



What have we been up to across Wythenshawe and Northenden?
Here's our latest update.

If you have any questions or enquiries,
call us on 0800 633 5500 or email
customerenquiries@wchg.org.uk.

SUPPORTING OUR COMMUNITY

Did you know we own, run, maintain and support community-use buildings across Wythenshawe?

These community hubs are for everyone living in Wythenshawe and host a variety of activities for all ages. From kids' gymnastics that run five days a week, to free dance classes, to the IT training drop-ins we run across all locations. The activities give opportunities for people of all ages to socialise, learn, and stay healthy.

We're proud to play a part in bringing together local communities, groups, businesses and partners.



To find out what's on, please contact:

Benchill Community Centre
www.benchillcommunitycentre.co.uk
0161 946 9520

Woodhouse Park Lifestyle Centre
www.woodhouseparklifestylecentre.co.uk
0161 436 0560

Bideford Community Centre
www.facebook.com/bidefordcommunitycentre
07871 351018



YOU SAID, WE'RE DOING

Our aim is to positively deal with complaints by looking into them, learning lessons and improving the way we work. This stops similar problems happening again.

YOU SAID



We had complaints about roofs which were beyond repair but not due for renewal.



We weren't answering calls quickly enough during some very cold weather.



Due to increased demand, you said the waiting time for a new fence was too long.



Customers with medical conditions questioned our assisted gardening application process.

WE'RE DOING



We added extra renewals to the monthly list and are putting money into our block roof replacements.



We have set up a group to improve planning for extreme weather.



We increased our fencing budget and used extra contractors to meet the high demand.



Changes were made to the online form and process. Customers now don't have to give supporting information every year.

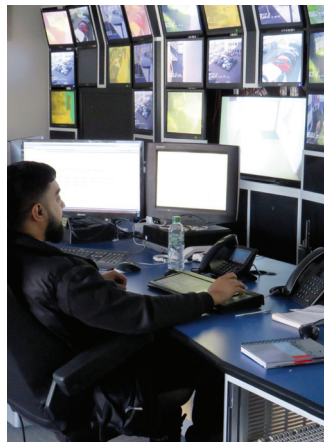
For comments or complaints call 0800 633 5500 or email complaints&praise@wchg.org.uk.

HELPING PREVENT CUCKOOING

Cuckooing is quite a new word to describe criminal activity that targets vulnerable people in their homes. Offenders will take over someone's home for their own use and can also take over the victim's money.

To fight this activity, we work closely with partners such as Greater Manchester Police. Our anti-social behaviour patrols and CCTV control room are used to share information and gather evidence for criminal convictions.

If you are worried someone you know is being targeted, call us on 0800 633 5500 or email ASB@wchg.org.uk.



KEEPING HIGH RISE BUILDINGS SAFE

You may have noticed we've been investing in all of our high-rise properties to keep customers safe. We work closely with the fire service and fire risk assessors to make sure we always comply with the latest safety laws.

Improvements we have made to high-rises:

- Fitted fire alarms with smoke and heat detection
- Installed sprinkler systems
- Work is ongoing to renew cladded areas and windows that need replacing
- We're part way through major works to renew fire doors. The doors are certified, fitted by qualified teams and we'll inspect them annually

If you have fire safety questions or concerns about your block, call us on 0800 633 5500 or email building.safety@wchg.org.uk.

Did you know, we have a High-rise Living Forum? Residents meet to discuss new work and make recommendations about their area. We'd love you to join. To find out more call us on 0800 633 5500 or email getinvolved@wchg.org.uk.



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Supporting the community is key for us and Gary Johnston, our Community Response Team Leader. He visited some of our vulnerable residents, in line with government rules, to check on them during lockdown. Gary said, "I knew a friendly face might help them know they hadn't been forgotten and they weren't alone." Gary and his team patrol in CCTV vans to help keep the area safer. He also gives school talks on anti-social behaviour, safety tips and knife crime, working together with Greater Manchester Police.



WORKING IN YOUR NEIGHBOURHOOD

We know you want us to do more to help keep Wythenshawe clean and tidy. Our Neighbourhoods team work with residents to reduce anti-social behaviour like fly-tipping.

Across Wythenshawe we have carried out many environmental action days. In the last year we've collected over 100 tonnes of household waste. We have also cleared overgrown land that doesn't belong to anyone and reinstated garden boundaries. Thanks to feedback from one group of residents, we've replaced fencing, cleared and tidied communal areas and helped them with parking problems.



Would you like to find out more about your Neighbourhood team? Call us on 0800 633 5500 or email neighbourhoodadvisors@wchg.org.uk.



NEW URGENT REPAIRS

After a big review, our new Repairs and Maintenance Policy starts in April. As a result of customer feedback, we will offer a new 'Urgent' repair category. We've given this type of repair a five-day target to be finished in.

We'll continue to work with the Wythenshawe resident Great Places panel. They will check our progress and make sure we deliver what we say we will. For more information or to get involved, visit our website, call us on 0800 633 5500 or email getinvolved@wchg.org.uk.



Did you know... We're a not-for-profit organisation? This means all rent is used to build and maintain homes and run services.



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www.wchg.org.uk

