

Southway Stories

Southway Housing's
tenant magazine

Autumn 2024

Fun-tastic summer activities

We all had a great time
at our summer events

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Ready for winter

Top tips for protecting
your home in the colder
months



This feels like home

Nicola tells us why
she wants to help her
community



Meet the team

Find out about the
work Housing Officers
do for you

A message from John Bowker, Southway's new Chief Executive

**HERE'S
TO THE
FUTURE**



Hello everyone. Welcome to our latest edition of Southway Stories – and my first as the new Chief Executive here at Southway.

It's a real honour to take over this role from Karen, who has done so much to lead this organisation since it was formed in 2007. Having grown up in Manchester, I have a deep-rooted commitment to our communities and I'm excited to lead Southway into its next chapter.

I bring with me 28 years of experience working with various housing associations across the North West. Most recently, I served as the Executive Director of Operations at Stockport Homes Group, where I was responsible for the maintenance and investment of homes, neighbourhood services, and profit-for-purpose projects.

Our 5-Year Plan

One of the first things I'm focusing on is Southway's new five-year plan, which will outline our priorities for the future, including community investment, quality landlord services, building new affordable homes, and putting our tenant voice at the heart of our decision making. We've already consulted

with customers, staff, and stakeholders to find out what they feel we should prioritise over the next five years to make a positive difference to you and our communities. If you've taken part so far, thank you for your continued support and engagement in shaping our future. We'll be sharing updates about how your feedback is shaping our new corporate strategy over the coming months.

Improving our services

I'm also determined to improve our performance – particularly repairs and how we handle calls and complaints. I've spent my first couple of months meeting with different teams to understand the challenges we face and the opportunities we have to provide you, our customers, with the best possible services. We're committed to working together to make sure our services meet your needs and expectations. This involves continuing our work to put the suggestions that came out of our end-to-end repairs process review into place, and the recruitment of two new

Customer Experience Specialists, who will focus on improving our complaints handling, which is something you've told us is important to you.

Connecting with our partners and communities

During my first two months, highlights have included meeting tenants and residents at our Fun & Feedback events this summer, celebrating our eighth Green Flag award at Barlow Hall, engaging with local councillors and leaders on a range of community issues, and attending the opening of our new age-friendly scheme, Brickfields, where I had the pleasure of discussing the new government's plans for housing with Deputy Prime Minister, Angela Rayner.

I'm really excited about the future and look forward to working with you all to make Southway's homes and communities even better places to live. Thank you for your warm welcome, and I hope to meet more of you soon.

Best wishes, John

A handwritten signature in black ink that reads 'John Bowker'.

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Explore our new age-friendly map & walking routes

Our Community Age Friendly Projects Team has partnered up with older residents to design four fantastic walking routes and create an age-friendly map for Gorton and Abbey Hey. The map highlights age-friendly walking routes and facilities, as well as major landmarks in the neighbourhood, encouraging everyone to get out walking and build healthy habits.

Scan the QR code above or search **'Age Friendly Project'** and click **'Ageing in Place Pathfinder'** at southwayhousing.co.uk to download the map to your device. Printed copies are available at Gorton Mill House.

Abbey Hey Community Walking Group

11am-12pm, every Wednesday
at Gorton Central Community Centre

Everyone's welcome!

Contact Helen Hawes at
h.hawes@southwayhousing.co.uk
or call 07826 871 516



HAPPY WALKING!



GET YOUR HOME READY FOR WINTER

Autumn is here and now's the time to start preparing your home for the colder weather.

The following tips can help you avoid some of the common problems winter can bring.

Check your boiler is working

Follow these simple steps to help keep you and your family warm when it's cold:

- Turn your thermostat to 30°C
- Turn up your radiators up to 4 or 5 and leave them on for 30 mins
- Check your boiler has come on and your radiators are warming up.

If your heating doesn't work after this check, please report the problem to us through our online portal, using the Contact Us form on our website, or by calling our Customer Hub.

Protect your home against damp and mould

There are three main things we can do to lower the risk of condensation and mould in our homes:

Reduce moisture

Mould is caused by excess moisture in the air. To reduce this, you can:

- Wipe condensation from your windows and sills in the morning
- When you're cooking, cover pans, turn down the heat once things are boiling, and don't leave kettles boiling
- Don't dry clothes on radiators – an airer or clothes horse is best, dry them in one room with the door closed and the window open slightly. If it's too cold, choose a room with a fan, like a bathroom, and close the door.
- If you're running a bath, run the cold water tap first to reduce steam.

