

LEASEHOLDER NEWS *Spring*

Do you have any questions or a story for us to include? Call us on 0300 777 7177 or email enquiries@gardencityhomes.org.uk

DROP IN AND CHAT WITH US

Come along to any, or all three, of our drop-ins this year. We'll be there to chat 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 too.

Several of our teams will be there:

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

Our drop-ins are at **Wythenshawe House**, 8 Poundswick Lane, M22 9TA, on:

- **Thursday 20th March, 3-6pm**
- **Tuesday 15th July, 3-6pm**
- **Wednesday 15th October, 3-6pm**

If you have questions for us but can't make any of the drop-ins, please email enquiries@gardencityhomes.org.uk or call 0300 777 7177 and select option 4.



If you need this update translated or in a more accessible format, email inclusionanddiversity@wchg.org.uk or call 0300 111 0000.

LEAKS: YOUR NEXT STEPS

If there's a leak in your home, here's what to do:

If water's coming into your home, call us straight away on 0300 111 0000. Let us know the address of the flat you think the leak is coming from. We'll work out who's responsible for the repair. It's a good idea to let your neighbour know about the problem too – they might not even know there's an issue.

If the leak is from a home we rent, we'll check their flat and arrange the repair as part of our responsibility. If the leak is coming from a leasehold property like yours, your neighbour must get it fixed, you'll need to let them know. If the leak is coming from your flat, it's your responsibility to get it repaired. Once it's sorted, give us a call to tell us.

If you have any questions, call us on 0300 111 0000 or email enquiries@gardencityhomes.org.uk



DID YOU KNOW...

...Garden City Homes is part of Wythenshawe Community Housing Group? They help people buy homes through different schemes. These include Right to Buy, Right to Acquire, Shared Ownership, and Rent to Buy. The team also look after our private rental properties and sell the houses we build. They can help with reselling too.



Garden City Homes

For more information, please visit www.gardencityhomes.org.uk. You can also call 0300 7777 177 or email enquiries@gardencityhomes.org.uk

MAKING IT EASIER TO CONTACT US

We're moving to one telephone number to make things simpler for you. From Wednesday 7th May, we will no longer use our 0800 number. You can still call us on 0300 111 0000 and email us on customerenquiries@wchg.org.uk



EASY TIPS TO STAY WARM

Keeping warm doesn't have to be expensive. From layering up to using your heating effectively, there are plenty of easy and affordable ways to keep your home warm this winter. We're here to help if you have any problems.

You can visit www.wchg.org.uk and search 'easy tips to stay warm'. You can also call us on 0300 111 0000 for advice. If you're having trouble paying bills, don't suffer in silence. We're here to help and support, please call us.

DOMESTIC ABUSE SUPPORT

If you're experiencing domestic abuse, we're here to support you. Abuse happens in many ways. It can include physical, emotional, psychological, sexual, or financial harm. It can happen to anyone, whatever their background or gender. You are not alone, our team is ready to help.

Call us on 0300 111 0000 and ask for the Living Well team, or email us at WCHGLivingWell@wchg.org.uk. You can also visit www.wchg.org.uk and search 'domestic abuse'.

Use Private or Incognito mode if you think other people might see the web pages you've looked at.

In an emergency, please call 999.



KEEPING YOU UP TO DATE

We've got a new system to send you important messages by email and text. It's a safe and helpful way to stay up to date. If you need to update your email or mobile number, please call us on 0300 111 0000.



AT THE HEART OF THE COMMUNITY

If you're looking for things to do, Woodhouse Park Lifestyle Centre is the place to go! There's always lots going on. From sports and dance, to computer classes, youth clubs and over 50s fun. You can hire football pitches and rooms for events and children's parties. The centre is open 7 days a week. The café, with homecooked food, is open Monday to Friday 9am-2pm.

We look after the centre and are proud to bring local people together. For more information visit www.wchg.org.uk/woodhouse-park-lifestyle-centre You can also call 0161 436 0560 or email lifestyle.reception@wchg.org.uk



"Hi, I'm Danielle. I'm the Receptionist Supervisor at Woodhouse Park Lifestyle Centre. I work with community groups to make sure they have a

good time with us. We create a safe, welcoming space for anyone who needs a chat or a listening ear. Our team gets fantastic feedback. One customer said, 'The team is great, and the centre is always buzzing with activity.'"



Wythenshawe House, 8 Poundswick Lane,
Wythenshawe, Manchester, M22 9TA
☎ 0300 111 0000 🖱 www.wchg.org.uk



Garden City Homes is part of Wythenshawe Community Housing Group.