

Southway Stories

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Your voice matters
We now have more ways for you to have your say

Tackling damp and mould

How we're responding to Awaab's Law and keeping your home safe

Winter is coming

How to prepare your home and garden for the colder weather

Avoid loan sharks!

Don't get into dangerous debt this Christmas



Your voice matters

and we're listening



We're making real progress in involving you in the decisions that shape our services — more than ever before.

In April, we launched our **Customer Voice Strategy**, a clear commitment to listening, acting on your feedback, and giving you more influence over how things are run.

Since then, we've expanded the ways you can get involved, including these new groups where customers and staff come together to make services even better:

- **Homes in Focus Group**

Customers work with us to look at our future home improvements programme, including new types of products we might use, and the Warm Homes programme. This aims to make sure your homes are warmer and easier to heat. They will also contribute to the new Asset Management Strategy, our plan to ensure your homes are safe and good quality. It helps us make decisions about repairs, improvements, and sustainability, with your needs in mind.

- **Customer Service Access Group**

This focuses on how you contact us, whether by phone, online, or social media. Customers work with staff to review how well we're meeting your needs and explore ways to improve.

They join our existing **Repairs Service, Complaints, and Anti-Social Behaviour Service Improvement Groups**, where you can play a vital role in improving those services. The Repairs Group is helping to make sure our new Responsive Repairs Policy focusses on what customers need and monitor service performance.

Between April and June, **368 tenants** joined meetings and surveys, **300** of which completed Tenant Satisfaction Measures questionnaires. Changes we've made, thanks to your input, include:

- A clearer process for identifying emergency repairs
- A new system for ordering materials, reducing travel time for operatives
- A cost-effective, high-quality toilet seat now standard in tenants' homes

These results show how your **Customer Voice** is heard on key decisions, can influence the services that matter to you, and be part of positive change in your community.

Want to Get Involved?

As well as the Service Improvement Groups, there are other ways to have your say:

- **Tenant Scrutiny Panel** — Reviews services and makes recommendations to our People and Places Committee. We're particularly keen to get more tenants on this panel.
- **Armchair Group** — Share your views from the comfort of home
- **Fun and Feedback Events** — Join us in your community

Find out more about the opportunities available for you to get involved and **incentives** we offer by reading the letter included with Southway Stories. Incentives include:

- ◆ Out of pocket expenses ◆
- ◆ Annual £25 gift voucher ◆
- ◆ A yearly celebration event for involved tenants ◆
- ◆ Relevant training to support your involvement ◆

◆ ◆ ◆

“I am really impressed with how Southway is being so proactive over Customer Voice and willing to listen. I hope other tenants will become involved as we really can shape services that Southway provides for us.”



◆ ◆ ◆

Denitsa Chuhleva, tenant

Read the full Customer Voice Strategy online
www.southwayhousing.co.uk/get-involved/have-your-say



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Supporting tenants in their homes



Shaun, second from right

The role of Tenancy Support Officers

Tenancy support is delivered through **Southway's Housing Management and Support Team**, working closely with other professionals to ensure tenants receive support and guidance tailored to their needs. By helping tenants stay in their homes and thrive, tenancy support strengthens neighbourhoods and transforms lives.

Tenancy Support Officer Shaun Houten helps tenants affected by and anti-social behaviour and crime. He tells us more about the tenants he's worked with.



“tenant quote”

One family's journey from fear to hope

When a Manchester family reached out for help in June 2024, they were living in fear due to the actions of a neighbour. The family was desperate to move and were referred to a Tenancy Support Officer who provided them with rehousing options advice and a safety plan to help them feel more secure. They were also referred to other agencies and supported to document incidents followed by a regular review of their safety plan.

The family had some brief relief when the perpetrator was remanded in custody. The family's worry continued and they received continued support from their Tenancy Support Officer. Action was taken against the perpetrator which resulted in them losing their home and the family were supported to move enabling them to feel safe and secure at home again.

Our Tenancy Support Officers work in partnership with other agencies an tailor support for people's needs. This includes helping tenants to feel safe, looking after their wellbeing and advocacy services.

“Since Shaun was introduced to me and my family, he helped us out a lot, he is an amazing individual!

I couldn't have asked for a better person to have helped us out with our circumstances at the time, he always knew what to say or how to help to calm my anxieties down, he is just an overall brilliant person and me and my family can't thank him enough.”



Find out more about tenancy support on our website

www.southwayhousing.co.uk/advice-support/tenancy-support-hoarding/

'The best thing that's ever happened to me'



Craig, first from left

How Craig found his way forward with our Employment Support Team

A few months ago, tenant Craig McGowan was working part time in hospitality and struggling with motivation. After meeting our Employment Support Team and securing a job with Southway, his confidence has never been higher.

Hi Craig, tell us why you got in touch with the Employment Support Team

Craig: It was like a touch of fate. Southway rang my house and asked about any unemployed or part-time workers. My mum encouraged me to phone them back and then Zeek from the team got in touch.

I was part time at my mum and dad's, with no money. The confidence and drive I had was zero. Everything was uphill, everything was a slog. The world was against me.

I had the same narrow-mindedness about this journey. I didn't even know it would even be a journey!

What is your job with Southway and how have you been finding it?

Craig: I'm a Customer Hub Advisor, the first person tenants speak to when they call for help and advice. It's great! I really like helping other tenants and Southway is a terrific place to work. The staff here really care about the customers and really want to make difference to our communities.

What would you say to someone in the position you were?

Craig: Just do it, just go. Just count to three, kick your legs out and stand up.

I understand if you need that nudge. Everyone deserves someone like Zeek to tell you 'You can do it'. I knew what I needed to do for 10 years, you just get stuck in a rut.

