

Read your latest news from Stockport Homes

Hearing from our community groups

Recently, we visited some of the local community groups that have received funding through SKylight [<https://www.sk-y-light.org/>] to see how the support is making a difference.

It's inspiring to hear first-hand how funding has helped groups bring people together, create new opportunities, and make a positive impact in their communities. Watch the video to hear their stories and see the difference your local groups are making.

Community group stories [<https://www.sk-y-light.org/about-us/latest-news/customer-stories/>]

Customer Annual Report 2025/26

The Annual Report highlights our key achievements across all Stockport Homes' services.

This year, we have worked closely with our customers to make sure our information is useful, interesting, and accessible. We called this our 'Big Conversation' and spoke with customers both online and in person. Thank you to everyone who has been involved in this year's report.

Within the report, you will see how we are performing and delivering our services and how your feedback helps shape and improve them.

Read in full [<https://www.stockporthomes.org/about-us/annual-and-financial-reports/202526-annual-report/>]

Help shape our Customer Charter Consultation and you could win a £25 voucher!

We're reviewing our Customer Charter to make sure it reflects what customers want and need from SHG's approach to customer service. We would really value your feedback to help shape any changes.

The Customer Charter sets out the standards of service we aim to provide and reflects the behaviours expected of our colleagues. We'd like to understand what these commitments mean to you in practice.

Fill out the survey, and you could be added to our prize draw, where you could win a £25 Love2Shop voucher.

Click the button below to have your say.

Find out more and fill in the survey [<https://www.stockporthomes.org/about-us/news/customer-news/help-shape-our-customer-charter-and-you-could-win-a-25-voucher/>]

You Said, We Listened: Introducing Our Customer Communications Guide

Earlier this year, you shared your feedback on how we communicate with you. We've listened and used your insights to create our new Customer Communications Guide.

The guide has been developed by you, for you, and reflects our commitment to improving services based on what you tell us. It sets out how we'll communicate clearly, respectfully and in a way that puts customers first, helping to ensure your voice continues to shape the services we provide.

Check out our guide [<https://www.stockporthomes.org/about-us/news/customer-news/introducing-our-customer-communications-guide/>]

There's still time to nominate a star in your community!

Do you know someone who goes above and beyond to make a difference where they live?

Don't miss the opportunity to celebrate the people who help make our communities such great places to live. Nominate today and help shine a spotlight on someone who deserves it. Click the button below to read more and nominate.

Read more [<https://www.stockporthomes.org/about-us/news/customer-news/customer-star-awards-2026/>]

Get winter ready and top up your credit

Did you know that topping up your energy account during the warmer months can help spread the cost of your bills across the year? As energy use is usually lower in summer, adding a little extra credit now could help reduce the impact of higher bills when the colder weather arrives. Even small, regular top-ups can make a difference and help you avoid larger payments during winter.

If you're worried about energy costs, you can get in touch with our Energy Advice Team by clicking the button below, by phone on 0161 474 4062 or email at energy.advice@stockporthomes.org.

Find out more [<https://www.stockporthomes.org/advice-support/energy-advice/>]

What Can Carecall Do for Me?

Carecall helps people stay safe, confident and independent in their own homes, while giving family and friends reassurance that support is always available if it's needed. Whether it's a fall, a sudden illness, or simply needing help in an emergency, Carecall is there 24 hours a day. At the press of a button, customers can speak to a trained operator who can arrange the right support and make sure they're not facing a difficult situation alone.

One customer recently pressed their Carecall alarm after falling at home and being unable to get up. Although they were uninjured, their family were away and there was nobody nearby to help. They were immediately connected to the Carecall team, who arranged for a responder to attend. The customer received the assistance they needed quickly and safely in the comfort of their own home. Afterwards, they said the service gave them the confidence to continue living independently and meant they didn't need to call an ambulance and face a long wait for help.

To find out more about Carecall for yourself or a loved one, please contact the team on 0161 218 1655 or email carecall@stockporthomes.org.

