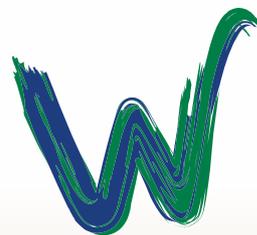


Wythenshawe Life

www.wchg.org.uk

Spring /
Summer
2017



Wythenshawe
Community Housing Group



parkway
green
housing trust



FIRE SAFETY

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**Warm
Welcome -
Apprentices**

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**WE WANT
YOU**

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

**WYTHENSHAWE
GAMES**
26-30 JULY Page 7



**Tenant
Approved**

Fire Safety

We all observed the shocking incident at Grenfell Tower and our thoughts are with the families and those impacted by this devastating fire. We can confirm that the Group has not installed Aluminium composite cladding systems to our nine traditional multi storey schemes. Our Village 135 Scheme, did incorporate cosmetic Aluminium composite feature panels, the affected areas were less than 10% ratio against the overall scheme. We removed these panels immediately to reassure our residents, who have been fully up-dated on this swift action. We have received full support from the Local Fire Authority on this pro-active approach.

We understand following the Grenfell Tower fire, naturally residents living in our 10 multi-storey buildings will continue to seek assurances and support from WCHG. As part of our on-going commitment to ensuring resident safety in these buildings, the Group has commissioned a contractor to attend each home to carry out electrical safety checks on customers own portable kitchen appliances, (e.g. toasters, fridges, kettles etc). This is to support residents and ensure we identify any faulty electrical appliances. During the visit, we will also carry out additional smoke detector checks and if

necessary, replace any smoke detectors that are over 7 years old to ensure they remain fully effective.

The Group is currently installing a mineral insulation board to the three Sharston blocks with a render finish. These are Hollyhedge, Brownley and Baguley Court. The system the Group is installing at these blocks is safe, it does not create a 'gap' or 'chimney' effect behind the cladding that has been the topic of media discussion recently.

We will continue to work closely with the Greater Manchester Fire and Rescue Service and carry out all our usual formal daily, weekly and annual checks at our multi storey buildings to ensure that they fully comply with building and fire safety regulations.

The Greater Manchester Fire and Rescue Service have issued their number should any resident have concerns or seek a 'safe and well' home visit from the brigade. You can contact them on **0800 555 815**. Alternatively, if you have any concerns and wish to speak to a member of staff, please contact us on **0800 633 5500** or **0300 111 0000**. Key contacts on this matter are Alyson Balme, Robert MacDougall and Paul Butterworth.

CIPD
People Management
Awards 2017

BREAKING NEWS



We have won two awards in the 2017 Tenant Participation Advisory Service (TPAS) northern region - Excellence in Tenant Engagement. We have also been shortlisted for the CIPD People Management Awards for our 'V4W' Volunteering for Wythenshawe campaign.

CHANGES to how we let out homes

We have updated our Allocations Policy following a review of the demand for our homes and how we meet it.

The main change is a simplification of our priority system as follows:

Group 1
Urgent Need

Group 2
Priority Need

Group 3
No Need

Changes include:

- lodgers in our properties, previously in the old Group 3 with low priority need and little chance of being rehoused, are now in Group 2 and have priority need
- applicants to WCHG now need to have a local connection to Manchester, i.e. be living or working in Manchester
- 1st floor cottage flats are now available for families to bid on, providing more choice for families (These flats were previously classed as non-family type accommodation.)

**More on managing your tenancy
on page 6 or visit our website.**

Meet - our 2017 apprentices

A very warm welcome to six new apprentices who have started work with us. Their arrival brings the total number of construction apprentices within the Group to 18.

This year's apprentices are:

- Jude Cronshaw – Electrician
- Terrance Norman – Gas Operative
- Jay Singh – Roofing Team
- Kaine Ruddy – Roofing Team
- Jake Doherty – Joinery
- Daniel Browne – Plastering

They had faced tough competition from 60 applicants to be appointed. WCHG Group Chief Executive Nigel Wilson said: *“This year has seen some real success stories of our employment initiative. Jude joins us through the Evolution Project and Daniel was previously part of the Seasonal Ground Maintenance Team. We will continue to develop and nurture apprentices here in Wythenshawe to ensure local people have the opportunity to build a brighter future.”*

For more information on WCHG Apprenticeships contact Abbey Watson at abbey.watson@wchg.org.uk



Making a positive IMPACT

WCHG’s Social Value Leadership shone brightly at the Social Enterprise UK National Awards where we were Highly Commended.

Social Value is embedded in all we do. Our independently-audited Social Impact Report reveals our social investments have generated a six-fold social return for the community.

And, as we work towards the 2017 report, we are excited that initiatives such as the Real Neighbours Timebank and Wythenshawe Games will feature for the first time.

WCHG sits on the Greater Manchester Social Value Network. Find out more at www.gmsvn.org.uk



Social investments like:

- 550** local people volunteered 18,200 hours of their time to benefit the community
- 2,155** regularly participated in physical activity
- 581** benefited from training
- 600** young people regularly attended youth and after school sessions
- 655** completed money health checks





VILLAGE 135

Wythenshawe - Manchester



Life begins at 135

Extra care living for over 55's

Providing independence, social opportunity and an enriching lifestyle in later life. A real alternative to the traditional care.

These stylish, modern, energy efficient apartments provide 135 homes with a range of renting and buying options, through 66 apartments for affordable rent, 39 for shared ownership and 30 for outright sale.