Help ventilation (air flow)

Condensation builds up when moisture in the air can't escape, so we need to help air to flow right through our home.

- Don't turn off the extractor fans or trickle vents in your home, leave a small gap between furniture and walls and radiators and keep windows open a little bit each day where possible. Opening two different windows at the same time on different sides of your home, for about 30 minutes, is even better.
- Keep the extractor fan running and windows shut or open the bathroom window(s) when you're having a bath or shower
- Use your cooker hood or fan, or open a window and close the door leading to the rest of your home when you're cooking.

Heating your home

Heating your home in certain ways can reduce the risk of damp and mould.

- Use your thermostat to help keep a steady temperature. 18-21°C is ideal
- Put radiators with thermostats on them on a low setting in rooms you don't use often
- Kitchens and bathrooms can have a lot of moisture so keep the heating on a constant low in these rooms if you can.

Check your gutters are clear

Blocked gutters can lead to damp in your homes. If your gutters are blocked or become blocked when the leaves start to fall in the autumn, please contact us about getting the guttering unblocked.

Keep your garden thriving



Not only is gardening a great way to make the most of the green South Manchester communities we're lucky to live in, it's also great for both your mental and physical wellbeing.

We receive many calls about overgrown gardens and understand that maintaining them can be challenging. However, it's important to remember that garden upkeep is your responsibility.

Overgrown gardens aren't treated as anti-social behaviour (ASB) and we'll only consider taking legal action over an overgrown garden in very exceptional circumstances. Even then, the costs will be recharged to the tenant as detailed in the tenancy agreement.

If you have a concern about your neighbour's garden generally, our Housing Officers can only

ask tenants to cooperate, explain the impact of an overgrown garden on neighbours, and monitor changes. Before calling us, please speak to your neighbour to understand their situation and try to come to an agreement about what's affecting you directly. Please note that we cannot intervene if your neighbour is a non-Southway tenant; please contact the local authority if it's causing you a nuisance.

You can stay on top of your garden by doing basic things like mowing your lawn and trimming hedges. On our website, you'll find some cost-effective tips to help you keep your garden thriving through the coming colder months, including:

- 1 **Planting!** Some garden plants can be split to give you more plants for free, and seeds and wildflowers can be sown in autumn too.
- 2 Use fallen leaves, grass clippings or shredded newspaper as a DIY mulch to protect plant roots from freezing. Leaving dead stems on plants over the winter

protects them and gives hibernating insects shelter.

- 3 We don't often get heavy snow, but you can trim dead or diseased branches from shrubs to prevent damage. Please don't change your boundary line without consulting with your neighbour and us first.
- 4 Make simple bird feeders using recycled materials like plastic bottles.
- 5 Look forward to spring – collect seeds from any plants in your garden to grow next spring. Clean and pack away your gardening tools to keep them in good condition and make sure they're ready to use when the weather warms up again.

Find the rest of our winter gardening tips on our website.

Useful local bulk collection services:

Manchester City Council:
bit.ly/3zsT3SZ

Tameside:
tameside.gov.uk/bulkyrefuse

Cheshire East:
bit.ly/3XAyyvH

Have you considered rightsizing?



If you're struggling to maintain your garden and no longer need it, would you consider moving to an apartment or bungalow?

If you're over 50, Manchester Move's Rightsizing Officer, Connie, can offer you free, no-commitment advice and support to find, get and even move into a property that feels right

for you. If you'd like to know more about the rightsizing service, email right.sizing@northwardshousing.co.uk

You can also contact our Housing & Care Options Advisor, Jackey Duncan, or our Age-Friendly Team on 0161 448 4200.



Nicola England, has recently been helping with the process of building our new website and portal. Hearing from tenants like Nicola will help us to make sure our digital services work better for all our tenants and puts you at the heart of the improvements we're making.

We sat down with Nicola to talk about her experience as a Southway tenant, and why she's choosing to get involved. ↓

Q & A

Hi Nicola! Tell us a bit about yourself and why you want to get involved with Southway and its work in supporting communities?

Well, I've been a tenant of Southway for 14 years, I'm a

Southway tenant Nicola tells us why she loves her community and how we can improve our services

single mum with three children and I work full time as well, but all my children are older now so I've got more spare time on my hands where I can actually give back to the community.

This is the first place I've ever lived where it felt like home, so I feel like part of the community, but I want to bring everyone together a little bit more.

What is it that makes your community so special?

Across the whole estate, we've got this very strong community feel. It's in the little things - if anyone's struggling, a few people will band together and help out. On my avenue, we all bring each other's bins out and just look out for each other.

