

Southway Stories

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**New homes,
new hope**
Tenants are
looking forward to
a brighter future

Every voice counts

Your involvement is increasing and making a real difference

Surveys and safety matter

Help us keep your home safe and in good condition for years to come

Struggling to pay your rent?

We can support you with payment plans or finding a smaller home

How to get your garden in top shape for spring

with Debbie Wallace



Top tips

With spring now well and truly all around us, it's the perfect time to get back in the garden.

To help you get started, our **Urban Ranger, Debbie Wallace** has put together some top tips...

Get sowing

Now's the perfect time to sow seeds. Read seed packets, or do your own research, to get the planting time right.

Seeds like Nigella (Love-in-a-Mist) and Calendula (Pot Marigold) are easy to grow, hardy plants.

Hardy plants can cope with freezing temperatures, making them perfect when it comes to surviving overnight frost during early spring.

Embrace the lifecycle of your flowers

If you're worried about flowers in your garden starting to die, don't worry! It could be part of the natural process, and you might be rewarded next spring!

Bulbs such as Daffodils use the energy they store up in spring to give you a lovely display of flowers next year.

Letting the leaves die back on their own is an important part of this process and allows them to store up the energy they need.

Make more from less

Did you know you can split and divide some of your own garden plants to make more?

This works well for many late-summer flowering plants.



Scan the QR code to find a handy guide on how to do this



Sometimes the best thing to do... is nothing!

You can help local wildlife flourish by simply putting your feet up and letting things grow.

Trees, shrubs and even climbing plants in gardens can also be places where birds nest. You can protect nesting birds by avoiding cutting hedges for the whole of nesting season (March–August).

You can also join in with No Mow May by simply stopping mowing your lawn during the month of May. This lets wildflowers grow which, in turn, supports bees and butterflies.

www.plantlife.org.uk/campaigns/nomowmay

You don't need a garden to get stuck in

If you want to get your fingers green but don't have your own garden, you can find gardening groups near you using this tool.



Scan the QR code to find a gardening group near you



Help keep our neighbourhoods clean and safe

We all deserve to live in clean, safe and welcoming neighbourhoods — which is why it's so important not to leave rubbish out, fly-tip, or leave dog mess behind.



Help keep our neighbourhoods clean and safe

Even small amounts of waste can make an area look uncared for, attract pests, or cause hazards for other people. Not only is dog fouling unpleasant — it's also a serious health risk, especially for children.

Dog fouling, fly-tipping and bin issues are the responsibility of **Manchester City Council.**

If you spot a problem, please report it directly to them so it can be dealt with quickly. You can do this online or by calling their Environment team on **0161 954 9000.**

If you live in an area outside Manchester, please contact your local council for support.

If you see fly-tipping on one of **Southway's green spaces**, please let us know directly on **0161 448 4200** so we can get it sorted.

Thanks for helping keep our neighbourhoods clean and safe for everyone.

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Stay safe: always ask for ID



Recently, some claims companies have been cold-calling in our neighbourhoods, and a few have even pretended to be from Southway.

To help keep you safe, we'd like to reassure you that **all Southway staff who visit your home will always carry Southway photo ID**. This includes our repairs teams, housing officers, and surveyors, as well as people from our partners. We'll also never visit your home to carry out a repair without booking an appointment with you in advance.

If someone says they're from Southway or working on behalf of Southway, please:

- Ask to see their official photo ID
- Take your time — our staff understand
- If you're unsure, don't let them in

You can call our Customer Hub to check the person's name and confirm they're meant to be there. We can verify this while your visitor waits outside – we would always rather you were safe and know that you feel comfortable. If you have any concerns about anyone visiting your home saying they're from Southway, please call us on **0161 448 4200**.

If you think you might have been misled into signing an agreement with a third party who aren't affiliated to Southway, please contact us immediately so we can review the situation and offer any support you might need.

Please tell us if you need to change a repair appointment



We're working hard to make sure we carry out your repairs quicker, and you can help us by letting us know if you need to change your repair appointment.

We know that plans change and people are busy, but we're seeing an increase in how many appointments are being missed.

In the last 12 months, there have been 2,836 missed appointments for repairs, which is around 10% of all appointments and the equivalent of around six months work for one of our Repairs Team operatives.

If there weren't any missed appointments, we could complete your repair two days faster than we do now. It would also save Southway £64,774 — the equivalent of 10 new kitchens. To tackle the problem, we're making it easier in the future for you to cancel or rearrange appointments through our online customer portal.

We'll make every effort to turn up when we say we will. We're working on improving communication with you about this as part of our Repairs Service Influence Group and will update you as soon as possible.

In the meantime, please call our Customer Hub if you want to cancel or rearrange a repair appointment. Ring **0161 448 4200**, then press **option 2** for repairs, then press **option 3**. This line is open 8am–5.30pm.



Karlet Manning

talks involvement, community and looking ahead to the future



Could you tell me a bit about how you've been getting involved with Southway, and the kind of work you've been doing with us?

Karlet I'm the Vice-Chair of Southway's Customer Voice Committee. We've been looking over policies, strategies and if we're facing and addressing what our communities need.

Why did you want to get involved?

Karlet I got involved because I was having some repairs done in my home that I wasn't happy with at the time. But the way I dealt with the Customer Hub and the way we worked together was really good.

At the end of this, someone from the Hub said to me 'Oh I bet you'd be great on this board! Would you go on a board...?', she was adamant! So, I was like, 'Yeah! Why not?'.