I can never thank him enough because I've never had someone who said, 'come on Craig you are good enough, get out of bed, have you applied for this?'.
I keep saying it, but it's the best thing that's ever happened to me.

All Southway tenants can have free career support, including finding what you want to do, improving your CV, and preparing for job interviews.

Find out more on our website



www.southwayhousing.co.uk/advice-support/employment-skills-training

More tenants begin their employment journeys

Our office was abuzz with students and young people looking to begin their employment journey in August as we hosted **Pathways to Employment**.

This annual event gives people a chance to find out more about apprenticeships and career opportunities from a wide range of employers and providers. From training courses to fully paid positions, there was a lot for those attending to browse.

Thank you to everyone who came along! We were able to have loads of interesting chats with you and the ambition you showed for your futures was truly inspiring.

Pathways to Employment is just one of many ways our **Employment Support Team** are reaching out to help our tenants find their way forward.

If you need help finding a job, levelling up your CV or deciding your next steps, get in touch...

On top of our many employment events, our dedicated team offer 1-1 support and drop in sessions.

Go to www.southwayhousing.co.uk/advice-support/employment-skills-training, or give us a call on **0161 448 4200** to begin your journey.





Letting us into your home helps to keep you safe

Your safety and comfort are at the heart of everything we do. We're working to make sure your home is not only safe, but the best it can be.

But we can't do it without you.

When we book appointments for important surveys and safety checks, we need you to help by being at home and letting us in. These visits are an important part of your tenancy agreement, and they're about keeping you and your family safe and your home in great condition.

What's happening in your area?

Right now, our expert partners at Rapleys are carrying out our Home Energy and Improvement Surveys. They're visiting homes just like yours to check everything is safe and see what improvements might be needed.

If your home hasn't been

surveyed yet, it will be soon. We're also contacting many of you about energy efficiency surveys. The information we gather helps us plan future upgrades — like new kitchens, bathrooms, and energy-saving improvements that could help lower your fuel bills.

Safety first: gas and electrical Checks

Just as important are your gas and electrical inspections. 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 you let us in, you will also be entered into a prize draw to win vouchers and other great prizes.

Why it matters

If we can't get into your home:

- You could miss out on improvements that can make your home an even better and safer place to live.
- You could unknowingly be living with safety risks.
- You'd be breaching your tenancy agreement.

Need help or have questions?

If you're worried about a visit or need help, please talk to us. We'll do everything we can to make the process smooth and stress-free. Call us on 0161 448 4200.

For electrical checks or detector issues, email Paul Muldowney at p.muldowney@southwayhousing.co.uk

Help us repair your home more quickly

We appreciate that everyone is busy and that plans sometimes change, but last year alone 2,634 appointments that we made with you were missed, which is the equivalent of 117 lost working days for one of our Repairs team operatives.

If there were no missed appointments, we could complete your repair two days quicker than we do now.

It would also save Southway

£58,000, the equivalent of 14 new bathrooms.

We're making it easier in the future for you to cancel or rearrange appointments through our online customer portal. We will make every effort to turn up when we say we will. We're working on improving communications with you about this with the Repairs Service Improvement Group and will update you as soon as possible. In the meantime, please contact our Customer Hub if you want to cancel



or rearrange a repair appointment. See the Contact Us panel at the back of the newsletter for details on how to do that.

Awaab's Law: Tackling damp and mould in your home



**By Carl Talbot Davies, Assistant
Director Asset Management**

Everyone deserves to live in a home that is safe, healthy, and comfortable. That's why we've taken significant steps over the past year to tackle damp, mould, and condensation.

From October 2025, Awaab's Law will come into effect.

This new legislation is a huge step forward in protecting tenants and ensuring landlords act quickly when homes become unsafe.

What is Awaab's law?

Awaab's Law is named after Awaab Ishak, a two-year-old boy who tragically died in 2020 due to prolonged exposure to mould in his social housing home. His death highlighted serious failings in how housing hazards were handled, and the law was created to ensure this never happens again.

This law introduces clear legal deadlines for repairs, giving tenants stronger rights and holding landlords accountable.

From 27 October 2025, social landlords will be legally required to:

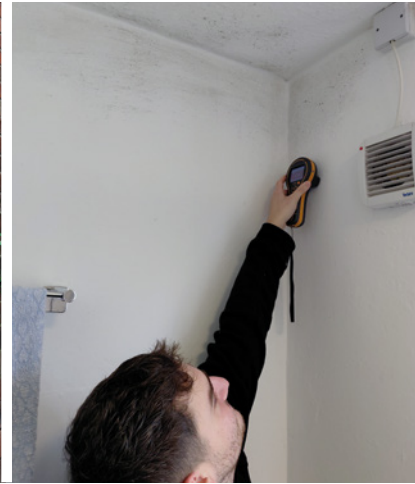
- Investigate and fix damp, mould, and emergency hazards within strict timeframes.
- Emergency hazards fixed within 24 hours.
- Provide written updates to tenants after inspections.
- Offer temporary accommodation if a home cannot be made safe quickly.

Awaab's Law reinforces what we already believe: that your health and wellbeing **must** come first.

How does this affect me?

If you're a Southway tenant, Awaab's Law means:

- **Faster action:** We must act quickly and keep you informed.
- **Stronger rights:** You can hold us accountable if we don't meet the legal timeframes.
- **Better communication:** You'll receive written updates after inspections and know what's happening.
- **Safer homes:** If your home poses a serious health risk, we'll make it safe or offer temporary accommodation.



What are we doing to keep your home safe?

