



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

YOU FIX THE SMALL STUFF, WE'LL DO THE BIG

Remember, you now need to sort small repairs in your home. This includes things like changing a light bulb or fixing a loose toilet seat. By doing your bit, it helps us focus on bigger jobs. These include new kitchens, better bathrooms and shared spaces. For more information, visit www.wchg.org.uk and search 'small repairs' or call 0300 111 0000.



WE INSURE YOUR HOME, YOU INSURE YOUR THINGS

We insure the structure of your home, but not what's inside it like your furniture and personal items. These are known as 'home contents'.

You are responsible for arranging home contents insurance. If there's a leak, fire or theft, it's your own insurance that would cover the damage.

You can choose any insurer you like. We also work with a trusted provider to offer affordable cover, with no excess to pay if you claim. Find out more at www.wchg.org.uk and search 'home insurance'. You can also call 0300 111 0000.

TREE-MENDOUS WORK ACROSS WYTHENSHAW

Wythenshawe is a proud Garden City, and our trees are a big part of that. We look after around 14,000 trees across the area. They help keep our air clean, cool us down on hot days, reduce flooding and give wildlife a home. They also make our green spaces great places to walk, relax and feel good.

We check every tree at least every five years. If one is dead, dying, diseased or dangerous, we'll act. Sometimes we trim trees to keep them healthy or remove one to protect others.

If you're worried about a tree, you can call 0300 111 0000. You can also email customerenquiries@wchg.org.uk. Our Environmental team will respond within six weeks.



"Hi, I'm Dave. I live in Wythenshawe, and work for Thrive Manchester. It's a local charity supporting people's mental and physical health.

I joined Wythenshawe Community Housing Group's Board to help make a difference. One of my roles is Board Member Responsible for Complaints. I meet with managers to check how they deal with complaints. I want to make sure it's fair, clear, and caring, and to make things better.

If something's gone wrong, we want to make it right. You can call 0300 111 0000 or email complaintsandpraise@wchg.org.uk



HELP US IMPROVE FOR LGBTQ+ RESIDENTS

We're proud to have pledged to make sure our services are right for LGBTQ+ residents. We'd love your help to improve how we do things. If you've got ideas or experiences to share, we'd love to hear from you. Call 0300 111 0000 to speak to our Resident Involvement team or email getinvolved@wchg.org.uk to find out more.

LET IT BEE!

Bees are vital for life. They pollinate plants, feed wildlife, and help our gardens grow. That's why we don't remove bee nests unless they block a doorway or are unsafe. We also cut grass every 28 days to give wildflowers like dandelions and daisies time to bloom. This helps bees find food. Where you can, let bees and wildflowers thrive. A little space makes a big difference!



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



"We weren't communicating very well about planned non-urgent repairs."



"We're not consistent in how we communicate and call residents back."



"We weren't always sending information in large print to customers who we know need it."

WE'RE DOING



We're reviewing how we plan this work with you and are putting new processes in place to make it better.



We're creating a new call back checking system. We're also improving our Customer Service standards so what you can expect from us is clear.



We've made changes to our printing process. This makes sure we send information in large print when needed.

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 and search "Complaints, Feedback and Praise form"



We now use a system to send you important messages by email and text. It's a safe and helpful way to stay up to date. To update your email or mobile number, please call us on 0300 111 0000.

CUSTOMER EXPERIENCE COMMITTEE UPDATE

"Hi, my name's Mo. I live in Wythenshawe, and I'm a tenant with Wythenshawe Community Housing Group.

Last year, I joined the Customer Experience Committee. It's where residents and board members work together to improve the quality of services. We focus on what matters most to residents.

In March, we talked about the Together at Moorcot project. Residents at Moorcot Court got new door fobs for increased security. They also met the Police and Fire Service to talk about their neighbourhood safety. Everyone worked together to tidy the area and pick new paint colours for shared spaces.

We also heard from the Scrutiny Group about home swapping. This is a way to move to a different home if you're not in a rush. We asked Wythenshawe Community Housing Group to tell more people about this.

If you have ideas to help make things better, please email getinvolved@wchg.org.uk. You can also call 0300 111 0000."



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