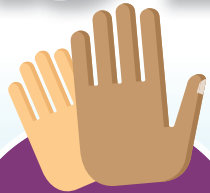


# Southway Stories

The magazine for  
Southway Housing  
customers

Autumn 2019



So many ways  
to **get involved**  
and have your say  
this autumn  
**See more  
inside!**



## FALL INTO WORK

A month of employment  
events to help with jobs  
and training opportunities



## UNIVERSAL CREDIT & MANAGED MIGRATION

Do you qualify for  
Universal Credit?



## NEW BOARD & COMMITTEE OPPORTUNITY

A valuable and  
rewarding experience



# INTRODUCING OUR 2018/19 ANNUAL REPORT

This year we have decided to produce our Tenants' Annual Report as a video, so that it would be easier to digest, and more interesting for everyone to view. It's a mixture of highlights from the year and high-level statistics so you can see what we're doing, how we're doing, and how this compares to previous years.

**[www.southwayhousing.co.uk/annualreport](http://www.southwayhousing.co.uk/annualreport)**

Or on either of our social media pages:

**[www.facebook.com/southwayhousing](https://www.facebook.com/southwayhousing)**

**[www.twitter.com/southwayhousing](https://www.twitter.com/southwayhousing)**



It was a busy year, with many new projects and initiatives set up, as well as growth of existing ones.



We listen to our tenants and know you wanted improvements to our repairs and asb services. We have

plans in place and launched two service improvement groups, we also increased staff and activities behind these services. Our performance has improved as a result (more on page 12).

I really hope you enjoy the video, and I look forward to working with you so we can continue to deliver excellent levels of service into 2019/20.

***Karen Mitchell***

## GETTING INVOLVED



**We always encourage tenants to get involved and tell us what you think about our services. You can send us feedback anytime by going on our website, emailing us or on social media.**

There are also more structured ways to get involved and influence how we do things.

### **TENANT SCRUTINY PANEL**

The Tenant Scrutiny Panel is a group of tenants who take a detailed look at our services, to ensure they best meet our tenants' needs. The panel meet every fortnight

## CUSTOMER VOICE!!!

to look at performance and costs, interview staff and talk to other customers. They then develop a report of recommendations for our Chief Executive, Directors and People and Places Committee, and are kept up to date on how their suggestions are implemented by our staff.

Joining the panel means you can directly influence the way Southway works, which many existing members find very rewarding.

Out of pocket expenses will be paid. For more information, please contact Maureen or Jim.

### **COMPLAINTS SERVICE IMPROVEMENT GROUP (SIG)**

This group regularly review a selection of real complaints made to Southway by tenants, to check if they were handled effectively and within target. Members of the

group meet once every three months, to consider whether the complaints could have been better resolved. Please contact Maureen Ward for more information.

### ANTI-SOCIAL BEHAVIOUR (ASB) SERVICE IMPROVEMENT GROUP (SIG)

This is a new group aimed at making our current ASB service work better. We want to talk to people who have used our ASB service and other tenants who are committed to improving the service. We will talk to you about performance and the way in which we communicate.

The group's next meeting will take place on Tuesday 17th September, from 6pm – 7.30pm, at our office on Princess Road. If you wish to join the group, or to just observe a meeting, please contact Lai Chan or Maureen Ward.

#### Volunteering

If you're looking for work experience, enjoy helping others, or want to make a difference, why not volunteer?

We have a range of volunteer groups who are always looking for new members to get involved. Training and on-going support will be provided, as will out of pocket expenses.

### COMMUNITY CHAMPIONS

We're looking for members of our communities who are observant, approachable and good at listening to join us as Community Champions. Community Champions are residents living in the Southway area who are committed to making a positive difference. They care about their neighbours and neighbourhood and offer a friendly, non-judgemental approach to helping others.

#### **Community Champions' work includes:**

- Directing tenants to the nearest Food Bank or Quids In Food Club
- Welcoming new tenants to the area and telling them where the local amenities are
- Sharing their own knowledge and experience to assist tenants (e.g. claiming Universal Credit)
- Telling Southway about any concerns in the local neighbourhood, such as an abandoned property or dumped rubbish
- Encouraging tenants to attend meetings and events organised by Southway
- Helping at Southway events

There is no fixed time that Champions need to give; whether it's an hour a month or an hour a day, we appreciate any time they can spare.

To find out more, please contact Maureen Ward or Diane Roege.