What was your experience like joining the board?

Karlet Sitting on boards where you're listening and reading a lot is difficult for me, because I have dyslexia and I'm neurodiverse.

Southway's Governance team adapted the documents we have to read to be dyslexia friendly. They've done a lot of work around making them more spacious and using different fonts. It's helped me show up more and not let fear, or my dyslexia make me sit in the back.

Also, there were so many professionals sat around the table, so meeting all these new people and thinking about how I fit in was a lot! I thought about how I was perceived at first. Was I really contributing enough? That was my personal thing.

Now you're settled in, what do you think you bring to the table?

Karlet As a tenant I think I bring the realistic view of our community. Sometimes if you're not part of a community it's hard to understand it,

how it really sits.

I'm always thinking of who's coming behind me. Who are the next tenants to live in these houses? Who are the next generation to sit on these boards? So, it's about making sure our voices are heard now and we have that consistency for the future.

From your perspective, what are Southway doing well? And what could we be doing better at?

Karlet I think Southway do really well. Sometimes you sit on boards and organisations can be defensive, you can see it. They're not doing that.

We might not be exactly where we want to be, but I can see that we're getting there together.

When I read through the reports now, I'm like 'yeah, this has changed'. I even said it the other day, I see more happiness.

In terms of what we could be doing better, I feel like there's an age group of young people that we're missing.

I see we do a lot for other age groups and that's beautiful, but we've also got to think of the next generation. These people have so much to say, but I feel society doesn't give them time. We could be leading the way and giving them that opportunity.

What would you say to any tenants who might be thinking of getting involved and making their voice heard?

Karlet Get involved!

Before being sat on this board, I'd had nothing to do with social housing or the housing industry, and now I've learned a lot.

Sometimes it's just about sitting down and listening and asking questions. No question is a stupid question, because you're learning.

And they're all learning too! They have lots to learn from us, so we're all learning together.



Scan the QR code to find out how you can get involved



The Tenant Scrutiny Panel has been busy — and it's growing!

Southway's Tenant Scrutiny Panel now has eight tenant members after a few people joined recently, making the group more diverse and representative of our communities.

The Panel's members take a close look at a specific part of our services to see what's working well and what could be improved.

They review our performance, customer satisfaction and costs, and often speak directly to customers who've used the service. Their recommendations then go to the Customer Voice Committee and senior staff, who use them to create an action plan for positive change to benefit tenants.

The Panel has attended Equality, Diversity and Inclusion training and recently finished reviewing call backs to customers about repairs.

Panel members are currently reviewing untidy gardens and choosing what to review over the next 12 months, including:

- Improving how we communicate with you about repairs
- Improving the quality of information we give on service charges and how we explain them
- Mutual exchanges (when a tenant swaps homes with another Southway tenant or one from another housing association)

We'd love to hear your thoughts on which of these should be tackled first, and what else you think the panel should be looking at.

If you want to join the Panel to discuss the subject you've raised, please let us know.

Share your thoughts by scanning the QR code and completing the form on the Tenant Scrutiny Panel page on our website, emailing yourvoice@southwayhousing.co.uk, or calling 0161 448 4229 by Monday 1 June.

We'd really love to hear from you!



Scan the QR code to find out how to get involved



Your voice is shaping Southway — get involved!



Our customers are at the heart of everything we do, and we're delighted to see more of you helping shape the services you rely on.

We now have **138 tenants involved** across our Board, Committees, Service Influence Groups (SIGs), and local Tenants and Residents Associations — an increase of 12 since October. Even better, our newest members make our panels more diverse and more representative of the communities we work in.

We're particularly pleased that in February, five tenants joined our Customer Voice Committee.

Your involvement is making a real difference. For example, tenants in our Repairs SIG recently helped review our Repairs Policy, making it clearer and easier to understand. You also told us where else we can improve, and we're acting on it — including speeding up recruitment in our Customer Hub to reduce call waiting time.



How can you get involved?

There are lots of ways to take part:

- **Service Influence Groups**
Look at Southway's key services such as repairs, complaints, and neighbourhoods, and help identify where improvements are needed.
- **Customer Voice Community**
Tell us which topics interest you, and we'll contact you about relevant opportunities.
- **Armchair Group**
Responds to online surveys.
- **Tenants and Residents Associations**
The groups are open to anyone living in the areas they cover, and they're supported by Southway's Customer Voice Team.
- **Tenant Scrutiny Panel**
Find out more on the page opposite



Incentives for involved tenants

We offer incentives to involved customers as a thank you for your valuable contributions. These include:

- Annual £25 Love2Shop voucher
- Quarterly £50 Love2Shop voucher prize draws for completing a survey, focus group, or consultation
- Training
- Annual celebration event

Visit our website to learn more about ways to get involved and incentives we offer.

www.southwayhousing.co.uk/get-involved





Help us keep your home in good condition

We've been working with you to develop our new Asset Management Strategy, which sets out how we'll keep your homes safe, warm, and in good condition for years to come.

Thousands of tenants have already helped shape the strategy by taking part in Home Energy and Improvement Surveys. Others have given direct feedback through our Homes In Focus Service Influence Group.

As we finalise the strategy, we need to visit homes that still need a survey.

What is the Asset Management Strategy?

