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“Wythenshawe Community Housing Group do so much for the community.”



# SUPPORTING OUR RESIDENTS AND COMMUNITIES



Resident Annual Review 2023-24

# HELLO, AND WELCOME...



## ...to this year's Resident Annual Review.

I always believed Wythenshawe Community Housing Group just gave you a house. But wow, they do so much more!

I'm now a Service Inspector and involved in things that really matter to me and my community. I've been helped when I needed access to the Living Well Fund and on top of that I've had so much support. Everyone you meet at WCHG is lovely, I love feeling part of it.

*Linda*

**Linda King**, Resident and Service Inspector

As Chair of the Customer Experience Committee, I'm delighted to share our performance over the past year.

Thanks to your feedback, we're improving our services and introducing new systems to better meet your needs. But we don't want to stop improving!

To get involved, have your say, or find out more about our work, please email us at [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

*Michelle*

**Michelle Gregg**, Customer Experience Committee Chair



We take pride in fostering safer, healthier communities in Wythenshawe. We recognise there's work to be done but appreciate the support and collaboration of you, our colleagues, and our partners. Together, we can create a brighter future.

*Nick*

**Nick Horne**, Group CEO

Do you need this translated or in a more accessible format?  
Please email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk)

# WE VALUE YOUR FEEDBACK

Over 2,100 of you completed our Tenant Satisfaction Measures survey to let us know how you feel about our services.

Here's what you said:



## This review is based around our six business themes:



Improving services based on your feedback and working together with local partners to benefit your neighbourhoods.



Working smarter to deliver excellent homes and services.



Maintaining and improving your homes and the communities you live in.



Using your money well to maximise the value of every pound.



Building quality, affordable homes to address housing shortages and support your local community.



Reducing our carbon footprint and using modern construction methods for 10% of new homes.



# LIVING WELL

## Working with you to understand your needs

### We're getting better at listening

Our Tenant Satisfaction Measures survey found 2,700 tenants had reasons to complain. Our Make Things Right campaign encouraged residents to tell us if they weren't happy with us so we could make improvements. It recorded 76% (1,885) of your dissatisfaction in 2023, up from 40% in 2022. We received 26 complaints per 1,000 properties, better than the housing sector's average of 42.

 **81%** found our complaints process easy to use

From our Tenant Satisfaction Measures survey, only 39% of complaining tenants were satisfied with how we handled their complaint. Though this is better than the housing sector average, we want to continue to improve.

### How we handled complaints in 2023

 **70%** of complaints resolved promptly

 **99%** of Stage 1 complaints responded to within 20 days

 **98%** of Stage 2 complaints addressed within 20 days

Our tenant Scrutiny Group, with 10 trained volunteers, reviewed all Stage 2 complaints for quality and policy compliance. **To participate in reviewing complaints or helping shape our services, email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)**

### What are some of your complaints and what are we doing about them?

Not enough homes for everyone.

We've set ambitious targets and delivered 141 new homes last year. We're improving communication with applicants and have increased the time you have to provide documents if you are seeking rehousing.

Waiting over 12 months for fence repairs.

We've allocated £1.2 million for fencing in 2024/25 to help reduce waiting times.

Our damp and mould expert not getting the work done quickly enough after an increase in reports.

We've appointed two more specialist mould contractors meaning a faster and more efficient service for you.



### Thank you for the compliments


We received 247 compliments this year for:

- repairs completed quickly and to a high standard
- colleagues being helpful, professional, supportive and friendly
- the quality of our grounds maintenance service



### Helping you find the right home

Through assigning homes, helping with mutual exchanges, and supporting right-sizing efforts, we're committed to helping you find the right home.

 **17,532** applicants on the housing register (+1,349 from 2022)

 **502** homes rented out by us in Wythenshawe (+9 from 2022)

 **125** mutual exchanges completed (+15 from 2022)  
*Enables residents to swap homes to better suit each of their needs.*

 **37** residents benefited from right-sizing (+17 from 2022)  
*A project helping find homes that are a better size for residents' needs.*

### Keeping you safe

 **2,229** incidents dealt with by Assure24

*Assure24 are our 'eyes and ears' of the community, monitoring CCTV, and working with residents, police, local businesses and the local authority.*

 **716** hotspot patrols carried out

*Helping to reduce anti-social behaviour.*

 **47** crime reduction visits made to residents

*Including victims of, or at risk of, crime, and new to the area.*



**“** Vulnerable and elderly customers on one road were suffering from anti-social behaviour.

**You said:**

Regular visits to the area, home security checks, adding new security lighting.