### QUIDS IN FOOD CLUBS

We run five food clubs across the Southway area, which are all supported by volunteers. Their tasks include collecting and delivering food, serving customers, socialising with members and clearing up after sessions. Volunteering at Quids In is a really rewarding way of helping people in our neighbourhoods. If this interests you, please contact Debbie Leonard, Tina Murphy, Diane Roege or Matthew Barker.

### WESTCROFT COMMUNITY CENTRE

Based in Burnage, Westcroft is a thriving community hub and host to many weekly activities, including Quids In, Beginners' English and Job Club. Volunteering at Westcroft can involve completing admin work, providing a friendly face at reception, helping out at regular sessions, or supporting one-off events. For more information, please contact Matthew Barker.

### TIMEBANK

Do you have a skill to offer, or a hobby to share? Or are you looking to try something new? If so, Timebank is for you! At Southway's Community Timebank, members share their skills with others and are taught a new skill in return! An hour of teaching can be exchanged for an hour of learning and there are no limits on what crafts can be shared. For more information, please contact Jim Doyle.

### GREEN INSPECTORS

If you're passionate about our local environment, then this role is for you! Green Inspectors help to monitor Southway's public green spaces, to ensure that they are maintained to the highest possible standard. Training and inspection sheets will be provided. For more information, please contact Debbie Wallace.

### AGE FRIENDLY VOLUNTEERS

We run a number of Age Friendly projects, and there are many ways you can get involved. For more information about our Age Friendly work, or to find out about volunteering, please contact Cathy Ayrton or Devon Poyser.

## GETTING IN TOUCH

Contact all Southway officers through the **Customer Hub** -

connect@southwayhousing.co.uk  
or 0161 448 4200

**Westcroft Community Centre**  
0161 448 8232

**Scrutiny Panel**  
jimhutton03@yahoo.co.uk



# SOUTHWAY SUPPORTS YOU

Parenting can be a real challenge, and it's okay to need help. We're pleased to confirm that Southway can now offer free, friendly and confidential parenting support, to address a number of emotional and practical challenges.

Our Tenancy Support Coordinators are qualified in Family Links' 'Parent Group Leader Training', 'Working 1 to 1 with Parents' and 'Working with Families with Complex Needs'. Our service can be accessed through 1-to-1 sessions, either at your home or a location of your choice, or at our weekly group sessions at Westcroft Community Centre. The group sessions run every Tuesday, from 12pm – 3pm and are a chance for parents, carers and guardians to share their experiences and solutions in a pressure-free environment. Common topics for discussion

include setting boundaries, dealing with challenging behaviours and understanding your child's emotions.

## Case Study

Rebecca shared in the group discussion that their child wouldn't go to bed when asked. Other group members related to this and shared strategies they'd tried. She left the group with a number of different methods to try and reported back that they had found a successful solution that suited both child and parents.



**If you are interested in accessing parenting support, please contact the Tenancy Support Team on 0161 448 4200 or email [referrals@southwayhousing.co.uk](mailto:referrals@southwayhousing.co.uk).**

## POSITIVE PARENTING

**If you're having difficulties with parenting, know that you're not alone.**

Many of us struggle with it but don't know where we can get help. Positive Parenting offers 1 to 1 or group-based support with:

rewards arguments listening positive relationships calm listening choices boundaries realistic behaviour understanding your child positive discipline



**FREE • FRIENDLY • CONFIDENTIAL**

If you need help or support with any of these, please drop in to our weekly parenting group.

We meet at: Westcroft Community Centre, 26 Westcroft Rd, Manchester M20 6EF on Tuesdays from 12-3pm

For further information, please contact **Chariss Worthington** at [referrals@southwayhousing.co.uk](mailto:referrals@southwayhousing.co.uk) or **0161 448 4200**



# GECKO IS AWARD-WINNING, THANKS TO YOUR SUPPORT!

**We are happy and proud to share the news that Southway Housing and Gecko Homes won at the First Time Buyer Readers' Awards!**

We were awarded "Best New Development in the North" for Park View, our first ever Shared Ownership development. The award recognises 'an exceptional range of new homes that stand out from the crowd, while remaining accessible to first time buyers'.

Bringing 46 state-of-the-art homes to a brownfield site near to Gorton train station, Park View aimed to transform the area into a desirable and modern part of the neighbourhood. The Shared Ownership homes also offered a practical and attainable option for many first time buyers to step onto the property ladder.

As our first venture into Shared Ownership, we wanted Park View to reflect our ambitions to regenerate South Manchester and develop affordable properties to add to the housing market. There was tough competition from developments with large and existing networks, and so we are especially proud to have received this award.



