



## We've gone digital!

### An Apology

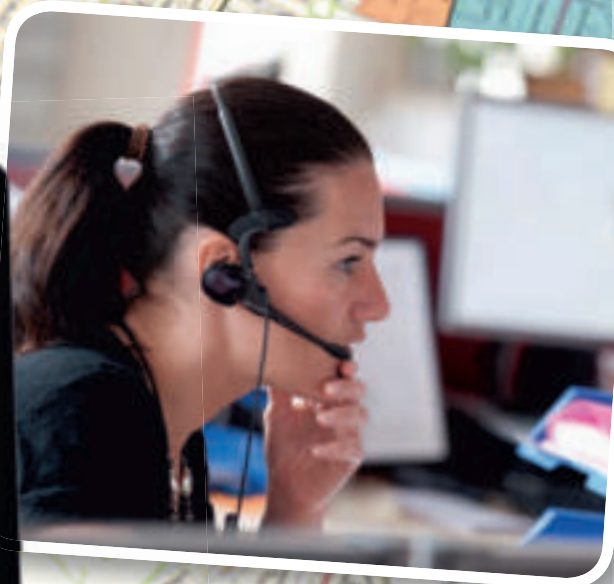
We need to say sorry!..  
We've had problems  
with our phone service  
via the Customer Hub.

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We're now working remotely  
out on the estates handling  
more of your enquiries, and  
a greater range of enquiries,  
within one visit as part of  
'Shaping Southway'.

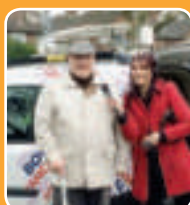
Read more about it on pages 8-9



### What's inside...

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Burnage Centre  
launches

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Plus digital  
training  
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# An Apology

**You may have tried to get through to our Customer Hub over the phone recently. We are currently experiencing high call volumes due to transforming our landlord service in April and that is why it may be taking longer than usual to get through to us.**

Our services are changing to try and ensure even better customer service (see Pages 8-9 of this newsletter) but as a result of the changes happening recently, there is a temporary issue with call queuing time. If it is taking longer to get through to us we would like to apologise, and assure you that this is a temporary problem which we are working hard to put right.

## What if you cannot get through?

Did you know our services can be accessed quickly and easily via our website including booking a repair and paying your rent? In your last edition of Southway Stories you'll have received a simple guide on how to use all our online services at [www.southwayhousing.co.uk](http://www.southwayhousing.co.uk).

You can also contact us via Facebook and Twitter, our website or at [connect2southway@southwayhousing.co.uk](mailto:connect2southway@southwayhousing.co.uk) and a member of our team will get back to you soon.



## Awards finalist

**Southway Housing was shortlisted as a finalist in the Housing Excellence Awards 2016 for the Best Tenant Support/Advice Programme.**

This is amazing recognition of both our Age-Friendly Programme, and of the hard work of our dedicated Age-Friendly team and Community Champions (tenants and local residents)!



## Looking to downsize?

**We are building 14 one bedroom 'Age Friendly' cottage flats on Green End Road, Burnage, which will be available this September.**

If you are over 55 and interested in downsizing to one of these properties, please express your interest by emailing [connect2southway@southwayhousing.co.uk](mailto:connect2southway@southwayhousing.co.uk) about 'Green End flats'.





# Launching Age Friendly Burnage

Southway is working in partnership with Manchester School of Architecture on the five-year 'Ambition for Aging' project, funded by the Big Lottery. The project aims to make places more 'Age-Friendly' for older people, reducing isolation and promoting active ageing. Burnage is one of four wards taking part in the project.



The 'Age-Friendly Burnage' partnership was launched at Burnage Community Centre in February. Over 60 people attended, taking part in workshops including mapping people's favourite places, people and activities in the area as well as contributing to a giant Age-Friendly events calendar which is available online at: <http://tinyurl.com/burnagecalendar>.

Including as many people as possible in the project, particularly those who may be isolated, was discussed. It was a big success and the residents' involvement in the workshops has helped to form the neighbourhood partnership for Burnage.

Since the launch, the partnership has set up a resident-led Board

which will make decisions and fund new age-friendly projects in Burnage. The partnership is still looking for residents to join the Board and contribute to making Burnage more age-friendly.

If you are a Burnage Resident and would like to find out more about the project and how to be involved, please call into our informal drop-in sessions for a brew and chat. They take place each Tuesday morning 10am -12 noon at Westcroft Community Centre, Westcroft Rd, Burnage, M20 6EF.

You can also contact Kat Wong [k.wong@mmu.ac.uk](mailto:k.wong@mmu.ac.uk) on 07973 973 183 or Catherine Morris [c.morris@southwayhousing.co.uk](mailto:c.morris@southwayhousing.co.uk) on 0161 448 4200.



