



Our latest update on what's happening locally. Do you have any questions or a story for us to include? Call us on 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk).



## YOU SAID, WE'RE DOING

### YOU SAID



After an increase in calls, you've been waiting longer to be answered by our Customer Hub.

### WE'RE DOING



A call back service is now available to help reduce your waiting time.

### How does it work?

When you call us, you'll hear a message giving you the choice to request a call back. Choose this option, give us your number and we'll call you back when it's your turn, you won't lose your position in the queue. It's that easy.

You can call our Customer Hub on 0800 633 5500 or we have lots of information on our website [www.wchg.org.uk](http://www.wchg.org.uk).

Do you need this newsletter translated or in a more accessible format?

Please email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk).

Mohamad is one of our Community Development Coordinators. He's hugely passionate about social equity, where everyone can access the same opportunities and outcomes. He's also flexible and open-minded in his approach to working with residents. Mo says, "The best part of my job is bringing people together, especially members of hard to reach communities."



## LET US KNOW WHAT YOU THINK

We're inviting customers to take part in a survey this summer to give feedback on our services. A market research organisation will be doing the survey for us.

We want you to tell us how we're doing and how we can improve. From the results our customers will be able to compare our 'Tenant Satisfaction Measures' performance with other social landlords. It also gives our regulator, the Regulator of Social Housing, an idea of how we're doing. We'll share the results with you in this newsletter in the autumn. We'll also publish the results on our website.

Keep an eye out this summer for your invite, we'd love to hear from you!

For more about our performance, please visit [www.wchg.org.uk](http://www.wchg.org.uk) and search for 'our performance'.



## TELL US HOW WE CAN MAKE IT RIGHT

We know we don't get things right all the time. When things go wrong we want you to tell us about it. We want to know what's working well for our customers, what we could do better and how we can improve.

Our dedicated Customer Feedback team will record whatever you are unhappy with and refer it for investigation. We'll work with you to make it right and try to resolve any concerns. We actively review our complaints to make sure we're learning from your feedback and improving services.

Share your feedback at customer drop-in sessions at Wythenshawe House, please ask to speak to the Customer Feedback team.

### Customer drop-in sessions:

29th June 10am – 2pm

4th July 12.30pm – 4.30pm

12th July 10am-2pm

20th July 3pm-5pm

Or you can give feedback by emailing [complaints&praise@wchg.org.uk](mailto:complaints&praise@wchg.org.uk).

To find out how to complain and what you can expect from us, please visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'if you need to complain'.



## £20 FOR YOUR THOUGHTS

Congratulations to last month's winner 'Gift'. Don't forget, send us your thoughts on WCHG News to [communications@wchg.org.uk](mailto:communications@wchg.org.uk) and you'll be entered into a free prize draw to win a £20 Asda voucher. By sending us your feedback you are consenting to WCHG using your personal information to add you into the free prize draw.



WIN

# IMPROVED REPAIRS AND MAINTENANCE

We know how important repairs are to our customers and we know there are things we can do better. With our customer first approach, we've prioritised our repairs and maintenance project. It's part of our transformation programme and will make sure our services are high quality and give value for money.

In July customers should start to see changes to improve their experience when reporting repairs.

- Appointment times will include school run times as well as morning or afternoon
- We will manage the demand for repair appointments more efficiently
- More repairs will be finished on the first visit
- Communication with customers about their repair visits will improve
- Improved value for money through better use of sub-contractors and materials

For more information please call us on 0800 633 5500 or email us at [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk).



## DID YOU KNOW...

There is a **cost of living** support map on our website? It shows places that offer support such as food banks and pantries, clothing banks and social activities. Visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'cost of living map'.



Wythenshawe  
Community Housing Group



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[www.wchg.org.uk](http://www.wchg.org.uk)