We would like to thank everyone who voted for us, and we hope that our win at the First Time Buyers' Awards will help us to form new partnerships and let our development work grow over the coming years.



**Keep an eye out for updates on our Shared Ownership developments and future projects by following us on social media and visiting our website.**



## £s FOR YOUR PROJECT

**Our Beautiful South fund was launched in March this year and, since April, our Decision Making Panel has met three times to consider the eleven applications that have been received, seven of which have been approved or part approved.**



A total of **£6,896** has been awarded from an annual budget of **£25k**.

Projects have included a community street party, gazebos and storage for a community group who hold events in their neighbourhood, Barlow Moor Community Association's Mersey Fest and Ladybarn Community Hub's Nifty Fifties.

If you are a community group or individual with an idea for a project which would benefit Southway tenants, why not apply for some funding?

**For more information and to apply, visit [www.southwayhousing.co.uk/beautifulsouth](http://www.southwayhousing.co.uk/beautifulsouth) or contact Maureen Ward.**



# FALL INTO WORK

## AUTUMN EMPLOYMENT EVENTS

Following the success of Spring into Work back in April, this October we invite you to another full month of employment events designed to help you secure some fantastic jobs and training opportunities.

Fall into Work will again feature presentations by popular employers like Aldi, the NHS and Manchester Airport, delivered at our local community hubs.



Around 4,000 new jobs are being created as a result of the new Manchester Airport expansion alone, and we plan to help tenants and residents take full advantage of these opportunities.

Dates and times for the presentations are being confirmed next month, so look out for posters in your neighbourhood and keep an eye on our website and social media channels for updates.

### October Jobs Fair

**On Wednesday 30th October, 10am - 2pm** we will be running another large jobs fair at Burnage Academy for Boys. Attendees will be able to meet lots of key employers



with hundreds of job vacancies available across a range of industries,

October's jobs fair will also feature representatives from support organisations and workshops will run across the day to provide advice on topics like CV-writing, interview skills, and becoming self-employed.

One of our residents, Bernadette, attended our last jobs fair in April and spoke about the benefit of going to an employment event like this: *"I prefer to speak to people face to face and it's the same with employers. Through an agency, you just don't get that. You can show the company who you are and that's important."* **Bernadette, speaking at the last Jobs Fair.**

**To find out more or book a place in attending please contact Elaine Wilkinson or Kara Grant at Southway by calling 0161 448 4200.**

### 5 Year Celebration for Southway Solutions Loan Scheme

In September, our Southway Solutions loan scheme will be celebrating five successful years in operation. Since its launch in 2014, over 1,000 tenants have borrowed from the scheme, which we run in partnership with South Manchester Credit Union.

Southway Solutions allows tenants to borrow £100 - £300 which is repaid over a period of three months to three years. It was formed to provide



an affordable alternative to high interest borrowing options, like Pay Day and doorstep loans.

Around a third of borrowers have since become regular savers with the credit union, giving them funds to fall back on if they experience hard times in future.

**To celebrate the anniversary, we will be holding a celebration event on Thursday 19th September, 10am to 2pm at the South Manchester Credit Union office at 187 Fog Lane, Burnage.**

For tenants who join the credit union on the day, we will pay their membership fee and put £5 into their account to kick start their savings.

We will also be giving away free money boxes for any children's accounts opened.

**One lucky member, who is the 1000th Southway Solutions borrower, will get £300 credited to their account to repay their loan and/ or add to their savings.**

**Free refreshments will be available all day.**

**For more details, contact Elaine Wilkinson at Southway or phone South Manchester Credit Union on 0161 448 0200.**

**FREE TO  
ATTEND**

**FREE  
REFRESHMENTS**

**£150 WORTH OF PRIZES  
AVAILABLE ON THE DAY**

# **FALL** into **WORK** **JOBS FAIR**



MEET A SELECTION OF SOUTH MANCHESTER'S LARGEST RECRUITERS WITH  
**100s OF CURRENT VACANCIES AVAILABLE**

**WEDNESDAY 30<sup>TH</sup> OCTOBER**  
**10AM — 2PM**

**BURNAGE ACADEMY FOR BOYS**  
**BURNAGE LANE | M19 1ER**

## **EMPLOYABILITY WORKSHOPS**

**HANDS ON ADVICE FROM THE EXPERTS AND HELP WITH  
SELF-EMPLOYMENT AND SETTING UP YOUR OWN BUSINESS**

## **SKILLS SESSIONS**

**DEVELOP YOUR INTERVIEW SKILLS, CV WRITING AND MORE**

**Drop in event. For more information please contact**  
**[e.wilkinson@southwayhousing.co.uk](mailto:e.wilkinson@southwayhousing.co.uk) or call 0161 448 4200.**