Age Friendly Champion Tommy Walsh was interviewed by BBC Radio Manchester about our work!

## A Royal visit

**We were delighted to be joined by HRH Princess Anne at our recent Age Friendly meeting in Old Moat as part of a Commonwealth Leaders Programme. HRH joined a group of 15 leaders from around the Commonwealth, and took part in discussions about the progress of and future priorities for our Age Friendly programme.**

Our Age Friendly champions and local residents who have been involved in the Old Moat project attended, along with Southway staff and representatives from partner agencies.



This was a great opportunity to showcase the work we have done in making Manchester a better place for older people, and to get some very high level recognition for our Age Friendly work.

Afternoon Tea was served for all the visitors and lots of lively discussions took place!

# Growing communities

**We're working with the Mersey Bank Estate Group in Chorlton to create a new community garden which inspires growing at home and informs about recycling and waste.**

As well as transforming under-used and neglected land and providing a way to boost health and wellbeing, we have designed the site to educate local people on food growing, the wider environment (such as recycling) and to ultimately help reduce 'food miles', making a positive contribution to Manchester's climate change aims.

Everyday items, including bath tubs, guttering, pallets, tyres and wooden crates, that were destined for landfill are being used with flowers, vegetables and herbs being grown using the recycled materials.

If you want to learn more about growing at home, or about how to get involved with any of our

environment projects, please contact Southway's Environment Team on 0161 448 4200.

## **Fancy getting involved but don't live in Chorlton?**

We work in other communities on food growing projects. We are looking for new people to join us, learn new skills and get involved. If you would like to learn how to grow your own fruit, vegetables and herbs, meet new people and get active outdoors then why not come along to one of our sessions?

### **Groups meet at:**

- Withington Fire Station Community Garden every **Monday 1pm - 3pm**
- Westcroft Community Centre Garden every **Thursday at 2pm**



As well as regular group sessions, you will also receive training on how to plan your plot, grow vegetables from seeds, organically treat pests and diseases and plant and prune fruit. For more information, contact Claire Drury on 0161 448 4200 or [c.drury@southwayhousing.co.uk](mailto:c.drury@southwayhousing.co.uk)



Merseybank Community Group, Sow the City and volunteers creating the garden!

## Gardening competition

Every year we run a gardening competition with the aim of finding the best gardens in south Manchester. There are lots of hidden gems in our neighbourhoods which we hope to dig out and celebrate! Many different prizes are on offer, including cash.

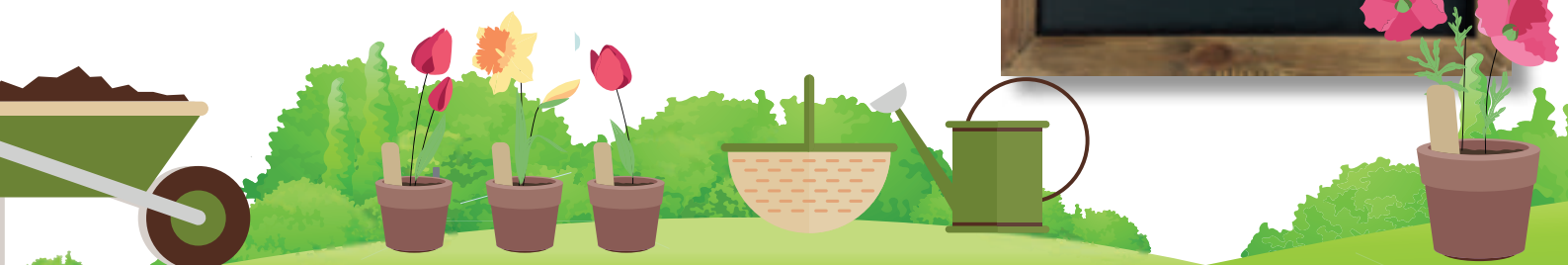
Gardens will be judged on Wednesday 6th and Friday 8th July 2016.

For more information on the competition please visit our website at [www.southwayhousing.co.uk/mygarden/gardeningcompetition](http://www.southwayhousing.co.uk/mygarden/gardeningcompetition).

If you'd like to take part in this year's competition please contact Claire Drury if you live in Burnage, Withington or East Didsbury and Richard Eccles if you live Chorlton, Old Moat or West Didsbury on 0161 448 4200 or email [c.drury@southwayhousing.co.uk](mailto:c.drury@southwayhousing.co.uk) or [r.eccles@southwayhousing.co.uk](mailto:r.eccles@southwayhousing.co.uk).

