

Wythenshawe Life

www.wchg.org.uk

Photo: Adama Jalloh

Tenant
Approved

Autumn/
Winter
2020



Wythenshawe
Community Housing Group



parkway
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Health &
Wellbeing
Award



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Nick Horne

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or anyone you know
would like this publication
IN LARGE TYPE
or audio format please
contact us on
0800 633 5500
0300 111 0000

CHRISTMAS/NEW YEAR OFFICE OPENING

Wednesday 23 December: **Open** 9.00am-5.00pm
Thursday 24 December, Christmas Eve: **Open** 9.00am-1.00pm
Friday 25 December, Christmas Day: **Closed**
Monday 28 December (Bank Holiday): **Closed**
Tuesday 29 and Wednesday 30 December: **Closed**
Thursday 31 December, New Year's Eve: **Closed**
Friday 1 January 2021, New Year's Day: **Closed**
Monday 4 January: **Open** 9.00am-5.00pm

To report an emergency repair please call
0800 633 5500 or 0300 111 0000

2020 - An Extraordinary Year

For all of us 2020 has been an extraordinary year in which the Covid pandemic has significantly impacted our lives and the lives of family, friends, neighbours and our communities. For some, the impact has been contained to the loss of previously taken-for-granted freedoms, whilst others have sadly lost loved ones.

If there is a positive from 2020, then it is the inspiring way people, communities and organisations across Wythenshawe have come together with kindness and compassion to support each other through tough times.

Throughout the pandemic, WCHG colleagues have worked with local people and partners to deliver our services as best we can and to go the extra mile to

support our tenants and their communities. As we leave 2020 and look to the future, we will continue to play a leading role in creating a stronger, healthier and more resilient Wythenshawe.

Thanks to science, we are now at the beginning of the end of the pandemic, although it will be several months before a new version of normal life can resume. Meantime, I hope you will continue to stay safe and alert to the continuing risks, enjoy the festive season and look forward to a more positive 2021.

Nick Horne
Group Chief Executive



New Development Helps Reduce Carbon Footprint

We welcomed the first residents to our new Woodhouse Lane Development in October, after its launch was delayed due to Covid-19.

The new scheme offers 18 x 2 Bed apartments for affordable rent and has been built on the site of the former SS John Fisher and Thomas Moore Catholic Church by Rowlinson Construction.

Executive Director of Development Andrea Lowman said, "This is a significant development milestone for WCHG because the electric vehicle charging point will help reduce our Carbon Footprint so that we can play our part in helping make Manchester a greener city."



Woodhouse Park Lifestyle Centre honoured to become one of the first vaccination hubs in Manchester

Woodhouse Park Lifestyle Centre is delighted to have been chosen to become one of the first community based Covid-19 vaccination hubs, in partnership with the NHS, local GP Surgeries and Clinical Commissioning Groups in Manchester.

The Pfizer/BioNTech vaccine which is 95% effective in preventing Covid-19 and works in all age groups, will first be offered to local residents aged 80 and above with a secondary booster jab being administered 21 days later. (No vaccine will be stored on site)

Work begins this week to get the centre ready to roll out the vaccination programme with 836 vaccines set to be administered. The centre was chosen in part because it meets the national criteria of a Primary Care Network area, characterised by a high deprivation and high proportion of residents aged 80 years and over. Wythenshawe residents will be notified by their GP as to whether they are eligible to attend the centre for the vaccine.

Chair of the WCHG Board, The Bishop of Manchester, The Right Revd Dr David Walker said, "I'm delighted that WCHG are partnering with the Health Service in Greater Manchester to create a vaccination hub in Wythenshawe. It's hard to imagine a more appropriate place than the Lifestyle Centre, to roll out a programme that has such a vital part to play in helping us get to the point where our lives and lifestyle are less constrained by the present coronavirus restrictions. This partnership is a tangible expression of the commitment of WCHG, not only to providing healthy homes but to playing our part in addressing the health issues that affect the people of Wythenshawe and its surrounds".

Group Chief Executive, Nick Horne said, "We are very pleased to be a part of history-in-the-making in the fight against Covid-19, with our Woodhouse Park Lifestyle Centre becoming one of the first vaccination hubs to serve our local community. The vaccination programme gives us all hope that at some point in the not too distant future we can resume near normal lives. Our work with partners to make this happen demonstrates WCHG's commitment to providing practical support for the health and wellbeing of local people".