**We're doing:**





### Working together in your neighbourhood



458

employment support sessions delivered



98

people supported into secure employment



93

people supported into training and learning



£222,000

external funding secured for our youth programme



857

young people engaged in our communities

### Connecting and supporting community

Through collaboration with community partners:



1,388

of you received digital skills training across 7 sites



400

data SIMs issued to help you get online



475

of you benefited from Benchill IT drop-in sessions

*The Community Connector*

**10** Community Connector events boosting community ties, employment, and volunteer engagement

**670** attendees

**34** speakers




£157,000

given in grants to help with the cost-of-living crisis including funding for Wythenshawe based charity, Know Africa, to purchase school uniform and culturally appropriate food.



9,000+

active members access activities 7 days a week at Woodhouse Park Lifestyle Centre, Benchill Community Centre, and the Bideford Centre.

“ I’ve moved into my new home and my energy costs are high.

You said:

Improving the standard of insulation and replacing fluorescent bulbs with low-energy ones in homes that become empty.

We’re doing:



### Community Grants Panel

34 applicants granted money totalling just over £51,000 to use for community initiatives.

The Community Grants Panel, including 7 of our residents, received 56 applications for funding, totalling over £80,000.

Some projects supported included:

- **Wythenshawe Safety Patrol**, offering free hot meals to those in need
- **Monday Morning Group**, buying craft resources to support isolated individuals
- **Directions for Men**, organising cultural trips to enhance social skills and reduce anxiety

### Building a diverse and inclusive community

- Our Community Development Coordinators supported events like Eid celebrations, Menorah Synagogue open day, Pride, and International Women’s Day
- **600+** people went to Pride in Wythenshawe
- **15** residents received Equality, Diversity and Inclusion training
- **Equality Impact Assessments** are conducted on all policies to ensure they support you fairly





# GREAT PLACES

## Maintaining and improving your homes and communities

### Your satisfaction

Over the last year we've increased our repairs satisfaction rate from 89.5% to 94%. We introduced a new system called AccuServ and here's what you told us about the improved service:

“I was kept up to date and received a text when the repair man was on their way. It's very good as I'm hard of hearing.”

### Keeping you safe

Your safety is important to us.



### Safety upgrades

- Installed sprinkler systems in all 10 high-risk blocks
- Continued to replace cladding on high-rise and some low-rise blocks
- Installed new fire doors
- Upgraded lifts in 4 blocks, and we're working on the lifts in 3 more
- Secured new contracts for safety checks
- Monthly checks of firefighting equipment
- Installed smoke and carbon monoxide detectors in every home

### Building safety

- Completed safety assessments for all 10 high-risk blocks
- Installed emergency lighting and lightning protection in low-rise blocks
- Trialled a new information screen at Hollyhedge Court
- Updated surveys for high-rise blocks
- Sent Building Safety booklets to residents, and updated noticeboards
- Held safety meetings for residents in high-rise blocks to hear your safety concerns and input
- Worked with the Fire Service and shared building information

## DID YOU KNOW?

Our Environmental Services team check and clean **330+** communal areas in our buildings.



## Making your homes better by addressing damp and mould

With £556,000 from the Social Housing Quality Fund, and £229,000 from us, we've delivered:



**£653,000**  
of ventilation improvements to tackle damp and mould



**£105,000**  
of outside improvements including rendering, painting, pointing



**£86,000**  
of cavity wall insulation to make your homes easier to heat

This included:

- Installing 3,180 market-leading extractor fans (up 1,880 from the previous year)  
*Fans reduce condensation and mould, have a 7-year warranty, and offer excellent value*
- Carrying out annual inspections to ensure effectiveness against condensation and mould

## Social Housing Decarbonisation Fund

With £800,000 from the fund, we've delivered:



**105**  
homes upgraded to EPC\* band C



**55**  
tonnes of carbon saved per year

*\*EPC - Energy Performance Certificate*

*A more energy-efficient home should be warmer, have lower energy bills and less impact on the environment.*



## Maintaining community standards

We responded to a rising issue of fly tipping by working with partners to keep Wythenshawe clean.



**1,686**  
tonnes of waste removed



**366**  
fridges disposed of



**575**  
mattresses taken away



**2,669**  
trips to the tip



“

Some residents are negatively impacted when a lift is out of order.

You said:

Introduced a system to monitor lifts and notify managers of breakdowns, and improved efficiency of lift repairs.

We're doing:



# MORE HOMES



## We're building better

**170**  
new homes currently in development in Wythenshawe

**39%**  
of our new homes were built using modern methods

*This means you get more energy-efficient homes, which could mean lower energy bills and less impact on the environment.*

## Green Acre – our most energy efficient homes yet

Last year, we built **56** homes at Green Acre: **34** for affordable rent and **22** for shared ownership.

This gas-free development uses heat pumps and solar panels for heating and hot water, with some homes achieving an **EPC band A**.



## New homes coming

We've secured **95** of the new houses being built at the Northenden/Varsity development to provide **11** affordable rent and **84** shared ownership homes.

Affordable homes will use **heat pumps** and **solar panels** for heating and hot water.

