

# Southway Stories

The magazine for  
Southway Housing  
customers

Winter 2019

## WINTER TIPS

Keeping  
warm, safe &  
within budget  
**P11 & 13**



**P7**

### BE WELL

New project helping you  
live and feel better

**P4**

### FUNDING FOR THE COMMUNITY

Apply to the Beautiful  
South Fund today

**P6&9**

### NEW COMMITTEE ROLE

Get involved and make a  
difference

## FIVE YEARS OF AFFORDABLE SOUTHWAY LOANS **Southway Solutions**

This September we held a celebratory event to mark the fifth anniversary of our really successful Southway Solutions Loan Scheme. Southway Solutions offers a low-interest alternative to expensive doorstep and payday loans and is delivered in partnership with South Manchester Credit Union.

The event was a chance to reflect on the scheme's success and celebrate the difference the scheme has made to the lives of our tenants. New members had the chance to join the Credit Union, benefitting from incentives such as free membership and a complimentary £5 credited to their account on the day.

**As of September 2019, 1045 loans have been issued worth just under £300,000. The interest collected from the loan repayments has totalled to £37,000, which has been invested into a development fund to help the Credit Union improve its services and expand its membership.**

Southway was delighted to present tenant Mark Nicholson with a cheque for £320 – enough to cover the cost of his loan, plus interest. Mark was the lucky borrower of our 1000th loan and he felt elated to receive the cheque, especially so soon after the birth of his daughter.

Mr Nicholson told us he has used Southway Solutions in the past, and the application process and repayment system were really easy to manage.

If you have any money worries, or need advice on rent arrears, budgeting or benefits, contact our Advice Team through the channels below:

[www.southwayhousing.co.uk](http://www.southwayhousing.co.uk) T: 0161 448 4200

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

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



## HAVE YOUR SAY ON OUR VISION, VALUES AND PRIORITIES

Southway Housing is currently looking at our next 5 years and how we will be shaping and delivering our services. As part of this we have been looking to review our vision, values and priorities to make sure they fit our developing direction and beliefs as an organisation.

Consultation has taken place with key stakeholders (staff, tenants and residents, and Board and Committee members) over the last few months to refresh and restate our high level priorities and aims.

We are already working with some of the ideas and themes that came up and want your opinions on these crucial aspects of our business!

To help shape our direction and identity, we invite you to look at [www.southwayhousing.co.uk/southway-future](http://www.southwayhousing.co.uk/southway-future), where you can find our proposals and leave your comments.



## UC **Universal Credit** BUDGETING AND EMERGENCY COSTS

**We know that the wait for your first Universal Credit payment - which is usually 5 weeks, but can be more - can be stressful. So we asked Nadine, our Universal Credit Officer, for her top tips for budgeting, both before making a claim and while waiting for your first payment.**



How much you can get depends on whether you:

- can pay the loan back
- have any savings over £1,000. Your first £1,000 of savings will be ignored, but the loan amount you are offered will be reduced by £1 for every £1 you have over that first £1,000.

To qualify for a Budgeting Advance, you must meet the following criteria:

- you must receive Universal Credit, Employment and Support Allowance, Income Support, Jobseeker's Allowance or State Pension Credit for 6 months or more, unless you need the money to help you start a new job or keep an existing job
- you must have earned less than £2,600 (£3,600 jointly for couples) in the past 6 months
- you must have paid off any previous Budgeting Advances

Applying for the DWP's Advance is a good option if you are struggling with emergency or urgent costs, but you should be mindful that the repayments will be taken from your future payments, and budget accordingly.

### Get in touch

I understand that everyone's financial situation is different, so if you would like some more information or one-to-one advice, please do not hesitate to contact me!

### Preparing for the wait: Budgeting

Before you complete your online claim for Universal Credit, take the time to assess your current financial situation. You should consider creating a budget, to get a full understanding of how much money you spend each month and what you are spending it on. By identifying where you can cut costs before you claim, you can feel more prepared to survive on a limited income while waiting for your first payment.

If you're unfamiliar with budgeting, try using an online budgeting tool, such as the one on our website created by the Money Advice Service.

For most people, rent is the largest of our monthly outgoings. The wait between claiming UC and receiving the first payment can prevent many from paying their rent on time, resulting in arrears. To prevent this from happening, consider making additional payments to your rent in the weeks or months ahead of making your claim; an extra £10 a week towards your rent could put your account ahead by £40 a month, which will help to keep your rent account in positive figures while you wait for your first UC payment.

If you have already fallen into arrears because you are awaiting your first

UC payment, please do not panic; the best thing you can do is talk to us, to let us know what's going on.

### I'm waiting for my payment and am struggling - what should I do?

Myself and the Advice Team at Southway are always here to help. Although it may feel overwhelming, by contacting us, we can gain a better of understanding of your financial situation and be able to offer you the support you need. We want to work with you and support you as much as we can as you await your first payment.