Village 135 could be the ideal place for you, featuring:

- Local amenities within easy reach
- Bistro restaurant, spa and hair salon
- Excellent transport links to Manchester
- Landscaped gardens and private roof garden
- Car parking facilities on site for friends and family
- Secure door entry system, CCTV, 24/7 on-site team
- Care and support tailored around your bespoke requirements



Prices from £70,000

* based on a 50% share with the shared ownership scheme
Additional rent £160.42 PCM and service charges apply

CONTACT US TO REGISTER YOUR INTEREST

T: 0300 777 7177

enquiries@gardencityhomes.org.uk

www.village135.org.uk



Completed!

Village 135 opens its doors

Wythenshawe Community Housing Group's, prestigious £24 million development, Village 135, has now opened its doors. New residents were able to soak up the atmosphere of this impressive development during its opening in June. Inside it boasts 135 luxury apartments with 24 hour on site extra care provision. Facilities include a salon, spa and therapy room, bistro, sensory landscaped gardens and luxurious communal areas, for relaxing and spending time with family.



The Lord Mayor Of Manchester, Councillor Eddy Newman, said:

"I'm absolutely delighted to open Village 135 today and to have the opportunity to see this landmark development in Wythenshawe. The new facility will provide specialised housing to suit the needs of older people, helping them maintain their independence, while the development will also create new, local job opportunities. This development is a fantastic addition to the Wythenshawe community and to South Manchester."



Chair of the Board the Bishop of Manchester, The Right Revd, Dr David Walker, said:

"Village 135 has provided job opportunities for local people, both in the construction phase of the development, and now it's up and running, we are working closely with The Manchester College in Wythenshawe to provide training and job opportunities in health and social care, catering, hair and beauty. This will provide services to residents as part of the community facilities in the salon, spa and bistro. We are very proud of this unique, ground-breaking development, taking extra care to the next level."



Chief Executive of Wythenshawe Community Housing Group, Nigel Wilson, said:

"We are delighted to launch this exciting, prestigious Extra Care scheme. These new homes will provide housing for older people through a mixed tenure of affordable rent, shared ownership and outright sales. Village 135 will provide Wythenshawe and the surrounding suburbs a variety of housing options if they wish to downsize or want to find something better suited for their ever changing needs. The community hub I am sure will be very popular with the local community and will play a major part in establishing Wythenshawe as a place where people choose to live and work."

To book your viewing contact our Sales Team on telephone **0300 777 7177** or email us at **enquiries@gardencityhomes.org.uk**

The Noise App - helping bring peace



Worried by noisy neighbours or disturbances in local streets?

You can now use the WCHG Noise App on your smart phones to record any noise nuisance and send the recordings direct to your ASB Co-ordinator so they can take swift and effective action against the perpetrators.

The Noise App has been used successfully by several Local Authorities and Housing Trusts across the country. We look forward to using the evidence to challenge inconsiderate tenants and residents who make people's lives a misery.

More on Community Safety on page 11.

HomeSwapper

Wanting to move home? Have you thought of a swap?

One of the easiest ways is to register for free on Homeswapper at www.homeswapper.co.uk where you will be automatically matched with any suitable properties. There are around 500,000 social housing tenants registered on the site.

If you find someone to swap with you, you will need to apply for permission from us.

JOINT TENANTS - let us know when someone leaves

Many people have joint tenancies which give two adults equal rights and liabilities in relation to a tenancy.

However, if one of the joint tenants leaves our records will need to be amended to protect both the person who remains and the person who has left.

What is involved?

To remove your name from the tenancy you need to assign the whole tenancy to the other joint tenant. This is a legal process that requires you to come in and sign a deed of assignment to say you wish to pass all the rights and responsibilities over to the other person on the tenancy agreement.

Both people need to sign, but you do not need to come in at the same time to do it.

In the case of a death, please advise our neighbourhoods team and provide a copy of the death certificate and the person's name will be removed from the joint tenancy.

Why change?

For the person leaving:

- still being listed as a tenant could prevent you from getting another tenancy elsewhere

- if you are still named as a tenant, you would be held responsible for any rent arrears accrued or damage done to the property, even if you are no longer living there – this is called joint and several liability

For the person remaining:

- if either of the joint tenants terminates then the whole tenancy comes to an end
- in the future, all working age tenants will move onto Universal Credit. Having someone named on your tenancy who does not live there may cause problems with the amount of money you receive

If you have a joint tenancy and the other party has left and you cannot/do not wish to contact them or if you have any queries or need advice/guidance regarding your tenancy please contact us on **0300 111 0000** or **0800 633 5500** and speak to the Tenancy Management Team.





WYTHENSHAWE GAMES

WYTHENSHAWE PARK
26 TO 30 JULY 2017
11AM TO 5PM

5 DAYS OF FAMILY FUN IN THE PARK!
FREE SPORTS & ACTIVITIES FOR ALL AGES



f WYTHENSHAWEGAMES
WYTHYGAMES

WWW.WYTHENSHAWEGAMES.ORG.UK





Could you save a life?

We are planning more free Heartstart training for staff and local people at the Woodhouse Park Lifestyle Centre. The three hour sessions could help you save a life.

Keep an eye out on our social media and community noticeboards; email: heartstart@wchg.org.uk or ring 0161 436 0560 for further information.

Individuals and community groups welcome!



The Remarkable World of Watkin

Young people at the WOW Zone have made sure the truly remarkable Sir Edward Watkin - one of the Victorian age's greatest railway enthusiasts, social campaigner and MP for Wythenshawe - will never be forgotten.