THE SIX CATEGORIES  
YOU CAN ENTER INTO  
THIS YEAR ARE:

- BEST GARDEN
- BEST ECO FRIENDLY GARDEN
- BEST KITCHEN GARDEN
- BEST HOMEOWNER'S GARDEN (PRIVATE RESIDENTS)
- YOUNG GARDENER OF THE YEAR
- BEST GARDEN STRUCTURE



# Service charges for communal gardening



**Southway Housing provides communal gardening to 52 communal gardens across our neighbourhoods. These communal gardens are provided only for the benefit of tenants and residents who live in adjoining properties. Southway Housing maintains these communal gardens on behalf of the tenants and residents who benefit from them.**

Service charges for these spaces are not related to the public green space we manage that is accessible by everyone in the community and that we pay to maintain separately.

What has changed about communal gardening service charges?

- Until April 2014 Southway paid for the communal gardening service out of rent collected from all Southway tenants.
- We did not think it fair that all tenants continue to pay for a service that only some tenants benefit from.
- Most of our tenants must maintain their own gardens at their own expense as they do not benefit from a communal garden or such services.
- Prior to introducing the service charge, Southway consulted tenants' who benefit from communal gardens.

- Since April 2014, new tenants who benefit from a communal garden have been charged a service charge.
- From April 2016 Southway is charging 220 existing tenants for these communal gardening services (£1 per week). The charge is eligible for housing benefit for those tenants who claim support.
- This service charge pays for the cost of the communal gardening service and tenants only pay this charge if they have the use of a communal garden.
- This is standard practice in the rented sector for services that are provided in addition to the basic rent that all tenants pay - typical examples include gardening and cleaning of communal areas.

We have introduced the service charge at a time when we will also be reducing most of our rents by 1% each year over a four year period, which we hope will minimise the effect on household budgets.

Looking to the future, Southway maintains over 150 public realm green spaces which are maintained for the benefit of the local community. We are currently considering how we will pay for the cost of maintaining these areas. We will ensure that we fully consult with tenants and residents before reaching any position on new charging arrangements.

## Improved environments

### Three new flowerbeds

We've planted several species of bulbs in three locations across our neighbourhoods: Darley Avenue, Whitchurch Road & Firethorn Avenue. These are bee-friendly flowers so throughout summer you will see a range of different types growing, and hopefully some wildlife too. We've designed the areas so that as one species dies another will grow in its place.

### Mother Nature Sculpture

Our Mother Nature Sculpture was installed in the Barnet Avenue area this Spring, bringing another of our big environmental improvement projects to an end. After installation the artist ran carving workshops with pupils from Old Moat Primary School, as well as with our University Placement Students. The pupils added their own carvings around



the lower half of the sculpture.

Apparently this feature has become a popular location for selfies! Tag us @southwayhousing (Twitter) or @Southway Housing (Facebook) if you take one!



# Do you claim ESA, PIP or DLA?

## What you should be doing to support your claim...

### DLA and PIP

If you get Disability Living Allowance (DLA) you will be invited in the next two years to claim Personal Independence Payment (PIP). You have to claim PIP once you are invited. If you don't, your Disability Living Allowance payments will stop.

If you are awarded PIP, awards are for a set period of time from one year to 10 years.

The Department for Work and Pensions (DWP) will send out a renewal claim form 12 months before your award ends.

The current Government is considering more changes to PIP

descriptors which might make it more difficult to gain enough points to qualify for an award.

It is very important that you collect medical and other evidence to support your claim for PIP, even when you are receiving payments. This evidence can be sent with your renewal claim form and can help with the DWP's decision-making.

### Employment and Support Allowance (ESA)

The changes to the work-related activity group of ESA have been held back until 1st April 2017.

If you are currently in the work-related group of ESA the change

will not affect you. It will affect those who are claiming ESA for the first time or making a renewal claim after 1st April 2017.

The change will mean that new claims to ESA will be paid at the same rate as Job Seeker's Allowance or Universal Credit - £73.10. People will no longer get the extra £29.05 when they are transferred on to the main phase of the Benefit.

Keeping supportive medical evidence is important if you are claiming ESA. Your claim can be reviewed at any time and good medical evidence can support your claim and ensure you are put into the correct group of ESA.

If you need help or advice with these Benefits please contact the Hub and ask for the Advice Services team or email [t.martin@southwayhousing.co.uk](mailto:t.martin@southwayhousing.co.uk).

## More tenants are Quids In

**Many low income families are finding it difficult to both feed and provide for their families. We are helping fight food poverty by supporting those who need help most.**

We run the Quids In Food Club at Westcroft Community Centre. For a £2 weekly membership fee, tenants in need are entitled to £15 worth of food items each week, supplied by the food distribution charity Fareshare.