### Can I get an advance on my claim?

The Department of Work and Pensions (DWP) does offer an advance payment on your UC claim, to help cover emergency costs. This is called a Budgeting Advance and it is a loan, which is repaid to the DWP through deductions to your regular UC payments. You will be informed how much your payments will be reduced by to cover this loan and it will have to be paid back in full within 12 months.

The smallest amount you can borrow is £100. The most you can get is:

- £348 if you're single
- £464 if you're part of a couple
- £812 if you have children





## FUND AVAILABLE FOR YOUR PROJECTS

The Beautiful South fund is a pot of money totalling £25k a year that any group or individual, with an idea focussed around your community, can apply to.

The maximum grant for any one project is £2,500 which must benefit Southway tenants. The theme of the fund is 'neighbourliness', so each application should improve neighbourhoods, bring people together and create a community spirit.

A group of tenant volunteers consider all the applications received, with support from Southway.

Projects funded so far include:

- A community tea party in Withington
- A community orchard in Chorlton
- Craft sessions in Chorlton
- Dance sessions in Burnage
- An activity session for people aged 50+ in Ladybarn.

### Got an idea?

There is still money left in the pot, so if you've got an idea for a neighbourly project please submit an application through our website:

[www.southwayhousing.co.uk/beautiful-south](http://www.southwayhousing.co.uk/beautiful-south)

If you want to discuss your project, please get in touch with Maureen Ward or Helen Sharples.



## STITCHING BURNAGE TOGETHER

What does Home mean to you? A local project is creating a community quilt made from squares on the theme of home and crafted by people from all over Burnage. The quilt will be displayed at Manchester Central Library as part of an Exhibition in the Spring of 2020.



The exhibition is part of the "Burnage: A Place Called Home" Heritage Lottery project, charting the story of the people who have made Burnage their home over the last 100 years. Based at Burnage Library the project has been out and about all over Burnage recording and gathering stories and exploring the history of the area through events and activities with people of all ages.

3000 homes were built by Manchester Corporation on the Burnage, Kingsway and Green End Estates offering a haven for returning soldiers of WW1 and families making a new life away from the overcrowded areas as slum clearance began in the 1920's and 30's.

### Did you grow up in Burnage? Did you settle here and bring your family up?

If you have a family story to tell, would like to get involved as a volunteer or find out more about the history of your house, check their website [www.burnagehome.co.uk](http://www.burnagehome.co.uk), email them [contact@burnagehome.co.uk](mailto:contact@burnagehome.co.uk) or pop into the Library and pick up a leaflet.

You can pick up a pack to make your square from **Burnage Library, Burnage Lane M19 1EW on Tuesday mornings and Westcroft Community Centre, 26 Westcroft Road, M20 6EF on Wednesday mornings.**

Look for inspiration on their Instagram site [@burnagehome](https://www.instagram.com/burnagehome) where they will be posting new squares each week.

## NON-BRITISH CITIZENS AND BREXIT

**Do you have a passport from outside of the UK? Apply for the EU Settlement Scheme before June 2021.**

Brexit will create a number of changes that affect businesses, travel and everyday lives. To find out how you can prepare for Brexit, visit the Gov.uk website to complete the government's 'Get Ready for Brexit' questionnaire.

If you are an EU, EEA or EFTA citizen living in the UK, and you do not have a British passport, you will need to confirm your immigration status by applying for the government's EU Settlement Scheme. It's free to apply and if your application is successful, you will receive either settled or pre-settled status. Both of these will mean you can continue living in the UK after Brexit takes full effect.

If you don't apply, there is a real risk that you will no longer be able to work in the UK, receive NHS treatments or claim benefits after the UK has left the European Union.

The deadline for applying is 30th June 2021.

### Application help

If you need assistance with applications, Europaia can help. Europaia are a Manchester-based charity who specialise in supporting European expats living in the UK. You can visit Europaia's website or Facebook for more information, or contact our Advice Team, who can refer you to their service.

Visit [gov.uk](http://gov.uk) for more information about the EU Settlement Scheme and call **0161 448 4200** to get in touch. Our Advice Team are here to help as much as possible.



[europaia.org.uk](http://europaia.org.uk)

[facebook.com/EuropaiaMcr](https://facebook.com/EuropaiaMcr)



## STRUGGLING WITH MONEY? WE'RE HERE TO HELP...

Rising prices, benefit changes and uncertain employment are some reasons why debt and money problems can escalate.

When tenants get into arrears, we do all we can to offer support. Our Advice Services Team have specialist staff who can help you with debts, budgeting, benefit claims and finding employment to help put your finances back on track.

So if you're struggling to know what bills to pay first, consider the consequences of not paying - rent has to be a priority as if you don't pay you could lose your home.

If evicted for rent arrears you are considered 'intentionally homeless', so emergency housing is only provided for 28 days.