# IF YOU'RE FROM THE EU, NORWAY, SWITZERLAND, ICELAND OR LIECHTENSTEIN

## To apply for Universal Credit, you need to show:

- you have a right to claim benefits in the UK, this is called a 'right to reside' and depends on things like your work, family and personal situation
- the UK, Ireland, Channel Islands or Isle of Man is your main home and you plan to stay this is known as being 'habitually resident'

## If you've lived in the UK for 5 years or more

You can apply at any time. You'll usually get 'settled status'. This allows you to live and work in the UK for as long as you like. If you've got settled status you won't need to show you have a right to reside.

## If you've lived in the UK for less than 5 years

You can apply straight away for 'pre-settled status'. This allows you to stay in the UK for 5 years from the date you get your status.

## If you want to stay in the UK as long as you like you can:

- wait until you've lived in the UK for a total of 5 years and apply for settled status but you must apply by 31 December 2020
- apply now for pre-settled status and apply again later for settled status when you've lived in the UK for a total of 5 years this includes the time before you got pre-settled status

To get settled status you need to apply to the EU Settlement Scheme ([www.gov.uk/settled-status-eu-citizens-families](http://www.gov.uk/settled-status-eu-citizens-families)).

**Your Universal Credit payments will stop if you don't have settled status by 31 December 2020, unless the law changes.**

## Applying as a couple

If you and your partner are making a joint claim for Universal Credit, then you both need to be eligible. You'll both need to be habitually resident, and have either

settled status or a right to reside.

If one of you isn't eligible, the other person should apply as a single person.

## If you're from a country outside Europe

- You can't apply for Universal Credit if you're subject to immigration control.
- You'll also need to meet or be exempt from the 'habitual residence test'.

## If you're an asylum seeker

- You can claim Universal Credit if your asylum application has succeeded.
- You can't claim Universal Credit if you're waiting for a decision on an asylum application. You might be eligible for asylum support instead

## Passing the habitual residence test

To pass the test you'll be counted as 'habitually resident in fact'. To pass you'll need evidence to show:

- when you arrived in the UK, Ireland, Channel Islands or Isle of Man
- the UK, Ireland, Channel Islands or Isle of Man is your main home
- you can afford to live in the UK
- you have a right to claim benefits in the UK

## Evidence you'll need

You'll need to provide original documents copies won't be accepted.

**If you need guidance on where to get qualified professional advice, please do not hesitate to contact Southway Universal Credit Officer or Southway Welfare Advice Officers on 0161 448 4200.**



## UNDERSTANDING UNIVERSAL CREDIT AND MANAGED MIGRATION

**Universal Credit (UC) is gradually replacing six existing Welfare Benefits. These are Job Seekers' Allowance, Child & Working Tax Credits, Housing Benefit, Employment Support Allowance and Income Support.**

The Department of Work and Pensions (DWP) is using 'Managed Migration' to do this.

This means that, across a long period of time, claimants of these existing benefits will gradually be asked to make a claim for Universal Credit

Currently, the DWP intends to begin this process no earlier than November 2020. Until then, you will not need to do anything unless you have a change in your circumstances that requires you to claim UC, or the DWP contacts you.

To prepare for Managed Migration, the DWP are currently delivering a pilot project in Yorkshire.

This pilot involves moving claimants of the existing benefits onto UC, even though these claimants have not

had a change in their circumstances. If this pilot project is successful, the DWP will seek permission to extend Managed Migration to a national level.

If you are currently claiming ESA, you will not be asked to move onto UC until January 2021.

Anyone claiming ESA with Severe Disability Premium will also receive transitional protection, so you do not lose your SDP when you move

The DWP's intends all claimants will have moved onto UC by December 2023; however, these dates are subject to change, so keep an eye on our website and social media for the latest information.

We will keep you informed as the dates are continually changing.

**For more information on Universal Credit, visit the Universal Credit section of our website. You can also contact our UC Officer, Nadine, by calling 0161 448 4200.**

## NEW BOARD & COMMITTEE TRAINING PROGRAMME

**Being involved in a committee or board can be a valuable and rewarding experience. It may feel like a big thing to take on, especially if you haven't done anything like this before, so we thought about how we can make these volunteering opportunities even more worthwhile and accessible for people.**

**We are looking to offer a fully-funded training programme for residents who are interested in joining our Board and Committee.**

**The training will be valuable for other roles you might take on and even for employment opportunities.**

To take on these roles, there is a time commitment: Board members will need to be available for approximately one day a month and Committee members will need to spare one day every three months.