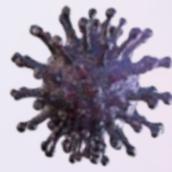


Chair of Woodhouse Park Lifestyle Centre Stakeholder Board, Councillor Eddy Newman said, "Promoting a healthy lifestyle has always been one of the aims of Woodhouse Park Lifestyle Centre which is so much more than a community, youth and sports centre. This new role for our centre could not be more important, bringing the vaccine that protects against Covid-19 to a convenient location for Wythenshawe's older residents. I am so proud of everyone in the NHS, in WCHG and at Woodhouse Park Lifestyle Centre".

Sarah Woolley, Senior Community Investment Manager who manages the centre said, "I am delighted that our centre has been selected to be an integral part of the roll out of the vaccine. The centre is a vibrant hub within our community, with Covid and the impacts of lockdown like many businesses we have had to reduce our offer and much needed support to our community. Our commitment to working with our health partners to ensure our communities health and wellbeing is a priority has meant that we are able to be part of that journey to building back better for our local community and economy".

The distribution of the vaccine across the UK is being undertaken by Public Health England and the NHS in England, Scotland, Wales and Northern Ireland through systems specially adapted from those used for the national immunisation programmes. The NHS has a strong record of delivering large scale vaccination programmes - from the flu jab, HPV vaccine and lifesaving MMR jabs.

Residents are reminded whilst the vaccination programme is rolled out, the best way of fighting the virus is to keep maintaining social distancing practices, washing hands regularly and wearing a mask. The roll out of the vaccine brings hope that this is the beginning of the pandemic's end.



COVID-19 - Impact on Our Services



WCHG wants to assure you we are taking our

role in protecting you, our residents, our employees and the wider community very seriously.

We continue to review the way in which we deliver our services based on the latest guidelines and Government instructions.

For the latest updates and FAQ's on our services visit our website – <https://www.wchg.org.uk/wchg-faq> and make sure you are following us on Twitter & Facebook.

Get the WCHG App

This is the best way to make contact with us, pay your rent and order a repair, it can be downloaded via the App Store or Google Play – for more information visit <https://www.wchg.org.uk/wchg-app>

Rent

We know it is difficult at the moment but you do need to continue to pay your rent. The best way is through our websites, via our tenant app or the phone. For those reading this digitally – check out this video which details all the different ways you can pay your rent without leaving your home – (<https://youtu.be/0C3MDPpS9Ng>)



Have you downloaded the WCHG App

Register your WCHG account to access key services such as:

- Order a repair, check your repair history or book a Gas Service
- Pay your rent, check your history or set up a Direct Debit
- Report anti-social behaviour in your area
- Get involved and help shape your services
- Get help and advice on Universal Credit, Housing Benefit, Under Occupancy Calculator
- Update your account details at any time

Visit our website for more details and download the app: www.wchg.org.uk/wchg-app

Pay Online at www.allpayments.net

Via the WCHG App

On the phone by calling 0161 946 9595, 0800 633 5500 or 0300 111 0000

By Direct Debit or standing order

At any shop bearing the PayPoint logo

Contact Information

If you have changed your phone number or email address recently, please let us know by emailing us at customerenquiries@wchg.org.uk or via our website on our [contact us](#) page, also by our: Facebook and Twitter pages. This will help to ensure you receive all communications as quickly as possible.



Office Reopening

We reopened our Wythenshawe House office by appointment only on the 7th of December.

All Customers have to wear face masks, hand sanitise upon entering the building and observe the two metre rule for distancing.



Repairs

Since July our repairs service has remained fully operational, six days per week. You can book a repair via our WCHG app, which has a full diagnostic tool to aid you through the booking process. In the event of an emergency repair please report this to us in the usual way via our contact centre on **0800 633 5500** or **0300 111 000**.

You can email any-non urgent repairs to customerenquiries@wchg.org.uk or via our App, website, Facebook and Twitter pages.

Before we conduct any repair or visit we will call you to check on your current health and wellbeing, this is to ensure the safety of our operatives who may attend multiple properties in a day.

All staff visiting are following enhanced cleaning procedures and will not be sent to a property if they show any signs of illness.