For me, it doesn't matter about your situation or what you're going through, everybody cares about each other.

What do you think Southway does well, and what could we be doing better at?

Southway is brilliant at organising community activities and events, including the Southway-run local community centres.

The advertising of these could be better though... It's very bitty and it's taken me a couple of

years to find out how to find everything. For me it all needs centralising, so you're not having to go to different places to find everything.

The free training you offer to help upskill people is absolutely fantastic! The only issue I have with these sessions is that they're all during the day, so those of us who work full time can't access them.

In terms of giving us as tenants the chance to have our voices heard, you've been fantastic in terms of wanting to listen to us. You provide more than enough opportunities for people to share feedback.

Thanks to Nicola for sitting down and sharing her perspective with us - you can read the full interview at southwayhousing.co.uk

If you'd like to get involved in our work to support and improve communities, get in touch at southwayhousing.co.uk/about-us/get-involved or email Maureen Ward, Customer Involvement Manager, at m.ward@southwayhousing.co.uk

Exciting changes to Quids In

A more accessible food pantry service for all

We're always trying to make life easier and more affordable for our communities, so we're thrilled to announce some exciting updates to Quids In, our food pantry service. These changes are all about making the service more accessible, flexible, and inclusive for everyone—whether you're a Southway tenant or a member of the wider community.

Choose your club, your way

One of the biggest changes is that Quids In members can now pick the club they'd like to attend. We know that everyone has different schedules and preferences, so we want to make sure you can access the pantry at a time and place that suits you.

No proof needed – just come along

To try and make Quids In more inclusive and to reach people on low incomes who are struggling with the cost of living, you no longer need to show proof of income or qualifying benefits. We believe everyone deserves access to affordable food, without the need for extra paperwork. This means you can just join the club that's right for you, without any hassle.



Open to everyone, tenant or not

Quids In is open to everyone, not just Southway tenants. Whether you live in a Southway home or elsewhere, you're welcome to join. This change reflects our commitment to supporting the wider community, making sure that more people can benefit from this valuable service.

How much does it cost?

Here's how it works

Southway tenants

£5 per year, plus £4 per weekly shop.

Non-Southway tenants

£10 per year, plus £8 per weekly shop.

These fees allow us to keep providing you with high-quality food at a fraction of the cost of a regular grocery shop, making sure you get excellent value for your money. We aim to provide you with food worth £15-20 per visit.



Join us today!

If you haven't experienced Quids In yet, it's the perfect time to join. With our new flexible options, simplified sign-up process, and more eligibility, it's easier than ever to make the most of it.

For more information, visit our website or email quidsin@southwayhousing.co.uk

BUILDING MORE AFFORDABLE HOMES



76 affordable homes at Two Didsbury Point

As well as managing the homes we already have, it's also important as a community-focused organisation that we build homes to help more people with the greatest housing needs.

We work with our sales and management company Gecko Homes to build homes for shared ownership and market rent, and any profit from the sales of these homes is reinvested in our communities and improving services for tenants.

It's been a busy few months for some of our new developments.



Gecko Homes to build homes for market rent and shared ownership

Didsbury

Work has started at Two Didsbury Point to build 76 affordable, one and two-bedroom homes.

46 homes will be available for shared ownership, and 30 will be available for social rent with incentives for key workers.

The scheme on the former Withington Community Hospital site will also provide a new medical centre to improve local NHS services. Completion is due in 2026.

Withington

Councillors from Manchester City Council popped by our Francis Road development in August to see

progress on the 24, one and two-bed social rent homes we're building, which are due for completion in summer next year.



John Bowker with Angela Rayner & Brickfields House tenants

Tameside

Last month, we proudly welcomed Deputy Prime Minister Angela Rayner MP to celebrate the completion of our new Brickfields House scheme in her home constituency of Ashton-under-Lyne.

She chatted to new tenants who'd just moved into the scheme which provides 42 one-bedroom affordable homes for over 55s with age-friendly features to support independent living.

Find a home

Nearly all of Southway's homes for social and affordable rent that are available are let through Manchester Move.

If you're looking for market rent or to buy a shared ownership home, contact Gecko Homes, details on the next page →



Scan to view



Say hello to Shared Ownership.

If you thought that buying a home where you want to live was out of your reach, then you could be wrong. Shared Ownership through Gecko Homes is a product designed to assist buyers in getting on the property ladder, where ordinarily they might not be able to afford to.

Who are Gecko Homes?

Gecko Homes are part of Southway Housing Trust and have a dedicated website where you can search all the homes they have available to buy as well as reach out to their dedicated team with any questions you may have.