Unlike food banks, Quids In offers fresh and chilled



items through the use of the FoodCloud app; which ensures leftover food from supermarkets like Tesco does not go to waste.

Rhonda Keighron, who lives in the nearby area, signed up to the Club and said: "I think it's really useful because it helps me feed my four children. I try to choose

the long-lasting stuff because I want to make it stretch across the week."

If you are interested in finding out more about the food club or in volunteering with the project, please contact Elaine at Southway on 0161 448 4200.

# It's good to talk

**Having debts can be extremely stressful and it can be tempting to avoid dealing with the problem. This inevitably makes things worse and, in the case of rent arrears, can mean losing your home. If evicted, you will be unlikely to be offered a Southway property again and you may find renting privately unaffordable.**

A Southway house on Melbury Avenue, for example, costs £395 a month to rent, but a privately rented property on the same road costs £850 a month and requires two months rent plus fees to be paid in advance.

When tenants get into arrears Southway does everything possible to offer support. The Advice Services Team has specialist staff that can help you with debts, budgeting and Benefit claims, including appeals, and will work with you to find better ways for you to manage your money and help get your finances back on track.

One tenant with rent arrears and at risk of losing her home recently told us why she found it good to talk to Southway: "I was referred to the Advice Services Team and one of the Benefits Advisers, Patrick, helped me claim PIP which will increase my income and allow me to work when I am fit again. He also found I was entitled to more Housing Benefit as my son who was 18 and in full



time education was exempt from Non-Dependent Deduction.

"Repayments were back-dated and credited to my rent account which halved my rent arrears. Dianne, Southway's Debt Adviser, also helped me deal with other debts so I no longer have the stress of people chasing me for money. I have now agreed to pay an affordable amount each week to reduce my arrears which has put court action on hold.

"I didn't believe anything could be done to sort my finances out and just buried my head in the sand. My biggest mistake was not opening letters or talking to Southway sooner about the problems I was having".

**Don't risk losing your home. Talk to us. We are here to help!**

## What the Advice Services Team has gained for tenants over the last year

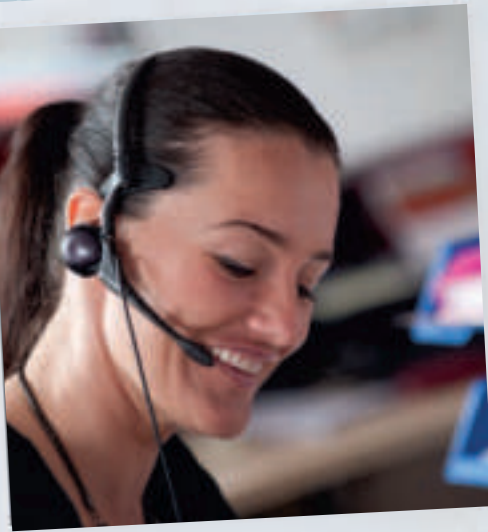
Our Welfare Rights Advisers gained over £2 million in additional Benefit payments for tenants. £179,100 of this was Housing Benefit.

Our Debt Adviser got £296,525 worth of debt written off for tenants and almost £6,000 was gained from charitable trusts to help pay debts.

Our Money Management Adviser provided budgeting advice to over 100 tenants to help reduce living costs and 67 were helped to open and manage bank accounts.

# Customer Journey - a new way of working

1



**Your query comes into our Customer Hub via our website, email or telephone.**

Our experienced staff can answer your query, provide advice and can also make arrangements for repairs if necessary (remember you can also book repairs quickly on our website!).



2

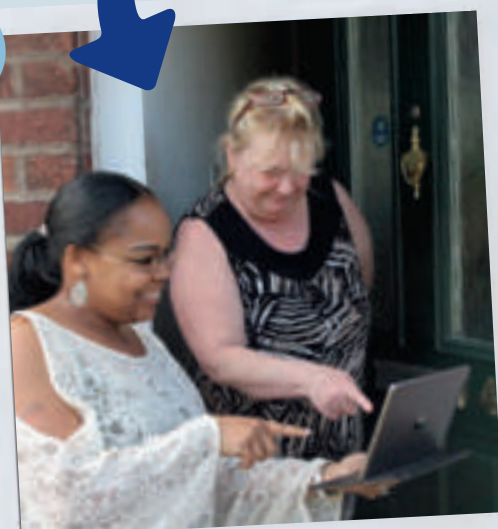


**Depending on the nature of your query, it may be necessary for one of our Community Service Officers (CSO) to visit your home.**

The Officers are out and about in the community so one of our advisors in the Customer Hub will contact the Community Service Officer.



