Southway Stories

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A stronger future, together
Southway merges with Wythenshawe



Making your home better
Work begins on long term programme of improvements

New start for Samantha
Employment team help resident into work

Keep Christmas costs down
Top tips to help you budget for the festive season

Southway Wythenshawe Homes

Welcome to Southway Wythenshawe Homes







This newsletter is the start of an exciting new chapter for us all. Southway Housing Trust and Wythenshawe Community Housing Group have come together to become Southway Wythenshawe Homes.

We now serve 47,000 residents across Greater Manchester. This means we can invest more in our homes and communities, as well as providing better services and more support for our residents.

You'll also see more dedicated housing officers in our neighbourhoods and more specialist support for those who need it. We'll stay local, with teams and offices in our communities, and an even stronger focus on the things that matter most to you.

Together, we can do more to help tackle the lack of affordable housing than we could on our own. We plan to build 750 extra homes, taking our total plans to more than 3,200 new homes over the next five years. This means we can help more local people find a home they can afford in the communities they love.

Thank you to everyone who took part and shared their views this summer. We'll keep your priorities at the heart of the decisions we make and the work we do. I look forward to keeping you up to date on our plans as we build a stronger future together.

John Bowker
Chief Executive, Southway Wythenshawe Homes

Our Joint Residents Group has represented customers to help shape our merger plans.



You'll find more details in your letter, including your rights as a tenant. You don't need to do anything. You can still contact us in the same way you do now.

Your voice matters

Your Voice matters and tenants' views are helping to shape our services.



Residents have recently helped us to improve:

- how we manage untidy gardens
- how we communicate our complaints policies and processes
- plans to make up to 1,500 homes warmer and more energy efficient

How can I get involved?
We really want to hear from you and there are lots of ways you can have your say:

Tenant Scrutiny Panel
This panel looks at how services work, how much value they add and if they need to change.

Service Influence Groups
These groups focus on specific services like repairs and complaints. They review strategies and policies, discuss current issues and suggest improvements.

Customer Voice Community
Tell us which topics interest you, and we'll contact you about opportunities.

Armchair Group
Too busy or can't attend meetings? Complete online surveys and make a difference from the comfort of your home.

You can find a way to get involved that suits you at **www.southwayhousing.co.uk/get-involved.** You can also call the Customer Voice Team on **0161 448 4229** or email **yourvoice@southwayhousing.co.uk**

You'll find more information on how residents have shaped services in our Customer Voice and Insight Report.

Read more about incentives, which include a £25 Love2Shop voucher and an annual celebration event, in our Customer Involvement Guide.

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Southway Wythenshawe Homes

Formerly Southway Housing Trust

Open the door to a safer home

Letting us into your home for our annual gas and electrical safety checks will help us keep you and your home safe. Plus, you could win a shopping voucher.

Why gas and electricity safety checks are so important

Faulty gas appliances can cause carbon monoxide poisoning, which can be fatal, as well as fires and explosions.



Liam, receiving his vouchers

Faulty electrical wiring and sockets can also cause fires so letting us in to do the checks really does keep you safe.

Prize draws

We're offering extra incentives if you let us in the first time we make an appointment with you. If you let us in first time for a gas check, you'll be entered into a monthly prize draw to win a **£250 voucher**. Anyone who lets us in first time for an electrical check will receive a **£25 Amazon gift card.**

Liam, from Chorlton-cum-Hardy, was among the first winners of our prize draw for gas servicing and is pictured here receiving his vouchers from Maureen Ward, Customer Voice and Community Investment Manager.

Court action taken against tenant

A Gas Access Injunction has been granted against one of our tenants by Manchester Magistrates' Court after they repeatedly refused to let us in to do a gas safety check. The injunction will stay in place for the lifetime of the tenancy.

The tenant will be told in writing about future gas servicing and safety appointments. If they don't let us in for the arranged appointment, the injunction allows us to enter their home to complete essential gas safety works, by forced entry where necessary.

We must carry out gas and electrical safety checks by law and letting us in to do them is part of your tenancy agreement.

Going to court is always our last option. Before taking legal action, we make many attempts to arrange access, including:

- **Appointment letters**
- **Pre-court warning letters and other legal correspondence**
- **Emails and text messages over a period of several months**
- **Contact with the tenant's next of kin, where appropriate**
- **Visiting the home and trying to speak with tenants**

In this case, we made every possible effort to work with the tenant but unfortunately, they still didn't co-operate. Given the risk to their safety, we had no choice but to take them to court so we could get the check done.