In their third Heritage Lottery funded project they have:

- created www.worldofwatkin.org
- written and illustrated a children's book to go to all Wythenshawe Primary Schools
- interviewed experts (including the Curator of the Museum of Arts in Dallas, Texas)
- produced and edited a short film about the project
- built the 'World of Watkin' with Minecraft

At a Victorian Tea Party to celebrate the completion of the project, the Lord Mayor of Manchester, Councillor Carl Austin-Behan said; **"I can't believe that I had never heard of Sir Edward Watkin – yet he led such a fascinating life and was such a pioneer. The WOW Team, Geoff Scargill and the young people involved in this project deserve enormous praise for the tremendous work they've undertaken as part of this initiative to tell his story."**



Fact file

Sir Edward Watkin

- lived at Rose Hill Mansion, Northenden
- helped repeal the Corn Laws
- envisaged a railway system connecting England's industrial cities
- raised money for new parks
- started to build a Channel Tunnel
- pioneered a tower at Wembley Park

The WOW Zone is our very own Learning Centre which provides opportunities for local children to take part in a range of creative digital learning programmes. Visit us online to see examples of their work and to find out more about WOW Zone projects and opportunities:

wowzone.org.uk

 @TheWOWzone1



A number of benefit and welfare reform changes came into effect in April 2017:

Child Tax Credit (CTC)

- Support provided through CTC is now limited to two children. Any subsequent children born after April 2017 will not be eligible for further support
- The ‘family element’ of £545 per year has been abolished. Families with one or more children born before April 2017 will continue to get the family element but new claims after this date will not

Employment and Support Allowance (ESA) Work-Related Activity Group

- From 1 April 2017, new ESA claimants placed in the Work-Related Activity Group receive the same rate of payment as those claiming Jobseeker’s Allowance and the equivalent in Universal Credit

Universal Credit (UC)

- UC for children has been reduced in the same way as CTC. From April 2017 it will be limited to two children, there will be no increase for subsequent children if you are already claiming UC
- New claims for UC from families with more than two children will be redirected to Tax Credits until November 2018
- Children born after 6 April 2017 will not be eligible for the ‘first child premium’ which means the child

element for the first child will be the same rate as for the second child

- Parents, including lone parents, will be expected to have work focussed interviews when their youngest child turns one, start work preparation when their youngest child turns two, and be expected to look for work when their youngest child turns three
- From April 2017 the ‘taper rate’ for universal credit has changed from 65p in the pound to 63p in the pound
- The Limited Capability for Work element has been abolished to mirror changes to ESA, reducing support for those deemed capable of some work related activity
- 18-21 year olds on UC will have to either apply for training/ apprenticeships or attend work placements from six months after the start of their claim. (Apart from certain exempt groups considered vulnerable)
- There is no longer automatic entitlement to the housing element of UC for 18-21 year olds who are unemployed. Exceptions apply for parents, vulnerable groups and people who could previously afford their rent without assistance

Bereavement Support Payment

- Replaces Bereavement Payment, Bereavement Allowance and Widowed Parents Allowance



Autumn - childcare extended

Free childcare entitlement will be doubled from 15 hours to 30 hours a week for working parents of 3 and 4-year-olds from September 2017.

Top Notch - our Repairs and Maintenance

Wythenshawe Works has retained HQN Accreditation for its repairs and maintenance services for the third year in a row.

HQN assessors highlighted:

- repairs completed on time above target for the majority of the year, with a 99.92% success rate
- customer satisfaction extremely high at 99.95%, slightly up on the previous year's already strong results
- void (empty property) turnaround times continue to improve. The average re-let time has decreased to 16.65 days

- gas servicing compliance remained at 100% throughout the year and electrical safety has increased to 99.96%

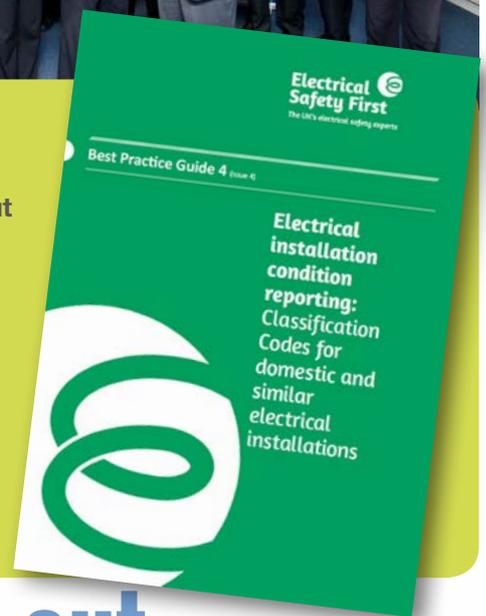


Staying Safe

All electrical installations deteriorate with age and use. We carry out periodic inspection and testing every five years to make sure your electrics are safe. An Electrical Safety inspection will:

- reveal whether your electrical circuits or equipment are overloaded
- find potential electric shock risks and fire hazards
- identify defective electrical work
- highlight lack of earthing or bonding

Tests are also carried out on the fixed wiring installation to check that it is safe for continued use.



