

“ Our latest update from Wythenshawe Community Housing Group. Do you have any questions or a story for us to include? Call us on 0800 633 5500 or email customerenquiries@wchg.org.uk.



LEASEHOLDER FORUM

At our first Leaseholder Drop-in we invited customers to speak to us about their homes, communities and our services. We'll let you know the feedback results in the autumn.

Rob Chilton, Chair of the Leaseholder Forum said, "Join us to ask questions and get updates on the latest improvements, issues and changes affecting leaseholders. We meet quarterly, the next meeting is on Wednesday 21st November via Zoom". Please email getinvolved@wchg.org.uk to find out more.

REDUCING THE COST OF COOKING

Working with Blossom we ran a cost of living support event. Some of our customers watched a demonstration on how best to use slow cookers and got advice on creating great value meals. Everyone at the event was given a free slow cooker and a bag of ingredients to cook a delicious meal.

We joint funded the event with Blossom and Manchester City Council and hope to run another session in the autumn.

For cost of living support, visit www.wchg.org.uk and search 'cost of living'.



REDUCING YOUR ENERGY COSTS

Last year, customers told us they were concerned about rising energy costs and wanted us to help reduce them. Here's an update on our progress:

We successfully received funding from the Government's Social Housing Decarbonisation Fund. Our first external wall insulation project is now nearly finished.

Working with Greater Manchester Housing Providers we secured £830,000 as part of a £1.9 million project. Thanks to this, we've been able to insulate over 100 homes with solid walls. This improves the energy performance ratings of homes and helps to reduce energy costs.



The team has just secured £2.1 million to improve another 240 homes over the next two years.

We continue to develop proposals for future funding opportunities. Our aim is to make further improvements to the energy performance of customers' homes. This includes upgrading heating and ventilation systems, exploring new technologies and helping reduce and manage the risk of damp and mould.

To find out what's happening next, visit www.wchg.org.uk and search 'more energy efficient'.

REPAIRS BOOKINGS MADE EASIER

Our new repairs booking system successfully launched in July. This investment is helping us work more efficiently. It means inspection and repair appointments are available quicker and customers can book a slot to avoid school run times.

From September, we expect to see more repairs being completed on the first visit, so there's less need to book a second appointment. We will also start sending text messages to confirm appointments and let you know about any changes.

While we make these changes, you will not be able to book repairs on the app. We hope to have repairs booking on the app up and running again in September.

If you have any feedback on our repairs service or need to report a repair, please call us on 0800 633 5500 or email us at customerenquiries@wchg.org.uk.



IS YOUR HOME READY FOR WINTER?

It may seem a long way away but we want to help you make sure your heating system is ready for when it gets colder in September and October.

Our top tips to prepare:

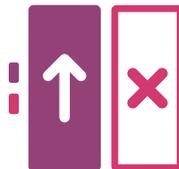
- **Pre-payment meter:** Is there credit on it? Does it say the supply is on? If not, you need to use your top-up card and follow the instructions on the screen. If you have problems with your meter, please call your supplier as they may be able to help with top-ups.
- **System pressure gauge:** The needle on the pressure gauge should be within the green section, usually between 1 and 2. If there's an error 'E119' or the pressure gauge is below 1, the system should be topped up.
- **Temperature controls on the boiler and thermostat:** Check they are on and not in the off position. The ideal temperature is 18-20 degrees.
- **If the boiler isn't working:**
- **Check the boiler settings:** They need to be set to Heating and Hot Water.
- **Reset the boiler:** Press and hold the reset button, or turn the dial to reset for 5-10 seconds and release. The boiler should begin to reset.
- **If the boiler still isn't working:** Write down the make, model and error code on the boiler. Our Customer Hub will need this information to arrange a callout.

For emergency repairs, we always follow the 24-hour emergency process. To arrange a callout, please call 0800 633 5500. For more information on repairs and emergency repairs, visit www.wchg.org.uk and search 'repairs and maintenance'.



YOU SAID, WE'RE DOING

We've made improvements to how we communicate with customers during scheduled lift maintenance and lift breakdowns.



YOU SAID

Sometimes we had little or no information about lift maintenance or during breakdowns.



WE'RE DOING

We can now send text messages to your mobile about scheduled maintenance or lift breakdowns. It's a quick and easy way to stay up to date with what's happening and what we're working on.



HOW DOES IT WORK?

When needed, our Facilities team will text you about the lifts in your building.

If our Customer Hub has your mobile number, you will automatically receive relevant text message updates. If our Customer Hub doesn't have your mobile phone number and you'd like to get updates, please call them on 0800 633 5500.

DID YOU KNOW...

We work with Manchester City Council Enforcement Officers and Biffa to tackle fly-tipping and identify who has illegally dumped the rubbish, or arranged it. £150 fixed penalty notices can be given.

To report fly-tipping, visit www.manchester.gov.uk and search 'report fly-tipping'.

Do you need this newsletter translated or in a more accessible format?
Please email inclusionanddiversity@wchg.org.uk.