

Member Spotlight

April 2026





Wythenshawe Community Housing Group

WHCG

We asked Lorna Clancy from Wythenshawe Community Housing Group to share some of the work they are currently doing.

If you'd like to contact Lorna about any of the below, click [here](#).

Give us a little known fact about your organisation.

WCHG have 14,000 homes in Wythenshawe and it is known as the Garden City, in the early days every single home had a fruit tree in the garden.

Tell us about a time that engagement has made a difference to your services or communities?

Our scrutiny panel was crucial in completely changing our website and the new app and portal that recently secured the Housing Technology Award for Empowering Customers Via Real-Time Accessible Self-Service. They worked with our Task and Finish group over the last 12 months giving advice and direction on what they were looking to get out of the new website and carry out testing and much more. Following go live and over the last 3 weeks over 2,000 of our residents signed up to the new portal. A tenant said "compared to the old app it feels like heaven" Mo Abasse.

What are you currently working on when it comes to engagement?

My team and I are working to engage residents that are underrepresented, we want to ensure that everyone has a voice. We recently succeeded in setting up a Disability Action Group who will work with us on a Wythenshawe Enabled Project that secured £95,900 Social Housing innovation funding – WCHG were the only organization that put in for funding working with disabled residents. The funding will ensure that a project coordinator is employed to support the work and the legacy it will leave.

Why did you decide to join Tpas?

Tpas offers so much for both WCHG and our residents and the connection to others to share practices and the training that is available has been invaluable.

What is your top engagement tip?

It's not one size fits all, make engagement fit around residents, not residents around engagement. Recently one of my elderly residents said she was isolated and never saw anyone, so working with one of the local charities she was able to get herself a little job helping them out. We also linked her to one of our older persons schemes where she can go at anytime to find some company and a



'cuppa'. We have adapted our involvement mechanisms to suit the needs of our residents, going from low level to high level involvement at a pace that fits them NOT us.

Linda told us “I just thought you were there and we paid our rent, you do so much more, I was blown away and I love being involved.”

What is the one thing you are really proud of when it comes to engagement?

I am really proud to work with residents that want to make a difference and have a voice, watching them grow in confidence over the years has been amazing and I love working with Wythenshawe residents. The sense of community is definitely something to be proud of and I hope to see more people get involved.

