

Making a Difference

Celebrating five years
of improvement

1999-2004



Our First Five Years of Achievement

A great deal has changed since 1999, when Willow Park took over the ownership and management of 6,663 homes in East Wythenshawe. In just five years, we have exceeded delivery of our promises to tenants by completing over 22,000 home improvements and investing £70 million. We hope you find this review useful and informative.

Mervyn Jones, Chief Executive



1999-2000

The start of our £70 million improvement programme.

2000-2001

Charles Clarke MP launches our CCTV control system.

2001-2002

Completed our 10,000th improvement.

2002-2003

Board Members Guy Darby and Councillor Basil Curley with the Trust's women apprentices at the MANCAT Construction Skills Centre.

2003-2004

Max Steinberg, of the Housing Corporation, joins local children to celebrate the opening of Willow Brook Gardens - new build bungalows for elderly people.

"I can see a big uplift in the area since Willow Park came into existence."

Susan O' Keefe, Tenant Liaison Officer who has lived in the area since 1979.





Board Members Councillor Hugh Barrett and Irene Lawrance, at the start of the Lodge Court demolition.

	<i>We promised We delivered</i>	
New bathrooms	4996	4502
New kitchens	3571	3676
Central Heating	808	837
Rewiring	510	527
Homes with new windows	2812	5403
Car hard standings	746	746
External doors and painting	5441	5403
Homes with CCTV coverage	596	596
Homes demolished	533	533
Total	20013	22223

Home improvement Programme delivered since 1999

Delivering on our promises

We've achieved even more than we set out to do. During the first five years, we have completed 22,223 improvements - on time, within budget and to the full satisfaction of our customers.



One of our apprentices.

We have fitted 3,676 kitchens.

We have fitted 4502 bathrooms.

Willow Park's refurbished headquarters.

- In the 2004 Audit Commission inspection, we achieved the equivalent of 'three stars' for maintaining our homes, making us the first housing association in the North of England to gain this maximum rating.
- We achieved Construction Client Charter status in 2003.
- We have provided more choice for our customers by offering new homes for sale, bungalows for older people and a state-of-the-art nursing home developed in partnership with Manchester Care.
- We have reduced the number of empty properties from 12% to 1%.
- Our recent survey of 4,669 tenants showed 97% satisfaction with the improvement programme.



Taking care of the environment.

Changing places

Much of our work goes beyond the bricks and mortar of the individual houses. We also have a big role to play in creating a better and safer local environment.

- We are providing environmental improvements to over 70 locations across Willow Park and improving four large areas of open space to provide much needed play areas for children, sports facilities and gardens.
- We provide CCTV coverage to all of our sheltered housing schemes, multi-storey flats, local shopping parades, community buildings and Sharston Industrial Estate.
- Local unemployed people have been recruited to join our Green Team to carry out landscaping works.
- In partnership with Manchester City Council and private shopowners we are improving two local neighbourhood shopping centres.
- Our contractors employed 36% of their workforce from the local area - exceeding our 20% local labour target.
- We have disposed of a number of brownfield sites to house builders to create new homes for sale.





Official opening of the Brownley Green Community House.

Community partnership

Community regeneration is a key part of our responsibilities and we are involved in helping voluntary groups to strengthen their services.

- We work closely with other agencies and residents to improve local life through Ward Coordination and Crime and Disorder Partnerships.
- Formed a partnership with South Manchester Primary Care Trust to provide much needed health facilities under the NHS LIFT programme.
- Worked with schools through placements, mentoring and serving on governing bodies.
- Our construction programme resulted in many local jobs and training opportunities for unemployed residents. In partnership with the Manchester College of Arts and Technology (MANCAT), a new construction skills centre was opened in 2001.
- Our Tenants and Residents and Community Associations are at the centre of local life and receive training, funding and support from Willow Park.
- Helped strengthen community services, providing financial support to projects such as: Benchill Community Centre, Forum Nursery, Sure Start Benchill, the Family Home at Lyndene Road and Manchester Care Elderly Centre at Renton Road.
- Provided support for key community services, such as laptop computers for community groups, and the Young Person's Centre.



“Being on the Willow Park Board enables me to see the vast amount of work and money spent to make Willow Park a better place to live.”

Brenda Cover, Tenant Director, Poundswick

Thank you to our Partners

Many organisations have helped us achieve so much over the past five years. Among them, we thank our valued partners featured below, who have kindly supported the production of this brochure.

Hargreaves Contracting

A Mc Inerney Company

Telephone: 01204 365300
Email: ihodgkinson@williamhargreaves.co.uk
Website: www.williamhargreaves.co.uk

William Hargreaves Limited are proud of their five-year association with Willow Park Housing Trust and have carried out extensive kitchen and bathroom improvements.