We've been preparing for Awaab's Law for over a year. Here's what we've done and are continuing to do:

- **Our Damp, Mould & Condensation Procedure** sets out how we respond to reports based on how serious the issue is.
- **Customer Contact:** All reports are triaged and managed by our dedicated team.
- We've set clear response times including completing emergency inspections and repairs within 24 hours and significant repairs within five working days.
- We'll respond more quickly when someone in the home is especially at risk — like young children, pregnant tenants, or anyone with specific health conditions that means they could be more at risk.
- We've invested in trained staff and trusted contractors to make sure damp and mould issues are dealt with quickly, safely, and to a high standard — giving you confidence that your home is in good hands.
- We track and regularly report on all cases to ensure we keep on top of things.
- **Data all in one place:** All damp and mould data is added to our housing management and stock condition system to help us plan improvements.

You can help us improve our services by letting us visit your home to check for any issues, telling us about problems as soon as you notice them, and allowing us in when we need to carry out safety checks.

If you have any concerns, please don't hesitate to reach out. We're here to help.

If you'd like to help shape how we respond to damp and mould, we'd love to hear from you. Get in touch with Tina Murphy, Community Development Officer, on 0161 448 4228 or email t.murphy@southwayhousing.co.uk — your voice can make a real difference.



**Read more about
how we are
responding to
damp and mould
on our website**

Preparing your home for the colder months



Autumn is here and it's time to get your home ready for the colder weather. These tips can help you stay warm and prevent damp and mould in your home.

Check your boiler

Take these three simple steps to make sure your heating is working:

- Set your thermostat to 30°C.
- Turn radiators to 4 or 5 and leave on for 30 minutes.
- Check if the boiler and radiators are warming up. If not, report the problem via our website's Contact Us form or call our Customer Hub.

Protect your home against damp and mould

Improving ventilation stops condensation building, and these tips can really help:

- Keep extractor fans and trickle vents on windows open at all times. We've been installing new fans in many of your homes which are even more efficient and cost about £3 per year for each fan to run.

- Leave small gaps between furniture and walls and radiators.
- Open windows slightly each day. Opening two windows on opposite sides for 30 minutes is ideal.
- Use ventilation fans or open windows when cooking or having a bath or shower, and keep doors closed to contain moisture.

Heat your home effectively with these tips:

- Use your thermostat to help keep a steady temperature. 18–21°C is ideal.
- Set radiators low in rooms you don't use often.
- Keep heating constantly on low in kitchens and bathrooms as these rooms can have a lot of moisture

To reduce the excess moisture which causes damp you can:

- Wipe condensation from windows daily.
- Cover pans while cooking and turn them down once they start boiling and don't leave kettles boiling.
- Dry clothes on an airer or clothes horse instead of radiators, and put

- this in a room where you can open a window or with a fan to provide ventilation. Use an airer in a ventilated room.
- Run cold water first when filling a bath to reduce steam.

If you spot mould in your home, or are concerned about how bad it is getting, report it via our online form or call 0161 448 4200.



Check your gutters

Falling leaves can block gutters, leading to damp. Contact us to get them cleared if you notice them getting blocked.



Looking after your garden in winter

Tips to keep your garden thriving through the winter

We do ask that tenants look after their own gardens which is great for mental health and physical wellbeing.

Mowing and hedge trimming make a big difference in keeping gardens looking tidy and we have more cost-saving tips on our website, including:

1



① Planting

Some plants can be split to give you more plants for free. Seeds and wildflowers can be sown in autumn.

2



② Root protection

Use fallen leaves, grass clippings or shredded newspaper as a DIY mulch to protect roots from freezing.

3



③ Pruning

Trim dead or diseased branches from shrubs to prevent damage from frosty weather and snow. Please don't change your boundary line without speaking to us first.

4



④ Feeding the birds

Make simple bird feeders using recycled materials like plastic bottles.

5



⑤ Look ahead to spring

Collect seeds to grow in the spring. Clean and pack away your gardening tools to keep them in a good condition and ready to use when it warms up.

More tips at

www.southwayhousing.co.uk/your-home-tenancy/gardens-and-fencing



Overgrown gardens

We receive many calls about overgrown gardens and do our best to help tenants keep on top of their gardens. On rare occasions, where a garden becomes a nuisance to the wider community or poses a safety risk, we may need to take further action. Any costs for this would be recharged to the tenant as part of the tenancy agreement.

Before calling us about an overgrown garden, please speak to your neighbour to see if it can be resolved. For further advice, please speak to your Housing Officer. If your neighbour is a non-Southway tenant, you'd need to speak to the local council.

Useful local bulk collection services:

Manchester City Council
bit.ly/3zsT3SZ

Tameside Borough Council
tameside.gov.uk/bulkyrefuse

Cheshire East Council
bit.ly/3XAyyvH

Supporting tenants with rent arrears

Are you living in a home that's become too big for your needs?

We're working with Manchester City Council to help you move to a smaller home and clear any rent arrears you may have up to £2,500.

If you've fallen into rent arrears and are living in a home with two or more bedrooms that aren't being used, please get in touch. Managing any home can be challenging and we understand that when you're living in a home that isn't right for you, it can be stressful and sometimes an added financial strain.

A new home might be more suitable for several reasons including:

- **Medical and mobility needs**
- **Saving money on bills, including rent**
- **Less cleaning and household maintenance**
- **Avoiding the bedroom tax**
- **Moving to a different area**



How does it work?

You'd need to be registered on Manchester City Council's 'Manchester Move' website so we can help you find and bid on suitable homes. After moving to another home, you would receive support up to the value of £2500, which would be used to clear your rent arrears, and any remaining balance would be credited to you. The city council's rightsizing team would also help you with removal costs.

Please get in touch if you've fallen into rent arrears and are living in a home with two or more bedrooms that aren't being used.

Email incomecollections@southwayhousing.co.uk or call us on 0161 448 4200.