If you are interested in finding out how Southway is run, how we make decisions about policies, service standards and spending, these roles will allow you to make a real impact as you will have decision-making power, whilst gaining valuable training and skills to broaden your experience and enhance your CV.

Memuna, who is one of our longstanding tenant board members, has gained the skills, experience and qualifications to obtain a full time position as a Homelessness Project Officer for another housing provider.

If you're interested in the programme and would like further information, contact **Matthew Maouati** to have a chat.

## ANOTHER WAY TO GET IN TOUCH

**In of May this year, we launched our new Webchat service on the Southway Housing Trust website!**

When you visit our website, a pop up box will appear, giving you the option of sending a message directly to the Southway Messenger inbox. This inbox is monitored every weekday between 10am-4pm and using this service will ensure you receive a quick response to your enquiry!

This new service is just one way we're trying to improve our tenants' experience of contacting us – and we want to know what you think! Let us know your experience of using Webchat so we can understand what we're getting right and what we need to work on.



**To stay up to date with all of our web services, make sure you're registered on the tenant portal. It only takes 2 minutes.**



# AUTUMN EVENTS CALENDAR

## OCTOBER

### APPLE DAY

Saturday 19th October  
12.30pm–3.30pm  
Westcroft Community Centre

### HALLOWEEN AT WESTCROFT

Tuesday 29th October  
4pm–6pm  
Westcroft Community Centre

### AUTUMN WILD CHALLENGE

Wednesday 30th October  
10am–3pm  
Chorlton Water Park

### AUTUMN WILD CHALLENGE

Thursday 31st October  
10am–3pm  
Fletcher Moss Gardens

### HALLOWEEN AT ARROWFIELD

Thursday 31st October  
4pm–6pm  
Arrowfield Estate Green Space  
(near the play area)

## DECEMBER

### TREE DRESSING DAY

Monday 2nd December  
1.30pm–3pm  
Lights switch on at 2pm  
Kingsway Crescent Green Space

Community  
**TimeBank**  
Sharing skills across South Manchester



## VALUING YOUR TIME

**TimeBank is a monthly meetup with a difference: instead of paying to attend, members are asked to bring a skill which they can teach to others.**



In return for the time spent teaching their craft, members can learn a new craft from someone else. All skills are valued equally and everyone is welcome to attend.

June's TimeBank was held at Holland Court in Chorlton, where activities included watercolour painting, sewing, crochet and crafts. There was an excellent turnout, and it was fantastic to see so many people trying their hand at something new, whilst enjoying some delicious homemade soup and a hot cuppa (or two!)

**Yvonne**, who's been attending the TimeBank for around three years, commented on how the meetups had helped her to improve her skills on the sewing machine, as well as her confidence:

*"TimeBank is great fun. By coming here, I've had help improving my sewing skills and can now teach people too! There's a really great atmosphere – it's very relaxed."*

Other members also commented on the friendly atmosphere of TimeBank, including **Maria**, who has attended the TimeBank regularly since 2015, and teaches other members how to paint with watercolours:

*"I've been watercolour painting since I was eight years old – and now I'm 83! I love it and really like sharing my skill with people. TimeBank's a great place to meet people and make friends. I really enjoy it here."*

If you have a skill to share, or would like to learn a new craft, why not come along to our next TimeBank meeting in September? We're always happy to see new faces and welcome new members.

See our events calendar for more information, or contact our **TimeBank coordinator, Jim, on j.doyle@southwayhousing.co.uk.**

**We look forward to seeing you!**

## CHIEF EXEC'S BLOG: REPAIRS SERVICE

Karen's Blog is published online on the second Wednesday of every month. Hear from and speak to our Chief Executive on topics that are important to you, via [chiefexecblog@southwayhousing.co.uk](mailto:chiefexecblog@southwayhousing.co.uk), or on our website and social media pages.

*Is there something you'd like Karen to discuss in a future blog? Let us know.*



***Last year, we had a challenging 12 months delivering repairs and maintenance to Southway's residents.***

A lot of work has gone into trying to return the service to our previous high standards. It's taken time to see the improvements and there is still a lot to do; however, the good work is starting to return results.