Annual Gas Safety Check

We continue to deliver this service to ensure customer safety. If you have an appointment booked or you receive communication to book an appointment and you are self-isolating and/or have a confirmed or suspected coronavirus case please contact us as soon as possible.

This is so that we can make special arrangements with you to enable the safety check to be completed. The engineer undertaking the gas safety check will also contact you immediately prior to attendance at your home and talk you through the special arrangements in accordance with government guidelines.



Financial Support

We need you to continue to pay your rent, but encourage you to tell us straight away if you are experiencing any problems paying your rent as there is a range of help available to you.

If your employment status has changed or you need to talk to us about your rent, please speak to us as soon as possible. We can agree affordable repayment plans and provide specialist advice on claiming benefits, maximising income and managing debt through our Financial Inclusion Team.

If you are worried about falling into arrears because you cannot pay us in the short term because of Coronavirus, you can discuss setting up a payment plan with our Financial Inclusion Team at Moneyadvice@wchg.org.uk or via the WCHG App.

For more Financial information check out Page 8.





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Marcus Rashford Teams Up With Burberry To Donate £25K To Wythenshawe

We are honoured and humbled that as part of Marcus Rashford's partnership with Burberry the Woodhouse Park Lifestyle Centre will receive a £25,000 investment which will transform the well-used sports hall and to help maintain the popular 5-aside football pitches at the centre.

"Marcus Rashford having been part of the youth club means a lot here."

The centre is in the heart of Marcus Rashford's home town of Wythenshawe and plays a vital role in the community 7 days a week from active youth clubs, football and basketball to a vibrant café and groups for older people and those with disabilities.

During the Covid-19 pandemic the café has made hundreds of hot meals for older people isolated and without support.

Not only that, but a group of young volunteers from Norbrook Youth Club and the Woodhouse Park Lifestyle Centre will work together to donate £10,000 to local charities and community groups that they believe will make the most positive change in their community.

Executive Director of Housing and Community Investment, Paul Seymour said, "The Woodhouse Park Lifestyle Centre is a gem at the heart of our community. The centre offers a wide range of support services that bring local people – both young and old - together and help them live well. Last year alone, almost 600 of our young people volunteered their time, giving back to their local community as we work to become a City of Social Action. Marcus Rashford having been part of the youth club means a lot here. We're delighted to receive this donation from Burberry, which will support the lasting legacy we are building for the future generation of the Wythenshawe community."



Contact 0800 633 5500 or 0300 111 000 or email customerenquiries@wchg.org.uk



How To Avoid A Financial Hangover At Christmas'

There is a lot of pressure face leading up to the Christmas period. There are tempting offers and pressure from friends, family and the media to have the "perfect" Christmas.

It's not surprising that people get carried away and a lot of people turn to borrowing at Christmas. This year is harder than most with many people having a reduced income due to redundancy or reduced hours due to Coronavirus. If we aren't careful the effects of overspending can stay with us long after Christmas is over and for some it can have a long-term impact on financial stability.

To enjoy a financially stress-free Christmas try following these simple rules and you can avoid a financial hangover:

Don't stop paying bills

It might be the season of goodwill but unfortunately your rent, council tax and utility bills still have to be paid. If you get paid early in December you should consider paying these priority bills straight away, so you know what you have left is what you have to spend on your Christmas shopping.

Plan Ahead

Set aside a small amount each month or week to pay for things at Christmas. Local credit unions, such as Manchester or South Manchester Credit Unions, often have savings clubs especially for this purpose. Or you could try the Government Help to Save Scheme. Christmas dinner can be expensive. To keep costs under control it's crucial to plan ahead and shop around. Start buying non-perishable food items earlier in the month when they are on offer in the supermarket.

Set a budget and stick to it

It's easy to give in to pressure and overspend but having a clear budget and shopping around for the best deals for the items you are looking for will mean that you won't be struggling in the Spring. This applies to presents as well as the food and drink consumed over the festive period. To save money you could agree within your family or friendship groups to just buy for the children.

Don't be tempted to borrow

It can seem easy to borrow money to pay for Christmas costs, but you have to consider whether you can afford to pay it back. If you do take out credit, make sure to check the terms and conditions and do a household budget to make sure the repayments won't leave you struggling. Try your local Credit Union. Door Step Lenders and Pay Day Loans are expensive ways to borrow and best avoided. Contact the Illegal Money Lending Team if you are worried about a loan shark.

