

“ 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](mailto:customerenquiries@wchg.org.uk).



Jason is one of our Neighbourhood Officers. As part of his job, he plans Active Street Days with Manchester City Council. These give children in his neighbourhood a fun day full of activities in the school holidays.

Local people think he's friendly and approachable and they go out of their way to say hello to him. Jason's colleagues say, "His passion to do his job well and to give the best service is incredible. We're proud he's part of our team."

## PAYING IT FORWARD



Congratulations to our latest £20 Asda voucher winner 'Wayne'. Wayne very generously gave his voucher to Wythenshawe Food Bank. On behalf of the food bank, thank you for paying it forward Wayne.



## MAKING US AND WYTHENSHAW BETTER

We love it when customers work with us to make things better for everyone. Our Customer Experience Committee (CXC) is a group of customers and Group Board members. They meet regularly to voice their opinions on the subjects that matter to them most to help us make service improvements.

### YOU SAID

We don't always get the information we need, when we need it, and operational communication can sometimes be poor.



### WE'RE DOING

We've producing a new communication strategy and will give regular progress updates on its delivery to our CXC. They will check to make sure we deliver real improvements.



### WHAT'S NEXT?

Over the summer our teams spoke to local residents about community safety and their experiences. After looking at this feedback, our CXC will help decide what should be in our new Community Safety Policy. For more information, please visit [www.wchg.org.uk](http://www.wchg.org.uk).

Would you like to have your say and join our CXC at their next meeting on Tuesday 7th November? You're very welcome, please email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk) to find out more.

### DID YOU KNOW...

Our website has helpful information to help you prepare your home for winter? Visit our website to find out what to do if your heating isn't working, or we get freezing weather conditions.

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](http://www.wchg.org.uk) and search 'repairs and maintenance'.



## GREENER LIVING IN WYTHENSHAW

Our greenest housing development to date brings 56 brand-new homes to life, right here in Wythenshawe. The Green Acre development is where the Glendene Assessment Centre was on Greenbrow Road.

With the £11.6 million investment, including £2.13 million from Homes England, we've built 34 affordable rent and 22 shared ownership homes. There's a mix of 2, 3 and 4-bedroom homes and six bungalows, two are designed specifically for wheelchair users.



Each home includes heat pumps, a greener option to gas, photovoltaic panels on the roof that produce electricity, and electric vehicle charging points. All this makes them the most sustainable homes we've built with the lowest carbon footprints.

## ARE YOU A CRIMESTOPPER?

Giving information to Crimestoppers is not 'grassing', it could help save lives. Crimestoppers is a charity that gives people the power to speak up to stop crime.

Everyone who gives them information stays 100% anonymous. They won't ask your name, won't judge, they'll just listen to what you know. When you hang up the phone or click send on their anonymous online form, you're done. No police contact. No witness statements. No courts.

To give information to Crimestoppers, please visit [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) or call 0800 555 111, 24/7, 365 days a year.

**CrimeStoppers.**  
Speak up. Stay safe.



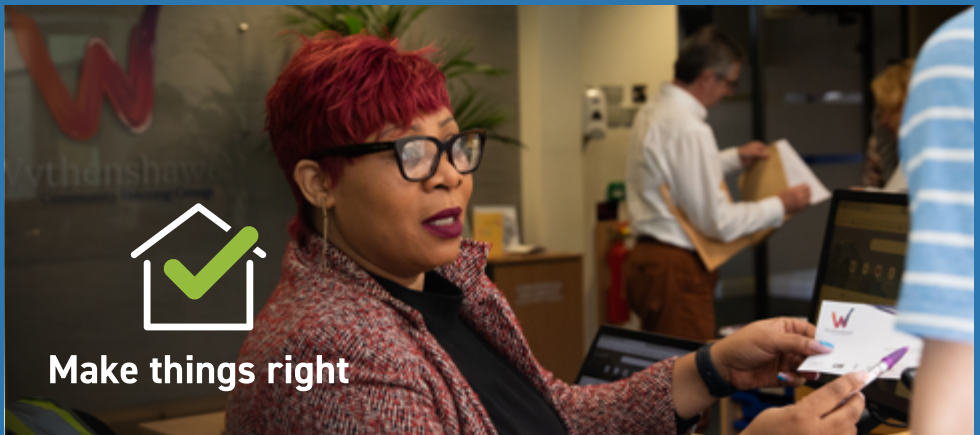
# HELP US MAKE THINGS RIGHT

Sometimes things don't go quite right, or as well as they should. If you're unhappy with any part of our service, please tell us so we can make things right.

When you give feedback or complain we'll work with you to make things right and try to fix any problems. To make sure we're learning from your feedback and improving services, we actively look at complaints and our processes.

We'd also like customers to share good feedback as you motivate and inspire us to deliver an even better service.

You can give feedback by emailing [complaints&praise@wchg.org.uk](mailto:complaints&praise@wchg.org.uk) or by calling 0800 633 5500. To find out how to give feedback or complain, please visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'if you need to complain'.



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



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