

“

Our latest update from Wythenshawe Community Housing Group. If you have any questions, call us on 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



“Hi, my name’s Jimmy and I manage our Empty Homes Repairs team. I’m passionate about playing my role in helping get 500 homes a year ready for new residents. The team makes a real positive change to the lives of many people so they have a safe and secure place they call home. I also work with residents who volunteer as Service Inspectors, they make sure we meet the standards you expect.”

## WHAT HAPPENS AFTER YOU FILL IN A SURVEY?

Managers read all your feedback and we have workshops that focus on any issues. We use these workshops to make positive changes. Our Customer Experience Committee and Scrutiny Group check our plans and make sure they’re delivered. For example, you may have seen an improvement in text messages about repairs. Hundreds of residents have said they make it easier to remember the appointment and rebook if needed.



## SUMMER ROADSHOW TO MAKE A DIFFERENCE

Pop along to one of our Summer Roadshow events. Have a chat with us and help us make changes to how we invest in homes and the local area. We're listening.

- Woodhouse Park Lifestyle Centre on Friday 5th July, 2pm – 4pm,
- West View Court on Monday 15th July, 12pm – 2pm
- Benchill Community Centre on Friday 19th July, 1pm – 3pm
- Wythenshawe Games on Friday 26th July, 11am – 3pm, Wythenshawe Park
- Wythenshawe House on Friday 16th August, 1pm – 4pm

If you can't make our roadshow but want to have a say, call or text Dan W on 07410 943 055. You can also email us at [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)



## KEEPING US UNDER SCRUTINY

“My name's Branda, I'm a member of the Customer Experience Committee and Chair of the tenant Scrutiny Group. We review the organisation's services and performance, and make recommendations.

Our recent review of how they handle complaints, found they'd been answered well. All but one had met the deadlines, this one was late by a day. We're pleased to see progress and think Wythenshawe Community Housing Group handles complaints well. Next, we're looking at compensation offered by the organisation, to make sure it's fair for tenants.”



## YOU SAID, WE'RE DOING

We look at complaints to see how to improve our services. Here are some of the complaints we've had and what we're doing to improve things.

### YOU SAID...



Service charges are going up and some residents don't feel they are getting the services they are paying for.



We weren't always responsive to your needs or requests for reasonable adjustments associated with vulnerabilities, or recording them.



We weren't managing our contractors, or their communication with you, about repairs or planned work.

### WE'RE DOING...



A full review of the service charge calculation process, will be completed by the autumn. We're also recruiting residents to our Value for Money group.



We're training all colleagues to support residents with vulnerabilities. They'll be able to identify, respond and record reasonable adjustment requests and tailor services to meet your needs.



We now have regular catch ups with our contractors to make sure they're meeting our, and your, expectations. We're also recruiting volunteer Contract Monitors.

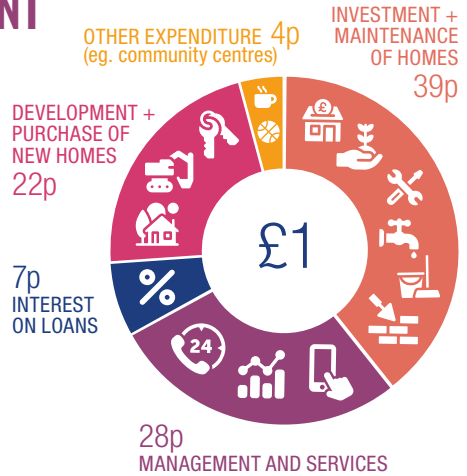
We hope you're satisfied with our services. If not, it's easy to let us know. Call our team on 0800 633 5500 or visit [www.wchg.org.uk](http://www.wchg.org.uk) and search “Complaints, Feedback and Praise form”.

If you want to have a say, join our Service Inspectors, Value for Money Group or be a Contract Monitor, please call Jodie B on 07530 641 739 or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

# MAKING EVERY POUND COUNT

We know rising costs affect our residents and like everyone else, we're experiencing higher costs, including for materials to repair and maintain homes. Everything we do is checked independently to get best value and to make the money go as far as possible.

Here's how we spend every £1 we receive in rent. If you'd like to have a say in how we deliver value for money, join our Value for Money Group.



**BE AWARE** A private company unrelated to us, is door knocking residents at home asking about damp and mould. To report damp and mould in your home, please call us on 0800 633 5500. You can also email us at [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)



Some of our residents are being invited to take part in our **Tenant Satisfaction Measures 2024 survey**. We'll share the results with you and the Regulator of Social Housing in the autumn.

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.