Protecting social housing for those in need

Social housing provides security and stability to people in need. It's been estimated that the cost of tenancy fraud to the national public purse is £900 million a year. Tenancy fraud makes it harder for us to provide settled homes for people who truly need it.

The cost of tenancy fraud isn't just financial, it has a negative impact on the education of children, health, employment prospects, and the creation of safe communities. All social housing tenants have an obligation to act within the terms of their tenancy agreements and will be subject to severe penalties should they commit fraud.

Tenancy fraud includes:

- **Unlawful subletting:** Letting out a property without landlord consent.
- **Unlawful tenancy succession:** Attempting to take over a tenancy without eligibility after the tenant dies.
- **Unlawful tenancy assignment:** Transferring tenancy without landlord approval.
- **Obtaining housing by deception:** Using false information to secure housing.
- **Key selling:** Accepting payment to hand over property keys to someone else.

Tenancy fraud is a criminal offence, and perpetrators could be subject to imprisonment and/or a fine of up to £50,000 as well as losing their tenancy.

Southway has a duty to make best use of public resources and ensure that the homes we provide are properly managed. We're committed to tackling tenancy fraud and will take the appropriate action against perpetrators.

If you suspect that a property in your area may be subject to tenancy fraud, or if you need some advice, please contact the Housing Management and Support team on 0161 448 4200.



Fabulous fun at feedback events



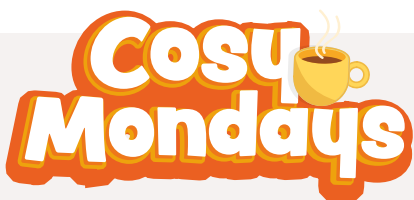
We're still buzzing about our recent Fun and Feedback events!

In August we ran three community events with games, giveaways and art and craft activities and stalls to offer tenants a wider range of support.

Thanks to everyone who came along!

From making the best of the rainy weather in Burnage to soaking up the sun in Withington, we loved seeing everyone come together whilst getting to speak to many of you about your homes and the services we offer.

We've got loads more events planned for the rest of the year, just check our website and social media for dates.



Enjoy a brew at Cosy Mondays

As we approach the colder months, it's the perfect time to come along to Cosy Mondays and join us for a cuppa in our warm space.

What is Cosy Mondays?

It's our weekly social get-together, held at our office, where all members of the community, not just Southway tenants, are welcome to unwind in a friendly space.

From giveaways and advice stalls to family crafting sessions and more, there are also loads of special treats.

We've really loved seeing how our Cosy Mondays community has grown,

with tenants and people from across Manchester visiting every week, rain or shine.

So, whether it's your first time or you're a Cosy Mondays regular, pop along this Monday and have a cuppa with us!

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

We received more than 1,000 responses to surveys and workshops from customers and colleagues which have helped to shape our Five-Year Plan for homes, tenants and communities.

A year in review

Highlights

from 2024/25

We've had another exciting year with lots happening in our communities and across Southway to improve services and how we work with our customers.

We've improved our performance on repairs, anti-social behaviour and the timescales that we respond to damp and mould, and all of this has continued into 2025/26.

New skills and experience have been brought in to our Housing Team. This has led to more collaboration with our communities and other services, and housing officers being more visible in their areas.

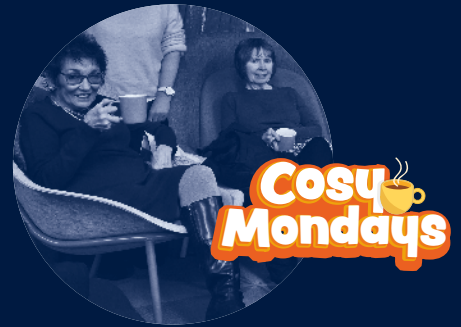
Many of these improvements have come from your feedback and you have also played a major role in developing our Five-Year Plan, which sets future priorities for homes, customers and communities up to 2030.

A key part of this is our Customer Voice Strategy which you have helped to create and shows how you can influence how services are run and how we respond to your views.

These plans will contribute to exciting times ahead for Southway and our communities as our staff, partners and volunteers continue to support our tenants.

COSY MONDAYS ↓

Our Cosy Mondays sessions have proved so popular they have been extended to run all year round. Around 900 people attended in 2024/25.



WALKABOUTS ↓

Staff have been getting out and about in our communities by going on regular walkabouts on our estates.



Rent collection

Target: 99.5%
Achieved: 100.72%

The rent collected includes rent arrears from previous years.



Customer Hub calls answered

Target: 90%
Achieved: 79%

Up from 74% last year. We received 80,286 calls, 1500 down from the previous year due to service improvements.



Complaints responded to in time

100% of complaints were responded to on time.

Following the introduction of a new Customer Experience Team in November 2024.



Homes meeting the decent homes standard

100%

NEW HOMES ↓

Brickfields House was officially opened and provides 42 of the 106 new homes we completed. Many more are in the pipeline.



with more new members and other activities include cookery classes and community events like a design day with Groundwork to share ideas on how to improve an unused green space locally called The Croft.



EMPLOYMENT ↓

We helped 60 people get into work through schemes such as our new Youth Elevate course.



WHATSAPP ↓

We've started a new way of communicating with you by launching our WhatsApp Channel.



COMMUNITY INVESTMENT ↓

Every year, we invest at least £1m in our communities. We provide excellent advice services including debt, welfare rights, employment and training and financial inclusion along with community buildings like Westcroft Community Centre, community shops, extra care cafés and Age Friendly Projects. Funding for a number of tenants' projects is given through the Beautiful South Fund.



CUSTOMER VOICE ↓

We worked with you on a new Customer Voice Strategy and are now putting it into practice to ensure we take your views into account.