Condensation - check it out

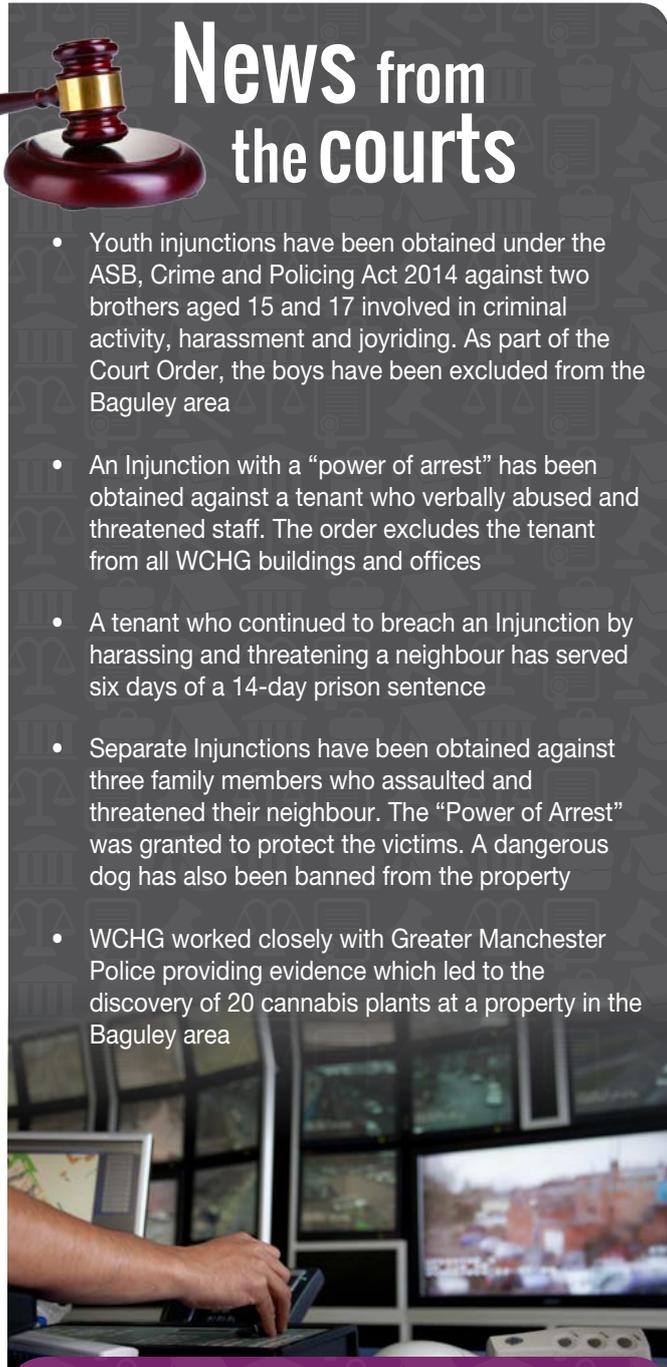
Tips to remember to reduce condensation in your home

- 1 Try to keep the indoor temperature reasonably constant for as much of the time as possible - Warming up your home then cooling down creates condensation.
- 2 Try to avoid drying clothes indoors. If you have to use a maiden put it in a room with the fan on and the door closed.
- 3 Do not dry clothes on radiators.
- 4 Do not block radiators with furniture or other items.
- 5 Make sure your tumble dryer is correctly vented or any condensate is regularly emptied.
- 6 Keep furniture away from walls- allow air to circulate behind furniture especially on colder walls - usually the external walls.
- 7 Do not switch off any fans or ventilation units.

	YES	NO
Do you have a fan in the Bathroom?	<input type="checkbox"/>	<input type="checkbox"/>
Is it working?	<input type="checkbox"/>	<input type="checkbox"/>
Is it being used?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a fan in the kitchen?	<input type="checkbox"/>	<input type="checkbox"/>
Is it working?	<input type="checkbox"/>	<input type="checkbox"/>
Is it being used?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use the trickle vents in the windows?	<input type="checkbox"/>	<input type="checkbox"/>
Do you open windows to remove the moisture from your home?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use your central heating?	<input type="checkbox"/>	<input type="checkbox"/>
Is your dryer vented externally? - using the hose and a vent fitted through the wall	<input type="checkbox"/>	<input type="checkbox"/>

Use this tick sheet to help reduce condensation in your home

If you have ticked Yes in all the boxes and still have a problem with condensation, get in contact to book a surveyor visit.



News from the courts

- Youth injunctions have been obtained under the ASB, Crime and Policing Act 2014 against two brothers aged 15 and 17 involved in criminal activity, harassment and joyriding. As part of the Court Order, the boys have been excluded from the Baguley area
- An Injunction with a “power of arrest” has been obtained against a tenant who verbally abused and threatened staff. The order excludes the tenant from all WCHG buildings and offices
- A tenant who continued to breach an Injunction by harassing and threatening a neighbour has served six days of a 14-day prison sentence
- Separate Injunctions have been obtained against three family members who assaulted and threatened their neighbour. The “Power of Arrest” was granted to protect the victims. A dangerous dog has also been banned from the property
- WCHG worked closely with Greater Manchester Police providing evidence which led to the discovery of 20 cannabis plants at a property in the Baguley area

If you are worried about ASB, you can request assistance or report an incident to the control room/Assure 24 by calling 0161 946 9501.

ASB Performance

100%

Satisfaction with the ASB service



386

ASB cases dealt with so far in 2016

77

Average number of days to resolve a case



26

Legal actions secured

Results - Sale Action Days

Two community action days in Sale resulted in action being taken on illegal fly tipping and posting, possible illegal firework sales, environmental issues and tenancy enforcement.

A survey of residents, shop keepers and visitors revealed their biggest concerns about living and working in the area were around youths gathering and causing a nuisance, off road bikes, graffiti, litter and crime.

WCHG is now working alongside GMP and other agencies to:

- ✓ increase patrols in the area
- ✓ install CCTV
- ✓ carry out follow up visits
- ✓ gather evidence for enforcement action

Operation Challenger Update

A tenant who breached a suspended possession order issued as part of the ongoing Police Operation Challenger has been issued with an Eviction Warrant.

The tenant had allowed her son to stay at the property following his release from prison even though he had been excluded from the property due to his involvement with an organised crime gang.

This brings an end to almost two years of work with Police, the Courts and other partners and sends a clear message that we will take action against tenants involved in serious gang related crimes.



GET INVOLVED

WE WANT YOU



There are many new and exciting ways for everyone to get involved to make our services even better.

By volunteering your time you will be helping to make WCHG, and ultimately Wythenshawe, a better place for all. The more people who join in, the better we become.

Whether you have a few minutes or a few hours to spare, please take a look at the list below and let us know which you might be interested in taking part in - and encourage your neighbours and friends to do the same!



There are three easy steps to getting involved!