It's vital tenants let us in to do all essential safety inspections, not just gas and electrical checks, and carry out any works needed to protect their safety and the condition of their homes.

Carl Talbot-Davies, Assistant Director Asset Management, said:

"We know having someone come into your home can be inconvenient, and our priority is always to work with you. If you need extra support, have a health condition or there are other personal circumstances that make it harder for you to let us into your home for appointments, please contact us on 0161 448 4200. We'll provide any help we can to make sure essential safety checks can be completed without any further action."

If you don't let us in after we've tried to support you and arrange access, we may have need to consider legal action. This could mean you have to pay our court and legal costs, like the tenant who received the gas injunction.

Find out more about safety checks on our website www.southwayhousing.co.uk/safety-checks



Home improvement works start

Work has started to improve tenants' homes to keep them safe, warm and comfortable.
Over the next year, we'll spend over £14.8 million on the following upgrades to tenants' homes including:

- **250 new kitchens**
- **70 new bathrooms**
- **739 new gas boilers**
- **65 energy efficient air source heating systems**
- **480 homes will be fitted with better insultation, ventilation, heating and lighting and other energy saving features to make them warmer and cheaper to run**
- **1,200 homes to be externally painted**
- **200 homes will get replacement boundaries**

The energy-saving improvements are part of the Government's Warm Homes Energy Efficiency Programme and our goal for all of our homes to reach an energy performance rating of at least EPC C by 2030.

Last year, we surveyed around 90% of our homes to see what condition they're in, how energy efficient they are, and where we needed to invest most.

The improvement works are being completed in stages and are part of a longer-term investment programme for homes. Involved tenants are helping to roll out the works in the best way and customers are being contacted ahead of time if their homes are due for improvements this year.

We also fund major and minor adaptations to help people to live independently in their homes in partnership with Manchester City Council.

Join us on our Estate Walkabouts

Estate walkabouts are a great way to meet members of the team here at Southway and talk to us about the things that matter to you.

Whether it's a repair that's needed, an issue in a shared area, or an idea for making your neighbourhood better, we're here to listen. Some of the dates we'll be in your area are below. Our Housing Officers will be there along with members of other teams.

Burnage
10am 18 November 2026
Corner of Moorby Avenue and Cranwell Drive

Arrowfield/Chorlton Park
10am 24 November
Corner of Arrowfield Road and Foxbench Walk

Old Moat and West Didsbury
10am 30 November 2026
Corner of Mersey Crescent and Craigmore Avenue.

Find more dates for other areas

Warmer and more energy efficient homes

We're making great progress on our Warm Homes Programme to make tenants' homes warmer and more comfortable places to live, and we've had some positive feedback from tenants.

The programme aims to improve up to 1,500 homes, and plans are being made for each one that will help residents use less energy. These may include:

- **Cavity wall or loft insulation**
- **Improved ventilation**
- **New heating controls**
- **Solar PV**

We're in contact with any tenants whose homes can be part of the scheme. Our partners Next Energy are working in our communities, carrying out this important work, and the team has received some great feedback already.

Bevon said: **"The work has already made a difference to my bills. Mark and Dave really knew their job, and you can tell they really enjoy what they do. It's lovely and warm in here now, the fans are working great. Nicola and Georgia have supported me 120%, the best support I 've received in a long time during works."**

Another tenant, Alia, said: **"The electrician was really good, and the operatives were all polite and friendly. Jordan the surveyor was brilliant and explained what he was doing every step of the way. Georgia and Nicola were easily contacted throughout."**



Preparing your home for the colder months

Here are some top tips to help you stay warm and lower the risk of damp and mould in your home this winter.

Check your boiler

To make sure your heating is working:

- **Set your thermostat to 30ºc**
- **Turn radiators to 4 or 5 and leave on for 30 minutes**
- **Check if the boiler and radiators are warming up**

Protect your home against damp and mould

Improving ventilation stops condensation.

- **Always keep extractor fans and trickle vents on windows open**
- **Leave small gaps between furniture and walls and radiators**
- **Open windows slightly each day, two opposite windows for 30 minutes is ideal**
- **Use ventilation fans or open windows when you're cooking or having a bath or shower**
- **Keep doors closed to contain moisture**

Heat your home effectively

- **Keep a steady temperature by using your thermostat (18-21ºc is ideal)**
- **Set radiators low in rooms you don't use often**
- **Keep heating constantly on low in kitchens and bathrooms**

To reduce any excess moisture which causes damp you can:

- → Wipe condensation from windows every day
- → Cover pans while cooking, turn them down once they start boiling
- → Dry clothes on an airer or clothes horse in a room with good ventilation
- → When running a bath, run cold water first to reduce steam

If you spot mould in your home, are worried about how bad it's getting, or you have a problem with your boiler, let us know using the form on our website or call **0161 448 4200.**

Check your gutters

Contact us if you notice your gutters are blocked with leaves as this can lead to damp.