Part rent, part buy, all yours.

It's not always possible to save up for a deposit to buy your own home, but renting means you'll see no return on all that money you've invested over the years. With the unique way that Shared Ownership works, you'll be able to part rent and part buy a home where you'll want to live. Deposits can be as low as just 5% of the share you are buying.

The story of Shared Ownership.

Imagine a new property as a pie. The full market value is £450,000. And for most, particularly first-time buyers, that's an unaffordable pie. But what if you just buy the pie by the slice, say one quarter? Watch our Story of Shared Ownership by scanning the QR code above to find out more.

How does Shared Ownership work?

Gecko's Shared Ownership homes in Manchester and Cheshire give you the same rights as a regular homeowner, but instead of a full mortgage and high deposit, you part rent, part buy. If you're trying to understand how Shared Ownership works, our video above explains exactly how it works.

How do I contact Gecko Homes?

Web
geckohomes.co.uk

Call
0330 995 1333

Email
sales@geckohomes.co.uk



Meet our housing teams

We're committed to providing high-quality services for our tenants, and our Housing Management teams are key to making to that happen.

Our service review in 2023 helped us be more responsive to tenants' needs as we have more Housing Officers, and we can spend more time in our neighbourhoods.

This helps us be more visible in our communities. We can be there for you when you need us, helping us find solutions when you tell us about issues.

Housing Officers and Age Friendly Housing Officers support tenants with all tenancy-related matters and matters outside the home too, working with colleagues like our Environment team and surveyors.

The Head of Service for Housing Management & Support is Claire Davies. Our Housing Managers are Nicolla Pawson (General

Let housing management) and Gemma Glennon (Age Friendly housing team, for people over 50). They're supported by a Senior Housing Officer – Gavin Wood (General Let) and Stacey Armitage (Age Friendly).

The role of your Housing Officer

Each Housing Officer manages around 700 tenancies (general let), and duties include:

- ▶ Advertising and letting our rented homes, including in our new developments
- ▶ Receiving welfare concerns and dealing with safeguarding issues, working with others to provide the right support
- ▶ Responding to and investigating tenancy breaches including tenancy fraud and anti-social behaviour
- ▶ Dealing with tenancy requests such as succession, mutual exchanges, and home improvements
- ▶ Supporting the process for people to end their tenancies

A new approach to anti-social behaviour



We talked to Azima about what has changed on ASB

How does your day usually begin?

No two days are the same in my job as a Housing Officer and I've learnt to expect the unexpected. I try to plan at the start of my

day, so I am spending most of my time out on the estate. But, I often have to change my priorities when urgent issues come up.

What are the best things about your job?

I love helping tenants and being able to support them to overcome challenges and live more comfortable lives is particularly rewarding. I also feel a great sense of achievement when we can successfully resolve an anti-social behaviour issue

between neighbours.

What kind of things do tenants contact you about?

Anything tenancy related, including repairs, gardening issues, mutual exchanges and general advice. We even get asked about things like schools, which we're not responsible for, but we try to help!

Tenants also contact us about anti-social behaviour (ASB) and we're trained to recognise and deal with the effects ASB can

Meet our new Housing Officers, Cath and Safwan

Age Friendly Housing Officers have smaller patches as they spend time at our With Care Sheltered and Age Friendly schemes: Gorton Mill House, Dahlia House, Grove Lane, Holland Court, Brickfields House, Grosvenor Gardens, and Minehead Court.

You may see your Housing Officer in your community:

- ▶ Carrying out home visits
- ▶ Doing estate inspections, which you're welcome to join. For more information, email connect@southwayhousing.co.uk.
- ▶ Monitoring fire safety outside and in communal areas
- ▶ Checking gardens are maintained – you'll find more on this on page 5 →
- ▶ Working with other teams on projects such as major improvement works and new developments

Read more about our housing management teams on www.southwayhousing.co.uk/housing-management



Hello! My name's Cath Dell.

I've lived and worked in South Manchester for

20 years. Southway provides so much support for their tenants, and I'm one of their success stories! When I was a tenant, they supported me with passing a degree, which opened up so many employment opportunities, including my last role as Education Welfare Officer.

Working alongside housing officers inspired me to change my career and join the housing sector. I strongly believe that everyone should have the right to live in a safe environment and somewhere to call home. I'm excited to meet the tenants in my area, Old Moat & Withington, and to support everyone so they can be proud of the area they live in.



Hi everyone, I'm Safwan Gore.

