

“ 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 ”

STAY SAFE AT YOUR DOOR

If someone at your door says they're from Wythenshawe Community Housing Group, it's always OK to check that they are. Our team always wear photo ID. If you're not sure, don't let them in. It's absolutely fine to close the door and call us on 0300 111 0000 to make sure they are who they say they are.

You're never being rude by asking, it's the right thing to do. If you feel unsafe or unsure, we'd rather you double check than take a risk.



SMARTER CCTV, SAFER SPACES

We're upgrading CCTV at our high-rise buildings and older people's schemes. The new cameras will help everyone feel safer. They'll give clearer images and cover more areas. This means our teams can act quickly if something happens. Your feedback at drop-ins and in surveys helped us choose where to put the cameras and what matters most. If you shared your views, thank you.

Our colleagues will keep visiting schemes to chat about the changes and answer your questions. To report anti-social behaviour, please call us on 0300 111 0000. In an emergency, always call 999. To find out more, visit www.wchg.org.uk and search 'anti social behaviour'.

LET'S BIN OFF MISTAKES

Please use the right bin when recycling. If the wrong things go in, it might not get collected.

- Blue bin: paper and card
- Brown bin: plastic bottles, tubs, trays, glass and metal
- Green bin: garden and food waste
- Grey/black bin: all other waste



Recycling helps cut down on landfill. Every year in the UK, over 50 million tonnes of rubbish, that's about 4 million bin lorry loads, goes to landfill.

Let's keep our area looking great too. Rubbish left in gardens or shared spaces doesn't just look bad, it also attracts rats and other pests. If you spot broken drains or gaps in brickwork or walls, please let us know. Call us on 0300 111 0000 or email customerenquiries@wchg.org.uk

NEW, AFFORDABLE HOMES

The redevelopment of Wythenshawe Town Centre will bring up to 2,000 new homes over the next 10-15 years. It will offer something for everyone.

The first phase will focus on three key sites: Brotherton House, Alpha House and C2 The Birtles.

Together, these sites will provide around 400 high-quality, affordable apartments and townhouses.

Many will be available for social rent and designed to be modern and energy efficient. Surrounding green spaces will support health and wellbeing.

We're working with Manchester City Council and Muse on planning applications. We're aiming to submit them by the end of this year. If approved, building could begin in late 2026.



"Hi, I'm Yas, the Caretaking Supervisor at Village 135, our extra care scheme. I look after maintenance and repairs across all 135 apartments, making sure everything's kept to a high standard inside and out. I take great pride in keeping the place looking its best so our residents feel happy and comfortable at home."



FESTIVE PERIOD CLOSURES

Our Call Centre and Reception at Wythenshawe House are closed:

24th
December
from 1pm

25th
December
all day

26th
December
all day

31st
December
from 1pm

1st
January
all day

Outside these times, we're open as normal. For emergency repairs when we're closed, please call 0300 111 0000.

OUR NEW WEBSITE AND APP ARE COMING

We're making big improvements to how you manage your home online.

Our new website and app, coming in early 2026, will let you do much more, all in one place.

From your phone or computer, you'll be able to:

- Book and track repairs
- Check your rent balance
- Report anti-social behaviour
- Manage your account online.

Thanks to everyone who's already shared feedback. It's helping us build something that really works for you.

If you'd like to get involved, please call 0300 111 0000 or email getinvolved@wchg.org.uk



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



Our tenancy audit visit letters weren't clear enough about why we are visiting.



We were cancelling repair appointments at short notice and not always telling you.



Repairs on some newly built homes weren't being fixed by our contractors.



We're not good at calling you back within our two-day target time.

WE'RE DOING



We've updated the letters so they now clearly explain the reason for our visit.



We've improved how our Planning and Repairs team communicate so you're kept up to date.



We've introduced a tracker for these repairs. This helps us check repairs are done properly and on time.



We now track how we're doing with call backs and are working with teams to help improve our response times.

Please keep telling us when things don't go right, or if you're not satisfied with our services. We want to fix problems faster and improve how we do things. It's easy if you want to complain. You can visit www.wchg.org.uk and search "Complaints Feedback and Praise form". You can also call 0300 111 0000 or email complaints&praise@wchg.org.uk

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