And if you can't find suitable accommodation, in some cases, could also have your children taken into care.

Ann, a parent of three young children, was evicted a couple of years ago: *"We were put in temporary accommodation miles from friends and family. It was the worst experience of my life and was heartbreaking for the kids who had to change school. Most of our possessions got lost and I had to rent a small flat privately, paying double what I was paying for a house. I didn't believe it would really happen and buried my head in the sand. My biggest mistake was not opening letters or talking to Southway about the problems".*

If you contact us we can help you make an arrangement to reduce arrears by agreeing to pay an affordable amount each week or month and if you stick to the arrangement, court action can be put on hold.

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

**Contact us at [connect@southwayhousing.co.uk](mailto:connect@southwayhousing.co.uk) or on 0161 448 4200 and ask to speak to a member of the Advice Services Team.**



## GETTING INVOLVED

We're always looking for tenants to give us feedback on our performances and services. You can feed back via our website, email or social media, but you can also get involved regularly and influence how Southway works.



### 1) Tenant Scrutiny Panel

This panel is made up entirely of tenants and meets once every fortnight. The panel take a look at our services to check if they are being delivered in the best way for tenants. They assess Southway's performance and costs, interview staff and talk to other tenants to create a recommendation report. This report is then presented to our Chief Executive, Directors and People and Places Committee and the panel are updated on how their recommendations are being implemented.

You'll influence the way Southway works and changes are made as a result of the panel's findings.

Any out of pocket expenses will be paid.

### 2) Residents Consultative Group (RCG)

This group meets to look at and comment on Southway's policies, performance, current news and reports from the Tenant Scrutiny Panel. The group then share their views with the People and Places Committee, who will consider them when making decisions.

### 3) Complaints Service Improvement Group (SIG)

This group meets once every three months to check if tenant complaints have been handled effectively and comment on whether the complaints could have been better dealt with.

### 4) Anti-Social Behaviour (ASB) Service Improvement Group (SIG)

We're looking for people who have used our ASB service and other tenants committed to improving the service. Areas discussed include performance and the way in which we communicate.

To find out more about joining these panels, use the contact details below:

#### Tenant Scrutiny Panel

Contact Maureen Ward or Jim Hutton.

#### Residents Consultative Group (RCG)

Contact Maureen Ward or Tina Murphy.

#### Complaints Service Improvement Group (SIG)

Contact Maureen Ward.

#### Anti-Social Behaviour (ASB) Service Improvement Group (SIG)

Contact Lai Chan or Maureen Ward.

**Maureen Ward**, Customer Involvement Manager

Email: [m.ward@southwayhousing.co.uk](mailto:m.ward@southwayhousing.co.uk)

**Jim Hutton**, Deputy Chair of Tenant Scrutiny Panel

Email: [jimhutton03@yahoo.co.uk](mailto:jimhutton03@yahoo.co.uk)

**Lai Chan**, Action Team Manager

Email: [l.chan@southwayhousing.co.uk](mailto:l.chan@southwayhousing.co.uk)

**Tina Murphy**, Community Development Officer

Email: [t.murphy@southwayhousing.co.uk](mailto:t.murphy@southwayhousing.co.uk)

## HELPING YOU LIVE MORE HEALTHILY WITH 'BE WELL'

Southway works with The Big Life Group to deliver 'Be Well', a new social project aimed at improving the wellbeing of Manchester residents through a holistic and non-clinical approach.



The partnership also includes Pathways, Citizens' Advice Manchester, One Manchester and Wythenshawe Community Housing Group and aims to help people find a way to live and feel well, whatever life brings, by offering support with:

- Work worries
- Money worries
- Housing and difficult living situations
- Family issues
- Long term health conditions
- Smoking too much
- Stress, loneliness or if you're feeling a bit low

Richard has started as a new Specialist Employment Coach working on the 'Be Well' project. He joins

Southway having previously worked at Breakthrough UK, a Manchester based organisation working to ensure an inclusive environment with fewer barriers was developed across public transport in Greater Manchester for disabled young people, as well as projects with GM Talent Match and the Disability Design Reference Group (DDRG) with Transport for Greater Manchester (TfGM).

*"I've been aware of 'Be Well' for a while now and I am very much looking forward to working for Southway, particularly helping people into employment. What attracted me to this was the person-centred focus of the programme and the community focus of Southway that I first saw many years ago."*

If you would like to discuss how 'Be Well' can assist you, please don't hesitate to get in touch with Richard via the Customer Hub.

## GET YOUR DANCING SHOES ON!

Let's dance those winter blues away - you can learn a range of dance styles that will take you around the world at Burnage Community Centre.

All ages and levels of experience are welcome.

**Thursdays 8pm-9pm** (Manchester term time only)

Burnage Community Centre, Burnage Lane, Manchester, M19 1EW

**Price:** Full price - **£4.50**

Unemployed or student - **£2.00**

Contact **Magdalen Bartlett** for more information on **07834 083 437**.