Step 1: Decide which opportunities you would like to get involved in

- Everyday Voice - 'giving us your views without coming to meetings'
- Talking to tenants
- Mystery shopping
- Carrying out inspections
- Estate Walkabouts
- Attending Community Groups
- Taking part in meetings such as Panels and Focus Groups
- Filling out surveys
- Using Social Media

(You can find more details on some of the opportunities on the opposite page.)

Step 2: Let us know your choices

Call our Tenant Involvement team, Dean Slavin or Pedro Odjidja on **0161 946 6315** or email getinvolved@wchg.org.uk with your choices or if you have any queries about any of the opportunities. They will chat to you or meet you for an informal coffee at our offices to show you how you can get involved.

Step 3: You get involved

We introduce you to others involved in your chosen opportunities and provide training if necessary so that you can get started as soon as possible. Depending on your interests we may even "buddy" you with one of our existing involved tenants who will help you on your journey.



Check these out



New Opportunity

1 Street Reps

(be part of Everyday Voice)

Time requirement: whatever you can spare

Ever thought about getting involved but don't fancy coming to meetings? We are looking for a team of street reps who can help us capture the "everyday voice" of our residents. All you have to do is talk to friends and neighbours about our service and we will help you do the rest!

This is a brand new and exciting project so please help us make this work and get involved with us!

2 Service Review Group

Time requirement: 10 hours per month

Our Service Review Group (SRG) is a group of residents who identify specific parts of our business to review and audit and then make recommendations for improvement. The SRG meets regularly and requests, reviews and makes recommendations on our documents and policies. Their work includes interviewing staff and tenants and getting the service inspected so we can improve.

3 Service Inspectors

Time requirement: whatever you can spare

Our team of inspectors carry out mystery shopping and inspections across all of our services. Whether it is inspecting our empty properties before a tenant moves in, or checking the standards of our communal cleaning, the inspection team is busy and thriving. As a result, we want a bit more help. Please get in touch if you fancy joining this project.



Why Get Involved?

Being involved can help equip you with skills and experiences that may enhance your job or employment projects. It is also very social and you will meet many others who are involved for the same reasons.

The biggest benefit about being involved however is that everything we do helps WCHG be a better landlord and look after our tenants.

We want you. Get in touch!

Save the Date

Annual Tenants Conference
Thursday 9 November 2017
Free (lunch included)

November might seem some way away, but this event fills up every year, a month or two before it takes place. Get in touch early to avoid disappointment
getinvolved@wchg.org.uk

The conference is your opportunity to speak to our Exec Team and hear about everything going on at WCHG.

Wythenshawe Community Housing Group Tenant and Resident Group Contacts

TA Group	Contact for group	Times	Location	Contact No.
Newall Green T & RA	Wyn Casey	Last Wed of the month 2pm	Johannesburg Gardens Community Centre	0161 998 4970
Benchill TA	Sue Loose	Second Tues 7pm	Benchill Community Centre	0161 945 0684
New Baguley TARA	Glen Kamara	First Wed 7pm	Hall Lane Resource Centre, Hall Lane	0161 286 0379
West View Court	Robert Mckenzie	Last Monday Bi Monthly	West View Court	0161 902 0096



Woodhouse Park Lifestyle Centre

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

Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

Follow us on twitter @WPLifestyleCent
or Facebook Woodhouse Park Lifestyle Centre

Are You Game?

We are hoping to start a veterans day-time football league, if enough teams apply.

If you can put together a team of six over 55s, and would like to take part, please get in touch with your team's name. The league would be restricted to eight teams.

FOR HIRE...

We have four 3G floodlit sports pitches for hire for five-a-side football at reasonable rates and with weekend and daytime concessionary rates available.

Our rooms are ideal for sports coaching and training and incorporate up-to-date learning resources.

If you are a budding instructor, or have always wanted to set up a class, we can offer advice and support. We can signpost you to funding to help get your new venture/club started.

It's Your Party!

At the Woodhouse Park Lifestyle Centre we know how to help you throw a great party without breaking the budget!

Whether you are looking for something small and intimate or large and funky, for a business reception or a club/organisation event, get in touch!

We also have some great children's parties up our sleeve - if you are planning to treat your youngster to a Princess party, My Little Pony or even a football party, remember we are here to help!

Date for Diary

Summer Fun Day

Saturday 5th August

Free rides, stall and entertainment.

Check out our website for more information





Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk

or **Facebook** [benchillcommunitycentre](#)

Twitter: @benchillcomcent



And don't forget
it is the Community
Sports fun day on
23 July

Benchill Community Centre's Open Day

Saturday 22nd July 2017

11am - 3pm

Bouncy Castles Stalls BBQ



Tombola

FREE Rides



Facepainting

Entertainment

Refreshments

Don't miss out on what's guaranteed to be an amazing, fun-filled day!

Benchill Community Centre, Benchill Road,
Wythenshawe, M22 8EJ.
Tel: 0161 946 9520 Email: bcc@wchg.org.uk

www.facebook.com/benchillcommunitycentre



Community Sports join in for free!

We have some great community sports on offer for young people during the week and at weekends.

If you are aged 13-18 then our 4-6pm sessions on Mondays, Wednesdays and Fridays are for you.

Aged 8-12? Then turn out on Tuesdays and Thursdays, 4-6pm.

On Saturdays there is lots of fabulous fun and sport to be had for 5-7 year olds from 9.30-11.15am and from 11.30am-1.15 pm it is time for 8-14 year olds to put on their kit and turn out!

Get in touch (see contact details above) or just turn up and find out more!

