

Annual Report for Customers



Year Ending 31st March 2015

Providing local affordable homes and doing it well

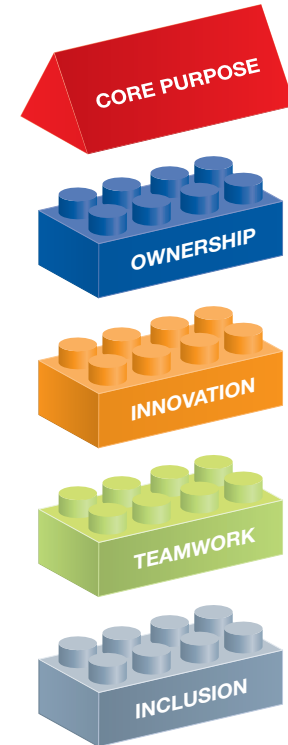
Meeting local affordable housing need by creating quality homes and delivering valued services.

Ownership – each of us takes responsibility to ensure a positive outcome for our customers.

Innovation – use creative thinking, passion, energy and enthusiasm to achieve practical results.

Teamwork – work co-operatively in teams and across teams to achieve more together than we could alone.

Inclusion – ensure that everyone we deal with is able to participate in our services and organisation.



Introduction



Over the past year we have made real progress towards achieving our 2020 Vision of creating Happy Customers and More Homes.

We set ourselves a target of achieving **91%** overall customer satisfaction by 2017. In January, the latest results of our customer Have Your Say Survey showed we had reached this target – two years ahead of schedule! The

2014/15 result is our highest ever overall satisfaction score and puts us in the top **25%** of housing providers with a stock of **2500 – 7500** units in the South East. We now plan to maintain this top quartile position.

We launched a new Customer Service Strategy, designed to achieve a cultural shift in our approach to serving customers. As part of this we introduced a company-wide Brilliant Customer Service training programme, focused on improving services which are a priority to our customers and listened and learned from feedback.

We introduced our first customer App, My Housing Solutions, which allows our customers to access our online services 24 hours a day, seven days a week, enabling them to report routine repairs straight from their mobiles.

We invested **£6.47** million in improving and maintaining our existing homes including the regeneration of Evenlode, refurbishment of sheltered schemes, the replacement of kitchens and bathrooms in individual properties and a **£500,000** courtyard refurbishment programme at Northumbria Road. This transformed rundown outside spaces into pleasant areas for customers to use.

As a result of our fresh new approach to customer service, we have seen an increase in satisfaction in all key service areas and are now in the top **25%** of similar landlords in four of those service areas.

The other key part of our 2020 Vision is to deliver **2020** new homes by the year 2020.

We delivered **229** new homes last year, an increase of **133** on the previous year. This includes our first development of apartments for private rent and our first homes in Slough for shared ownership.

We have invested in our Financial Inclusion Team to help customers who are struggling with Welfare Reform. Nearly **900** customers came to us for help over the last year and we were able to generate over **£144,000** of additional income for them, an increase of **44%** on the previous year.

You will find the highlights of our work over the last year throughout this calendar. We were helped by a team of customers who gave their feedback and ideas to help us produce something our customers will enjoy. I'd like to take this opportunity to thank all of our customers for their input over the past year and for taking the time to take part in our Have Your Say Survey. I would also like to thank all our staff for their hard work and commitment over the last year.

We hope you enjoy your new calendar, and would love to know what you think. There is a feedback form on the inside back cover, if you have any ideas on how we can improve the calendar for next year, or any suggestions on what you'd like to see, please fill this in and return it to us. All forms that are returned to us will be put into a Prize Draw to win **£50** in shopping vouchers – just in time for Christmas!

A handwritten signature in blue ink that reads "J.O. Petitt". The signature is fluid and cursive.

John Petitt, Group Chief Executive

Happy Customers

Last year we set ourselves a target of achieving **91%** customer satisfaction by the year **2017**. We made great progress against our Happy Customers Objective last year, when we achieved record breaking levels of customer satisfaction in our latest Have Your Say Survey. The results show that our customers are happy with all key service areas when compared with the previous year. The results came less than a year after launching our strategy and they showed that we hit our **91%** target **2** years early!

This was our highest ever overall satisfaction score and puts us in the top performing housing associations in the South East. One of our key priorities for next year is to continue improving our internal and external customer service and maintain our top quartile position.

Last year's Have Your Say Survey also showed that:

89% of our customers are happy with the quality of their home – up by **8** points on last year. This puts us in the top **50%** of Housing Associations in the South East.

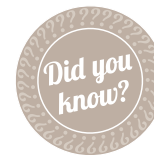
90% of our customers say their rent offers value for money – **7** points higher than the average score for our benchmark group. This puts us in the top **25%** of Housing Associations in the South East.

89% of our customers are happy with their neighbourhood – up by **12** points on last year. This score puts us in the top **50%** of performing Housing Associations in the South East.

86% of our customers are happy with the repairs service – up **6** points on last year. This puts us in the top **50%** of Housing Associations in the South East.

83% of our customers are happy we listen and act on their views – this score puts us in the top **25%** of Housing Associations in the South East.

We compare our performance to 33 Housing Associations in the South of England who have a similar stock size to us.



91% of our customers are Happy Customers



Housing Solutions replaced my kitchen and I absolutely love it, visitors cannot believe we have such a lovely kitchen from our landlord. The team did everything to the highest standard, and made it so easy for us. I am a very Happy Customer!