Email: [magdalenbartlett@hotmail.co.uk](mailto:magdalenbartlett@hotmail.co.uk)

\* Project part-funded by Southway's Beautiful South Fund





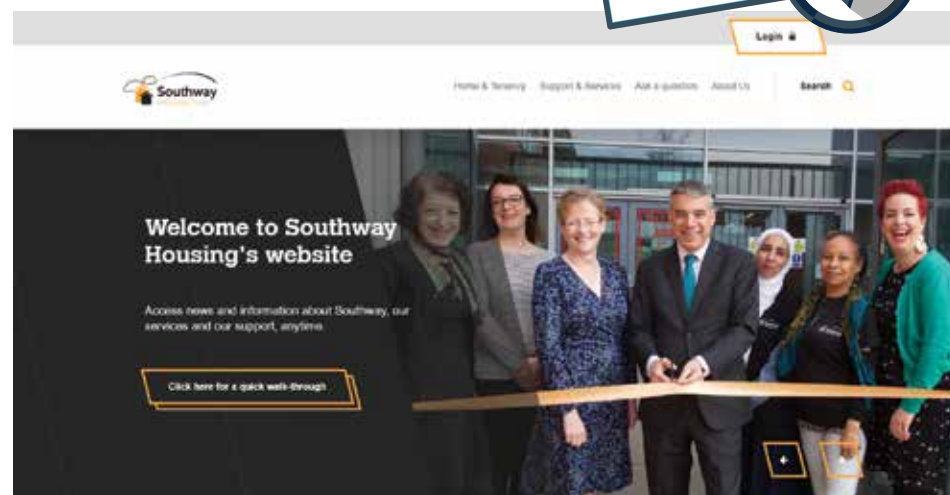
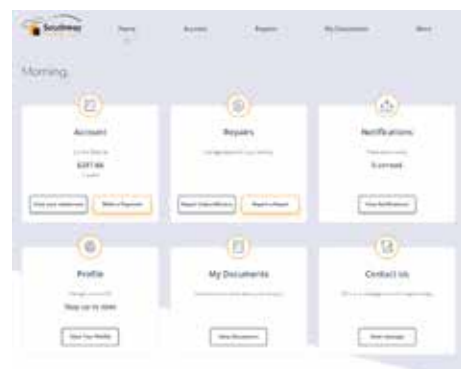
## ONLINE SERVICES MADE EASIER

Our personalised tenant log-in area launched last year. We've had a few technical issues, but we've worked hard with you and our IT team to resolve these. Repairs can now be booked more quickly and simply via your mobile phone, laptop or PC. Some of the main benefits of our new website include being able to:

- Book a repair and get in touch (24/7)
- Check repair job status and history
- Pay your rent
- Check your rent balance
- Update your details
- Access your tenancy documents

### Accessing your tenant login area

There are various ways to get to your tenant login, but the easiest way is from the homepage – there'll be a 'Login' button you need to click on in the top right corner of the page.

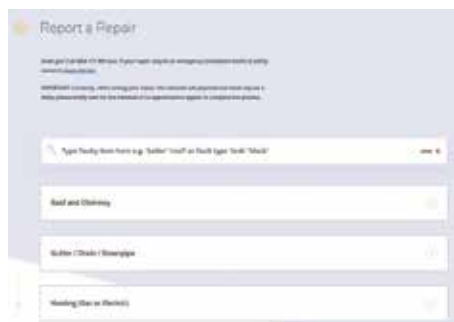


### Not registered on our tenant portal? Now is the time to do it!

On the registration page (once you've clicked "Login" in the top right of the page) you will be asked for your name, email address, date of birth, tenancy reference number and postcode. When creating your password, make sure it's memorable!

### Reporting a repair or paying your rent couldn't be easier.

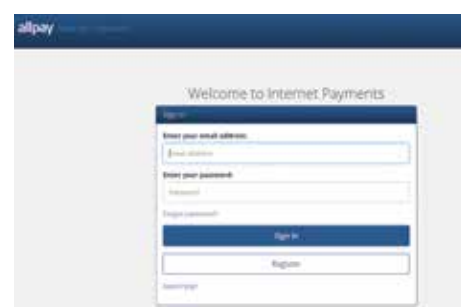
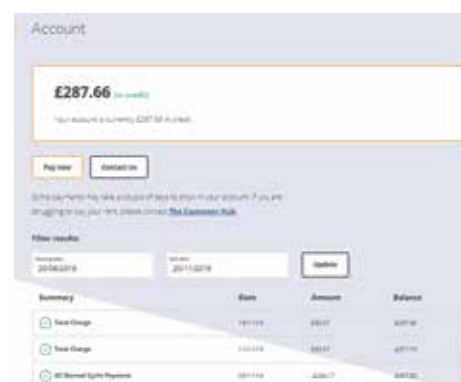
To make a repair request, either type in what the problem is or select it from the drop down menu.