I'm the new Housing Officer for the area known

as the Welsh Estate. I'm really looking forward to working for you all.

In my previous roles, I really enjoyed working in the community and making things better for local people. This is why I wanted to come and work with Southway; so, I can work in a role that has a real impact in the community and I can see the benefits of that.

I've already been out on a lot of visits and done some work with the Tenancy Support team. I'm looking forward to meeting more of you in the coming weeks and months, and working with you to make our communities even better places to live.

have on our customers. We also have a Tenancy Support Officer who offers one-to-one support to people experiencing ASB.

Where appropriate, we advise tenants to talk to neighbours about problems because sometimes neighbours may not be aware of what is happening.

In more serious cases we work with police, Manchester City Council and other agencies who may be better placed to respond, especially where a criminal offence has occurred.

What's changed about our

approach to ASB?

We've reviewed our policy with tenants help so we have a much more effective approach. We work with Southway's ASB co-ordinators who offer guidance in complex situations.

We've categorised types of incident and respond to Category One situations within one working day. These include criminal acts such as physical violence/threats of violence, hate incidents, and drug manufacturing.

Category Two incidents are responded to within three

working days and include verbal abuse, use or supply of any illegal substance, excessive noise, and not keeping animals under control.

Dog fouling, parking issues and general household noise are now treated as neighbourhood or environmental issues so we're handling them in a more appropriate way to provide the best possible service to tenants.

Find out more about our approach or report ASB at southwayhousing.co.uk/asb

A longer version of this story will appear on our website



Fun & Feedback

Throughout August, we got out and about in our communities for our summer Fun & Feedback events!



These sessions gave us a chance to hear from you about your hopes for the next five years as a Southway tenant, including what you think we're doing well and what we still need to improve on. We were also able to introduce you to some of the fantastic support services we're currently offering, including our Youth Elevate career support programme for people aged 16-24.

There were loads of fun activities, games and craft sessions for the whole family to enjoy together! The bouncy castles and Pride arts and crafts area both proved particularly popular.

We were thrilled with the turnout and having a chance to chat with so many tenants about what matters to you. Thank you to everyone who came along and shared their thoughts, or simply had a bit of fun in the sun!

Keep an eye on our social media and website to find out about future events as well as the support we offer all year round, or come into the office to chat to a member of the team.



ARE YOU OVER STATE PENSION AGE?

You may be missing out on money you're entitled to

Pension Credit tops up your pension income and can help with day-to-day living costs, including giving you access to other benefits like the Winter Fuel Payment, Housing Benefit, and discounts on council tax and some NHS services like glasses.

Check your eligibility at [gov.uk/pension-credit](https://www.gov.uk/pension-credit) or call 0800 99 1234 today. If you need any advice or help claiming, or if you're struggling to make ends meet but have been told you aren't eligible, our Advice Team are here to help.

Cosy Mondays are back!

The days may be getting shorter and colder but at least that means the return of Cosy Mondays to our Southern Gate offices from Monday 21st October.

Cosy Mondays provide everyone in our communities, not just tenants, with a warm welcoming space to have a brew and a chat every Monday through autumn and winter (times and length of events may vary.)

Find out more about the activities being planned for this year at southwayhousing.co.uk/cosy-mondays



ADVICE FOR A PRESSURE-FREE CHRISTMAS

- › Do secret Santa with a limit! This way everyone gets a gift, but with less pressure
- › If you need to borrow, use safe lenders like credit unions or Community Development Financial Institutions
- › Only borrow what you need and don't borrow more than you can comfortably afford to pay back
- › Use cashback sites like Top Cashback, to make sure you're making savings with every purchase. You can use this money to pay off any debts!
- › Find bargains in charity shops and pre-loved sites
- › Consider making something homemade like cookies or cakes to share.

TOP CHRISTMAS TIPS!

Christmas is around the corner and we're looking forward to the festivities and spending time with our loved ones.

It's such an exciting time of year, especially for children, but it also brings lots of financial pressures. Gift giving and buying festive treats mounts up and, coupled with the huge rise in food and day-to-day living costs, people often turn to borrowing money to get them through.

One in five people go into the new year in debt because of the cost of Christmas and one in ten people turn to loan sharks to borrow to help make it an enjoyable time. This causes a great deal of stress later down the line when you're trying to cover the repayments and, ultimately, isn't worth it for a one-day celebration.

Avoid going to loan sharks. Loan sharks are illegal and lend money without any regulation and charge extremely high interest

rates that can change and make it harder for you to pay the debt off.