Explore Carecall's website [<https://www.carecall24.co.uk/>]

Celebrating the people powering Stockport

We Are One Stockport has launched a new campaign to celebrating the everyday people who make Stockport a better place to live, work and thrive. We Are One Stockport [<https://www.onestockport.co.uk/2026/07/we-are-one-stockport-campaign-celebrates-the-people-powering-stockport/>] will share stories of local residents, volunteers and community champions whose kindness, dedication and support are making a real difference in neighbourhoods across the borough.

Find out more [<https://www.onestockport.co.uk/2026/07/we-are-one-stockport-campaign-celebrates-the-people-powering-stockport/>]

Working together for cleaner, safer communities

Creating clean, safe and sustainable communities is something we all have a part to play in. Fly-tipping is a serious offence and can result in significant penalties, so please make sure you use the correct waste and bulky item disposal services.

Leaving belongings or rubbish in communal areas can create fire hazards and safety concerns for your neighbours. By keeping bin chutes clear and using them properly, we can help keep shared spaces safe and welcoming for everyone.

More details [<https://www.sk-y-light.org/other-services/migrant-communities-and-partnerships/cultures-together-group/>]

Making Connections at Brookhead Lodge

Residents of Brookhead Lodge

[<https://www.stockporthomes.org/find-a-home/housing-for-older-people/>] If you have unwanted furniture, white goods or household items that could still be useful, why not give them a second life through our Furniture Recycling Project?

Furniture Recycling Project [<https://www.sk-y-light.org/furniture/donate-furniture/>]

Good news across the Borough

Making Connections at Cultures Together

At last weeks Cultures Together Group, one of our regular attendees shared her jewellery-making skills and equipment, giving the group a glimpse into how she creates her beautiful handmade pieces. The afternoon was rounded off with a competitive game of bingo, plenty of brews and lots of great conversation.

Interested in joining the next session and finding out more?



Every Wednesday

1.00-3.00pm

Queens Garden, Cheadle (SK8 2BE)

[ver-55s-schemes/extra-care-schemes/brookhead-lodge-cheadle/](#)] recently enjoyed a

bring and share lunch with colleagues, spending time together over good food, conversation and plenty of smiles. These regular get-togethers are a great way to strengthen relationships, encourage social interaction and create a welcoming atmosphere for everyone.

Mutual Exchange

Are you finding it hard to secure a move through Homechoice? If so, Mutual Exchange can be the quickest way to choose your next home.

Between April 2025-26, 185 customers successfully moved homes via Mutual Exchange.

What is a mutual exchange? A Mutual Exchange is where you can swap your Stockport Homes or Housing Association property with another customer.

To register and apply for Mutual Exchange, please visit www.homechoicestockport.org [<http://www.homechoicestockport.org/>]

Current SHG tenants can now register free of charge with the national Homewrapper service: [<https://www.homewrapper.co.uk/>]. This is particularly useful for customers looking to move out of the Stockport borough.

To request further support, please email us at [homechoice@stockporthomes.org], call us on 0161 217 6016, or pop into our Mutual Exchange drop-in service at Cornerstone reception on Tuesdays and Thursdays 9.30am-2.30pm”

Explore our Rightsizing Service

Did you know that the Rightsizing service supports Stockport Homes customers who are living in 3 or 4 bedroomed properties where:

The property no longer meets the customers needs
The customer is looking to move to a one-bed property
The customer wants to move but is concerned about the associated practicalities & costs.

We will fully support customers, so that the move is seamless, with the empty property then offered to homeless households in priority housing need, meeting a growing demand for larger family sized accommodation.

Report a Repair

Need something repairing? You can report any issues or repairs in your home, including damp and mould, on our website. One of our teams will be in touch with you to arrange an appointment.

You can also contact us by calling: 0161 217 6016.

Report a repair [<https://www.stockporthomes.org/my-home/repairs/report-a-repair/repairs-report-form/>] TSM's

Did you know that we publish our Tenant Satisfaction Measures monthly on our website? This allows you to see how we are performing and we use this feedback to inform how we operate our services and policy reviews.

Thank you to everyone who has provided feedback to help guide our services, we will be collecting further feedback throughout the year .