The new strategy will benefit all Southway tenants by helping us decide:

- ▶ What work needs to be carried out in homes and neighbourhoods
- ▶ When this work should take place and why
- ▶ How we can improve energy efficiency and help reduce bills
- ▶ How we plan, communicate and deliver improvements to your home

Why are these surveys important?

These surveys are essential in helping us look after your home. By letting us in, you're making sure we have the right information to plan future improvements, and offer you the best possible service in maintaining your home. We need to survey every home, so if you haven't had one yet we'll be in touch soon to make an appointment.

What happens during a survey?

A friendly surveyor from our partners, Rapleys, will take 30-45 minutes to look at all the rooms and external areas in your home. Surveyors won't move furniture or carpets but may look into the loft if it's easy to get to. They may take photographs to record your home's condition. You don't need to prepare - just be home to let them in.

We understand surveys can feel intrusive, but please be assured they aren't checking how tidy your home is. They help us make sure your home meets the right standards.

Thank you for your support. If you have any concerns or questions, call us on 0161 448 4200. Scan the QR code above for Home Energy Improvement Survey FAQs.



Electrical checks

We also want to remind you how important electrical safety inspections are. These checks are essential to protect you from risks like faulty wiring, overloaded sockets, or damaged chargers - all of which can lead to fires or serious injuries.

We know it can feel inconvenient, but these inspections are quick, respectful, and focused only on the condition of your home. They're not just a formality - they're a lifeline. Plus, if we're able to carry out a check, you'll also be entered into a prize draw to win vouchers and other prizes.



How we're making it easier for you to share your feedback

We know how important it is for you to feel heard when things don't go to plan. That's why we've made significant improvements to our Complaint Handling Policy — making it clearer, more accessible, and easier for everyone to use.

After listening carefully to your feedback, we worked with the Housing Ombudsman Service and our Customer Voice Committee to update the policy. Now, there's no confusion about what counts as a complaint and what doesn't — you can see exactly where your concern fits.

We've simplified the language throughout to remove jargon and make the process feel less daunting. Our approach to reasonable adjustments is now much clearer too, ensuring all customers can access our services fairly.

We've also set out a clear approach for handling complaints about colleague conduct, so you know what to expect if you want to raise concerns with us.

You have helped shape these changes. For example, our Customer Access Service Influence Group suggested using posters with QR codes to make it easier to find information about raising concerns — and we'll roll these out soon.

We've refreshed our Customer Compensation Policy to make it easier to understand. It now specifies the limited situations when compensation may be available, including when we're working to resolve complaints, and explains how we'll handle claims, keeping everything fair and transparent.

The work we've done is already paying off as we've had good feedback from tenants who have been more positive about how we have handled their complaint. This is shown by the improvement in our Tenant Satisfaction Measures Survey results too.

To read our policies or learn more about how we manage complaints, visit www.southwayhousing.co.uk/complaints. You can make a complaint using the form on that webpage, or by calling 0161 448 4200.

We're committed to resolving your concerns quickly and providing transparent, timely responses. These updates are about making sure your voice is heard and helping us improve our services. Now, if you have feedback or want to make a complaint, we hope you'll find the process much simpler and more user friendly.



Scan the QR code to find out more about complaints

Residents celebrate keys to their new homes

We've recently welcomed more residents and families to their new affordable homes and are pleased to see them settling in.

Here's a look at some of the new housing schemes we've completed and celebrated recently.

Makers Court Withington

24 one and two-bedroom homes for social rent with energy-saving features to keep bills low. The scheme helps residents move into smaller, easier-to-manage homes — freeing up larger homes for families in need.

Warwick Road South Old Trafford

80 one and two-bedroom homes opposite Old Trafford Cricket Club. 57 are for affordable rent for residents and families on social housing waiting lists, while 23 are shared ownership with Gecko Homes to help people onto the property ladder.



Maimuna (centre) at Emerald Way

Emerald Way Chorlton

29 new one and two-bedroom apartments for shared ownership near Beech Road.

Loving life at Makers Court

Makers Court in Withington was built to help Southway tenants move into smaller homes that better suit their needs, as well as freeing up bigger homes for families on Manchester's social housing waiting list. We call this 'rightsizing'.

As a result, 14 people have moved from larger homes into Makers Court, including David and Gilbert, whose stories we've shared below. You can read more about them here and find out more about Rightsizing on page 15.

Gilbert

Gilbert moved into his new home at Makers Court after living in a three-bedroom house in Chorlton since 1997.

He said: "My family had moved out, and the house was too big for me. Staff at Southway suggested I moved somewhere more suitable for what I need, so I said no problem.

"I needed somewhere close to the hospital as I have lots of appointments, so this was the best place for me. The people are really nice and I really like living here. I feel at peace, plus, I'm saving money on bills."

Gilbert has brightened up his new home by putting lots of plants and flowers outside his patio doors.

He said: "You have to keep active and gardening really helps me to do that. These flowers will look really colourful in the summer."

David

David previously lived in a two-bedroom flat in another part of Withington before moving to Makers Court.

He said: "I know where these homes were because I grew up around here, but it's changed a lot over the years.

"I really like this flat and everything is better here than where I lived before, plus the rent is lower. Even my girlfriend likes it!"



David (left), Gilbert (centre) and new resident Lukas celebrate their new homes

‘I have my own space, and I can plan for my future’

Roxy,
tenant

Tenants enjoying new homes at Warwick Road South

In partnership with Trafford Council, many apartments at the new Warwick Road South development have been let to households who have experienced homelessness, giving people who have been living in temporary accommodation a safe and secure home.