I.T for All

	Morning	Afternoon	Twilight
Mon	09:30 - 12:30 Drop-in/ECDL	13:30 - 15:30 Drop-in Class - Over 50's Class Only	15:30 - 19:00 Drop-in/ECDL
Tue	09:30 - 12:00 Drop-in Class Beginners	13:00 - 15:00 Learning Difficulties	15:30 - 17:30 Kids IT After School Club
Wed	09:30 - 12:30 Drop-in Class Basic IT/ Beginners	13:00 - 17:00 Drop-in Class Basic IT/ Beginners	
Thu	09:00 - 11:00 11:00 - 13:00 Drop-in/ECDL	13:30 - 16:00 Drop In Class Beginners	
Fri	09:30 - 12:30 Drop-in/ECDL		15:30 - 18:30 Drop-in/ECDL

Whether you are a complete beginner or would like to qualify to ITQ Levels 1, 2 or 3, or achieve the European Computer Driving Licence (ECDL) - we can help.

Benchill's purpose-built IT suite has over 15 state-of-the-art computers and runs free sessions throughout the week from beginners to intermediate levels. Courses are free but there is a charge for those wishing to register for an ECDL qualification.

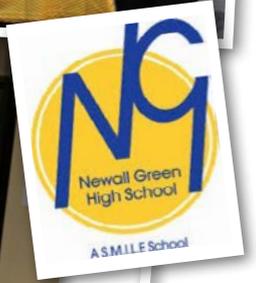
Contact the Centre for further information or email: benchillit@hotmail.co.uk



Keeping up the Challenge

Newall Green High School has been chalking up some notable successes:

- Year 10 students designed this stunning school rugby shirt
- Their team won the Manchester University Youth Hack (coding) Challenge
- The School Council hosted a conference with other schools and was a leader in our 'Have your say' week focusing on tolerance
- Kelfala Sheriff Y11 has been signed up by Oldham Athletic for next year
- Isobel Tulip and Madison Crabtree impressed the judges at the recent Manchester Spelling Bee



MP Breaks New Ground

Mike Kane MP officially broke ground for Manchester Health Academy's (MHA) £10m investment in new classrooms and sporting facilities.

Mike said; "This is a wonderful school and the brand new block and state-of-the-art facilities will support many more local children in developing skills and in securing their futures."

You can find out more at www.manchesterhealthacademy.org.uk

A new dedicated English and maths block, new dining room extension and state-of-the-art sporting facilities with new changing rooms, multi-use games area and FA standard all weather pitch are all being developed.

Manchester Health Academy currently educates approximately 700 students, and will see this rise to nearly 1100 students by 2022.

Mr Owen, Principal of the Academy, says; "I am passionate about providing children with the best education possible, and this new teaching space will extend our excellent school facilities for a new generation of students."



Healthy Cheer at Saint Paul's

Saint Paul's Catholic High School has introduced Cheerleading into the curriculum as part of its healthy lifestyles initiative emphasising healthy eating and regular exercise.

Cheerleading encourages students to maintain a healthy level of fitness, promotes team building, improves confidence and self-esteem and helps with goal setting.



Ms Lauren Asker, PE teacher at Saint Paul's, says; "Cheerleading is the perfect way of giving yourself a challenge and will physically and mentally benefit you in your future."





GOING UP THE NEW DURIE BUILDING

As we reported in the last issue, MEA's fantastic new £12m Durie building is going up - bringing with it these fantastic new facilities:

- **New theatre space**
- **Art rooms**
- **Fashion room**
- **Music and practice rooms**
- **English classrooms**
- **Science classrooms**
- **Refurbished sports hall and changing rooms**
- **Full size all-weather sports pitch**



A new Year 7 Playground, which is part of the redevelopment, is already completed and being enjoyed by current students.

This development means MEA can offer 240 places to Year 7s starting secondary school in September 2017. This is an increase of 30 places from 2016 which was hugely oversubscribed.

For further information visit www.manchesterenterpriseacademy.org.uk or follow Twitter [@meacad](https://twitter.com/meacad).

Fantastic Progress!

The building work on the new £12m extension is making fantastic progress and is on schedule for its opening in September. The brickwork is complete along with all the windows and curtain walling. The vibrant green and grey cladding is almost complete and can be seen here on one of our recent warm Spring evenings. The internal works are moving along nicely with all the internal walls now constructed and nearly all the plastering complete,

the mechanical and electrical works are also making good progress. As we move towards the Summer the internal doors and joinery, ceilings and flooring will also be completed. We cannot wait for it to open!



On the Runway!

Year 11 students, the MEA Principal and the Vice Principal all took to the catwalk in the legendary Runway on Runway event - raising £2000 for Teenage Cancer Trust (TCT).

One of the Year 11 'models', Mirren Toner, said: "It was such a privilege to take part. Hearing about the work of TCT really spurred us all on to do the best job possible."



Work with WCHG - no experience required!

The local job market is opening up and a Wythenshawe internship could help you enter it!

Perhaps you've never had a job, been out of work for a while, can't get a reference or lack relevant experience for the area of work you want to go into.

That is where an internship can help. It is hands on experience at WCHG (or partners) with the support needed to help you flourish in the workplace.

Spending two days per week over 8 weeks, you will develop practical skills, grow in confidence, and make your CV stand out with a new, reputable employer and a work reference. You may also go for qualifications and other training. Taking part will not affect your benefits.

Colette (pictured) took part on an internship after being unemployed for six years, she says:

"I think it's a really good opportunity for people in the community to get into, as it gives you an experience you wouldn't normally get and is a push in the right direction. I really enjoy being part of the team."



Can I get paid work?

If you complete the voluntary Internship our paid, Wythenshawe Futures* jobs and other entry-level positions are ring-fenced for you as they become available for up to 12 months.

This includes jobs in business administration, housing and environmental teams.

We are recruiting for eight people to form the next Wythenshawe Futures* Street Cleaning Team starting in October.

Visit www.wchg.org.uk/futuresjobs to apply.

