

Our latest update from Wythenshawe Community Housing Group. If you have any questions, call us on 0300 111 0000 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

## BROOKLANDS, ROYAL OAK, NORTHERN MOOR, NORTHENDEN

### MEET THE NEIGHBOURHOODS TEAM

The team has 14 Neighbourhood Officers and they work closely with residents. They can help with any questions or worries you have with your tenancy. Our Neighbourhood Officers work with a variety of other teams to help:



Fill  
empty  
homes



Reduce  
fly  
tipping



Reduce  
anti-social  
behaviour



Make sure  
residents get the  
support they need



Check for fire risks  
in our high- and  
low-rise blocks

To make sure your neighbourhood is looked after they also do neighbourhood walkabouts. You're invited to join in and chat with them, and other teams, including from Manchester City Council. The walks take place when the weather's a bit nicer, so keep an eye on our website and social media for dates in April.

To contact the Neighbourhoods team, email [NeighbourhoodOfficers@wchg.org.uk](mailto:NeighbourhoodOfficers@wchg.org.uk) or call 0300 111 0000 and ask to speak to them.

If you need this update translated or in a more accessible format, email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk) or call 0300 111 0000.

# EASY TIPS TO STAY WARM

Keeping warm doesn't have to be expensive. From layering up to using your heating effectively, there are plenty of easy and affordable ways to keep your home warm this winter. We're here to help if you have any problems.

You can visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'easy tips to stay warm'. You can also call us on 0300 111 0000 for advice. If you're having trouble paying bills, don't suffer in silence. We're here to help and support, please call us.



## MAKING IT EASIER TO CONTACT US

We're moving to one telephone number to make things simpler for you. From Wednesday 7th May, we will no longer use our 0800 number. You can still call us on 0300 111 0000 and email us on [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

"Hi my name's Louisa. I'm a Customer Service Advisor and Wythenshawe tenant. I also volunteer as a Service Inspector and am a member of the High-Rise Forum. Working here, I can honestly say, I love the way everyone works as one team. And we all care so much about helping residents. Every day is different for me, from booking a repair to taking a rent payment and being a listening ear."



# BETTER SERVICES, BETTER HOMES

The Customer Experience Committee is a group that talks about our services. Residents and board members work together with us to make them better.

Andy is a local resident and part of the group. He said, "At our last meeting, we talked about how satisfied residents are. Most people are pleased, but some think complaints should be handled better. Work is being done to make improvements. We'll check how this is going later this year."



Get involved:

- Share ideas about your neighbourhood at new Community Voice meetings.
- Do you live in a high-rise? You can join a group to talk about what it's like. One resident said, "I like hearing from managers about their plans and sharing my views. They listen and make changes."
- Become a Service Inspector. They've checked 14 empty homes and shared spaces to make sure they meet standards.

We're also working on better information for residents. This includes reports on damp and mould work, and a new app to book repairs and get information easier.

Have your say, email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk) or call 0300 111 0000."

## TALKING SAFETY WITH LOCAL SCHOOLS

Our Assure24 team helps keep Wythenshawe safe. They work with residents, local businesses, police and the council. During Anti-Social Behaviour Awareness Week, our Assure24 Team Leader, Gary, visited local primary schools. He talked about what anti-social behaviour is, and spoke with the children about how we can all help make our community an even nicer place.



## SAFER, STRONGER COMMUNITIES

Last year, residents like you helped us with the Tenant Satisfaction Measures survey. You told us safety in high-rise blocks was a top priority. So, we've been working with residents at Moorcot Court to make this happen. We've been out and about with them, added new cameras, and improved the door entry system.

We want to work with you to make our services better. If you'd like to have your say, we'd love to hear from you! Get in touch at [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)



## WE'RE SORRY

We're sorry if it took us longer than usual to fix your heating during the very cold weather. We're looking for ways to improve.

## DOMESTIC ABUSE SUPPORT

If you're experiencing domestic abuse, we're here to support you. Abuse happens in many ways. It can include physical, emotional, psychological, sexual, or financial harm. It can happen to anyone, whatever their background or gender. You are not alone, our team is ready to help.

Call us on 0300 111 0000 and ask for the Living Well team, or email us at [WCHGLivingWell@wchg.org.uk](mailto:WCHGLivingWell@wchg.org.uk). You can also visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'domestic abuse'.

Use Private or Incognito mode if you think other people might see the web pages you've looked at.

**In an emergency, please call 999.**



# 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.

**Your Neighbourhood Officers are...**

Emma for Brooklands and Royal Oak. Sara for Northern Moor.  
Loren and Josh for Northenden.

We organised a clean up along Ossington Walk. Hedges were cut back and large household items removed.



We joined a community event at West View Court. Residents could speak to us and hear how they can get involved.

Our Community Safety team worked with the police and Manchester City Council to secure a Closure Order. This was to stop a resident allowing their home to be used for regular late night parties and drug use.



We supported an elderly resident with fencing and gardening work. Their garden was overgrown and was being used as a cut through by other residents. The resident now feels safer in their home.

*Brooklands, Royal Oak, Northern Moor and Northenden*

# YOU SAID, WE DID

We look at complaints to see how to improve our services. Here are some of the complaints we've had and what we're doing to improve things.

## YOU SAID...



Some of our contractors weren't following our service standards when in your home.



We were taking too long, and not always telling you what we did after you reported problems with neighbours.



We didn't always keep you up to date if we have to move you out of your home to do big repair work.



We weren't keeping you up to date enough when you requested fencing.



Leaseholders said they wanted better communication from us.

## WE DID...



We met with our contractors about our service standards. We've stopped working with one after your feedback.



We've made changes to our Community Safety and Neighbourhoods teams to help improve this.



We're reviewing how we do things to make sure we keep you updated and support you when you're living away from home.



We're looking at how we record and action fencing requests so we can update you better.



We now send a tailored newsletter to leaseholders twice a year with service charge statements.

We hope you're satisfied with our services. If not, it's easy to let us know. Call our team on 0300 111 0000 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search "Complaints, Feedback and Praise form".