We spoke to tenants about how much moving into their new homes has meant to them.



Warwick Road South

Roxy

Roxy had been on the Trafford Council waiting list for nearly three years and moving into her new apartment has changed her life.

She was in foster care from the age of 10 until she moved in with her mum just before turning 16. Sadly, this move didn't work out, and she had to stay with a friend.

She said:

“It was really hard working and studying for my A-Levels. I stopped working to focus on college, but everything is so expensive, so I had to leave college and go back to work to support myself.”

Now that she has her own home, Roxy's gone back to college and has her sights set on a career in law.

She said: “It feels great that I don't have to deal with the stress caused by the uncertainty of not having a permanent home. I have my own space, and I can plan for the future.”



Roxy (right) with her boyfriend Santino

Elaine

Elaine, who has moved in with her 17-year-old son, said: “We were homeless due to unforeseen circumstances. I had been living in my friend's mum's house for six months when I contacted Trafford Council and they put us in temporary accommodation. The council and Southway Housing Trust have been great with us and it's a huge relief that we have been able to move into this flat.”

“I really missed the community feeling I had where I lived before, but the neighbours are all really nice here.”



New resident, Elaine

New homes coming soon to rent and buy!



Two Didsbury Point

Two Didsbury Point
West Didsbury (Opens spring)
76 one and two-bedroom homes across two buildings with an NHS medical centre on the ground floor. 30 homes are for social rent and 46 are to buy through shared ownership.

Albany Road
Chorlton (Opens autumn)
40 one and two-bedroom apartments available for shared ownership soon.



Christie Road

Cross Lane and Varey Street (Opens autumn)
13 homes across two sites in Gorton which will be available for social rent. On Varey Street there will be one new three-bedroom house and four one-bedroom flats, and on Cross Lane there will be four two-bedroom houses and four one-bedroom flats.

Christie Road
Trafford (Opens autumn)
10 three-storey townhouses with three bedrooms available for shared ownership in late summer. Homes feature an office, two ensembles, a private garden and terrace, off-road parking and are just a short walk from Trafford Park and Stretford tram stops. Another 39 shared ownership apartments, plus 11 apartments for social rent, will follow over the winter.

Interested in a shared ownership home?
Visit geckohomes.co.uk

How to apply

Rented homes at **Two Didsbury Point** will be let to people on the social housing waiting list via Manchester Move. Priority will be given to tenants looking to move into a smaller home — known as rightsizing.

Find out more on page 15

When they become available, rented homes at **Cross Lane and Varey Street** will be let to people in priority need on the social housing waiting list via Manchester Move.



Tenant Rug Giveaway a great success

Warwick Road South tenant Darya and her daughter with their new rug



Our Housing Management and Support Team took the popular rug giveaway on the road, giving tenants at **Warwick Road South** the chance to meet Southway staff and pick up a free rug for their new home.

The event was organised to show that Warwick Road South can be a thriving, inclusive community where residents can feel safe, secure, connected and valued from day one.

We run regular rug giveaways as part of our Cosy Mondays events at our office in Didsbury.

As well as giving away free rugs, our Advice and Community Involvement teams were also there to make sure residents could easily access support, opportunities, and social networks.

Our Employment Team showed what career support they can provide for tenants, including help deciding what they want to do for work, improving their CVs, and guidance on preparing for job interviews.

The whole event brought residents together in a positive, informal way, making sure they feel supported as part of a wider neighbourhood.

Protecting social housing for those in need

Tenancy fraud makes it harder for us to offer homes to the people who need them most.

Nationally, it costs around £900 million a year, and we feel the impact locally too. It can negatively affect children's schooling, health, job prospects, and it makes it harder to create safe communities.

Common types of tenancy fraud include:

- **Unlawful subletting:** Renting out your whole home while you live somewhere else
- **Unlawful tenancy succession:** Trying to take over a tenancy after someone has died when you're not entitled – for example, saying you lived with the tenant when you didn't
- **Obtaining housing by deception:** Giving false details on a housing application, such as failing to declare that you own another home
- **Unlawful tenancy assignment:** Transferring a tenancy without landlord approval
- **Key selling:** Accepting payment to hand over property keys to someone else.

Tenancy fraud is a criminal offence. Consequences can include up to two years' imprisonment, unlimited fines, losing your tenancy, repaying unlawful profits, and getting a criminal record.

We're working closely with Manchester City Council and other housing providers to tackle tenancy fraud in Greater Manchester. If you suspect that a property in your area may be subject to tenancy fraud or you need advice, please speak to our Housing Management and Support team as soon as possible. We can give you clear, accurate advice early on and help you avoid serious consequences.



Scan the QR code to learn more or report tenancy fraud anonymously



**Report anonymously.
Help your community.**

Customer Hub opening hours and out-of-hours support

We want to make sure all our customers know the best ways to get in touch with us, whether it's during the day or in an emergency outside our normal opening hours.

- Our phone lines are available from 8am–5.30pm, Monday to Friday
- You can visit us at Southern Gate, 729 Princess Road, and our reception is open between 9am–3pm Monday to Friday



You can also contact the team via the 'contact us' form on our website at www.southwayhousing.co.uk/contact-us.

If you need urgent help outside of these hours, you can still reach us. Simply call 0161 448 4200, and you'll be connected to our out-of-hours service, which operates 24/7 for emergencies.