All homes will have **electric vehicle charging points** and at least an EPC band B.

“The tradesperson was professional and the standard of work is some of the best I've seen. Five stars, thank you.”

## DID YOU KNOW?

As part of our commitment to keeping green spaces in Wythenshawe, we look after **14,000** trees.

## Connecting with shared owners and leaseholders

Supporting over 900 residents, we've held four community drop-in sessions and started a 6-monthly newsletter for leasehold residents. We've also formed an Advisory Group to shape our services together. These efforts are helping us engage with residents who haven't connected with us before. **Join the group by emailing [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)**



## Your opportunity to shape Wythenshawe's future

Manchester City Council is redeveloping the shopping centre and nearby sites, planning 1,600 new homes. We aim to be a key partner in community projects, including building 400 affordable homes.

With £30m from the Government's Levelling Up Fund by March 2026, we need your involvement to shape Wythenshawe's future. This is your chance to influence a 10-year plan for a vibrant shopping centre, cultural hub, and food hall. **Email us at [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)**

## Growing together

- Addressing the housing shortage by meeting the increasing demand for homes
- We aim to protect Wythenshawe's garden city status while developing energy-efficient, cost-effective new homes
- We know change can be tough, but it's essential for our community
- Developing outside Wythenshawe drives financial growth and supports our housing needs
- Shared ownership and Right to Buy options offer low-cost home ownership, supporting our community's housing needs






# SMARTER BUSINESS

## Being a smarter business for improved homes and services

### Upgrading repairs, keeping you informed

You asked for our new repairs system to:

- Give you live updates and reminders when we're on our way
- Offer faster appointments at times convenient for you
- Send the nearest skilled technician to reduce carbon emissions 
- Let you give feedback and contact us about your repair service issues



### We're completing more repairs, more efficiently



**5.2 DAYS** average time taken to complete a repair

*This has reduced by 6 working days from 11.5 days in July 2023 to 5.2 days in July 2024.*

### We're listening to you

Based on your feedback, we've improved communication. Our service is now faster and more efficient with our new telephone system, making sure:

- Calls are answered in under 5 minutes in the Customer Hub
- Calls are recorded to make sure your issues are handled properly
- A callback service to reduce waiting times

“

“Gardeners attended on the date agreed and have done a great job.”

### Creating an excellent service for you

We've worked on creating a good company culture and supporting our team's growth and wellbeing. 479 colleagues took part in training to enhance your housing experience, ensuring we treat you fairly and with respect.



### Updating the information we have about you

Accurate contact information is essential for tenancy updates and account security. Tell us about changes by calling 0800 633 5500 or 0300 111 0000.

### You told us to improve how we communicate with you

We publish WCHG News quarterly, to keep you informed about things that matter to you. We've also improved our social media to feature real stories and real people across our communities.



### Making our offices easier for you

With your feedback, we've:

- Installed portable hearing loops at Wythenshawe House, Woodhouse Park Lifestyle Centre and Village 135
- Made Reception open-plan for easier disabled access
- Improved meeting rooms and added a cosy waiting area
- Created family-friendly areas with children's toys
- Added a coffee machine and community kitchen



“

You wanted better communication about repairs and appointments.

You said:

Started using a new system that gives timely updates, quicker appointments, clear timescales and live arrival updates.

We're doing:



# VALUE FOR MONEY

Using your money well to maximise the value of every pound

In the financial year 2023/24, we achieved a surplus of £15.6 million, up from £13.3 million in 2022/23. We reinvest our surplus into improving our current homes, and building new ones. Like everyone else, we've faced increased costs in all areas of our business. We recognise that rising living expenses, particularly food and energy prices, are impacting our residents and our colleagues.

We're committed to making our homes better and safer. By allocating additional money to repair and improve our homes, we aim to enhance our residents' experience and ensure we manage our finances effectively, now and in the future.



## DID YOU KNOW?

We're a **not-for-profit** organisation. This means all rent is used to build and maintain homes and run services.

“The service is very good at prioritising my needs. I really appreciate that.”

# LOOKING AHEAD

We're dedicated to improving our services. But we can't do it without you.

We value everyone's feedback. Whether you fill in a survey, drop us an email, join a panel, or attend a meeting, your thoughts matter.

Contact our friendly Resident Involvement team:

📞 Call Jodie B on 07530 641 739 or Dan W on 07410 943 055

✉️ [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

🌐 [www.wchg.org.uk/our-services/get-involved](http://www.wchg.org.uk/our-services/get-involved)



“I've made loads of friends through volunteering and met new, interesting people through groups I work with.”

“Being a Service Inspector, I help hold Wythenshawe Community Housing Group to account and maintain high standards of service. It's an important role.”





“The receptionist was kind, patient and took her time to really understand my enquiry.”



# CONTACT US

**0800 633 5500**

Free from most phones

**0300 111 0000**

Local rate or included in free minutes

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