Tips to keep your garden thriving through autumn and winter

Gardening is great for your mental health and physical wellbeing. We encourage you to get involved, keeping your own green space neat and tidy if you can.

Planting

Some plants can be split in the autumn which gives you more plants for free. Wildflower seeds can be sown in autumn.

Improve your soil

Sweeping fallen leaves from paths and lawns keeps gardens safe and tidy and can be used as mulch to cover ground under shrubs. Worms feed on the leaves and turn them into compost.
Hedgehogs use dry leaves for lining hibernation nests, leave these when they fall.

Pruning

Trim hedges and small dead or diseased branches from shrubs to prevent damage from winter weather. Finish hedge cutting before the end of February to protect early nesting birds. **Please don't change your boundary line without speaking to us first.**

Look out for wildlife

Providing fresh water can be a lifesaver for birds and wildlife in freezing weather. Remember to always check for hedgehogs before using strimmers or hedge cutters near the ground.

Scan for more tips or go to www.southwayhousing.co.uk/gardens-fencing



New homes to rent and buy

We're building new affordable homes, including social rent homes to help to meet local housing need, and shared ownership homes to help people onto the property ladder.

New homes coming soon

Cross Lane/Varey Street, Gorton

13 three and four bedroom homes for social rent across a mix of apartments and houses. Completion due autumn.

Christie Road, Trafford

39 shared ownership apartments and 11 more for social rent will be completed in spring next year.

Albany Road, Chorlton

40 one and two-bedroom apartments will be available early 2027

Old Crofts Bank in Urmston, Trafford

24 one and two-bedroom apartments will be available late 2026

How to apply

Rented homes at **Cross Lane** and **Varey Street**, and **Christie Road**, will be let to people in priority need on the social housing waiting list. Cross Lane and Varey Street wil be let via **homes.manchestermove.co.uk/choice/** and Christie Road will be on **Traffordhomechoice.co.uk/choice/**

Homes recently built

One and two-bedroom apartments are available for shared ownership at some of our great developments:

- Emerald Way, Chorlton
- Tatton Place, Sale
- Two Didsbury Point (which also has duplex apartments available)
- Boundary View, Trafford

Interested in a shared ownership home?

Visit geckohomes.co.uk

Residents move into new homes at Two Didsbury Point

The £20 million scheme in West Didsbury has 30 apartments for social rent and 46 for shared ownership - and a new facility for Didsbury Medical Centre.

This will help improve NHS services in the community by providing:

- minor surgery
- family planning
- physiotherapy
- mental health support and much more

Priority for the social rent homes has been given to existing Southway tenants looking to move to a smaller home – freeing up larger homes for families in need, as well as those in housing need and registered on Manchester's housing lists.
Shared ownership homes at the development, on the site of the former Withington Community Hospital, are available through Gecko Homes.

Family fun day

In August, our Family Fun Days returned to bring some fun in the sun to our communities in Burnage, Chorlton and Old Moat.

All Southway tenants and wider members of the community were welcome to come down and enjoy free face-painting, ice cream, games and loads more!

Our teams were also on hand to help and listen to tenants and offer a range of advice from questions about your homes to thoughts about our merger with Wythenshawe Community Housing Group.

We really enjoyed getting to meet so many of you, and getting to see so many people from our local community come out to enjoy the lovely weather together.

Scan the QR code to keep an eye on upcoming events across our communities or go to www.southwayhousing.co.uk/news-events



Keeping our neighbourhoods clean and safe

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

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 our 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.

You're invited to Cosy Mondays!

Cosy Mondays is our weekly community get-together at our office welcome space.

You can chat to our teams, get advice and support, or simply unwind with a brew in a friendly space.

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

Everyone's welcome, not just tenants!





"The Academy has allowed me to come out of my shell"

Southway Academy
Est. 2025

All tenants can have free career support, including improving your CV and preparing for job interviews.

Tenant Samantha secures housing assistant job

A tenant is looking forward to a brighter future after securing employment thanks to our Social Value and Employment Support Team.