Across May and June, we reduced overdue repairs to the lowest they have been in over two years, which I'm really pleased about and committed to maintaining. We also introduced a new 'Repairs Chase Team' which helps us take a more customer-focussed, proactive approach to repairs, and staff and customers are telling us this is working.

### **Feedback & accountability**

**Despite the disruption, our team continues to deliver an excellent service; this is now more clear thanks to our new 'Trip Advisor'-style satisfaction rating system. It asks customers to rate the service on a 1-5 scale (1 = terrible and 5 = excellent.)**

It's still a new system but since we started in June, we've scored an average of 4.6 for the service – if that were a holiday, I'd like to think you would consider booking it! It's not just this rating that tells us we're improving; our customers have also let us know:

These are just a few examples from the feedback we've recently received:

***"He is very good at his job and went out of his way to go the extra mile and get the job finally finished to an excellent condition."***

***"The worker did a great job and was an absolute a gentleman, so respectful and considerate to my needs. Being severely disabled, I had to disrupt his working a few times and he never once complained or pulled a face. For all the above, I'm so grateful. The great work is appreciated very much too. He is a credit to Southway and I'd like to say a big thank you to him. My repairs are always done to a high standard."***

***"I have always found Southway's engineers and trades people very polite, they explain what they have done to rectify problems you have had, they always clear up after they finish."***

Of course, we know we don't get it right every time – but to better understand where we don't, we contact customers who aren't happy to find out why. Please know that your feedback is very valuable to us, and we encourage you to continue providing it.

### **Knowing who knows best**

**We also recognise that the people who often know best about day-to-day issues are our operatives themselves; so we've had more meetings to listen to their views, understand job difficulties and see how we can help them improve the service.**

The meetings have shown that we have a passionate workforce who want to deliver a first-class service

and enjoy working for Southway.

One of our apprentice Heating Engineers said:

***"I started working as an apprentice with Southway Housing Trust after being self-employed as a plumber. I really missed working as part of a team and this position was also a really great way to further my qualifications."***

***"When I finish next year, I'll have an NVQ Level 3 in Gas Utilisation, but it's the on-the-job experience that is really invaluable. The work can be really varied and whilst it's often very challenging, it's so rewarding to help deliver services that really make a difference to people. Our tenants help so much by making sure my learning environment is positive, their patience and understanding doesn't go unnoticed."***

***"I'm lucky enough to work with some incredibly experienced people, and I'm working hard to make sure I'm as knowledgeable as I can be when I finish next year."***

It has been great to reflect on of the individuals behind the services we run, who truly care about the work they do. By working with them, and our tenants, I'm confident that we can continue to improve and work towards a repairs satisfaction result of which we can be just as proud.

You can help us with this by providing your feedback, either on our website, through our social media, or by email. I really appreciate your suggestions on how we can improve our service.

**Karen**





## SOUTH MANCHESTER MEN IN SHEDS IS EXPANDING!

**South Manchester Men in Sheds is a volunteer run group providing opportunities for local people to contribute to the community.**

Currently they have up to 15 volunteers active in a range of projects – mainly wood working and bike maintenance. Everyone is welcome!

After a successful 12 months the group is developing two more workshops at the Shed.

They are keen to recruit more volunteers interested in woodworking, bike maintenance, metal working, hobby/craft activities, electronics, stained/ leaded glass making.

If you have an interest in any of these activities or have an idea for any other activities, get in touch:

**smcrmis@gmail.com**

**Call Bernard on  
0161 881 1845**

**South Manchester  
Men in Sheds  
@smcrmis**



**And generally, if you need advice on a repair or renovation, want to learn about bike maintenance, have an idea for a project or are curious to find out what the group are doing and how you can be involved, come and visit: 38 Merseybank Avenue, Chorlton. M21 7NN.**



## FLYING THE GREEN FLAG

**Barlow Hall Green Space has won the Green Flag Award for a third year running!**

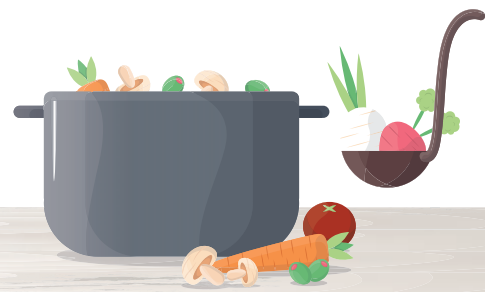
The Green Flag recognises some of the very best green spaces in the world. To win, a space has to be maintained to the highest possible environmental standards, as well as provide a safe, welcoming environment for local people and wildlife. Southway is the only housing association in the North, and second in the whole of the UK, to achieve this.