AGEING IN PLACE PATHFINDER PROJECT ↓

Southway is the lead organisation of the Ageing in Place Pathfinder project for Gorton with many of the activities co-created with local older people. The age-friendly weekly walks continue to grow and develop

Read our 2024/25 Annual Accounts



Customer satisfaction with repairs

Target: 95%
Achieved: 92.6%



Repairs appointments made and kept

Target: 97%
Achieved: 93.6%
Up from 93.4% last year.



Value for money

Advice Services (£2.5M in extra benefits for tenants in 2024/25), savings to the public purse of people securing employment (£141K) and value of food offer from our Quids In Clubs (£110K).

Inspection update and next steps

In June, we updated you on our inspection results from the Regulator of Social Housing.

The inspection highlighted many things where we're doing well and where we've already made significant service improvements, but we still need to do more in some areas.

We received a C2 grading for new Consumer Standards and compliant V2 and G2 ratings for financial viability and governance. Read more here www.southwayhousing.co.uk/about-us/news-events/news/performance/southway-receives-latest-inspection-judgement/

We've been making changes over

the past 12 months which are already starting to have a positive impact on our customers, and we have a plan in place with the Regulator for further improvements.

The main points of this plan include:

- Surveying every home to better understand its condition and where investment is needed
- Keeping Southway's Board updated on how tenant feedback and audits are helping to improve services
- Reviewing how tenants shape our services and improve opportunities for tenants to influence decisions
- Reviewing our Tenant Scrutiny

Panel and attracting a more diverse membership

- Continuing to update customers on how we're learning from their complaints
- Continuing to communicate regular performance information with customers
- Providing additional assurances to show our decision-making and risk management processes are strong and reliable.

We will keep in touch with further updates soon.

How we are responding to inspection results

Performance measure	2025/26 Target	Actual performance (April–June 2025)	July 2025	August 2025
Repairs completed first time	95%	94.40%	95.80%	97.30%
Rent collected against target	100%	97.40%	97.09%	96.24%
Customer Hub % calls answered	90%	87%	92%	95%
Calls resolved at first contact	90%	84%	83%	82%
Stage 1 complaints resolved	100%	100%	100%	100%
Overall customer satisfaction (From regular feedback surveys)	93%	92.16%	89.40%	94.10%

We're committed to making sure our Repairs and Customer Hub services continue to reach a high standard and the improvements we've been working on are making a difference.

After narrowly missing our targets for repairs and percentage of calls answered by the hub between April and June this year, we're pleased that we've exceeded them for July and August.

Our Complaints Team is also continuing to resolve 100% of stage 1 complaints.

We're committed to continuously improving the service provided by our Customer Hub and have set ourselves an ambitious target for resolving queries first time.

Our rent collection targets are very high, and last year we exceeded them by collecting rent arrears from previous years.

The collection rate has dropped slightly, and we know the rollout of Universal Credit continues to affect many of our tenants. We understand the cost-of-living crisis hasn't gone away, and we're here to help. If you're struggling with your rent, please don't hesitate to contact us. There's nearly always something we can do — whether it's providing support or helping you check if your household income can be increased.

More customers tell us they are satisfied with Southway

We've been working hard to improve the services we provide — and we're really pleased to see that more of you are noticing the difference!

Tenant Satisfaction Measures (TSMs) surveys give tenants a say on homes and services and show customers how their landlord is doing in key areas. These include keeping homes in good repair, dealing with complaints effectively and responsible neighbourhood management.

Recent survey results show a clear rise in positive feedback across the board. Satisfaction has gone up in every single area compared to last year.

What you told us — and what we did

We're especially proud to see improvements in how you rate our **repairs service** and **complaints**

teams. Many of you said you feel your homes are safer and better maintained — and that's no accident. We've listened to your feedback and invested more resources into these services, so it's fantastic to see that effort paying off.

More of you also feel that **your voice is being heard.** Our new **Customer Voice Strategy** is all about making sure your views shape the services we deliver. Whether it's through surveys, forums, or feedback sessions, we're using what you tell us to make real changes.

We're making progress — but we're not stopping here

While we're pleased with the improvements, we know there's still more to do. We're committed to building on this momentum and continuing to raise the bar — with your help.

What's next?

Your voice continues to guide us.

Here's how:

- **Repairs Service Improvement Group:** Tenants are helping shape our new Responsive Repairs Policy, making sure it reflects what you really need.
- **Asset Management Strategy:** Tenants on our Homes in Focus Group are working with us on this plan to look after your homes. It helps us make smart decisions about repairs and improvements always with tenants' needs in mind.
- **Better Communication:** We're training our staff to improve how we communicate with you — making sure every interaction is clear, respectful, and helpful.



View our Quarterly performance

Tenant Satisfaction Measure	2024/25	Apr–Jun	Jul–Sep	YTD 25/26
Overall Satisfaction with Southway	71%	74%	71%	73%
How satisfied or dissatisfied are you with the overall repairs service from Southway Housing Trust over the last 12 months?	69%	71%	76%	74%
“How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”	63%	73%	69%	71%
“How satisfied or dissatisfied are you that Southway Housing Trust provides a home that is well maintained?”	67%	76%	72%	74%
“Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Southway Housing Trust provides a home that is safe?”	75%	82%	77%	79%
How satisfied or dissatisfied are you that Southway Housing Trust listens to your views and acts upon them?	60%	68%	64%	66%
How satisfied or dissatisfied are you that Southway Housing Trust keeps you informed about things that matter to you?	71%	77%	73%	75%
To what extent do you agree or disagree with the following “Southway Housing Trust treats me fairly and with respect”?	76%	81%	80%	81%
How satisfied or dissatisfied are you with Southway Housing Trust’s approach to complaints handling?	32%	36%	47%	42%
How satisfied or dissatisfied are you that Southway Housing Trust keeps these communal areas clean and well maintained?	71%	78%	78%	78%
How satisfied or dissatisfied are you that Southway Housing Trust makes a positive contribution to your neighbourhood?	66%	73%	72%	73%
How satisfied or dissatisfied are you with Southway Housing Trust’s approach to handling antisocial behaviour?	59%	63%	62%	62%

New affordable homes coming soon to rent and buy

We're passionate about providing quality affordable homes across Greater Manchester. Here's a look at some of our upcoming developments.