Samantha, aged 22, from Manchester, got in touch with the team hoping to find find a job that could help her learn, develop and build a career. After working in hospitality and retail, she was looking for advice and support to take the next step.

Andrew Heywood, Senior Employment Adviser, said: "A large part of our work with Samantha was helping her to recognise and then realise her own potential. We felt like the Southway Academy would be perfect for Samantha and she worked hard to take up the opportunity to join the academy alongside her casual role in hospitality. Samantha made a positive impression and built good relationships with colleagues. Her enthusiasm, hard work and talent were recognised across the organisation."

Southway Academy is a three-week course of training and work experience for tenants not in employment. It gives tenants an insight into working in the social housing sector and helps to build workplace skills.

When a temporary role became available in Customer Hub, Samantha successfully applied for the role. She now works as a Housing Assistant in the Housing Management and Support Team whilst making a positive impact at Southway.

Samantha said: "The Academy has allowed me to come out of my shell and made me realise how much potential I have. It's given me hope of new beginnings and showed me not everything is as hard as it may seem."

Find out more on our website or visit southwayhousing.co.uk/employment

Improving digital services

Our website has a new look to help you find the services you need online.

Tenants have been involved in this project and we're very grateful to everyone who shared their feedback.

We now have clear links from the homepage to help you find:

- Information about your tenancy
- Advice on looking after your home
- How to pay your rent
- Advice on coping with rising costs of living
- Help to get a job

The website address is still the same, **www.southwayhousing.co.uk.** You can continue to contact teams via online forms, and you can also use the website to access your Southway customer portal account to view your rent accounts.



Worried about paying your rent? We're here to help

If you're finding it difficult to keep up with your rent or you're worried about money, you're not alone.

With the cost of everyday essentials like food and energy putting pressure on household budgets, we know some people may be finding things difficult.

If you're worried about paying your rent, please speak to us as soon as possible. Whether you've missed a payment, fallen behind, or think you might struggle to keep up in the future, we're here to help.

Rent should always be a priority, but we understand that circumstances can change. The earlier you get in touch, the more options we have to support you and help prevent the situation from becoming more difficult.

Your Income Officer can work with you to agree an affordable repayment plan, and our Advice Team offers free, confidential support, including checking you're receiving all the benefits you're entitled to, help with bills and budgeting, support with debt and borrowing, and help finding work or training.

If you're struggling, please don't wait. We're here to listen, support you and help you find a way forward.

You can call the Income Team on 0161 448 4200 or email incomecollections@southwayhousing.co.uk

Scan the QR code to find out more on our Cost-of-Living support hub or go to www.southwayhousing.co.uk/cost-of-living

Protecting social housing for those in need

We're committed to making sure our homes are available to the people who genuinely need them and tackling tenancy fraud is a really important part of that.

Tenancy fraud makes it harder for us to offer homes to the people who need them most. This is a really serious issue as there are currently around 20,000 households on the Manchester Housing Register, including around 10,000 households in priority need.

Nationally it costs around £900 million a year. It can also negatively affect children's schooling, health, job prospects, as well as making it harder to create safe communities.

If you need advice about your tenancy, clauses in your tenancy agreement, or suspect a home may be subject to tenancy fraud, please speak to our Housing Management and Support team as soon as possible.

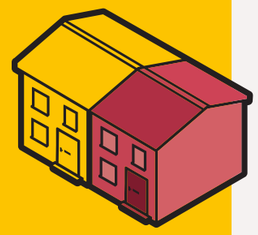
Unfortunately, we've seen cases where people have lost their homes because they acted on incorrect advice from friends or family. If you contact us, we can give you clear, accurate advice early on and help you avoid serious consequences.

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 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 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 strengthen our approach to tackling tenancy fraud, protecting our homes and ensuring they are available to those who most need them.

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



MANCHESTER CITY COUNCIL

Repairs and Customer Hub update

We're continuing to make improvements that benefit you, with new team members in the Customer Hub helping provide a better service.



More repairs are being completed on the first visit. We're also receiving lots of positive feedback from residents.

We're currently receiving a lot of requests for repairs. Some of our contractors are supporting our teams to reduce waiting times. Thank you for your patience as we work to complete your repairs as quickly as possible.

You can now book routine repairs online through our tenant portal at **my.southwayhousing.co.uk.** Our new repairs policy for the merged organisation has been agreed. Changes include new targets for urgent and planned (major repairs). Find out more at **www.southwayhousing.co.uk/policies.**

Phone calls to our Customer Hub increased significantly in September from the summer months. We're recruiting additional staff so we can take more of your calls and answer more of your questions the first time you get in touch.