### How you can use the space

In spring, pupils from St Ambrose School led an educational shelter-building activity on the heritage garden area, and children from Barlow Hall School took part in a mini beast hunt in the wildlife area. If you work with children, and are interested in finding out more about our Environment programme, get in touch; we are always happy to explore new partnerships.

The space has also been put to excellent use by the Mottram Avenue Community Vegetable Planters (MACVP) who've grown vegetables and herbs year round, all of which have been harvested and enjoyed by members and local people. MACVP meet at the green space every month, and if you are interested in growing yourself, they always welcome new members to get involved and share the produce.





## BRINGING OLDER RESIDENTS TOGETHER WITH SOCIAL EATING

**Social Eating events are helping to challenge social isolation and keep our older residents active. While based around food, Social Eating incorporates a number of fun activities, creating plenty of opportunities to find a new hobby and make new friends.**

Older people attending Social Eating sessions can get involved with food preparation, whilst enjoying dishes and taking part in a fun social activity. Our Age Friendly Team have taken this approach on with full enthusiasm and, in collaboration with Ambition for Ageing, The National Lottery and TLC Manchester, they have organised some fantastic events for those aged 50 and above in our communities.

Recent events include a St. George's day tea dance and bowling in Debdale Park, where our residents enjoyed a range of refreshments over some fun, friendly competition.

Currently, the Age Friendly Team are developing Munch at the Museum, a series of food related collections, which will include pop-up museums. Plans are still underway, so look out for updates on our website and social media in the coming weeks!

In the meantime, you can get involved by coming to one of our regular interactive cooking sessions, run by Cracking Good Food, a Manchester based cooking school that encourages using seasonal, sustainable



ingredients. These sessions take place once a month and are a really fantastic way to meet new people, whilst creating some healthy and delicious meals.

**The next session is on Tuesday 24th September, 1pm-3pm at Harpurhey Neighbourhood Centre, Carisbrook Street.**

We are really proud of the difference our events make in reducing social isolation amongst our older residents and we're equally as excited to see how Social Eating will shape our community in the months and years ahead.

To stay up to date on upcoming Social Eating events, follow us on social media and keep an eye on our events calendar.

**If you would like more information, please don't hesitate to get in touch with our Age Friendly Team, by emailing [connect@southwayhousing.co.uk](mailto:connect@southwayhousing.co.uk) or calling 0161 448 4200.**

## HOARDING: HELP IS HERE

**Come along to our 'Tidy Homes Tidy Minds' Hoarding Support Information Evening at our office Southern Gate on Wednesday 18th September 6-8pm.**

*Non-Southway residents are also welcome.*

**Do you have issues with hoarding and clutter in your home? Or do you support someone who displays hoarding behaviour like a friend, family member, or someone in a professional capacity?**

### TOPICS COVERED INCLUDE:

- What is hoarding?
- How it affects people and homes
- Who it affects
- How you and we can help

For more information, contact our **Tenancy Support Officer Lynsey Grundy** at [Lynsey.grundy@tidyhomes tidyminds.co.uk](mailto:Lynsey.grundy@tidyhomes tidyminds.co.uk) or on **0161 448 4200**; any details you give will be confidential



# TREES IN YOUR GARDEN

At Southway Housing we take great pride in our green spaces and tree stock, some of which you can find in your own back garden!



Trees have a vital role to play in every community, providing a wide variety of benefits to the environment and improving the quality of life for people who live and work in the area.

The benefits of trees include:

- Enhancing and landscape, whether urban or rural
- Reducing air pollution and noise levels.
- Reducing soil erosion and lowering the risk of flash flooding
- Keeping our cities cooler in the summer and provide shelter during the winter.

As part of your tenancy agreement, you must ask for permission to either remove or plant a tree. If you remove any trees without our consent, you will be expected to replant these to our specification at your expense. The same also applies to hedge rows.

If you remove a tree without our consent and are unable to re-plant it, we will charge you for our time to source and plant the tree for you.

If you carry out work to a tree without our consent and is further work is needed, we will charge for our time to complete this work

All parts of the tree, wherever it grows, belong to owner of the tree. Tree owners do not have to cut back branches overhanging another person's property or prevent roots growing into the neighbour's

garden. The neighbour does have the right to cut back encroaching branches, but we advise that you ask the owner before doing so and you do not have the right to enter your neighbours' garden to do this. Crossing the property boundary could result in a claim of trespass or action for criminal damage.