### In the rent section you can:

- View your current balance
- View your most recent payments
- View a rent statement for any period of time
- Pay your rent

When making a payment you will be redirected to Allpay, who securely handle all our transactions. Once you have registered with Allpay, you need to sign in to make your payment.



There is plenty more information in your personalised tenant portal area, so please register and take a look.

If you have any problems at all with anything on the website, just use the "Contact us" page to let us know.



## LOCAL NEIGHBOURHOOD WEBPAGES

Are you always wanting to know what's happening in your local area? What events are coming up, services are available to you, and what Southway plans to do there?

Our new community webpages are designed to do just this. They display live local information, news, events, activities and other useful resources for tenants living in these neighbourhoods:

- Burnage
- Withington, Old Moat & Fallowfield
- Chorlton & Chorlton Park
- Didsbury East & West

**You can also post details of your own events and news that would benefit Southway residents.**

We'll use these pages to explain work we're doing to improve your community, as well as including a forum where tenants can

leave comments and join in with discussions. You can share your thoughts and ideas on projects you would like to see delivered in your area and any other information you would like to see on the pages.

Our Futures Strategy sets out our priorities and includes a number of themes such as:

- Creating new homes to address the homelessness crisis in Manchester
- Making neighbourhoods more carbon-friendly
- Working with partner organisations, such as the police to tackle crime and anti-social behaviour

Your local webpages will be categorised by area and will break down these broad objectives into real actions. For example, to tackle issues like anti-social behaviour, one action we might take is to install CCTV cameras.

### Using your local webpages

To find out what's occurring in your area visit:

**www.southwayhousing.co.uk/local-offer**



## NEW TENANT COMMITTEE VACANCY

**We are on the lookout for tenant representatives who can make a real difference to Southway.**

Tenants can get involved and influence decision making in many different ways at Southway. Our commitment to tenant involvement extends to running the organisation; there are two places reserved for tenants on our Board. There is also a separate People and Places Committee made up of local residents and councillors who report to the Board on customer policies and performance.

### Did you know that the current Chair of the Board is a Southway tenant?

Samantha Macwilliam has held the position since September 2016.

During that time she has overseen;

- Delivery of our Development Strategy, providing new homes of all tenures for people in South Manchester and beyond
- An increase in Community Investment, including advice and support for tenants to access benefits, training and employment
- The purchase of, and move to, our new office at Southern Gate

We are looking to recruit new members to our People and Places Committee. We want everybody who applies to know as much as possible about Southway. So if you are interested, we will arrange for you to attend and observe meetings, speak to staff members who deliver

our services and learn more about how Housing Associations operate. Whether you decide to apply or not you will have new experience, knowledge and skills that could benefit you in obtaining other jobs or voluntary positions.

### Samantha Says:

*'I have been a Southway Board Member for eight years. I have gained new skills, represented Southway at meetings across the country and been involved in making some really big decisions to try and improve the homes and communities our tenants live in. I passionately believe that the tenants have a huge part to play in deciding how Southway is run. Being a Board or Committee member is a one of the best ways to do this. This is a really great opportunity and I would recommend it to anyone.'*

### Interested?

Then contact Matthew Maouati [m.maouati@southwayhousing.co.uk](mailto:m.maouati@southwayhousing.co.uk), or Tom Mackrory [t.mackrory@southwayhousing.co.uk](mailto:t.mackrory@southwayhousing.co.uk) for more details. This position is open to Southway tenants, their children (over 18s) and leaseholders.



# WHAT'S ON... Westcroft COMMUNITY CENTRE

24-26 Westcroft Road, Burnage, Manchester M20 6EF | T: 0161 448 8232  
E: [westcroftcommunitycentre@gmail.com](mailto:westcroftcommunitycentre@gmail.com)

	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm
Monday		Eat, Meet and Greet 9.30am-1pm <i>(Cook and chat over a brew)</i>				Card Making 2-4pm					
Tuesday	Internet Café 9am-3.30pm										
		Age Friendly Drop in 10am-1pm									
Wednesday		Quids in Food Club 10.30am-3pm									
		Sew What, Sewing Group 9.30am-12.30pm									
		Advice & Guidance Drop in Session 10am-1pm									
Thursday	Internet Café 9am-3.30pm										
				Job Club 12-3pm							
		Slimming World 10am, 12pm, 5pm and 7pm									
Friday		Patch What Sewing Group 9.30am-2.30pm									
	Self Help Services <i>(referral/appointment required)</i>										
		Positive Birthing Movement <i>(First Fri of month)</i> 10am-12.30pm									
Saturday	Slimming World 8am and 10pm										

**We're  
looking for  
Trustees and  
Volunteers!**

Contact us for  
more info or to  
apply.

We're looking for Trustees and Volunteers! Contact us for more info or to apply.