Makers Court



Emerald Way

Over the next 12 months, 131 new homes for rent and 130 shared ownership homes will be ready for people to move into.

🏠 Makers Court, Withington

24 stylish one and two-bedroom apartments for social rent are now complete and will be available very soon.

🏠 Boundary View, Trafford

Overlooking the Emirates Old Trafford cricket ground, this exciting development will bring 57 rental homes and 23 shared ownership properties, ready in December.

🏠 Cross Lane and Varey Street, Gorton

Our first homes delivered through a new partnership with Manchester City Council. 13 family houses for social rent will be available later this autumn, built on former brownfield sites.

🏠 Harry Dalton Fields, Chorlton

13 new homes (seven for social rent and six for shared ownership) are underway and due for completion in 2026.

🏠 Two Didsbury Point, West Didsbury

A flagship development of 76 one and two-bedroom homes, including 46 for shared ownership and 30 for social rent, plus a new GP practice on the ground floor. Completion is expected early next year.

🏠 Tatton Place, Sale and Emerald Way, Chorlton

Almost ready! These developments will offer a mix of houses and apartments for shared ownership.

All of these homes are supported by funding from the Greater Manchester Combined Authority's Brownfield Housing Fund and Homes England's Affordable Homes Programme.



Tatton Place



Two Didsbury Point

How to Apply

- Makers Court and Two Didsbury Point apartments will be advertised on Manchester Move with eligibility criteria such as having a local connection.

If you're considering downsizing to a smaller home in your area, we'd especially like to hear from you. Please get in touch on 0161 448 4200 or speak to your housing officer.

- Homes at Harry Dalton Fields, Cross Lane, and Varey Street will be advertised on Manchester Move.
- Boundary View rented homes will be advertised on Trafford Homechoice for people registered for re-housing in Trafford.

Some of our **shared ownership homes** are available to reserve now. To find out more visit www.geckohomes.co.uk

Together, these developments will provide hundreds of new affordable homes for our communities — and we can't wait to welcome residents into them!

Our new website is live



Our new and improved website is live and provides all the information you need about Southway's services.

We've put a lot of work into making the website more accessible for everyone and updating the design to make it more appealing. We've also changed the layout so you can find what you want even more easily.

If you want information about your tenancy, advice on coping with rising cost of living issues, or want to find out more about our Five-Year-Plan, please go to www.southwayhousing.co.uk.

Just like the old website you will be able to contact us directly through online forms. You can also use the website to access your Southway customer portal account to book routine repairs and view your rent accounts.

While the address of the new website is the same as the old one, if you have any pages from the old website saved or bookmarked on your devices these won't work on the new website. Once you have found the relevant pages on the new website you will be able to save them again as new bookmarks.

Tenant feedback has helped us to improve our website and we're very grateful to everyone who took the time to have their say.

We will be continuing to develop the website, so please let us know if you have any comments, whether it's a section you particularly like, or if you think one or more parts of the website need improving.

Please scan the QR code and fill in the online form in the article on our website. We look forward to hearing from you.



Managed Migration to Universal Credit Update

The Department of Work and Pensions (DWP) are in the final phase of moving people from legacy benefits to Universal Credit; this process is called 'Managed Migration'. The final phase of moving people on Income Related Employment Support Allowance (ESA) to Universal Credit is being accelerated. The DWP hope to have everyone moved across to Universal Credit by March 2026.

If you receive your letter from the Department of Work and Pensions.

Don't panic, but don't ignore it

- You must act on your notice to claim Universal Credit, as doing nothing will result in your current benefits being stopped.

Note the deadline on the letter

- You have three months from receiving the notice to claim Universal credit, but you can apply for an extension if you have a good reason.
- If you haven't claimed before your deadline the DWP will try and get in touch with you and may visit you to help you claim. If they can't contact you, all your benefits will stop

Make your claim

Follow the instructions in the letter to make your claim online.

Seek Help if You Need It

- Contact Southway's Advice Team by calling our Customer Hub: 01614484200
- Email: Adviceteamreferrals@southwayhousing.co.uk
- Freephone: Call the DWP Managed Migration helpline on 0800 169 0328.



We're helping domestic abuse survivors

Domestic abuse devastates lives — not only for survivors, but across society. Survivors of domestic abuse face lasting emotional, physical, social, and financial harm. Public services like the police, healthcare, and social care also bear the growing strain.

Historically, responses have focused solely on supporting survivors of domestic abuse. This is vital work, but one that overlooks the root cause which is the perpetrator's behaviour. It's time to shift the narrative. As well as asking why survivors don't leave, we must also ask why perpetrators don't stop.

Though anyone can be affected by domestic abuse, women are victims more often than men. Housing is often the greatest barrier to escaping abuse, and domestic violence remains one of the leading causes of homelessness among women.

Southway is committed to addressing this. We're adopting a Coordinated Community Response and working toward Domestic Abuse Housing Alliance (DAHA) Accreditation. This will strengthen our ability to identify abuse earlier and respond effectively to survivors, whilst also holding perpetrators to account.