## Work we will not do

We will not carry out any work to our trees connected to:

- trees blocking light,
- fallen leaves
- bird droppings,
- falling sap,
- Trees which are too tall or too large
- TV reception

If we carry out a tree inspection and find that there is a connection to any of the above aspects, you will be charged.

## Work we will do

We take our responsibility of our tree stock very seriously. Our trees will be inspected by experienced officers as part of our inspection process.

We do however ask that if you see any of the following that you report these issues for us so that we can ensure our tree stock is healthy

- **Crown dieback:** You will be

able to see the branch tips start to die and lose their leaves.

- **Mushrooms:** Certain types of mushrooms can indicate that there is an issue with a tree.
- **Splitting or peeling bark** anywhere on the tree on the tree
- **Weak fork:** There are lots of divides and forks in trees. Some of them however will need reporting to us. If you see the divide starting to separate, please contact us.
- **Hanging / broken branches**
- **Cracks** in the soil around base of the tree- this may be shown by the ground around the tree lifting slightly.
- **Cavities** or hollows at the base or body of the tree

If you see any of these issues with a tree in your garden, please get in touch and let us know. We will send someone out to assess the tree and treat it accordingly.

## Tree removal

If a tree is removed from your garden, we will offer you some options to choose from for a replacement, in order to maintain our levels of tree stock.

**If you're concerned about a tree in your garden, or would like more information about the work of our Environment Team, please get in touch by calling 0161 448 4200, or emailing connect@southwayhousing.co.uk.**



# WHAT SHOULD THE FUTURE HOLD?

**Our current Futures Strategy ends in March 2020, and we want your help in deciding what we do next.**

The Futures Strategy is a five-year plan that sets out Southway's priorities, covering everything from the types of homes we develop to the services we provide.

A massive part of the Strategy focuses on how we work with tenants and the communities that they live in. We want to make sure that we provide a Landlord service that meets your needs. To do this, we need YOUR help; so, over the coming weeks, we'll be seeking your feedback.

You are welcome to feedback on any aspect of our services, but we are particularly interested to know your thoughts on the following questions:

- What do you want our neighbourhoods to be like?
- What do you want to be different about our homes?
- Who do you think will be living in our homes?
- How do we develop trust and mutual respect with our tenants and residents?
- How should we respond to poverty – should we re-focus our social investment?
- What will tenants enjoy about living in our homes and communities?
- What will Southway's role as a Place Shaper in our communities look like?
- Our strapline is currently "Your Home Safe in our Hands". Do you like this? What do you think it should be?

You can send us your answers by post, email, on our website or by messaging us on our social media.

Our Twitter is [www.twitter.com/southwayhousing](https://www.twitter.com/southwayhousing)

And Facebook is [www.facebook.com/southwayhousing](https://www.facebook.com/southwayhousing)

Following us on Social Media is a great way of communicating with us about any day-to-day issues you may need addressing, as well as finding out about events that we are holding in your area. We really appreciate feedback and are looking forward to reading your suggestions!

## COMMUNITY ACTION BRINGS CLOSURE FOR CONCERNED CHORLTON RESIDENTS

Thanks to effective partnership work between Southway, our residents, Greater Manchester Police Service and Manchester City Council, we've completed the closure of a misused passageway on the Merseybank Estate in Chorlton.

Action was taken following reports that the area had become badly affected by youth anti-social behaviour (ASB) and noise nuisance since summer 2018.

Before we made this change, the Community Safety Partnership consulted with the residents that had reported the alleyway was being used as a local drugs run and getaway route for criminals. Further reports mentioned fireworks, drone use, and large scale late-night parties.

With detailed statements collected from local councillors, residents, and GMP, we were able to submit a joint application to close the passageway. A 24/7 notice was applied, triggering a lengthy but necessary consultation period involving the residents, ramblers, utility companies and others. The application was passed to the High Court and work to close the alleyway started in June.



**BEFORE**



**AFTER**



**Kelly, a resident of Brandwood Avenue**, said "Since the passage closure it's been a lot quieter here. It looks better and there aren't the groups of teenagers hanging around smoking weed. It's definitely better".

Neighbour Kevin added "I haven't seen a motor bike or scooter for weeks now. The closing of the alley seems to have sorted out the drug dealing as well".

**Lai Chan, Community Action Manager at Southway** said "this positive conclusion to the consultation is a credit to the strong relationship we have with other local services. We want to thank our partners as well as the residents involved, whose information and support enabled this improvement which will now benefit the whole community for years to come."