## Free Family Movie Night at Westcroft Community Centre

Tuesday 17th December, from 4pm

Tickets available from the office, alternatively give us a call to reserve your seat.

## WHIRLPOOL TUMBLE DRYER RECALL

Whirlpool are recalling tumble dryers in the Hotpoint, Indesit, Creda, Swan or Proline brand that have been purchased within the past 11 years.

A number of these dryers have a fault which deems them as a fire risk.

If you think your tumble dryer is affected, please call 0800 151 0905 or visit Whirlpool's dedicated website [www.dryerrecall.whirlpool.co.uk](http://www.dryerrecall.whirlpool.co.uk)

## CHRISTMAS ON A BUDGET

At Christmas we can feel under pressure to spend more money than usual - but a Merry Christmas can soon become a miserable New Year if we rack up debts that take months, or even years to repay.

Here are some Christmas budgeting tips to help:

- Work out what you can afford to spend and stick to this amount. Remember to budget for rent, Council Tax and energy.
- The Money Saving Expert website shares lots of deals in the run up to Christmas which can help you save. Visit [www.moneysavingexpert.com/deals](http://www.moneysavingexpert.com/deals)
- See what can be done without spending: making your own cards, decorations and gifts saves loads and can be great fun.
- Don't go into your overdraft without talking to your bank first. Unauthorised overdrafts are horrendously expensive. Most banks charge £5 per day and some charge a further £5 for each transaction.
- If you do have to borrow, make sure you know the full costs involved and can afford the repayments. Consider if your income is likely to drop and if you would still be able to make the payments. Late payment fees considerably increase the debt and can make repayment unmanageable.

### Better, safer ways to borrow

Consider borrowing from South Manchester Credit Union - they can help you save for next Christmas too!

To find out more, speak to South Manchester Credit Union on 0161 448 0200.

### Southway Solutions

Southway has its own Solutions loan scheme which allows you to borrow up to £300 and is administered by the South Manchester Credit Union. At 4.26%, the APR is a bit higher than the credit union's own rates but still far less than many payday and doorstep lenders.

Find out more about a Southway Solutions loan by calling 0161 448 4200.

## SUPPORTING VETERANS

Walking with the Wounded & Walking Home for Christmas

Walking with the Wounded is a charity very close to Southway's heart. As an organisation we believe it's important to support our community's veterans wherever we can.

In 2018 we signed the Armed Forces Covenant in support of this fantastic charity, which means making various commitments to veterans. We provide a guaranteed interview scheme to ex-forces applicants; give Band 1 priority via Manchester Move to rehousing applicants with armed forces service history; and we've also supported its fundraising activity for the past two years. Last year we were proud to raise over £800!

### A helping hand

In November, 16 volunteers from across Southway's teams, alongside Walking with the Wounded staff, worked tirelessly to refresh and update the charity's Offices and training house on Veterans Street (Canada Street in Miles Platting) to create a better environment for staff and guests to work:



We want to thank all the staff that gave their time yesterday. It was a very physical and intense day as there was a lot to do and not a lot of time to do it - but we achieved so much and WWtW were very grateful to the volunteers for getting involved.

### Join or support us!

If you are interested in supporting the charity alongside us, this year we have created a Southway team for Walking Home for Christmas on 5th December. If you'd like to support us visit:

[www.walkinghomeforchristmas.com/teams/southway-housing](http://www.walkinghomeforchristmas.com/teams/southway-housing)

You can join our team, or donate if you would like to support the charity that way, via our fundraising page here:

[www.walkinghomeforchristmas.com/teams/southway-housing](http://www.walkinghomeforchristmas.com/teams/southway-housing)





## EMPLOYMENT EVENTS A BIG HIT WITH RESIDENTS

Helping tenants into employment continues to be a priority for Southway and after the success of the Spring into Work events in April, we decided to run more employment events under the banner 'Fall into Work'.

Two employer presentations were organised, by Aldi at Westcroft Community Centre and by NHS Health and Social Care providers at Barlow Moor Community Centre. We also held a large Jobs Fair at Burnage Academy on 30th October, which attracted over 200 visitors and over 30 companies including British Airways, Vodafone, BUPA and Britannia Hotels and many support and training services such as Manchester College, The Skills Shop, The Lab Project and People Plus.

Feedback from the day has been excellent and people particularly loved the workshops dealing with self-employment advice and work skills.

Over 200 vacancies were available on the day and employers said they really enjoyed being able to talk to interested attendees.



Due to the success of these events, we are planning a full calendar of employment events in 2020 including two job fairs - look out for the next one in April 2020!



**Interested in working for Southway?** You can sign up to Vacancy Alerts on our jobs site [www.southwayhousing-careers.co.uk](http://www.southwayhousing-careers.co.uk). Right now, we're looking for a Finance Assistant!

## ADDING EXTRA CARE HOMES TO MANCHESTER

Southway has started work on two large Extra Care schemes in Abbey Hey in Gorton and in Burnage, to bring much-needed supported housing to residents of Manchester.