Loan sharks come in many forms – they could be people you know, colleagues, or even other parents in the playground. If you're worried that someone you know is using a loan shark, you can report it anonymously via Stop Loan Sharks on 0300 555 2222.

Did you know?

Southway offers tenants an affordable way of borrowing up to £300 quickly and easily. Our Southway Solutions loan scheme is run in partnership with South Manchester Credit Union, who also have a Christmas savings account that you can start today to get ready for next year.

To apply, please call our Customer Hub on 0161 448 4200 and they'll check your eligibility. If you're struggling or have questions about debt, the Hub can also put you in touch with our Advice team for free and confidential support.

Domestic abuse support that's easier to access

If you're experiencing domestic abuse, we can provide safety planning advice and a referral to specialist domestic abuse services to help you stay safe in your own home. It's important to remember that it isn't your fault and there's help available. We can also provide housing options advice if needed.

To help you find the information and support you need, we've reorganised the domestic abuse section of our website. The page has been praised by the Domestic Abuse Housing Alliance as being 'really informative and clear on how to reach out for support'.

For more information, please visit [southwayhousing.co.uk/domestic-abuse](https://www.southwayhousing.co.uk/domestic-abuse). There's an option to leave the page quickly if you need to.



A busy year for Southway

We've had a very busy year at Southway, with our staff, volunteers and partners working hard to support our tenants.

There have been a number of challenges along the way, including staffing and resources, and we appreciate that sometimes our key services have not performed at the standard you would expect.

We want to assure you that we're working hard to make things better for you, as our tenants are at the heart of everything we do. Our new Chief Executive has pledged to improve services and all our teams share that commitment.

We've also done some great work for tenants over the last 12 months.

Our Advice and Financial Inclusion Teams have helped many people through the cost-of-living crisis, our homes designed for older people continue to be extremely popular, and our community buildings and events continue to thrive. We've also put extra resources into our Customer Hub and Repairs teams, which has seen an improvement in results.

Read on to find out more...

View the
Annual Report
bit.ly/3XRR4jb

Southway is leading on the Ageing in Place Pathfinder project for Gorton which aims to make it an even better place. Cookery sessions and age friendly community walks are some of the activities co-created with older people.



We've recruited Community Feedback Officers to help share your views with Southway.



We welcomed 900 people to our Cosy Monday events.



164 Southway tenants carried out over 10,000 hours of volunteering.



We've worked with tenants on an end-to-end Repairs Service Review, and with your help, improvements have been made.



We helped 46 people get into work through schemes such like our 'The Time is Now' course.



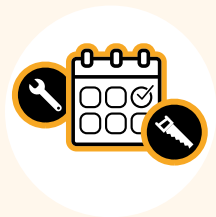
Dunhill Medical Trust funded a £41k project to develop a new cohousing model started in the year, with a steering group set up and plans to form a working group to develop the model further.





Rent collection:

Target: 99.5%
Achieved: 98.65%



Repairs appointments made and kept:

Target 97.5%
Achieved: 93.4%



Customer Hub calls answered:

Target: 90%
Achieved: 74%
Received 60,423 calls,
2,817 more than previous year



Damp & mould:

We've recruited **2 new Property Care Officers** to help improve how we deal with these cases and increased demand for inspections.



Complaints responded to in time:

Target: 90%
Achieved: 82%



Homes with an up-to-date gas safety certificate:

100%



Homes meeting the Decent Homes Standard:

Target: 100%
Achieved: 99.87%



Value for Money:

Advice Services (£4.8M in 2023/24), savings to the public purse of people securing employment (**£109k**) and value of food offer from our five Quids in Clubs (**£110k**)



Customer satisfaction with repairs:

Target: 4.75
Achieved: 4.63
Out of 5



Every year, we invest at least £1m in community investment activity, including community buildings like Westcroft Community Centre, community shops, the Beautiful South Fund, Age Friendly Projects, Tidy Homes Tidy Minds, Extra Care cafés and learning hubs.



We started 337 new homes on site in 2023/24 and have completed projects over the last few months.





MANCHESTER PRIDE

A celebration of diversity & inclusion

This summer, Southway proudly marched in the Manchester Pride parade again, embracing the theme **'Buzzin' to be Queer: Celebrating a hive of progress'** in a colourful sea of rainbows, flowers, bumblebees and glitter.

The energy on the day was, well... buzzing! With thousands of people - including our colourful group of colleagues, tenants, family and friends - lining the streets of Manchester to support the LGBTQ+ community and promote equality for everyone.

