaseholders, and shared owners. They give advice and make suggestions. Recently, they welcomed two new members and thank everyone who applied to join.

At their last meeting, they talked about making evictions fair and respectful. They also discussed how tenants and leaseholders can help make services even better. If you want to get involved, please email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)



# HEALTHY HOME TOP TIPS

Keep your home healthy all year round to help beat condensation, damp and mould. It doesn't only happen in winter and can affect health and damage homes and belongings. Some top tips:

- Open your windows as much as you can
- Use extractor fans in your kitchen and bathroom when cooking and showering
- Dry your clothes outdoors, if you can, or use a drying rack and open your windows
- Dry water on windows and surfaces with a cloth
- Cover pans when cooking. It can also save you money and cook faster

For more healthy habits, visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'healthy habits'. We want you to live in homes that are safe and free from damp, condensation and mould. Report it as soon as you notice it, please call us on 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



“Hi, my name’s Phil. I manage mobile cleaning, waste removal, some fencing, and unadopted road maintenance. I manage 12 Mobile Estate Officers. They visit high-rise buildings and cottage flats on a daily, weekly or fortnightly basis. They look after shared areas like foyers, lifts and stairways, and report repairs. They make sure the spaces are clean and welcoming for residents and their visitors.”



## MOVE TO A NEW HOME WITH RIGHTSIZING

If your home is too big for you, consider rightsizing. If you're living in a larger family home and could move into a smaller property, we'll give you up to £2,500. We'll also help with moving costs.

New 1- and 2-bedroom apartments will soon be ready on Greenwood Road. If you're interested and want to learn more, please call us on 0800 633 5500 or email [neighbourhoodadvisors@wchg.org.uk](mailto:neighbourhoodadvisors@wchg.org.uk)



## CHECK YOUR BOILER IS READY TO GO

Now's a good time to check your heating is working for when it gets colder. Check there's credit on your pre-payment meter and test your heating to make sure the radiators heat up. If you have any problems, please call us on 0800 633 5500 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'cold weather ready'.

## SWAP YOUR HOME

If you want to move, think about a mutual exchange. This means swapping homes with another tenant in the UK. Both of you must agree and have the right to mutual exchange in your tenancy. In the last year, over 120 of our tenants have swapped homes in this way.

The easiest way to find out about mutual exchanges is to register for free on [www.houseexchange.org.uk](http://www.houseexchange.org.uk) You will be matched with any suitable properties. You can also hear about swaps by word of mouth and social media. If you find someone to swap with, you need our permission.

For more information, please email [neighbourhoodadvisors@wchg.org.uk](mailto:neighbourhoodadvisors@wchg.org.uk) or call 0800 633 5500 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'mutual exchange'.



# Your Neighbourhood News

Welcome to your new Neighbourhood News. Every six months we'll share some local news stories of what we've been doing in your area.

We worked with local residents and shop owners to stop young people causing trouble near Wendover Road shops. Our Anti-Social Behaviour team identified the young people and after meeting with their parents, the trouble stopped.



We're responding to a rising issue of fly tipping. To support residents with this, we organised a skip day at West View Court, Bagnall Court and Lovett Walk.

At a community event, someone reported a man acting suspiciously in and near West View Court. We told the Police, who found the man with a knife and Class A drugs.



There have been complaints about off-road bikes near Wythenshawe Road. Our Neighbourhood team is working with the Police to stop this problem.

*Brooklands, Royal Oak, Northern Moor and Northenden*

## DID YOU KNOW?

We give FREE one-to-one coaching if you're looking to make a difference in your life. Our Support to Succeed programme can support you with wellbeing and volunteering experience. We can also support with job searching, career planning and skills. To find out more, call 0161 552 8470 or email [supporttosucceedmanagement@wchg.org.uk](mailto:supporttosucceedmanagement@wchg.org.uk)



## THE MOVE TO UNIVERSAL CREDIT

If you're claiming any of the benefits below, they will be replaced by Universal Credit. The DWP will soon write to you about moving over to Universal Credit. Their letter will tell you what to do. You'll have 3 months from the date on the letter to make your Universal Credit claim.

- Housing Benefit
- Income-based Employment Support Allowance
- Income-based Job Seekers Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits

For support, please call us on 0800 633 5500 or email [moneyadvice@wchg.org.uk](mailto:moneyadvice@wchg.org.uk)