The Gorton scheme will provide 43 one-bedroom and 63 two-bedroom flats for social rent to over 55s, and cater for a mixture of care needs. A bistro and beauty salon open to the public will also be included, as well as a private car park and a large community garden.

The Burnage scheme will provide 56 1 and 2-bedroom apartments for social rent to over 55s. It also includes a communal lounge for residents, a bistro for residents and visitors, a laundry, office space for Southway management, private balconies, large gardens and parking.

Following public consultation, the building will be named 'Dahlia

House', named after Dahlia Farm which historically sat on the site. Karen Mitchell, Chief Executive of Southway, said: *"The schemes are our largest projects yet, born from a great need and demand for extra care facilities in Manchester. They will create a wonderful community and environment tailored for older residents, whilst freeing up other much-needed homes for young families too."*

Burnage Councillors Azra Ali and Bev Craig, said: *"We worked hard with Southway and residents to ensure this development was right for Burnage, as well as a great place to live. People tell us they want good quality housing they*



*can age well in. We've invested in schemes like this across Manchester and we are excited this will provide quality homes for local people."*

**To enquire about any of Southway's new homes, please contact us.**

## PREPARING YOUR HOME FOR WINTER

When we approach colder months, it's important to prepare your home. If you check things like heating and hot water now, you'll make sure you have them when you really need them.

**There are a few simple steps you can take in the run up to the winter to avoid common problems – it's best to be prepared:**

### GENERAL MAINTENANCE

- Make sure gutters and drains aren't leaking or blocked, and your windows and doors open and shut properly.
- Make sure you know where your stop valves (stopcocks/isolation valves) are, and that they're regularly turned so they don't seize up. If they're already stiff, try applying some WD40 to loosen them. If you're going away for more than 24 hours, turn off the main internal stop cock/valve in your home.

### HEATING

- Make sure you know how to use your radiators/heaters and heating control system.
- If you've got a meter for your electricity or gas, make sure

there's plenty of credit on it. If it runs low and slips into emergency credit, you'll be charged at a higher rate.

- If you're going away, leave the heating on a low setting to help prevent burst pipes if it gets really cold whilst you're away.
- If you are experiencing any problems with the boiler or radiators, please contact us as soon as possible to arrange an appointment to come out and investigate the problem.
- If you have missed your Gas Service and Periodic Electrical Test, please contact us as soon as possible to rearrange it. This will help reduce the chance of you needing to have a repair, and keep your heating and electrical system safe and working effectively.

### CONDENSATION

- Move furniture slightly away from the walls, so air can circulate properly.
- Avoid covering vents or air bricks.

- Use extractor fans (if fitted) or open a window when cooking and when bathing or showering – leave the extractor fan running or open your window for 10 to 15 minutes when you've finished, and close the door.
- Keep doors to kitchens and bathrooms closed whilst the rooms are in use.
- Air rooms, particularly bedrooms, as often as possible. Open a window for 10 to 15 minutes (with the door closed) when the room isn't in use.
- When drying washing indoors, remember to ventilate the room to reduce damp and mould. Don't place damp clothes on radiators or storage heaters – it will stop your rooms heating properly, and could present a health and safety risk.
- If condensation does start to form, the best way to deal with it is to wipe it up, and that way black mould shouldn't grow. Also see if you can increase the ventilation a bit more.

## WHEN IS A HEATING REPAIR AN EMERGENCY?

If you need any gas heating repairs, we will address them based on the following guidelines:

**Emergencies** - attended within 24 hours – are where there is a total failure of heating and/or hot water or there is an uncontrollable leak from the heating system. If the fault can't be fixed at the first visit, we'll provide temporary heaters. We do expect most repairs will be completed within 72 hours of the original request, however where specialised parts need to be ordered this may take longer.

**Non emergencies** are where only minor repairs are required. This may include repairing containable leaks on the heating system, replacing / repairing a faulty radiator or thermostat, or adjusting the system time clock.

If you're worried about how to keep warm this winter, or want to know more about managing your bills, please see the 'Help with your Money' section on our website, or contact us and ask for our Advice Team.





## TOGETHER WITH TENANTS CAMPAIGN

Together with Tenants, a campaign delivered by the housing regulator National Housing Federation, is about making sure organisations are listening to their tenants.

It focusses on having procedures in place to allow tenants to work with their landlord and make improvements to services like health and safety and complaints.

One outcome has been the development of a new Tenant Charter. A first version of the charter is being trialled and reviewed by some housing associations with the aim of all UK Social Landlords implementing this in 2020.

Southway is working with 18 other Manchester housing associations in the Manchester Housing Providers' Partnership (MHPP) to gather feedback from tenants and collectively comment on the charter proposal.

We've held a big consultation online, at our community centres, and speaking to the public in the community so far to discuss the points face-to-face and formulate a response.