An emergency is anything that risks your health and safety, or the security of your home, if it isn't repaired immediately. We aim to deal with an emergency repair within 24 hours of it being reported.

Please remember that, when you dial this number outside our usual opening hours, first you'll hear a message explaining that we're closed, then you'll be transferred to the out-of-hours emergency team. This team is for emergency situations only, so please consider this before contacting them.

We're here to support you – day or night – so please don't hesitate to get in touch when you need us.

To find out what counts as an emergency repair please scan the QR code to go to our website.



Scan the QR code to learn what counts as an emergency



Struggling to keep up with your rent? We're here to help

We know that lots of people are finding the day-to-day cost of living difficult to manage.

If you're worried about your rent or finding it hard to keep on top of things, we want you to know we're here to help you.

Everyone's situation is different and we know that sometimes life doesn't go to plan, which can make covering important payments like your rent or bills difficult. What matters most is that you let us know as soon as you can. Even if things feel overwhelming or you're not sure what to do next, a member of our team can work with you to find a solution and help stop things from getting harder.

We've been able to help many tenants avoid court action and reduce the risk of losing their home, so if you're behind on your rent, please don't ignore it.

Your Income Officer can look at your situation with you to come up with a realistic and affordable repayment plan together. Our Advice Team's also on hand with free and confidential support with budgeting, bills, borrowing safely, as well as checking you're receiving all the benefits you're entitled to.



Scan the QR code to find out more on our Cost-of-Living support hub



Preventing eviction How early support made a difference

By getting in touch and working with us recently, one of our tenants was able to get help at a time when things felt close to breaking point.

Once we understood the situation they were facing, we were able to explore different options together. Through Manchester City Council's Rightsizing Local Lettings Policy, the tenant moved to a smaller, more suitable home, using £2,500 from the council's initiative to help clear their rent arrears and other housing debt. You'll find out more about this initiative on the next page.

The move meant the tenant could manage their costs more comfortably, freed up a larger home for a homeless family and, most

importantly, helped prevent an eviction that could have left someone in more debt and at risk of homelessness.

Help us help you

Our priority is always to help people stay in their homes or find a home that works better for them.

Even if things feel complicated or you're worried it's too late, there's usually something we can do to help — just having a chat with us could make a real difference.

If you're worried about rent arrears, you can email incomecollections@southwayhousing.co.uk or speak to your Income Officer.

Find a home that fits your needs

If your home feels bigger than you need – or harder or more expensive to run – moving to a smaller home could make life simpler, more comfortable, and more affordable.

Manchester City Council offers a £2,500 cash incentive to eligible residents who move to a home that better meets their needs. While this support can be used to clear arrears or other debts, many tenants choose to downsize for other reasons too.

A smaller home might suit you if you're looking for:

- Lower household costs, including rent and bills
- Less cleaning and maintenance
- A home that better suits medical or mobility needs e.g. a home that's all on one level
- A way to avoid the under occupancy charge

How does it work?

You'll need to be registered on Manchester Move, where you can search for and bid on suitable homes.

After you move, the £2,500 incentive is used to clear any rent arrears or debts first. Any remaining balance is paid into your bank account, once the property is cleared of your belongings. The council's rightsizing team can also help you with removal costs.

What do you need to do next?

If you're thinking about rightsizing, you can:

- Speak to your Income Officer by calling **0161 448 4200**
- Email **incomecollections@southwayhousing.co.uk**
- Scan the QR code to find out more about rightsizing or visit Manchester Move's website



Two Didsbury Point

Need a smaller home? Take a look at our new Didsbury Point apartments

If you're interested in moving to a smaller home that's easier to manage or more affordable to run, we have a new option that may suit you.

30 one and two-bedroom apartments for social rent are now available at our newly completed

Two Didsbury Point scheme in West Didsbury, with priority given to Southway tenants who are rightsizing.

Why we're prioritising rightsizers

We know that people's housing needs change over time. Through our Local Lettings Policy for Didsbury Point, tenants moving from larger homes are considered first, so they can move into a modern, energy-efficient home that suits them better.

This helps free up much-needed larger homes for families who need more space – supporting our wider community at the same time.

If your current home feels too big, expensive to run, or harder to look after, a move like this could help make day-to-day life feel more manageable.

About the new homes

Didsbury Point includes one and two-bedroom apartments designed mainly for:

- Adult only households, or
- Families with older children (14+)

Alongside rightsizers, some homes will be allocated to working households and people with a local connection.

Why you might love living at Didsbury Point

- Brand new, low maintenance interiors
- Energy efficient to help manage bills
- Close to shops, green spaces and public transport
- Designed for modern living with high quality fixtures and fittings

Thinking about rightsizing?

If you're considering a move for lower running costs, easier upkeep or a fresh start, we're here to help. You can speak to your Income Officer or email **incomecollections@southwayhousing.co.uk** to talk through your options and find out whether a move to Didsbury Point – or another home – could be right for you.

Customer satisfaction continues to rise



We've taken significant steps to improve the services we provide, and we're delighted to see that more of you are feeling the benefits.

Every year, Tenant Satisfaction Measures (TSMs) give you the chance to tell us how we're doing in key areas such as repairs, complaint handling, and neighbourhood management. Over the last 12 months, your feedback shows a clear rise in satisfaction across every area — a real sign that the changes we're making are having a positive impact.