3



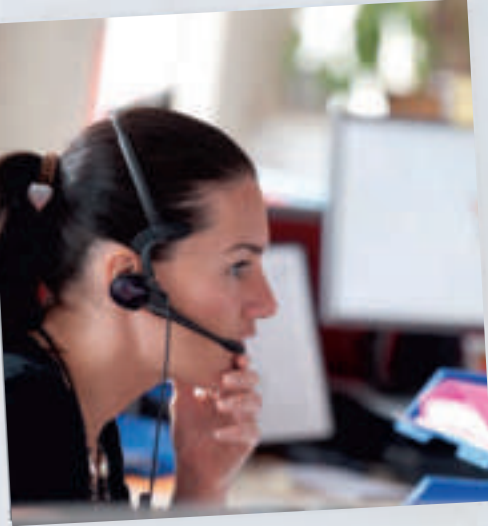
**Our Community Service Officer will receive the appointment and carry out the visit.**

Using the latest technology, the CSO can access all the information they need to help a tenant with any part of their tenancy (e.g. rent, repairs, advice, support, activities).





4



**The CSO can then go straight to another visit without having to return to Head Office to process paperwork.**

As a result, we can help more tenants directly while out and about in the community.

The use of technology also means that the information the tenant provides, as well as any actions that need to be taken, are sent automatically back to the Customer Hub, who can follow up any issues if required as quickly as possible.



5



## Shaping Southway

**As reported in previous issues of Southway Stories, we're going through a lot of changes at Southway in order to make our services better and easier to access for our customers.**

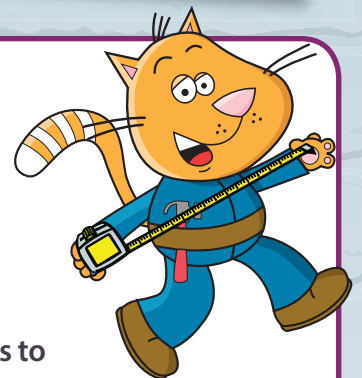
As a result, we are now aiming to solve even more customer matters in one smooth process by making sure we put the right people in the right places and by using technology to help. Let's take a look at how the process now works from a customer point of view:

Generally our Customer Hub or Community Services Officers will be able to help you in a single call.

Our Community Services Officers may seek further advice and guidance from one of the other members of our People & Places Team who can provide expertise in areas such as:

- **Environment** – Keeping our Green Spaces clear and in good condition as well as providing opportunities for tenants to get the most from them;
- **Advice** – On Benefits, debt & money management;
- **Support** – Giving tenants the means to help themselves;
- **Action** – Making sure breaches of tenancy are challenged and rules are enforced.

Do you need help from the Hub? Log in to our website at [www.southwayhousing.co.uk](http://www.southwayhousing.co.uk) or email [connect2southway@southwayhousing.co.uk](mailto:connect2southway@southwayhousing.co.uk). You can also give us a call (but remember the service may not be as quick as usual and you may be better off using the website or email).



# New structure for the Southway Group

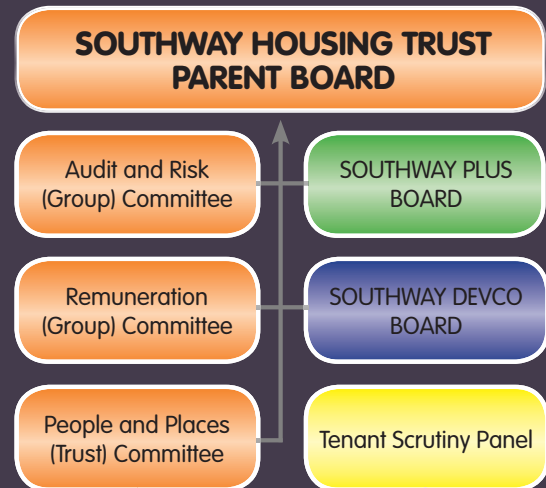
**Our new Board and Committee structure (shown) is now established and the members have all been appointed (see our website and the previous edition of Southway Stories for more details).**

There are tenant members on the Parent Board and in almost every other part of the governance structure. However, tenant representation on the People and Places Committee is possibly most important, because this Committee has the biggest influence over the services and policies that affect you.

## The Committee will:

- **Set policies relating to things like anti-social behaviour, customer care and customer involvement;**
- **Monitor landlord service delivery and performance;**

- **Receive feedback from customer involvement groups; and**
- **Ensure Southway understands the impact of its services on local communities.**



Meet the Board in the next issue of the newsletter!

## What next?

**The Tenant Scrutiny Panel has just finished taking a good look at how we deliver our anti-social behaviour service and has made some recommendations to our new People and Places Committee on how it can be improved in the future. If you'd like to know more, please get in touch with Maureen Ward who can put you in contact with a Panel member.**

The Scrutiny Panel will be looking at another service area later in the year and would be really interested to hear what you think it should review next. If you have any ideas, please get in touch.