Read more about our performance at www.southwayhousing.co.uk/performance-news

Your views are really important to us

We're listening to what you've told us in the Tenant Satisfaction Measures Surveys (TSMs) and taking action to improve.



While results over the last six months show that tenants' overall satisfaction with Southway is similar to last year, many want us to improve how we manage repairs, maintain homes and respond to complaints.

Here's what we're doing to improve:

Homes: We've started our long-term investment programme to keep your safe, warm and comfortable. We're spending £14 million in the first year and you can find out more about what's planned on page 5.

Complaints: We take your complaints seriously and respond to the vast majority of Stage 1 complaints on time. There's new staff in our complaints team, and we've trained colleagues in other services on the standards of service we expect them to give to you. This includes better communication when you raise a concern with us.

Repairs: Our Repairs Improvement Plan is bringing changes that will make a real difference for you. Find out more below. We've also seen an increase in tenant satisfaction with how we maintain communal areas following improvements we've recently made.

Performance measure	25/26	26/27 Year to date	Change
Satisfaction overall	73%	70%	-3
Repairs service over last 12 months	75%	75%	0
Time taken to complete last repair	73%	70%	-3
Home is well maintained	73%	68%	-5
Home is safe	78%	78%	0
Listens to views and acts on them	65%	63%	-2
Being kept informed	75%	76%	+1
Treated fairly and with respect	80%	81%	+1
Approach to handling complaints	45%	39%	-6
Communal areas clean and maintained	75%	78%	+3
Makes a positive contribution to area	73%	71%	-2
Approach to handling anti-social behaviour	63%	63%	0

A year of progress

We've had a busy and rewarding year at Southway as we've worked to improve our services.

We've improved our performance in key services that matter most to you, including repairs and the customer hub. We've added more ways for customers to get involved, including more Service Influence Groups and surveys on policies and services. This means you've had a big part in making our services better, including:

- **Leading on on our new Responsive Repairs Policy**
- **Shaping our new Asset Management Strategy**
- **Influencing the design and content of our new website, and much more**

We've also carried out Home Energy and Improvement Surveys in your homes to help us plan future improvements.

Our commitment to improving our services was highlighted when we received our Customer Service Excellence accreditation last winter. Following the merger, we'll work with our new colleagues to continue to improve as one, stronger organisation.

Community Investment

We invested **£1.6 million,** up from £1.5 million the previous year, which brought significant community benefits. These include supporting **64** tenants to find employment, giving **£87,000** of food support through Quids In Clubs, and grant funding **51** projects promoting neighbourliness through our Beautiful South Fund.

Complaints

We've engaged with you to improve how we communicate on complaints and continued to improve how we manage your concerns. We were pleased more of you said you were satisfied with how we handled complaints.



Staff and tenants from the Tenant Scrutiny Panel

Change to: Results of last year's Tenant Satisfaction Measures (TSM) surveys show that more of you were happy with our services as our rating in every TSM increased.

New homes

We completed **260** new homes for people on local housing waiting lists, including **80** apartments at our largest ever development at Warwick Road South next to Old Trafford Cricket Ground.





Sustainability

We've made **900** of the homes we provide for you warmer and more energy efficient. We have plans to do up to **1,500** more in our Warm Homes Programme.



Repairs

We're pleased more of you have said you're satisfied with our repairs service as it shows our Repairs Improvement Plan is working. The has helped us complete more repairs on time.

Customer Hub calls answered:

Target: 90%

Achieved: 85%

Up from 79% the previous year. We received 73,441 calls, 6,845 down on the previous year due to service improvements.

We're sharing more information about the things that matter to you most



Our new online Information Hub makes it easier and faster for customers to find information about Southway, your home and the services we provide, all in one place.

What can you find in the hub?

The hub includes information about:

- **Who we are and how we're run**
- **Our finances and how we spend money**
- **How we look after and invest in our homes**
- **How we're performing**
- **Services and support available to customers**
- **How we keep homes and buildings safe**
- **Our policies and standards**

Why have we launched the hub?

We're committed to being open and transparent with our customers, and the new hub is a handy way for us to share more about how Southway works, how decisions are made and how we're performing.

The hub also helps us meet new government requirements known as **STAIRs** (Social Tenant Access to Information Requirements), which aim to make it easier for social housing tenants to access information about their landlord.

Many of the documents required under **STAIRs** are already available on our website. The new hub simply brings them together in one place, along with any new information we're required to publish.

What's next?