TROWERS & HAMLINS

Telephone: 0161 211 0000
Email: jwinrow@trowers.com
Website: www.trowers.com

Trowers & Hamblins is a Manchester based solicitors - providing full legal support to Willow Park Housing Trust.



Telephone: 01706 222555
Email: info@tecsolutions.co.uk
Website: www.tecsolutions.co.uk

Technology Solutions Ltd provides and maintains CCTV and Concierge / Access Control equipment for Willow Park - monitoring residential property, shopping areas and commercial premises.



Telephone: 01282 618171
Email: sovereign@sovereigncommercial.co.uk
Website: www.sovereigncommercial.co.uk

With its expertise within the public sector, Sovereign Group Limited was chosen as a preferred supplier of Veka PVCu windows and doors to contractors partnered with Willow Park Housing Trust.



Telephone: 0161 905 3222
Email: j.reynolds@arcus.co.uk
Website: www.arcus.co.uk

As consultants specialising in the social housing sector, Arcus has worked with Willow Park Housing Trust to provide design and contract administration services within the development programme.

Heritage

CONSTRUCTION & LANDSCAPING LTD.

Telephone: 01625 820777
Email: lmallia@absonline.net

Heritage Construction is a Wythenshawe based company, undertaking a wide variety of environmental work for Willow Park Housing Trust, and employing local people.

MOORES

FURNITURE GROUP

Phone: 01937 862123
e-mail: marketing@moores.co.uk
web: www.moores.co.uk

Moores Furniture Group have been supplying high specification kitchens to Willow Park Housing Trust for the past 5 years.



Telephone: 0161 876 7539
Email: john.hammond@bramallnw.com
Website: www.bramall.com

Bramall Construction Ltd are specialists in the social housing sector and have successfully worked for Willow Park Housing Trust over the past 5 years - focusing on regeneration works.



Telephone: 01254 662 999
Email: sales@rockdoor.co.uk
Website: www.rockdoor.com

Rockdoor manufacture the strengthened security doors that are helping to reduce break-ins to Willow Park homes.



Telephone: 0161 232 7666
Email: scc@saffercooper.com
Website: www.saffercooper.com

Saffer Cooper has worked with Willow Park since 2000 as Project Managers for all its Housing Corporation funded projects.



Derek Evans
and Partners

Telephone: 0161 282 7029
Email: cheadle@dep.co.uk
Website: www.dep.co.uk

As chartered quantity surveyors, building surveyors and project managers, Derek Evans and Partners have worked closely with Willow Park Housing Trust since 1999 and have overseen work on many contracts as part of the improvement programme.

Thank you to our other contractors and suppliers:

Anthony Collins, Appleyard & Trew, Chestertons, City Works, CSC Construction, Dane Ashworth Cottam, Davanport Limited, Eversheds, Fearnley Refurbishment, FPD Savills Ltd, HR Painting, Lovells, Lowry Homes, Morris Homes, Nichol Thomas, Orchard Information Services, Poole Dick Associates, Pozzoni, Richardson Projects, Redworth Associates, Rowlinson Construction, Stephen Davis Associates and Visual Style Contractors.



Plenty to smile about as Willow Park prepares to deliver the next phase of work.

Bright future ahead

We will be moving ahead with further improvements across the entire Willow Park area, including:

- Investing a further £40 million in physical improvements to the housing stock over the forthcoming five years.
- Continuing our environmental programme.
- Working with young people, implementing our black and minority ethnic strategy and providing more community facilities.
- Further improving our customer services.
- Helping Manchester City Council to develop and deliver their Strategic Regeneration Framework for Wythenshawe.



Celebrating the transfer are: Joyce Airey, Chair of Woodhouse Park and Moss Nook Area Panel; Irene Lawrance, Chair of Willow Park Board; Councillor Eddy Newman, Executive Member for Housing, and Councillor Barbara O'Neil.

VOTE OF CONFIDENCE

In March 2004, tenants in Woodhouse Park and Moss Nook voted by an overwhelming 93% to transfer to Willow Park.

On 4th October 2004 the transfer of 2,319 properties took place.

Tenants can look forward to an improvement programme which will deliver new kitchens and bathrooms, new PVCu double glazed windows and new security front and back doors. We look forward to working with our new tenants to improve their homes and their area.



Thank You

Everything we have achieved and our aims for the future depend on people. We have many to thank for our success so far, in particular: the members of the Board; our colleagues working for Willow Park; residents in Wythenshawe; our partners in regeneration, especially Manchester City Council, The Housing Corporation and the Office of The Deputy Prime Minister, together with our funders Nationwide and Abbey, and our local MP Paul Goggins.

If you would like a copy of this publication in another language or need a copy of it on cassette, please contact us.

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business for neighbourhoods