* Wythenshawe Futures

- 12 month contract**
- £8.45 per hour (Living Wage Foundation)**
- 35 hours per week**
- Gain level 2 qualifications**
- www.wchg.org.uk/futures**

A Great Job - the Street Cleaning team

It has been six months since the last street cleaning team started, during which time they have collected over 6000 bags of rubbish from across the area. Here's what they have to say:

John: **"I absolutely love it, I really enjoy it even with the bad weather."**

Bryan: **"It's a good job and company to work for, you get a good feeling after a day's work."**

Keep up the great work team!





FIVE BUSY YEARS OLD

The Enterprise Centre, 34 Benchill Road, Benchill, M22 8LF

T: 0161 946 1056 E: enterprisecentre@wchg.org.uk

W: wythenshaweenterprise.com  @thebig_EC

Benchill Enterprise Centre celebrated its first five years in business during Global Entrepreneurship Week - offering business advice workshops and networking opportunities for local businesses.

Visiting the centre, the Lord Mayor of Manchester, Carl Austin-Behan, said; "In just five years, the initiative has provided help, support and invaluable business advice to many hundreds of aspiring entrepreneurs and I wish the team every success for the future."

Since being opened by Sir Richard Leese and Paul Goggins MP in October 2011, the Enterprise Centre

has provided office space to over 80 businesses and provided business support to more than 250 Wythenshawe entrepreneurs. Over 1,000 local people have also been supported by taking up free business advice or training.



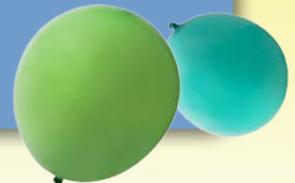
Bringing business ideas to life

Do you have an idea that could be a business in the making? Do you live in Wythenshawe and want to turn your dream into a reality?

If so, take advantage of the Enterprise Centre's FREE "In The Making" workshops which are run monthly to discuss your ideas or ways to grow your business.

Affordable space

Benchill is a great place to do business. It offers affordable office space for new and existing businesses with reduced rental rates for start-up's. To find out more call us or drop in.



Real Opportunities gets a makeover

Our Real Opportunities programme has celebrated five years helping local people into employment - and it has just got even better.

Real Opportunities works with partners and community groups to give local residents the support they need - and since competition for jobs can be challenging we work with employers to ring fence jobs to Real Opportunities members.

We have even introduced WhatsApp notifications to get job alerts direct to your phone once you are a Real Opportunities member.

We offer:

- ✓ one-to-one support
- ✓ email alerts
- ✓ job club
- ✓ volunteering opportunities

Visit www.wchg.org.uk/real-opportunities to join or find out more.

Real Opportunities. Wythenshawe.



Volunteering with Real Foods

We offer some great opportunities to learn new skills and meet new people.

Last year 17 Real Food Volunteers trained in Food Hygiene and Food Safety, Level 2 Emergency First Aid, Safeguarding & Child Protection and Fire Safety and Manual Handling.

There are year-round volunteering opportunities in Wythenshawe Community Farm in Wythenshawe Park where we have installed heated beds and grow lights so we can hit the ground running this growing season!

Thank you to all our existing volunteers for continuing to support our community at the Demokitchen, Unit-E, Geodome and Wythenshawe Park.

If you would like to volunteer with us, please get in touch. Details top right.



Real Food Wythenshawe is a Big Lottery funded project managed by WCHG. Follow us at: www.realfoodwythenshawe.com on twitter @realfoodteam or call the team on 0161 946 7554.

Real Food. Wythenshawe.



Thank you!

A big 'thank you' to all who have helped us get the Unit-E food distribution centre up and running.

They include corporate volunteers from Vodaphone and from Manchester Airport Risk and Audit Team as well as many individuals.

One family even used their work bonus to take their children shopping for food and then brought it to the Unit to see how we distributed it!



Pick a Chuckle this Summer!

Chuckleberries should bring a smile to everyone's face and are among over 50 fruit bushes we have planted at the edible Interchange. Others include blackcurrants, whitecurrants, blackberries, redcurrants, gooseberries and honeyberries.

Green fingered students from Newall Green High School continue to help every Tuesday to make sure that the foods we are growing at the Interchange flourish.

Lots of people are interested in what we are doing and we have heard some great stories of growing across the history of Wythenshawe. It really reminds you that Wythenshawe was, and still is, 'a garden city'.



Measuring our carbon footprint

WCHG is part of a city-wide project to reduce our carbon footprint.

This means every employee of WCHG is being trained to learn what we can do, as individuals and in our teams, to make a difference by reducing our own carbon footprint. We are proud that, as an organisation, we are part of Manchester's pledge to cut carbon dioxide emissions by 41% by 2020.



We are currently measuring our carbon footprint so that we have a baseline that we can use to measure our performance in the future.

Cutting down waste

By understanding the impact of our carbon footprint we can reduce it. We know that:

- in 12 months WCHG disposed of 141 tonnes of litter from streets or fly tipping
- £25,000 was spent on disposal costs
- there was a 40% increase over one year in the waste we have to clear – 12 tonnes per month on average
- our repairs and maintenance service waste is recycled by segregating it into wood, glass, metal, and green, minimising the amount going to landfill. Over a year we will dispose of approximately 4000 tonnes of waste
- an average of 8 waste removal jobs are raised every day across our estates - accounting for 300 man hours in just 10 months

You can help us by minimising the amount of waste we create and disposing of rubbish appropriately.



If you have bulky items that need to be removed from your home, you can contact Manchester City Council on **0161 234 9000**. They provide one free collection a year to remove three bulky items.

KEEP IT CLEAR

Bulky items or rubbish left in landings, stairwells or lifts, greatly increase the risk of a fire or a fire exit being blocked. We are contacting tenants who leave personal belongings on landings or dump bulky items in bin rooms to remove them.