We collaborate closely with key partner agencies, including:

- Greater Manchester Police
- Adult & Children's Social Care
- Manchester's Independent Domestic Violence Advisor (IDVA) Service
- Health Services
- Probation

Perpetrating domestic abuse is a breach of Southway's tenancy agreement. We take this seriously and are committed to holding perpetrators to account. As part of the wider Coordinated Community response, we work with other agencies, neighbours and the individual survivor.

Actions the Trust can take to disrupt, challenge and change a perpetrator's behaviour can include informal approaches and support, as well as legal action. This includes, but is not limited to:

- Legal action against the perpetrator or to end a joint tenancy. (decisions on the appropriate action will be taken on a case-by-case basis in consultation with the survivor and partner agencies)
- Either placing the perpetrator on the Rehousing Review List or providing support to move as part of a planned behaviour change intervention

- Visits in response to concerns for welfare Visits to discuss possible other tenancy breaches such as unauthorised or undeclared occupiers or rent arrears
- Acceptable Behaviour Contracts and Tenancy Warnings
- Referrals to perpetrator support programmes.
- Working in partnership to manage other legal orders such as Domestic Violence Protection Orders or probation exclusion orders.

If you need any support or advice on our services, please contact us in confidence via our website www.southwayhousing.co.uk/advice-support/domestic-abuse/ or call 0161 448 4200 to speak to our Customer Hub.

Respect is the UK charity working to end domestic abuse by stopping perpetrators of domestic abuse, visit www.respect.org.uk/ to find out more.



Visit our website for more advice



Avoid loan sharks this Christmas

Christmas is a time for festivities and spending time with our loved ones. It's such an exciting time of year, especially for children, but it also brings lots of financial pressures.

Gift giving and festive treats mount up and, coupled with the huge rise in food and day-to-day living costs, people often turn to borrowing money to get them through.

One in five people go into the new year in debt because of the cost of Christmas and one in ten people turn to loan sharks to borrow to help make it an enjoyable time.

Avoid going to loan sharks. Loan sharks are illegal and lend money without any regulation. They charge extremely high interest rates that can change without warning, making it harder for you to pay the debt off.

Loan sharks come in many forms — they could even be people you know.

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.


Did you know?

Southway offers tenants an affordable way of borrowing up to £300 quickly and easily.

Our Southway Solutions loan scheme is run in partnership with South Manchester Credit Union, who also have a Christmas savings account that you can start today to get ready for next year.

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

- 
- Do secret Santa with a price limit. People can get creative with their gifts, everyone gets something and there's less pressure!
 - If you need to borrow, use safe lenders like credit unions or Community Development Financial Institutions.
 - Only borrow what you need and don't borrow more than you can comfortably afford to pay back
 - Use cashback sites like Top Cashback, to make sure you're making savings with every purchase. You can use this money to pay off any debts!
 - Find bargains in charity shops and pre-loved sites
 - Homemade treats like cookies or cakes are great to make and share!

Keep your home safe from fire



We use products containing Lithium-ion batteries every day in electrical devices such as laptops, tablets, mobile phones, e-cigarettes, power tools, drones, remote control cars, e-bikes, and e-scooters. When used properly, Lithium-ion batteries aren't dangerous, however, they can present a significant fire risk when over-charged, short-circuited, damaged, submerged in water or exposed to extreme temperatures. Many fires have begun with people storing their e-scooters/e-bikes on balconies where they are exposed to all types of weather, which can cause damage to the batteries.

Dos and Don'ts

Dos

- Do check laundry to make sure small electrical devices, such as vapes, aren't accidentally washed and damaged.
- Do use compatible appliances and chargers. If you need to buy a replacement, choose a branded, genuine product from a supplier you can trust.
- Do check you're using devices in line with manufacturers' guidelines to reduce the risk of breakdown.
- Do try to charge e-bikes or e-scooters in an area with a smoke alarm. Smoke alarms should be regularly tested.

- Do check cable and plug before starting to charge your devices.
- Do check the socket that you use for charging isn't showing signs of burning or overheating.

Don'ts

- Don't leave devices continually on charge.
- Don't leave devices on charge overnight.
- Don't cover chargers/devices whilst on charge as this may cause overheating.
- Don't leave devices or mobility vehicles in corridors, communal or shared spaces, on balconies, on staircases or blocking emergency exits.
- Don't use batteries which are damaged.
- Don't put batteries into general waste bins, take them to your local recycling centre.
- Don't leave your device in direct sunlight, exposed to hot temperatures.
- Don't block the escape route from your home with anything, including bikes and scooters.



For more information on fire safety visit:

www.southwayhousing.co.uk/your-home-tenancy/safety-at-home/fire-safety

Keeping communal areas tidy

If you live in an apartment the communal areas in your building are shared spaces. Keeping them clean and clear is vital for everyone's safety - including yours.

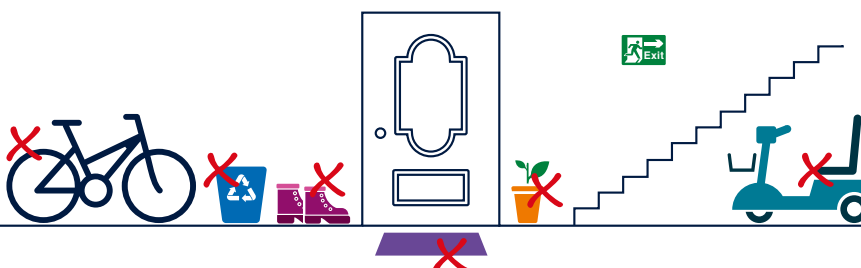
Hallways, stairwells, and shared spaces must always be free from clutter. In an emergency like a fire, these areas need to be clear so everyone can exit quickly, and emergency services can get in

without delay. Even small items left out can block escape routes or slow down help.

