

“ 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.



CUSTOMER HUB SURVEY RESULTS

Thank you for filling in our survey, ‘What do you think of our Customer Hub?’. It was part of a larger review of our Customer Hub by our customer-based Scrutiny Group.

Customer feedback showed nearly 30% prefer to contact us on digital channels and 68% think an average wait time of up to 5 minutes on the phone is reasonable. The full review will be available soon. If you’re a tenant and you’d like to join the Scrutiny Group, we’d love to hear from you. Email us at getinvolved@wchg.org.uk to find out more.

TAKE PART IN OUR TENANT SATISFACTION MEASURES SURVEY

Some of our customers will be called or emailed, and invited to take part in our survey. Our research partner, Kwest Research, in Didsbury, will call from a mobile number.

Let us know what you think about our services. The survey only takes a few minutes and results will be shared with customers and the Regulator of Social Housing. For previous surveys, visit www.wchg.org.uk and search ‘our performance’.





WHAT WE'VE DONE TO KEEP NEIGHBOURHOODS SAFER

Working closely with partner agencies and residents we've:

- Carried out daily patrols of crime and anti-social behaviour hot-spots
- Provided home security checks, installed window alarms, security lighting and additional locks
- Provided information to the police leading to over 30 arrests for drug dealing, assault and theft

- Worked closely with the police to deal with issues of youth nuisance in the town centre
- Supported vulnerable customers subjected to cuckooing by organised gangs and individuals

Over the coming weeks, alongside customers, we'll be reviewing our approach to anti-social behaviour and the current CCTV system.

If you'd like to join one of our customer panels, email us at getinvolved@wchg.org.uk.

WHAT WE'VE DONE TO KEEP HOMES SAFER

Since the Grenfell tragedy 6 years ago, we've been working harder than ever to keep homes safer. We've:

- Engaged a Building Safety Manager
- Fitted sprinkler systems and fire alarms with smoke and heat detection in high-rise apartments and high-risk areas
- Renewed all fire doors to meet the 'Secured by Design' certification
- Fitted emergency lighting for use in emergency situations
- Inspected, with fire engineers, all high-rise blocks with cladding
- Started installing lifts the fire service can use in emergencies
- Updated Building Safety policies with training for colleagues

- We have, or are renewing, the material to four high-rise blocks and Village 135 blocks
- Started assessing our lower risk blocks with inspections and replacement works
- Setup the High-Rise Living Forum where residents work with colleagues on building safety
- A zero-tolerance approach to damp and mould
- Ensured every property has an annual gas/electric check
- Setup a rolling programme to check the condition of homes

If you'd like to join one of our customer panels, or to find out more, email us at getinvolved@wchg.org.uk.



WORKING WITH YOUNG PEOPLE

We're passionate about giving local young people opportunities to learn, grow and enjoy themselves in a safe, healthy environment.

Last year, **314** youth sessions were delivered by us and our partners across Wythenshawe, with **684** different young people attending.

Over 200 information advice and guidance sessions were delivered, helping young people work through issues, as well as street-based work, totalling **256 hours** across all neighbourhoods.

Since 2022, **over £500,000** has gone into youth and play services across Wythenshawe through a variety of funders, including WCHG.



YOU SAID, WE'RE DOING

Customers on our Customer Experience Committee have reviewed what new customers can expect when moving into their new homes. Several improvements have been made as a result.

YOU SAID



I've moved into my new home and my energy costs are high.



I want the option to keep any good quality items and home improvements left by the previous customer.



There aren't enough plug sockets for me to charge and use my electronic devices.

WE'RE DOING



Improving the standard of insulation and replacing fluorescent bulbs with low-energy ones in homes that become empty.



New customers will have the option to keep any good-quality items, floor coverings, fitted wardrobes, upgraded bathrooms, kitchens and garden features installed by the previous customer.



Increasing the number of electrical sockets in living rooms and bedrooms to help customers use modern electronic devices safely.

If you want to have your say, sign up on haveyoursay.wchg.org.uk and you'll get notifications of our next consultation.

SO YOU KNOW...

If you request fencing, it will take between 6 to 9 months. We have 570 fencing jobs we're getting through and we're working at top speed. Thank you for your patience.

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

Please email inclusionanddiversity@wchg.org.uk.