Perhaps you would like to join the Panel? It would be great to have some new members. Please do get in touch. You can come and observe a meeting or two before you fully commit.

## Panel power

**So far around 2,700 Southway tenants have benefited from free solar panels fitted to their homes and we have received lots of questions about the scheme.**

As a very rough guide, the systems can save between £130 and £260 a year, assuming that a majority of the free electricity is used.

Here are our top tips to make the most of your free electricity:

- **Use appliances during daylight hours;**
- **Use appliances one after another because the solar panels do not produce enough electricity to power several appliances at once;**
- **Try not to use more electricity than you were using before just because you have solar panels.**

We have developed a simple guide which gives advice on getting the most from the solar panels, as well as answers to common questions. This is being posted to households with solar panels and is also available on the Southway website.





# Buckthorn House – Get Involved!

## Textiles: Knitting, Crochet, Sewing

Whether you are starting out or looking for fresh ideas and someone to share a passion with, our club is for you. Pick up tips from our knitting and crochet instructor and get one-to-one advice on altering clothes. Take control of your wardrobe and your purse.



## Painting and Drawing

Our Travelling Painting and Drawing club takes regular trips out to places that inspire our sketches and allow us to stretch our legs.

Destinations visited include Sale Water Park, The Manchester Gallery and Bury Market. When we aren't out and about, we're at Buckthorn being creative with acrylics, watercolours and pencil drawing. All levels welcome, feel free to drop in Wednesdays at 10am.

## Tenants' and Residents' Group

Our small group of dedicated volunteers is looking for a few more people interested in shaping activities and services in the area. In future there may be opportunities to run your own activities and events, with plenty of support from the Customer Involvement Team at Southway.

If you're interested in finding out more, contact Tina Murphy on 0161 448 4200 or pop in to Buckthorn on a Friday between 10am and 3pm.

## Thrilled with Work

**Jackie Scott, a Southway tenant, originally came to us in September 2015 to apply for a bursary to fund cooking equipment for a Hospitality course she had signed up to.**

Jackie had been out of work for about nine years and had experienced depression. After being deemed fit to work, she moved from Employment Support Allowance onto Job Seekers Allowance. Finding employment can be stressful for any individual, but for those who have mental health issues it can be especially difficult.

Jackie's circumstances meant that full-time work was the only financially viable option for her. However, this carried the extra pressure of ensuring we found a role that she was capable of doing after having a significant period of unemployment, and one she would enjoy, to avoid causing any undue stress.

Shaun Whaites, Advice Officer for Southway Housing Trust, was very particular in his work with Jackie, considering all avenues to ensure that the job she found would meet her requirements.

Jackie wanted a job, but had been finding it difficult. "Back in 2015 it was just a dream!" she explains, "but very patiently and kindly Shaun has helped me gain self-belief so that it was possible to get a job."

Shaun revamped Jackie's C.V. and helped her with her applications for various roles. Through this she was invited to some interviews.

"After two interviews I was offered a front of house job at the beautiful location of Quarry Bank Mill!" Jackie says. "I've been there

just over a week and am finding it so wonderful.

"I feel extremely lucky to be a Southway tenant. You've got some fantastic projects and services for your tenants!"

For more information about employment advice, and the support and training we offer, please contact Shaun Whaites on 0161 448 4200 or at [s.whaites@southwayhousing.co.uk](mailto:s.whaites@southwayhousing.co.uk).



# Get online and our FREE laptop loan scheme

**Do you ever feel like you're missing out because everything is online nowadays? Not sure how to use a computer?**

We can teach you everything you'll need to know to get started, from how to switch the computer on, to creating a Facebook account and even how to access our tenant portal to order repairs or check your rent statement. Learners can purchase low cost equipment and everyone who completes the course can get a 50% reduction in price. You can even get a qualification as part of the course.

All of our venues are accessible and we can arrange transport to get you there. Hard of hearing? No problem! All of our centres are fitted with hearing loop equipment.

Last year more than 60 Southway Tenants became "Internet Savvy" with a 92% pass rate among those who opted to take the exam. Be the next one to join them by calling 0161 850 7458 to register for a course in your area

**Do you need a computer but haven't got the funds to buy a brand new one?**

Has your computer broken, and you've found you can't afford to fix it or buy a new one? Do the kids need a computer to do their homework?

Good news! Southway has recently teamed up with Computer Recyclers UK to run a computer loan scheme – from June you will be able to loan a computer for free from us for up to three months and we'll provide free Internet access



throughout the loan. Also, during the loan you'll be supported by a Southway Digital Champion who will help you if you need to learn how to use it. We'll also help you to save to buy your own at the end if you wish. For just £12.50 a week (for 3 months) you can take home and own your own computer.