Thank you to everyone who joined us, supported us, helped us create decorations at community events this summer, or cheered us on from the sidelines. Stay tuned for more ways to get involved in our community activities in the future.



Live on Arrowfield?

Join the new Arrowfield Tenant Group and make your neighbourhood a better place to live

Contact David at arrowfieldtenantgroup24@gmail.com or Tina Murphy, Southway's Community Development Officer, at t.murphy@southwayhousing.co.uk

Got an idea to help your community? We'd love to hear from you — contact Tina Murphy using the details above.



BARLOW HALL AWARDED PRESTIGIOUS GREEN FLAG FOR EIGHTH YEAR IN A ROW



We recently joined our dedicated volunteers to celebrate winning the prestigious Green Flag Award

The award is down to the consistently high-quality work of our Environmental Team, Urban Rangers, and community volunteers in growing and maintaining this vital community green space in the heart of Chorlton.

Reacting to the news, Southway's Environmental Services Manager, Mike Moriarty, said:

"Barlow Hall is a safe and secure place for both children and adults to benefit from. It continues to be the location for

community events, wildflower planting, scything workshops, fruit tree pruning workshops, and biodiversity events. The space is a credit to both the local community and Southway."

If you'd like to volunteer or join a mailing list for further information about guided nature walks and nature-based activities and workshops, please get in touch with Debbie at d.wallace@southwayhousing.co.uk.

It's easy to get involved and even easier to visit and enjoy these spaces for yourself. You'll find the Barlow Hallgreen space sat between Barlow Moor Road and Mottram Avenue.



M21 7LX



8TH IN A ROW!



PERFORMANCE: REPAIRS AND CUSTOMER HUB

We've been working really hard to carry out repairs and answer your calls faster, as well as keeping you updated on how we're doing, because we know these are top priorities for you.

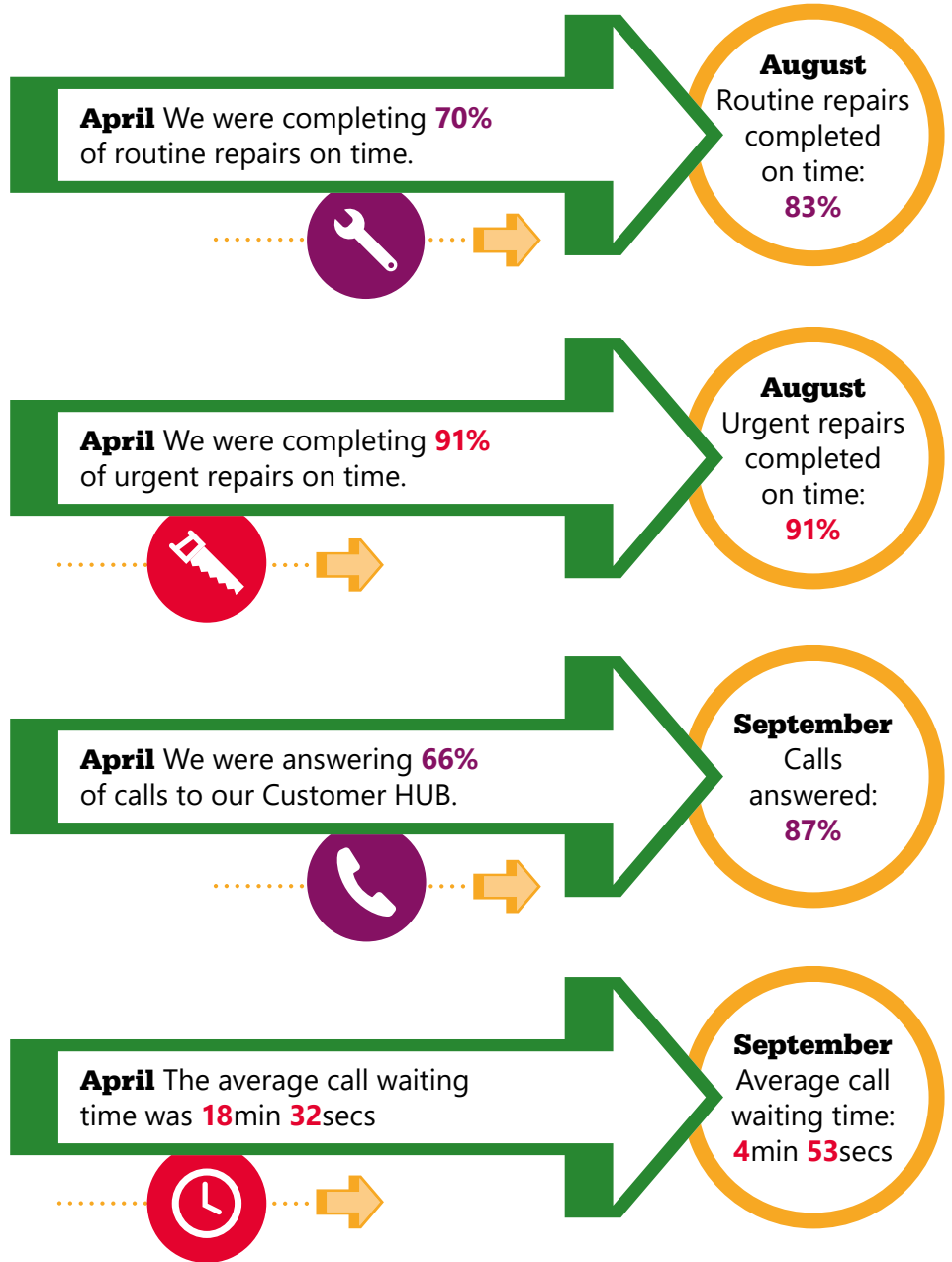
We've improved our performance on routine repairs and responding to your phone enquiries. Our performance on completing urgent repairs is good, but we want to complete 100% on time.

