

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

BROOKLANDS, ROYAL OAK, NORTHERN MOOR, NORTHENDEN

OUR RESIDENT ANNUAL REVIEW 2024-25

Our Resident Annual Review gives a clear look at what we've done over the past year. It includes how we're listening to residents, and where we're working to do better. You'll also read about some of the changes we've made based on what you've told us. In September, printed copies will be available from any of our offices or centres. You'll also be able to find it on our website www.wchg.org.uk



Hi, I'm Flo. I'm a Community Development Coordinator and I live in Wythenshawe. I work with local groups, charities and community interest companies (CICs). I help them apply for funding, run events and turn their ideas into real projects. The best bit is working with other passionate people to make Wythenshawe even better.

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

GET READY FOR COLDER WEATHER

It might feel a bit early in September, but it's a good idea to check your heating before the cold days and nights set in. Checking now means you won't get caught out later. It's one less thing to worry about when the weather turns chilly. Here are some quick tips to help you get ready:

- Check there's credit on your pre-payment meter
- Test your heating to see if your radiators warm up as they should

If you spot any problems, we're here to help. Call us on 0300 111 0000 or visit www.wchg.org.uk and search for 'cold weather ready'.



THANK YOU to everyone who took part in our Tenant Satisfaction Measures survey. Your feedback helps us continue to improve our services. The results of the survey will be available from November.

SMALL FIXES, WARMER HOMES

As you know, you are responsible for small repairs. These include simple jobs that help keep your home warmer in winter. For example:

- Changing your thermostat batteries
- Fitting draught excluders
- Looking after your letterbox

Doing these small repairs means we can focus on bigger jobs. These include fitting new kitchens and updating bathrooms. If you want more information, call us on 0300 111 0000 or visit www.wchg.org.uk and search 'small repairs'.



THINKING ABOUT BUYING A HOME?

Did you know Garden City Homes is part of Wythenshawe Community Housing Group? They help people buy homes through different schemes like shared ownership. Changes to the Right to Buy scheme mean the discount has been lowered to £26,000. It could be time to look at other ways to get on the property ladder, like shared ownership.

Why choose shared ownership?

- You need a smaller deposit
- You only buy the share you can afford
- If house prices go up, you gain equity
- Decorate your home how you like
- We'll support you every step of the way

There's more information online at www.gardencityhomes.org.uk You can also call us on 0300 777 7177 (option 4).



PROBLEMS WITH YOUR HOME? TALK TO US.

We always try our best to keep your home safe and well looked after, but sometimes repairs can take longer to fix. This is known as a disrepair. Some solicitors working for claims companies might get in touch and say they can help, but that's not always the case.

What some disrepair companies offer:



Longer delays, no fixes
Stressful, ongoing process
Hidden costs

What we offer:



Quicker and completed repairs
Less stress, easy process
Free – no costs involved

Fixing your home is our job, and it's quicker and easier when you come straight to us. You can email us on disrepair@wchg.org.uk or call us on 0300 111 0000.

NEW WEBSITE AND APP

Thank you to everyone who's shared feedback on our current website and app. We know they're not easy to use and don't let you do everything you need. That's why we're investing in a brand-new website with a My Account area, and brand-new app.



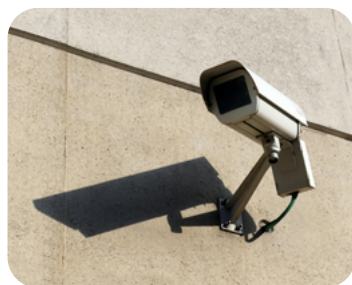
You'll be able to book more types of repairs, keep up-to-date with progress and check your rent. The new website and new app will be launching in 2026. If you'd like to get involved with testing, we'd love to hear from you. Call 0300 111 0000 or email getinvolved@wchg.org.uk

ASSURE24 AND CCTV UPDATE

We've listened to your feedback about CCTV and our Assure24 service. After a full review, we've made changes. From Sunday 30th June our Assure24 team no longer:

- Witness anti-social behaviour
- Patrol anti-social behaviour hotspots
- Work with local schools and community groups

Instead, we're investing more in our Neighbourhoods team. We're hiring more Neighbourhood Officers. They'll be out and about where they're needed most. Working to support residents and tackle local issues.



We're also upgrading the CCTV in our high-rise blocks and older people's housing. The new high-definition cameras will be easier to review and will help keep you safe. Later this year, we'll move to an online system to store CCTV footage. This means the cameras will no longer be monitored from our control room. If you'd like to know more, please email customerenquiries@wchg.org.uk or call us on 0300 111 0000.

Your Neighbourhood News

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

We cleared the back gardens at flats on Vawdrey Drive. Local residents and our tool hire scheme helped. This meant contractors could get in to fix the roof.



We put up CCTV at Lovett Walk. This was after residents raised concerns about anti-social behaviour and drug dealing. We worked with local people and the police to make this happen.

We helped move an older resident who was unwell. Village 135 and local groups provided food, bedroom furniture and kitchen appliances.



We held an Active Streets Day with Manchester City Council. Our Neighbourhood team met local families, Manchester Active brought games and sports equipment for children to enjoy.

Brooklands, Royal Oak, Northern Moor and Northenden

YOU SAID, WE'RE DOING

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...



The new laundry charges in some of our buildings were too high after we put in new machines.



Our out of hours team wasn't always reporting follow-on work for repairs.



Some of our contractors were not finishing repairs to a good enough standard.



We weren't clear about garden boundaries in some of our new build homes.



We weren't always doing what we said we would after a complaint.

WE'RE DOING...



We put the new charges on hold while we talk to residents and do a detailed review.



We gave refresher training to our team to make sure they know how to raise jobs properly.



We started checking more work after it's done and improved how we manage our contractors.



We made our handover process better. We now give clear information about garden spaces when residents move in.



We're bringing in a new system that helps us track actions better. If a repair is part of your complaint, we'll do our best to sort it sooner.

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".