Westcroft Community Centre in Burnage and Buckthorn House in Chorlton are computer collection points, pop in and speak to one of the centre managers for an application form or more information, or call 0161 448 4200 and ask to speak to our Digital Inclusion Officer, Stacey.

## Great way to "spend" time



**Are you interested in meeting your neighbours, getting active and sharing skills and experiences with others in your community? If so, have you thought about joining our Community Time Bank?**

The Community Time Bank is expanding, so there are loads of opportunities for you to learn, share, connect and get involved! We've started running regular sessions at community centres near you:

- 'Monthly Meet-Up' – 3-5pm,

Westcroft Community Centre, 3rd Thursday of every month

A bring and share time-exchanging session. Time Bank members will be there to share their skills and hobbies, get to know each other, organise time exchanges and enjoy an afternoon together. Come down to learn more.

- 'Coffee and Catch Up' – 1pm - 3pm, Buckthorn House, 3rd Thursday of every month

Time Bank members will be there to share their skills, learn new things from each other, pick up new hobbies and just enjoy themselves!

If you're interested in joining the Time Bank, please feel free to come along to either session to find out more. You can join up there and then.

For further information please contact the TimeBank Coordinator on 0161 448 4200 or [connect2southway@southwayhousing.co.uk](mailto:connect2southway@southwayhousing.co.uk).





**Westcroft  
Community  
Centre**

# What's On at Westcroft

## Monday

Coffee Morning **9.30am – 11.30am**  
ESOL English classes for beginners **12 noon – 3:00pm**



## Tuesday

Internet Café **10am – 2.30pm**  
Computers for Beginners **10am – 12 noon**  
UK online session/ IT Support **12:30pm – 2:30pm**

## Wednesday

Quids In food project **10:30am – 3pm**  
Sew What, sewing session **1pm – 4pm**  
Knitting session **1pm – 3pm**

## Thursday

Internet Café **10am – 2.30pm**  
Gardening club **2pm -3.30pm**  
Job Club **12:30pm – 2.30pm**  
Breakthrough UK (referral/ appointment required)



## Friday

Sew What, sewing session **9.30am – 2.30pm**  
Self Help services (referral/ appointment required)  
SEN after school club **4.30pm – 6.30pm**

All sessions are free, for further information please speak to a member of the team at Westcroft Community Centre, we are happy to help. 0161 448 8232 or [westcroftcommunitycentre@gmail.com](mailto:westcroftcommunitycentre@gmail.com).

## Get Involved!

**Community groups for your area –  
Old Moat – Arrowfield/Houghend &  
Weller Avenue**

**Are you interested in what happens in  
your community?**

**Do you have an hour a month to meet  
with like-minded people?**

**Would you like to make a difference to  
where you live?**

If you can answer yes to any of these questions, we would like to hear from you. We can help you set up a group, either formal or informal. You can commit as little or as much time as you like.



You can meet with Southway officers, police and local councillors to put forward your ideas and suggestions, raise concerns or just give us your feedback.

If this is of interest to you, please get in touch with Tina Murphy, Customer Involvement Officer, on 0161 448 4200 or [t.murphy@southwayhousing.co.uk](mailto:t.murphy@southwayhousing.co.uk)

# Off-road bikes

**Are you thinking of buying a quad bike, mini motorbike or go-ped to ride off-road in Manchester?**

**DON'T** - there is nowhere legal to ride them.

- Riding these bikes off-road is breaking the law and the terms of your tenancy agreement. You risk a hefty fine or legal action against your tenancy.
- It is illegal to ride off-road vehicles on any public spaces in Manchester including parks, pavements or waste ground; and
- Riders risk serious injury, even death, to themselves and pedestrians.

**What should I do if I am affected by people riding off road bikes?**

Southway Housing and the police receive many complaints about off-road bikes causing a nuisance and we are determined to tackle this problem.



**You can report off-road bikers to:**

- Police non-emergency number 101; or
- Crimestoppers, anonymously, on 0800 555 111.

**Keep a record of:**

- The rider's clothing;
- The type of off-road bike - quad bike, scrambler, mini-moto, a go-ped or something else?
- The location; and
- The name and address of the rider, if you know it.

## Paid work experience and training offers

**After the success of last year, Southway will be working with Manchester College and Manchester City Council on their My Future paid work experience programme.**

We will be offering paid work experience placements for any tenant aged 18-24 years not currently in education, employment or training.

The placements will be with our Property Services Team and our Environment Team and potentially in other areas of the organisation.

