

# LEASEHOLDER NEWS Autumn

*Do you have any questions or a story for us to include? Call us on 0300 777 7177 or email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)*

## TENANT SATISFACTION MEASURES SURVEY UPDATE

Last year, we asked you to take part in our Tenant Satisfaction Measures survey. Your feedback is helping us improve and connect more with leaseholders. We're trialling some changes, and they seem to be working well. In the next survey, we'll ask how these changes are working for you.

We hope you're satisfied with our services. If not, it's easy to let us know. Call our team on 0800 633 5500 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search "Complaints, Feedback and Praise form".



## COME TOGETHER TO MAKE A DIFFERENCE

There are lots of ways you can tell us what you think, and work with us to help us get better. We have groups that look at different themes, from high-rise living to helping us get value for money. We also have a readers' group. They make sure the letters and information we share is easy to read and understand for residents.

Do you want a friendly chat with our team and have your say? Email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk) or call Jodie B on 07530 641 739 or Dan W on 07410 943 055.



## YOU SAID



“We want more face to face opportunities to speak to people and teams in your organisation.”

## WE'RE DOING



This year, we've arranged 4 leaseholder drop-ins so you can chat to us with any questions or queries you have. The 4th event is on Wednesday 16th October, 3-6pm at Wythenshawe House, 8 Poundswick Lane, M22 9TA.

The drop-ins have been a great success and your feedback is, our communication has got better. At the events we've spoken to many leaseholders, shared owners and market renters. Your comments included:

“Speaking to someone has made the process so much easier.”

“Issues were sorted faster as all the teams were together at the same time.”

If you need this update translated or in a more accessible format, email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk) or call 0800 633 5500.

## GET CONNECTED IN WYTHENSHAW

Pop along to one of our Community Connector events to find out what's going on. These events are perfect if you're a resident, a volunteer or a professional who wants to get involved with local initiatives and groups.

Each event has a theme and local speakers and groups will be there to share news, information and support.

### Social Value

Wednesday 30th October

12.30pm-2pm

Woodhouse Park Lifestyle Centre, Portway, M22 1QW

### Community Safety

Tuesday 19th November

12.30pm-2pm

Wythenshawe House, 8 Poundswick Lane, M22 9TA



No need to book, just turn up and say hi! If you have a question, please email [community.development@wchg.org.uk](mailto:community.development@wchg.org.uk) or call 0800 633 5500.

## JOIN US FOR A NEIGHBOURHOOD WALK

Chat with our Neighbourhood Officers and our Leaseholder Advisor, Jade. Tell us what you like about your area and what we could improve. We want to listen and work with you to help shape your neighbourhood. Manchester City Council's Neighbourhood team and local councillors are also invited.

Here are 3 walks that Jade will attend to support leaseholders:

- Woodhouse Park on Wednesday 9th October, 10am-12pm, meet at Durnford Walk at the start of Portway
- Newall Green on Tuesday 22nd October, 11am-12pm, meet at the corner of Whitburn Road and Greenbrow Road
- Northern Moor on Wednesday 23rd October, 10am-12pm, meet outside Happy Days Nursey on Orton Road



If you'd like to join one of the other 9 neighbourhood walks in October, please let us know. Call 0300 777 7177 and select option 4 or email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk) Details of the walks are on our website, visit [www.wchg.org.uk](http://www.wchg.org.uk) and search 'neighbourhood walks 2024'.



Catherine is a Senior Customer Advisor in the Customer Hub. She's one of the first points of contact for residents on email, calls and face to face. She supports and talks with them about any question they have. Catherine also works with other teams to improve the services we offer. One resident said, “Catherine's a star. She was very interested and listened to me, really friendly and polite.”



# LEASEHOLDER DROP-IN

We'll be at the drop-in to chat to you and answer any questions. Our teams can talk to you about service charges, your home, your community and our services. Do you have questions about who has responsibility for what? We can answer those.

Our 4th drop-in of the year is:

- Wednesday 16th October, 3-6pm at Wythenshawe House, 8 Poundswick Lane, M22 9TA

Several of our teams will be there:

- Service Charges
- Garden City Homes
- Customer Hub
- Neighbourhoods
- Financial Inclusion
- Grounds Maintenance
- Repairs
- Investment

Do you have questions for our teams but can't make the drop-in? Please email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk) or call 0300 777 7177 and select option 4.



## LOOKING AFTER OUR COLLEAGUES

Sadly, our colleagues sometimes face incidents of unacceptable behaviour. To help protect them, we've introduced a Customer Conduct Policy. All unacceptable behaviour will be reported. We do recognise, sometimes residents are angry, upset or emotional because of a valid reason. We will deal with all incidents on an individual basis.



8 Poundswick Lane, Wythenshawe, M22 9TA  
Freephone: 0800 633 5500 · Telephone: 0300 111 0000  
[www.wchg.org.uk](http://www.wchg.org.uk)

*Garden City Homes is part of Wythenshawe Community Housing Group.*