

Foreword

Dear Resident

Welcome to the new edition of our Residents' Handbook.

This handbook is designed to provide you with a comprehensive guide to everything you need to know about living in one of our properties and using the many services we provide.

Our Residents' Reading Panel has reviewed the contents of the handbook to make sure that all the information is useful, easy to understand and relevant to you.

However, if there is anything you would like to see included then please let us know.

From time to time we may need to update some of the information. When we do, we will send you new inserts so that you can place these in your binder.



John Petitt,
Chief Executive
Housing Solutions



Rachel Bonner
Chair
MDHA Residents' Association