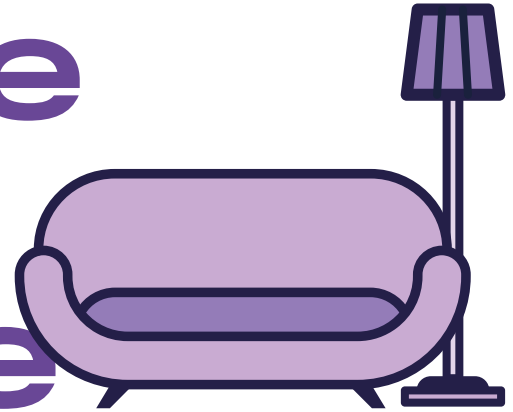
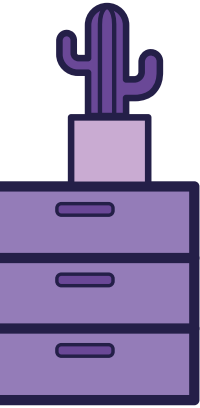
If your building has a designated storage room for electric scooters or similar items, please use it only for its intended purpose. These spaces should not be used for storing personal belongings or dumping rubbish.

If you notice anything being left in communal areas that shouldn't be there, please contact the **Customer Hub on 0161 448 4200** and ask for the Facilities Team.

Let's all do our part to keep shared spaces safe, tidy, and welcoming. A clear corridor could make all the difference in an emergency - for you and your neighbours.



Your home contents insurance



As a Southway Housing tenant, the structure of your home is covered by insurance, but this cover doesn't include what's inside your home, such as your furniture and personal belongings. We're part of the scheme with Manchester City Council who work with one of the UK's largest insurers to offer home contents insurance that can be paid in monthly instalments.

Replacing the contents of your home could be very expensive. Purchasing Tenants Contents Insurance means your personal belongings are insured against events including:

- Fire
- Theft
- Flooding/Escape of Water
- Accidental damage, if selected

You can insure for £4000 worth of cover for as little as £2.65 a month or add accidental cover for £3.85 a month. Unlike some policies, there's no excess to pay in the event of most claims, except £100 for accidental damage and personal belonging claims, if you take out the extra insurance. For example, if you accidentally damage a TV worth £300, you pay £100 towards replacing it and your insurance pays the other £200.

The policy provides new for old cover, and premiums are low. When you take out this insurance your household goods and contents will be insured whilst in your home against events such as fire, theft or flooding. The insurance also covers theft of your keys and the contents of your freezer.

Cost of insurance

Sum insured	Monthly cost standard cover	Monthly cost standard and accidental damage cover
£4,000	£2.65	£3.85
£20,000	£13.25	£19.26
£40,000	£26.50	£38.51

Want to discuss this with our Advice Team?

Contact us on 01614484200

Email adviceteamreferrals@southwayhousing.co.uk

This scheme may not provide the cheapest or widest insurance cover available. You're recommended to seek alternative independent quotation and choose the cover that best suits your needs.

The policy is underwritten by Aviva Insurance Limited, arranged by Aon UK Limited and administered by Wessex Group who are all authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited, Registered in Scotland Number SC002116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Find out more, including how to apply, on our website





“None of this would be possible without the involvement and commitment of our community.”

‘Wonderful partnership’ celebrated with ninth Green Flag award



Debbie, first from left

The sun was shining down on Barlow Hall in Chorlton as we raised a ninth Green Flag for the green space in a row.

We were thrilled to be joined by Southway staff, members of the Barlow Hall volunteer group and local councillors to recognise this amazing achievement and look around the community space.

We truly couldn't have gotten this far without the continued hard work of our Environment Team and the fantastic efforts of our community volunteers.

In the words of our **Urban Ranger, Debbie Wallace:**

“None of this would be possible without the involvement and commitment of our community.

From the monthly Mottram Veggie Planters meet ups, to community litter picks, family events and more... every one of these has the help and involvement of fantastic people who volunteer their time and energy to make our community special.”

This collaboration and togetherness were also recognised by the **Green Flag Judge, Mary Bagley**, who noted:

“There is a great pride of place and engagement of local people. The way the local community is involved has helped to make people have pride in their open space and has helped so many people be the eyes and ears on the ground for the site.”

Want to get involved?

Please get in touch with Debbie at d.wallace@southwayhousing.co.uk to learn more about volunteering and activities.



Enjoy Barlow Hall for yourself!

You'll find it on corner of Mottram Avenue and Darley Avenue, M21 7HW



We're on WhatsApp



Southway Housing
Scan the QR code and join us to stay connected with the latest updates.

3





Home is where the heart is...

Tenants and staff celebrate Manchester Pride together

We were honoured (and just a little bit excited!) to take part in Manchester Pride this August. Home can mean many things to many people, but it all starts from feeling like you belong, which we wanted to reflect with our float.

The best part? Getting to share it with so many of you! From our tenants who helped us decorate the float to those who joined us at the parade to celebrate, you all helped make it a truly special day.

We're already looking forward to next year, and hope to see even more of you next time...



Contact us



Online tenant portal
my.southwayhousing.co.uk

Book routine repairs, check your rent account, and update your 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 from 9am–5pm, Monday to Friday.

@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**

Made famous in Manchester.



**We can't guarantee to
make you famous, but
we can get you on the
property ladder.**

New homes to buy from as
little as £48,125* with 5%
deposits starting from £2,406*.

geckohomes.co.uk

Shared Ownership by
GECKO™



famously getting you on the ladder.

*Prices based on 25% Shared Ownership & a 95% LTV mortgage. All homes are bought as leasehold and full terms apply. Prices shown may be subject to change. For more information, visit our website.