By sticking to these you will be able to enjoy Christmas and avoid starting the New Year with financial worries that could last a further 12 months.

If you need budgeting advice contact our Financial Inclusion Team on **0300 111 0000** or via the App. For debt advice contact National Debtline.



An update from our Centres

During the Covid-19 outbreak our community centres haven't been able to operate as usual but have still been working hard to make a difference in the Wythenshawe community. This page contains a roundup of some of the things they've been doing.



Woodhouse Park Lifestyle Centre
Portway (junction with Selstead Road), M22 1QW

Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

Facebook: Woodhouse Park Lifestyle Centre

Twitter: @WPLifestyleCent



Your local community centre with activities and events for all ages. Open 7 days a week. Membership is free and everyone is welcome. Come along and see what we have to offer - from sport and leisure, to kids' activities, youth clubs, over 50s groups and a great on-site café serving hot and cold food and drinks.

Lifestyle Refurbishment

We were thrilled to open in October with our newly refurbished ground floor Reception & Café area, unfortunately with the recent lockdown and tier 3 restrictions we have not been able to celebrate the refurbishment as we would have liked.

We are looking forward to welcoming back our regular and new customers in the new year!



Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk

or Facebook [benchillcommunitycentre](https://www.facebook.com/benchillcommunitycentre)

Twitter: @benchillcomcent

IT & Functional Skills

The IT and Functional Skills team support all ages with learning new skills and gaining qualifications and have been delivering sessions remotely to those isolating and at the centre with a reduced capacity.

From helping many older participants keep in touch with each other and their own loved ones introducing and providing support with Zoom and video call.

One of the tutors Steve says that 'From the beginning of lockdown in March we've kept Jordan's weekly

pub quiz going and held Zoom sessions with our regular older learners. For some it's one of the few times they see other people during the week and a bit of a lifeline.'

Vivienne,74, attends the sessions and said 'They are an invaluable help for people of my age, everything is online these days and we weren't taught it in school. I couldn't even switch a computer on when I started 4 years ago, now I have a laptop, tablet and mobile phone, I must say I have come on leaps and bounds and if there is a problem the staff are always on hand to help me.'

We hold morning and afternoon sessions through the week by appointment only, if you want to find out more or make an appointment contact **Steve** on **07704002278**.

IT Sessions

Mon, Tues, Thurs, Fri 9.30am-12.00pm & 1.00pm-3.30pm

ECDL Sessions

Weds 6pm-9pm

Functional Skills

Monday & Thurs 9.30am-12.30pm

Weds 6pm-9pm





Get Involved at WCHG

We are currently in the process of a Resident Involvement review, working closely with our tenants to find a new approach for engagement at WCHG going forward.

If you would like to get involved and help shape the services we deliver there are loads of different options available.

Contact the team now at getinvolved@wchg.org.uk or 0800 633 5500 / 0300 111 0000 or visit the 'Get Involved' Section of our website to see a full list of current opportunities available.

We also have a Facebook page as well so get in touch and say hello.



Ben Harrison
Resident
Involvement
Manager



census 2021

Ready, steady, census

The decennial census is almost upon us.

Households across Manchester will soon be asked to take part in the nationwide survey of housing and the population. It has been carried out every decade since 1801, with the exception of 1941.

Information from the digital-first census will help decide how services are planned and funded in your local area. This could mean things like doctors' surgeries, housing or new bus routes.

Households will receive a letter with a unique access code in the post, allowing them to complete their questionnaire online. Paper questionnaires will be available on request. Census day is March 21.

For more information, visit census.gov.uk.

Keep Well This Winter

A new information campaign to support older people to keep well this winter was launched at the beginning of December.

A booklet of tips and advice on keeping physically well and maintaining good mental health, a #KeepingWellThisWinter short film and a talking tips guide have been developed by the Greater Manchester Combined Authority and are all available [here](#).



Please recycle this newsletter

WCHG Head Office, Wythenshawe House, 8 Poundswick Lane, Wythenshawe M22 9TA.

Parkway Green House, 460 Palatine Road, Northenden M22 4DJ.

Contact Us

0800 633 5500 | 0300 111 0000
customerenquiries@wchg.org.uk

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