What you told us — and what we've done

We're particularly pleased with the improvement in how we handle complaints. This shows how listening to your feedback, and working with the Housing Ombudsman, to make our complaints handling policy clearer and the process less daunting has really paid off.

You also told us you wanted faster, more efficient repairs. So, we set up a repairs improvement plan and

worked with tenants on the new Repairs Service Influence Group to make the service more efficient and make sure it prioritises the things that matter to you most, including improving communication.

More of you also feel we're listening to your feedback. Through our Customer Voice Strategy, we've increased the number of ways tenants can help shape our services and many more of you have given your views through online consultations.

What next?

We're really happy with the progress being made but we're not stopping there. With your help, we'll continue to work on improving our services.

Key aims for the next 12 months include the following, some of which we'll be working on with involved customer groups:

- Improving communication with tenants about repairs and service charges
- Working with the Homes in Focus Group to review products and choices on home improvements
- Working on a new document for tenants about repairs including their responsibilities
- Reviewing mutual exchanges (when a tenant swaps homes with another tenant from Southway or another housing association)
- Increasing the ways you can get involved, including working with you to improve your neighbourhoods

Tenant Satisfaction Measure	2024/25	2025/26	Change since last year
Satisfaction overall	71%	73%	+2
Repairs service over last 12 months	69%	75%	+6
Time taken to complete last repair	63%	73%	+10
Home is well maintained	67%	73%	+6
Home is safe	75%	78%	+3
Listens to views and acts on them	60%	65%	+5
Being kept informed	71%	75%	+4
Treated fairly and with respect	76%	80%	+4
Approach to handling complaints	32%	45%	+13
Communal areas clean and maintained	71%	75%	+4
Makes a positive contribution to area	66%	73%	+7
Approach to handling anti-social behaviour	59%	63%	+4



Working to improve key services



We're making really good progress in improving our Repairs and Customer Hub services and our latest performance results show how we're continuing to make services even better.

The improvement plan completed by our Repairs Team is already making a big difference. This year, 96.9% of repairs were completed first time, beating our target and helping you get back to enjoying your home sooner.

Our Customer Hub answered 85% of your calls, up from 79% last year, and made sure 84% of your enquiries were resolved first time round, compared to 83% last year. We saw a short-term dip in performance over winter while essential new systems were introduced. These are now working well, and services are improving.

We're continuing to invest in our services. Soon, you'll be able to report repairs online again. We're also providing more staff training and improved technology so our teams can provide even better support to you.

We're proud to say we resolved 99.6% of Stage 1 complaints within our targeted deadlines this year, a big improvement on last year. We're putting extra resources into our Customer Experience team to make sure you get excellent service, even if something goes wrong.

Rent collection also remains strong, with 99.94% collected. Last year we exceeded our target by collecting rent arrears from previous years. This income is reinvested into your homes and services.

Our latest survey shows that 92.37% of customers are satisfied. We're working closely with involved customers to keep improving and focus on what matters most to you. Find out how you can get involved and help shape this progress on page 7.

Performance measure	2024/25	2025/26	Change
Stage 1 complaints responded to on time	83.00%	99.60%	😊
Rent collected against target	100.72%	99.94%	😊
Customer Hub % calls answered	79.00%	85.00%	😊
Calls resolved at first contact	83.00%	84.00%	😊
Repairs completed first time	95.20%	96.90%	😊
Overall customer Satisfaction (from regular feedback surveys)	91.00%	92.37%	😊



Genuine care for customers highlighted in our fantastic service excellence accreditation

At the end of 2025, we were audited against the CSE Standard, a national quality mark in the UK designed to help organisations like Southway put the customer at the centre of our service delivery.

We're proud to report that not only were we judged as fully compliant with every area included in the standard, but we've achieved 15 Compliance Plus awards. These are awarded where a particular strength is demonstrated, or innovation has been recognised.

Other strengths highlighted included customer engagement, our commitment to our **REACH** values, and our detailed monitoring and reporting processes.

The assessor's report also provided us with areas for development which represent fantastic opportunities to continue improving our services. We'll use this feedback and collaborate with you on making our services better in the future.





Out and about in our communities

Our estate walkabouts are a chance for us to get out into our neighbourhoods, meet residents, and see first-hand what's going well and what might need a bit of attention. They're not about ticking boxes — they're about saying hello and hearing what matters most to you, the people who live in our communities.

Getting out on foot helps us spot things early, whether that's fly-tipping, gardening issues, safety concerns or small repairs. Sorting things quickly means they don't grow into bigger problems, and it helps keep our neighbourhoods safe, tidy and welcoming.

But the biggest benefit is the conversations. When you see us around the estate, many of you stop

for a chat — and that's exactly what we're hoping for. These moments give us a better understanding of how things feel day-to-day, what support you or your neighbours might need, and what changes would make the area even better. It's also a chance for you to meet the people behind Southway and to put faces to names.

Walkabouts and other community events also bring together colleagues and partners. Working side-by-side means we can share information, agree our next steps on the spot, and get things moving quickly for residents.



Scan the QR code to see our upcoming events

Let's talk — a new style of tenancy visit



We're changing the way we carry out tenancy visits so they're more focused on you. Instead of running through a checklist, our Housing Officers team will spend more time chatting to you about how you're feeling in your home and neighbourhood.