The teams will face an increased demand in the winter months, when more of you will need our services. We'll be putting plans in place to help with busy periods.

➔ The figures show how we are making progress in improving our performance with these services.

For more information, please visit southwayhousing.co.uk/performance-reporting

Where we were and where we are now



Mutual Exchanges

If you're one of our tenants and looking to move home, you might want to consider a mutual exchange.

Like all registered social landlords, we offer tenants a mutual exchange service.

We do this in partnership with other Manchester Housing Providers through the House Exchange website. The website helps you to search, find matches and contact other council or housing association residents who want to swap their homes.

You can find links to this website, the app and more information, including our Mutual Exchanges Policy

[at southwayhousing.co.uk/mutual-exchanges](https://southwayhousing.co.uk/mutual-exchanges)



DIFFERENT WAYS TO CONTACT US

Dahlia House enjoys a sunny day at the seaside!

On a sunny Monday in July, nearly 60 people gathered at Dahlia House for an exciting day trip to Llandudno in North Wales. The group included Dahlia House residents, café volunteers, and their families. Many of the volunteers, who are refugees, were keen to practice their English and explore more of the UK. Meanwhile, many Dahlia residents had been to Llandudno before, so were keen to show the volunteers around and share memories of previous visits.

Najwa Hafid, a Southway tenant and manager of Dahlia Café, helped the residents organise the event. She told us that the idea behind the day trip was to bring people of all backgrounds, ages, and cultures together for a fun day out. Plans were made over coffee and delicious food at the café in Dahlia House, and they successfully applied to the Beautiful South Fund to help with the cost of the day.

Najwa told us: "It was such a lovely day. Everyone got along well and helped each other. People didn't have to worry about transport and going as a group meant no-one was lonely. Everyone had a great time, and people are already talking about where they want to go next!"

If you have an idea for an outing, event or activity to bring your group or neighbours together, you'll find more about the Beautiful South Fund at southwayhousing.co.uk/beautiful-south or contact Roz Hampson at r.hampson@southwayhousing.co.uk.



southwayhousing.co.uk

The online form on our 'Contact Us' page sends an email to our Customer Hub with your enquiry



my.southwayhousing.co.uk

Book routine repairs, check your rent account, and update your details 24/7 on our tenant portal



Connect with us

On Facebook, X and Instagram. Direct messages on Facebook are monitored from 9am-5pm, Monday to Friday



Visit us

Our Southern Gate reception is open from 9am-3pm, Monday to Friday, excluding Bank Holidays



Write to us

Our address is Southway Housing Trust, Southern Gate, 729 Princess Road, Didsbury, Manchester M20 2LT



Call us

Our phonedines are open 8am-5.30pm, Monday to Friday, excluding Bank Holidays

When you next contact us, please make sure your contact details are up to date and tell us who lives in your home.

This makes it easier to contact you in an emergency and process any tenancy changes you ask for.

If you've given power of attorney to anyone or want to give permission for someone else to speak to us on your behalf, please let us know.





Pinch me

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*Prices based on a 40% Shared Ownership and a 90% LTV mortgage. Homes are bought as leasehold, full T&C's apply. See website for more information. Price correct at the time of advertising (14.03.24) and may be subject to change. Gecko Homes provides Shared Ownership properties separately from Southway's role as a social housing provider.