The next phase of **STAIRs** will launch on 1 April 2027, giving you the right to request certain information directly from us and receive a response in a set amount of time. We'll share more information about this closer to the time.

If you have any questions about **STAIRs** or feedback about the new Information Hub, please get in touch using the Contact Us page on our website.

Scan the QR code or go to to take a look around the hub at southwayhousing.co.uk/info-hub

Making complaints clearer and fairer

Following our merger, we've introduced a new Southway Wythenshawe Homes Complaints Policy to make sure the service we offer is clear and consistent.

Your feedback has helped shape the policy. Our Joint Resident Group, which is made up of tenants from both merged housing providers, played an important role in making sure the policy is straightforward, accessible and easy to follow.

The policy explains:

- **What counts as a complaint**
- **How to make one**
- **What you can expect from us**
- **The timescales involved and the support available, including from the Housing Ombudsman Service.**

You can read the new policy at **www.southwayhousing.co.uk/complaints,** request an accessible copy, or make a complaint by contacting our **Customer Hub on 0161 448 4200** or emailing our Customer Experience Team at **southway.complaints@southwayhousing.co.uk.**

Find out more about independent support at Housing Ombudsman Service at www.housing-ombudsman.org.uk

We've updated more of our policies, and you can find them at www.southwayhousing.co.uk/policies



Avoid Loan Sharks

Christmas is a special time to be with loved ones and enjoy holiday fun, but it can also mean more financial pressure.

The cost of presents and food at Christmas can quickly add up, leaving some people tempted to borrow money to get through the season.

Loan sharks often pop up around this time, offering money to help people get through this tricky period. But they are illegal and will lend money without any regulation. This means they can charge extremely high interest rates that can change without notice, making the debt much harder to pay off.

If you've been targeted by loan sharks or know someone who has, call Stop Loan Sharks on 0300 555 2222 for free advice and support.

How we can support you

Our Southway Solutions loan scheme is run in partnership with South Manchester Credit Union, meaning we can offer tenants an affordable way of borrowing up to £300 quickly, easily, and regulated.

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

Top tips for a pressure-free Christmas

- Set a budget for your Secret Santa. This leads to some fun and creative gifts too!
- For any borrowing, use safe lenders like credit unions or Community Development Financial Institutions.
- Where you can, try to stick to borrowing only what you need and what you can afford to pay back.
- Cashback sites, like Top Cashback, can help you save while you spend. A little can go a long way!
- Charity shops and pre-loved sites often have some great deals for even greater prices.
- Everyone loves a home-baked treat, there's nothing more festive than homemade gingerbread people!



Celebrating our involved customers & volunteers







In July, we had a fantastic night at our annual Involved Customers and Volunteers Celebration Event at the Hough End Centre.

We welcomed nearly **70 guests,** who have all gone out of their way to contribute to shaping Southway services and delivering Southway projects.

Our attendees enjoyed a meal, music, bingo, a little light consultation, and socialising as a way of saying a big 'Thank You' for everything that they do. We really appreciate all the hard work and effort they have put in and are glad we could put on this event to show them that!

What to do in an emergency outside our opening hours

If you have an emergency repair outside normal working hours, call 0161 448 4200 to reach our out-of-hours service, which operates 24/7. You'll hear a message explaining we're closed, then you'll be transferred to the out-of-hours team.

This team is for emergency situations only, so please consider this before contacting them. Waiting times may be longer than usual outside normal working hours and could be up to one hour.

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 emergency repairs within 24 hours of it being reported.



Contact us

Online tenant portal

my.southwayhousing.co.uk

Check your rent account, book online repairs 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.

Southway Wythenshawe Homes

Formerly Southway Housing Trust

Rightsizing

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 all housing debts, many tenants choose to downsize for other reasons too:

- 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

How does it work?

You'll need to be registered on Manchester Move, where you can search for and bid on suitable homes. A rightsizing officer will be assigned to you to assist if you cannot bid yourself.

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 **homes.manchestermove.co.uk/choice**



Scan the QR code to find out more about rightsizing or go to www.southwayhousing.co.uk/rightsizing

Interested in swapping your home? HomeSwapper could help

HomeSwapper is the UK's biggest mutual exchange service, with over 400,000 registered users.

There are over 200,000 live adverts on the site, and over 10,000 swaps were successfully completed in the last six months.

HomeSwapper is free for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

You can also download the free HomeSwapper app. Find out more at www.homeswapper.co.uk

Visit www.southwayhousing.co.uk/mutual-exchange to see if you can exchange your home