The aim is to understand how you're getting on in your home, and to spot any support you might need early on — whether it's help with money, your health and wellbeing, safety or anything else that could affect your tenancy. If you ever feel unsure about where to turn, we can help point you in the right direction.

We'll still look into any issues you have with your home, but this will be part of a wider conversation about how you're managing your tenancy overall. Our colleagues will listen carefully and take the time to understand what really matters to you. Picking things up early means that, if you need it, we can help sooner, rather than waiting until a problem becomes harder to sort out.

You've told us that communication is an area we need to improve, so we'll also be paying close attention to making sure our conversations are respectful, open and honest.

Most of all, we hope this new approach helps us build trust. The more openly we can talk, the better we can support you. And if something isn't going well, just tell us — we're here to help.



Try our new online customer portal

Our new tenant portal is now live as part of the latest stage in our plans to improve our online services.

On our portal my.southwayhousing.co.uk, you can:

- ▶ See your rent balance and transactions and make payments
- ▶ Find your tenancy details and get your tenancy reference number
- ▶ Check and request changes to your contact details
- ▶ Read and download general documents and request your tenancy documents
- ▶ Report anti-social behaviour and complaints

Soon, you'll be able to book repairs through the portal too. Keep an eye on our website and social media for updates.

Following this, we'll also be working on a mobile app to make it even easier to access our services.

What do I need to do?

If you've logged into the current portal since 2020, you'll automatically be registered on the new portal and will just

LIVE



need to log in. If you've never used our portal or haven't logged in since 2020, you'll need to register using your tenancy reference number.

What can I do if I can't log in or register?

If you're struggling to log in or need your tenancy reference number, please call 0161 448 4200 for help.

Our website

You'll find more information about our services on our website at southwayhousing.co.uk, which we relaunched last year. Later this summer, we'll be working with tenants on more improvements to make it clearer and easier to use.

Contact us if you need help getting online

There are so many things you can do on the internet, but if you're struggling to get online, we can help you.

We offer a range of support including **FREE** SIM cards for eligible tenants which can be used in mobile phones, tablets or dongles. They're valid for six months and provide access to the internet as well as free calls and texts.

We also run a **FREE** laptop loan scheme where you can borrow a laptop from us for up to six months, which can be collected from our office reception.

Going online can open up so many new opportunities and give you

access to lots of ways to help you with your daily lives.

Going online can open up so many new opportunities and give you access to lots of ways to help you in everyday life, including:

- Looking for a job
- Keeping on top of your benefits
- Doing your food or clothes shopping
- Finding out what's happening in your local area, such as events or activities for the family
- Getting access to a variety of services online

A good example of a useful website is Southway's own, where you'll find information about your tenancy

and how to pay your rent, advice on coping with rising costs of living and help to get a job, all in easy-to-access sections.

If you want to find out more about how we can help you get online, call our **Digital Inclusion Project Officer, Joe Sandwick**, on **0161 448 4200**.

If you can access our website and know someone who wants help getting online, you'll find more about the support available at www.southwayhousing.co.uk/advice-support/employment-skills-training/getting-online.

The page also has a form tenants can use to apply to get a **FREE** laptop or SIM card.



On average,
each grant
award is worth
around £600

Bring your community vision to life

with The Beautiful
South Fund



Scan the QR
code to apply

In our 18 years of serving our communities, we've seen first-hand that South Manchester is full of people who care about their neighbourhoods and support each other.

We want to support you too. That's why we created the Beautiful South Fund.

The fund is here to help anyone with an idea to improve their community and connect people.

Maybe you want to improve your local green space, or perhaps you fancy hosting a community coffee morning to bring people together...

You can apply for up to £1,500 to bring your project to life and make South Manchester a place to be proud of.

Your application will be reviewed by the **Beautiful South Fund Panel**, which includes Southway tenants and staff. We'll then let you know if your application has been successful!

Next application rounds deadlines

5pm on 11 May and 29 June

Next panel meetings

18 May and 6 July



The
**Beautiful
South**
Fund

Age friendly projects bring a buzz to our communities...

We're creating age-friendly homes and communities in South Manchester, helping residents live well, stay independent, and feel supported as they grow older.



We've been delighted to see the positive impact these events and community projects have had on residents of all ages, with our With Care and Sheltered Schemes acting as vibrant community hubs.



Recently, we've seen:

- **Over 500 sessions take place**, including **103 resident-led activities**.
- **More than 2,600 attendees**, with community participation truly bringing these events to life.



We've enjoyed a wide range of activities and events together, including:

- Community coffee mornings
- Craft club
- Chair-based exercise classes
- 'Thyme for Everyone' gardening club
- Knit and Natter
- Murder Mystery Club
- And so many more...



For us, the highlight has been getting to connect with residents who may have felt isolated or excluded from other community events. Getting to be part of what has truly become a thriving community continues to be a special part of our work.



In the words of our Age-Friendly Housing Manager, Gemma Glennon:

"Many people move into our schemes because they've been feeling isolated, so it brings me real joy to watch them come together, chatting, laughing and meeting new people.

The activities we arrange help residents connect and feel a genuine sense of belonging. We want to create friendly, welcoming neighbourhoods where people look out for one another, and when that happens, you can see the difference — it lifts people.

When strong community bonds grow, our residents can enjoy fuller, more independent lives, surrounded by neighbours who soon start to feel like friends."

