



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

“Hi, I’m Danielle, 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.’*”



Our Customer Hub Call Centre and Wythenshawe House Reception are closed:

- Tuesday 24th December from 1pm
- Wednesday 25th December all day
- Thursday 26th December all day
- Tuesday 31st December from 1pm
- Wednesday 1st January all day

Outside these times, we’re open as normal. For emergency repairs when we’re closed, please call 0800 633 5500.



TENANT SATISFACTION MEASURES RESULTS

2,917 residents shared their thoughts on our services in our Tenant Satisfaction Measures survey 2024. Every year, social housing providers have to do these surveys to check how well they're doing, based on rules from the Regulator of Social Housing.

Residents told us they're most happy with three areas:

- our repairs service
- we provide a safe home
- we treat people fairly and with respect

Our results this year are similar to last year's. We've also included the latest numbers from the Regulator of Social Housing so you can see how we compare to all housing providers. We've compared our numbers to the average.



"Thank you for your feedback. We're using it to make further improvements to how we deliver services that are important to you."

Paul Seymour, Executive Director,
Customers and Communities.

Find out more about our performance online: www.wchg.org.uk/our-performance



77% satisfied with the service we provide

This is 6% above average



82% satisfied we treat you fairly and with respect

This is 5% above average



79% satisfied with our overall repairs service

This is 7% above average



36% satisfied with how we handle complaints

This is 1% above average



73% satisfied we make a positive contribution to your neighbourhood

This is 10% above average



78% satisfied with the time it took us to complete your most recent repair

This is 11% above average



75% satisfied we keep you informed about things that matter to you

This is 5% above average



67% satisfied we keep the communal areas clean and well maintained

This is 2% above average



79% satisfied we provide a safe home

This is 2% above average



76% satisfied we provide a well-maintained home

This is 5% above average



64% satisfied with how we handle anti-social behaviour

This is 6% above average



69% satisfied we listen to your views and act upon them

This is 9% above average

KEEPING YOU BETTER INFORMED

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 0800 633 5500.



MOORCOT COURT UPDATE

In the last issue, we shared plans for work at Moorcot Court. Our teams are preparing, and we're talking to residents. The project starts in January!

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...



"When we discussed repairs during surveyor visits, the work didn't always match what we agreed on."



"Contractors weren't always clearing up properly after work was finished."



"You don't update us with the progress of our fencing requests."



"You're taking too long to finish repairs to communal doors."

WE'RE DOING...



We now give residents a written copy of what was agreed so you know what repair work will happen.



Our contractors have started additional checks to make sure all areas of residents' homes are tidied and rubbish is removed.



We're reviewing our processes to see how we can keep you better informed.



We've improved the spare part kits for our Repairs team. This prevents extra visits and waiting for spare parts.

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 and search "Complaints, Feedback and Praise form".

Do you need this newsletter translated or in a more accessible format? Please email inclusionanddiversity@wchg.org.uk