FIXED PENALTIES for fly tippers

Three Fixed Penalty Notices have been issued after joint patrols by WCHG and Council officials around the Butcher Lane estate found evidence of refuse dumping and fly tipping.

Help keep neighbourhoods clean and safe by reporting fly tipping to Manchester City Council at www.manchester.gov.uk and follow 'environmental problems' links.



COUNTING UP OUR COMMUNITY SPIRIT

Wythenshawe's fabulous community spirit is helping to build the Wythenshawe Community hour by hour with more than 100 members already signed up to the Real Neighbours Time Banking initiative.



What has time bank achieved so far?

We have supported more than 100 volunteering initiatives with over 6000 hours volunteered across Wythenshawe in the last 12 months, from the Wythenshawe Games to Manchester Pride.

During the festive season the Time Bank saw volunteers work together to help our elderly community in sheltered accommodation.

Volunteers shared their creative skills, received training to devise a project plan and write a funding bid and equipped 150 shoe boxes with key essentials to keep the elderly warm over Christmas and New Year.

Why not join in?

Just volunteering one hour by sharing your skills doing something you enjoy allows you to build time credits to exchange for a service from the time bank - you will be spending time as the new currency!

If you fancy helping out Contact Nicola Hamilton or Faye Greaves on 0161 946 7531 or email nicola.hamilton@wchg.org.uk or Volunteer@wchg.org.uk



THE GREAT GET TOGETHER

REMEMBERING MP JO COX

WCHG was proud to support 'The Great Get Together Weekend' promoted by the Jo Cox Foundation to bring people together in local communities to know each other and break down barriers. We held a fun day at Brookfield Gardens, Benchill, and supported a number of local community groups to hold satellite events which were a huge success.

TOP GEAR!



Our vans are making a bit of an impact wherever they go! They have been rebranded and are now out and about on all our estates.



Have fun - volunteer

We are looking for volunteers to join our team and help us make Manchester Pride on 26 August, 2017 as great a success as they were in 2016.

If you fancy helping out Contact Nicola Hamilton or Faye Greaves on 0161 946 7531 or email nicola.hamilton@wchg.org.uk or Volunteer@wchg.org.uk



Bingo Club - New members welcome!

Eyes down and look in at **7pm every Thursday** in the community room at West View Court, West View Road in Northenden. Open to anyone in Wythenshawe and new members are very welcome!

Contact Robert on 0161 902 0096.



Motiv8 is ready to help

Motiv8 works across Greater Manchester to provide you with support to improve your access to services, activities, volunteering and employment opportunities, as well as many other specialist services.



We can provide support if you are:

- Aged 25 or over
- Living in Greater Manchester
- Have the right to remain and work in the UK
- Not in employment or formal training

Motiv8 can help you whatever your circumstances - for instance if you are living with disabilities or health conditions, if you are experiencing alcohol or drug issues, domestic violence or are at risk of being homeless.

Motiv8 is funded by the Big Lottery Fund and European Social Fund's Building Better Opportunities Programme.

To find out more or request a referral form, please email info@manchesterbbo.co.uk or call

0161 331 2048



LOTTERY FUNDED



Sew fun!

Quilting Group meet at the Forum Library every Monday from 1-4.30pm

Drop by on Monday or see Sheila at the Grand Day out which takes place every Wednesday at Wythenshawe Forum.



Performance up to the end of May is:

- Current Rents Arrears – **4.69%**
- Average time to relet a property – **28.16 days**
- Percentage of repairs completed on time – **99.96%**
- Percentage of repairs completed on first visit – **94.10%**
- Customer satisfaction with repairs – **99.97%**
- Percentage of phone called answered in 30 seconds – **90.14%**

Stock Condition Survey

The Group will be carrying out a stock condition survey on 15% of our properties in July and August 2017. The Company we will be using is called Savills, and they will be sending out surveyors to have a look at properties to identify long term maintenance requirements, (e.g. future replacement kitchens, bathrooms, roofs etc.). The Group uses this information to understand our long term financial costs. Letters will be sent out to those customers affected giving more details and requesting access through an appointment.

Don't forget to ask for ID. Our staff and partners don't mind waiting while you check. Contact 0800 633 5500 or 0300 111 000 or email customerenquiries@wchg.org.uk



Don't Get Locked Out

Remember to leave spare keys for your property with trusted friends or family in case you lose your own! WCHG DOES NOT hold any keys for tenants' properties.

If you lose your keys and ask us for assistance we can only take instructions from the main tenant/s named against the property and, for security reasons, you will be asked a series of questions to verify who you are.

We charge tenants to come out and change the lock as an emergency repair and this has to be paid up front. The adviser will be able to give you the cost details when you call.

The only times a cost is not charged is if there are special circumstances or a valid police crime reference number is provided when you report the loss. Please note, it is much more cost effective for you to get a spare key cut than to replace a lock!

EMERGENCY REPAIRS

Emergency repairs are carried out when there is a potential danger to health or risk to the safety of the occupants or third party or a danger of serious damage to the property.

If you report an emergency in the daytime or the evening we have to ask a series of questions to establish whether your repair needs urgent action that day/evening or whether an appointment for a repair can be made.

Please assist this process by following the steps the advisers give to help with your emergency.

Details on the emergency repairs can be found on the Willow Park and Parkway Green websites.



Our policy on the electrical safety check on your property is changing.

We were previously required to carry out your safety check every ten years.

In line with current legislation and best practice, we are reducing the interval between safety checks to a maximum of five years.

This means we may need access to your property to carry out the safety check sooner than you expected!

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

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

www.wchg.org.uk

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Wythenshawe-Community-Housing-Group

Contact Us

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customerenquiries@wchg.org.uk



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