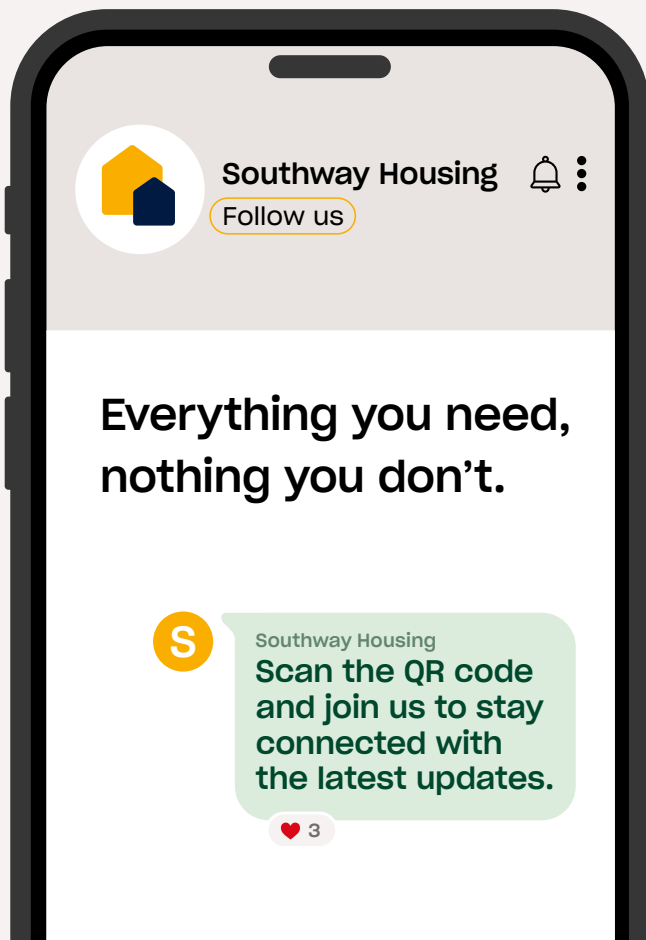


Scan the QR code to keep an eye on upcoming events across our communities



Scan the QR code to find out more about our age-friendly project

We're on WhatsApp



Take the next step in your career

Whether you're looking for your first job, changing direction or getting back into work, our Employment Team is here to help – even if you're not sure where to start.

Every Southway tenant can access **free, one-to-one support**, training opportunities, and practical help to get you closer to the job you want. Our team – Karen, Zeek, Leslie, and Andy – can support you every step of the way.



We can support with:

- Job searches and applications
- Support for young people who aren't in education, employment or training
- Creating or updating your CV
- Preparing for interviews, including access to interview clothes
- Finding training and courses to build your skills
- Specialist coaching if you're managing a health condition or have a previous conviction
- Support with starting your own business
- Digital skills support, including access to free laptops and SIMs for Southway tenants
- Referrals to other organisations who can support you

If you're ready to take your next step, we're here. Scan the QR code above to find out more about the support that's available to you



You're invited to Cosy Mondays!

With Cosy Mondays now taking place all year round, we've seen our community grow and enjoyed lots of fantastic events together.

What is Cosy Mondays?

It's our weekly community get-together in our office welcome-space. You can chat to our teams, get advice and support, or simply unwind with a cuppa in a friendly space.

Everyone's welcome, not just Southway tenants!

Recent highlights have included:

- **Lunar New Year celebrations** — our Cosy Mondays community came together to mark the Year of the Horse in style, learning Chinese calligraphy and crafting traditional red pockets.
- **Art Classes** — Norris, a Southway tenant, has been leading these friendly and creative sessions for all attendees, with all ages and abilities getting stuck in.
- **Chair Fitness Classes** — led by personal trainer, and Southway tenant, Sharma PT, these accessible classes have helped attendees stay active, even if you're not able to stand.

These are just a few of the lovely events we've enjoyed recently, with plenty more planned for the year ahead.

We'd love for you to join us — simply come along and tell reception you're here for Cosy Mondays.



**Every Monday
10am-12noon**
Southway, Southern Gate,
729 Princess Road, M20 2LT

Contact us



Online tenant portal
my.southwayhousing.co.uk

Check your rent account and request changes to your contact details 24/7 on our tenant portal.

Website
southwayhousing.co.uk





Use the online form on our 'Contact Us' page to send messages and photos to our Customer Hub.

Call us
Our phone lines are open 8am-5.30pm, Monday to Friday, excluding Bank Holiday. Call 0161 448 4200.

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

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

Social media
Connect with us on Facebook, Instagram and WhatsApp. Direct messages on Facebook are monitored Monday to Friday, excluding Bank Holidays.

@southwayhousing    

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

This makes it easier to contact you in an emergency and process any tenancy changes you ask for. If you want to give permission for someone else to speak to us on your behalf, please let us know.



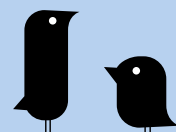
A LITTLE BIRDIE TOLD ME...



...about one & two bedroom
apartments from £58,750*

Available through Shared Ownership.

Register your interest at
geckohomes.co.uk today,
or call us on 0330 995 1333


**TWO
DIDSBURY
POINT.**

GECKO™

*Price advertised is based on a 25% share and a 95% LTV mortgage. Shared Ownership allows you to buy 10-75% of the full market value and pay rent on the part you don't own. All properties are bought as leasehold and full terms apply. Prices shown may be subject to change. For more information, speak to our team. CGI shown is for illustrative purposes only