

“ 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.



Rochelle is one of our Reception Advisors. She's a knowledgeable and respected member of the team. She enjoys finding a solution straightaway and helping resolve problems by providing repairs, rent and rehousing advice.

When customers come into see us, people say how friendly and lovely she is. Rochelle says, "The best part of my job is, I get to speak with, and help, people from different backgrounds. To give them a welcoming and comfortable experience."



THANK YOU



During August and September, our Tenant Satisfaction Measures survey was completed by over 2,100 customers. Thank you to everyone who did the survey. Your feedback will help us know what to focus on so we can continue to improve our services. The full results, what we're doing well and what we can do better, will be available from November.

YOU SAID, WE'RE DOING

Do you know someone applying for social housing?
We've seen a big rise in the number of applications.

YOU SAID

It takes a long time for people applying for homes to complete the application and provide documents we need. Unfinished applications were being removed from the Manchester Move system after 28 days. This wasn't giving people enough time to complete the application.



WE'RE DOING

We spoke with other housing providers across Manchester and jointly agreed to increase the time from 28 days to 56 days. This will help make sure customers have longer to complete their applications.



NEW COMMUNITY GARDEN FOR MITCHELL GARDENS

The grounds of Mitchell Gardens have been given a new lease of life with a community garden. Residents worked with Karen Heslop, one of our Neighbourhood Officers, and our Environmental Services team to plant flower beds and pots.

Janet Papworth, resident and member of our Customer Experience Committee, said, "I've lived in Mitchell Gardens for many years. Karen has sorted out many issues and always kept us updated. Recently she asked us about planting some flowers. They give us something to look at and enjoy."

Karen said, "It looks amazing and the residents were all superstars so a big thank you to them."

Would you like to find out more about your Neighbourhood team? You can email us at neighbourhoodadvisors@wchg.org.uk.



INVESTING IN OUR CUSTOMERS' HOMES

As part of our investment to make our homes better, we're improving around 450 kitchens.

Customers are invited to work with a designer from Moores Kitchens and one of our surveyors on planning their kitchen. They can choose the colour scheme for their units, worktop and tiles from three choices. With input into the layout and any new appliances they'd like to buy.

If your kitchen is due to be renewed, you will have received a letter earlier this year. If you haven't arranged your appointment, please call us on 0800 633 5500 or email us at customerenquiries@wchg.org.uk.



CONDENSATION TOP TIPS

Have you noticed that the weather is getting wetter and colder? Here are some top tips to reduce condensation that can cause damp and mould in your home.

- Try to keep your home heated
- Cover pans when cooking
- Dry the build-up of water on windows
- Use extractor fans in kitchens and bathrooms
- Close internal doors when you cook or shower
- Leave a gap between furniture and external walls
- Use a vented tumble dryer or dry clothes outside
- Open windows on security latch for 15 minutes when you get up

We're determined to help customers live in healthy homes. Do you have problems with any damp and mould in your home? Please call us on 0800 633 5500 or email us at customerenquiries@wchg.org.uk.



OUR TRANSFORMATION PROJECT - WHAT IS IT?

We're always looking for ways to improve things for customers. We're currently working on:



Repairs and Maintenance: Improving how we handle repairs and maintenance to make sure our service is first-class.



Customer Hub: Our core services are being refreshed so we get better at answering your questions straight away.



Neighbourhood Focus: Improving the way we deliver services in your community.



Data: Improving the way we gather, save, and use your data.



What's in it for you?

It'll be easier to talk to us and we'll answer your questions faster. We're also improving our communication to keep you up to date with information, alerts, and events in your area.

How can you help?

We want to know what you think about 'self-service'. Self-service is when you can find answers and information yourself without having to ask us for help. Let us know your views on our website www.wchg.org.uk, search for 'self service survey'.



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