All feedback goes to the National Housing Federation to make improvements to the charter before it is rolled out fully.



### WANT TO BE INVOLVED?

You can feed back to Southway via our website:

[www.southwayhousing.co.uk/together-with-tenants](http://www.southwayhousing.co.uk/together-with-tenants)

Or find out more or comment to The National Housing Federation directly:

[www.housing.org.uk/topics/together-with-tenants](http://www.housing.org.uk/topics/together-with-tenants)

## COMMUNITY CELEBRATES ART TOGETHER

We recently celebrated the arrival of a new sculpture, 'The Female Passenger,' to our green space on Leeswood Avenue in Chorlton.

Carved from a single block of oak, the wooden statue depicts an Edwardian woman carrying a large carpet bag in one hand and holding a baby to her chest. She is dressed for a long journey and posed as if waiting for a train.

The arrival celebration involved local school children, families and Councillors Joanna Midgley, Mandie Shilton Godwin and Dave Rawson, who turned out to decorate the sculpture using pins, keys, nails, buttons, trinkets and flowers. Led by the statue's creator, Phil Bews and our urban ranger Debbie, the event was an opportunity for people in the area to get creative and personalise a piece of art for the whole community.

Check the Events Calendar on our website for future events on our green spaces!



# WELFARE BENEFIT NEWS

Here is a selection of the latest developments from the Department of Work and Pensions (DWP)

### ADVICE FOR UK NATIONALS RETURNING TO LIVE IN THE UK FROM THE EU

New advice includes information on benefits, healthcare, tax, bringing family members to the UK, housing, driving licenses, social care services, access to schooling and more.

Returning UK nationals can check eligibility requirements for any new benefit claims on [www.gov.uk](http://www.gov.uk).

There is a new pilot Facebook page called DWP Benefits Information:

[www.facebook.com/DWPBenefitsInfo](https://www.facebook.com/DWPBenefitsInfo)



### CHRISTMAS JOBS CAMPAIGN

Jobseekers can view and apply for a variety of jobs in the lead up to Christmas.

To find out more please visit the Find a Job website:

[www.findajob.dwp.gov.uk](http://www.findajob.dwp.gov.uk).



### INCREASED DWP SUPPORT FOR VETERANS

More armed forces veterans will be helped into work thanks to new funding that will secure additional specialist support in job centres.

Funding has been invested for more than 100 'Armed Forces Champion' posts, to help former service personnel and their spouses readjust to civilian life. The champions will be stationed across the country to deliver employment support and benefits advice to former servicemen and women, and raise awareness of

particular issues faced by veterans and their families. There are currently 46 Armed Forces Champions in the UK.

**If you want advice or further information on anything featured, please contact us and ask to speak to our Advice Team.**



Minehead  
STYLISH LIVING | WITHINGTON

GECKO



Would you like to move into a brand new Age Friendly home in a fantastic location?



Minehead is a brand new development of high-specification apartments in Withington. These apartments are a fantastic opportunity for those looking to rightsize, but keen to stay in the local area.

The 33 affordable rent homes have been offered to tenants. The remaining 21 apartments are available to buy through Shared Ownership.

If you would like to be part of this new Age Friendly Community, get in touch today:

**Shared Ownership:** contact Gecko Homes at [sales@geckohomes.co.uk](mailto:sales@geckohomes.co.uk) or 0330 995 1333.



# 18 - 25? HERE'S HOW YOU CAN TRANSFORM YOUR COMMUNITY FOR THE BETTER

Homelessness, stereotypes, education, politics, health, food waste, zero carbon emissions, sustainable living... what would you change in your city?

UpRising is searching for passionate, enthusiastic young adults to join their Leadership and Environmental Leadership Programmes in Manchester.

## Leadership

One evening, every fortnight for nine months, alongside 40 like-minded and diverse future leaders, you will:

- Get to know top UK leaders and discover how they make decisions that affect you.
- Meet the campaigners and organisations fighting for social change and learn first-hand how they do it.
- Create your own social action campaign to make a difference on the issue you care about most.
- Attend hands-on workshops, such as networking, leading teams, media training and more.
- Receive one-to-one support from a personal coach and a professional mentor in a career of your choice.

## Environmental Leadership

Are you interested helping the environment but have no idea where to start? On this 9-month programme you will:

- Learn how environmental change is made on a local, national and global level, directly from the people who are living and breathing it
- Meet sustainability leaders from business, media, government and charities and more.
- Take part in expert-led workshops
- Design and run an environmental social action campaign
- Much, much more

**Applications in Manchester will be open until late January.**

**Visit [www.uprising.org.uk](http://www.uprising.org.uk) for more information!**



“UpRising has been an incredible experience which has helped me to grow in confidence and become aware of the many talents that I have. The Programme really has changed my life and inspired me to continue to work to develop the community around me.”

***Rebecca Roberts, London UpRiser 2016/17***