### **JUNIPER TRAINING**

For any 16-18 year olds who are

unsure of what career choice to make, we offer referrals to Juniper Training's Mint Programme. This free course can help young people access apprenticeships, employment or further education.

### **CHILDCARE COURSE**

An opportunity for tenants and local people to study a free Childcare Qualification up to NVQ Level 2. Southway will be working with Big Life Nurseries



and Community Minded at Old Moat Sure Start Centre to run the course.

**If you are interested in either of the above, please contact Shaun Whaites, Advice Officer or Tanya Watts, Young People's Involvement Officer, on 0161 448 4200.**



# Spring/Summer Outdoor Events

## May

### Half Term Activities

31st May / 2nd June

BBQ, giant games and circus skills.

**1pm – 3pm** on Old Moat Green and Plover Terrace

## June

### National Picnic Week

Teddy Bears' Picnic

14th June, **12 - 2pm** at Mottram Ave

16th June, **12 noon – 2pm** at Green End Rd.

### National Insect Week

Join an activity as part of national insect week.

**2pm - 3.30pm** at:  
Old Moat Green on June 21st  
Kingsway Crescent  
on June 23rd

## July

### Fun & Feedback Events

July 2nd, **12 noon – 3pm** at Old Moat Green

July 8th, **3pm – 7pm** at Barlow Moor Community Association

July 16th, **12 noon – 3pm** at Kingsway Crescent



### Fun & Feedback Events

26th July - Giant games.

**1pm - 3pm** Kingsway Crescent

28th July - Fire By Friction.

**1pm - 3pm** Mottram Ave

## August

### Holiday Activities

2nd August – Rocket-making.

**1pm - 3pm** Old Moat Green

### National Play Day

3rd August

**1pm - 3pm** at Plover Terrace

### Holiday Activities

4th August – Den-building.

**1pm - 3pm** Plover Terrace

9th August - Circus skills

**1pm - 3pm** Green End Road

11th August - Giant games.

**1pm - 3pm** Kingsway Crescent

16th August - Fire By Friction.

**1pm - 3pm** Mottram Ave

18th August – Rocket-making.

**1pm - 3pm** Old Moat Green

23rd August – Den-building.

**1pm - 3pm** Plover Terrace

25th August – Rocket-making.

**1pm - 3pm** Green End Road

## Southway Rewards



**This month we held another Rewards Event at Westcroft Community Centre in Burnage. 26 of you won prizes for paying rent on time, having no breaches to your tenancy agreements and for having registered on the tenant portal.**

In keeping with this the prizes and event were digital themed; we gave away tablets along with two months of free Wi-Fi, while the three top prize winners won huge bundles of digital goodies!

One winner told us 'I'm so pleased, it's nice to be recognised as being a good tenant. It's great to have free Wi-Fi too, I can't wait to go home and try it out!'

Since Rewards launched in 2014 over 500 of you have won a prize! We've given out over £30,000 in cash, £20,000 in vouchers and hundreds of other prizes. You are automatically entered every month if you're meeting the criteria.

Not sure? Call 0161 448 4200 or check out [www.southwayhousing.co.uk/rewards](http://www.southwayhousing.co.uk/rewards).



If you would like this information in another language or style please contact us.

**Tel:** 0161 448 4200 **Fax:** 0161 448 4334 **Textphone:** 0161 448 4349

**Email:** connect2southway@southwayhousing.co.uk **Web:** www.southwayhousing.co.uk

**SMS:** 07554 400781 (include your address and no more than 160 characters please)

للحصول على هذه المعلومات بأي لغة أو بالبريل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

### Arabic

এই তথ্যগুলো অন্যান্য ভাষায়, ব্রেইলে, বড় অক্ষরে অথবা সিডিতে পেতে চাইলে দয়া করে নীচে দেওয়া নম্বরে টেলিফোন করুন।

### Bangla

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

### Chinese

لطفاً برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

### Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

### French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रेल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

### Hindi

بۆ بەدەست ھێنانی ئەم زانیاریانە بە ھەر زمانێک یان بە بریل، پیتی گەورە یان لەسەر شریت، ئەمۆ تکیە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوە.

### Kurdish

که چیری تاسی دا مالومات په یو بیله ژبه باندی، یا د ږندو خلکو د پاره خاص لیک باندی، په غټو ټکو کښی یا په سی-دی کښی بند تر لاسه کول غواړی نو بیا مهربانی وکړی او مونږ ته په لاندی ورکړی شوی تلیفون شمېره زنگ وکړی

### Pushto

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

### Somali

Bu bilgiyi diğer dillerde, Braille olarak, büyük puntoda ya da CD de almak isterseniz lütfen aşağıdaki numarayı arayınız.

### Turkish

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

### Urdu

**Southway Housing Trust**

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