Caley Brown, Maidenhead

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november

Community Social Responsibility

Our Community Social Responsibility Programme allows us to invest up to one per cent of our surplus in helping to create sustainable communities. A large part of this is helping local people to gain skills and qualifications that will lead to employment opportunities.

Our award winning Strive Business Start-up course is now offered in partnership with the Royal Borough of Windsor and Maidenhead, Wokingham Borough Council as well as several other housing associations.

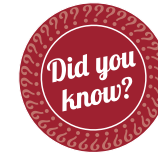
Last year we delivered this training to **113** people, who now have the skills to start their own business. A number now provide employment for others. **86%** of those who took part in the course

say their confidence has risen, and **79%** say the course has changed their lives for the better!

Our Students @ Home Programme helped **25** customers gain computer skills and helped them to access the internet. We also installed Wi-Fi into all of our sheltered housing schemes to provide customers with affordable internet access.

Last year we completed our first year of a two year partnership with the DASH Charity – Domestic Abuse Stops Here. DASH provides support and refuge to individuals and families who are affected by domestic abuse. Last year staff raised **£847** for the charity through dress down days, a charity bike ride and an ice cream buy one,

donate one event. They also donated Christmas presents and Easter eggs to the charity for the children in the refuges. The funds raised by staff were matched by the company and a total of **£1,694** was donated to DASH last year.



Over 200 local people have now graduated from our Strive Business Start-up Course since it began

I was on the latest Strive Course, it's helped me build my confidence. I learnt so many new skills and the course gave me the confidence I needed to set up my own business. It's a really great course and it's amazing that they have helped over 200 local people so far!

Shelley Calvert, Maidenhead



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28	29	30	31	december		

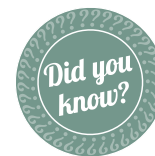
Financial Inclusion

We have been investing time and resources in helping hundreds of our customers with their financial difficulties to ensure they sustain their tenancies and remain in their homes.

During the last year our Financial Inclusion Team have seen a huge increase in the number of customers who come to us for financial help. This could be anything from applying for benefits to improving budgeting skills. We invested **£85,000** in our Financial Inclusion service, an increase of **4%** on the previous year. Nearly **900** customers came to us for financial help over the year, this is up **36%** on the previous year and the amount of additional income we were able to generate for them was **£144,000** an increase of **44%** on the year before.

We have strengthened our links with local credit unions, poverty groups and food banks to ensure our customers are getting exactly what they need.

Over the past year we have run a number of classes and events to help our customers make the most of the money they have, including how to cook on a tight budget, the CAP - Christians Against Poverty budgeting course and our Money Matters Fair which we ran in conjunction with several other housing associations.



If you need help with your finances after Christmas, please contact our Financial Inclusion team on

financialinclusionteam@housingsolutions.co.uk or call 0800 876 6060.



I had the chance to speak with the Financial Inclusion Team and was amazed by the time and resources they use helping hundreds of customers with their financial difficulties. With the on-going welfare reform, I would encourage anyone needing help in understanding how the change will affect them and how to prepare for it, discuss it with the team so that they are able to get exactly what they need.

Nelly Wamui-Golova, Cox Green



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january

Repairs and Maintenance

We invested **£6.47m** in maintaining and improving our existing homes last year. We saw a massive increase in satisfaction with our responsive repairs service, up from **79%** to **86%**.

Last year our maintenance team kept **99%** of repair appointments, carrying out more than **16,500** routine repairs and **5,100** emergency repairs. Over **93%** of all repairs were completed on the first visit to the property!

To increase the number of repairs fixed on the first visit over the next year, we will be investing in a new dynamic resource scheduling system.

During the year we improved **1,200** homes including:

- Installing cavity wall insulation in **204** homes;
- Improving fencing at **279** homes;
- Installing new external doors and windows in **74** homes;
- Fitting **48** new kitchens and **70** new bathrooms;
- Replacing **127** boilers;
- Installing **32** new heating systems;
- Carrying out **400** electrical upgrades.

A large part of our programme concentrated on continuing to improve the energy efficiency of our homes to meet our customers' need to reduce their energy bills. We installed cavity wall insulation in more than **200** properties and completed our first renewable heat incentive to improve the energy efficiency of our largest off-grid neighbourhood.



Our maintenance team dealt with over 21,500 routine and emergency repairs last year



I think the Repairs and Maintenance team is fantastic! Where I live it's always clean and the gardens are well looked after. They are always quick, friendly and do a great job, which is great considering they carried out 16,500 routine repairs last year. An all-round great service!

Cindy Smith, Holyport

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february

Meeting Housing Need

Last year we launched our new six year strategic plan - to achieve Happy Customers and build More Homes. We set ourselves an ambitious target to build **2020** new homes by the year **2020**.

We invested **£31m** in new developments and completed **229** new homes. This included **40** for Market Rent, **23** for Shared Ownership and **104** for General Needs Rent.

We have a strong pipeline of new homes in Maidenhead, Slough and Wokingham. This includes **118** homes for Shared Ownership to help people get onto the housing ladder. As a key priority for next year, we are exploring a number of options to reduce the waiting times for customers on our transfer list who are waiting for a family home. This includes piloting changes to new homes

nominations with the Royal Borough of Windsor and Maidenhead to release new properties to customers on our transfer list.

Waiting Times

We had an average re-let time of **10** days beating our target of **13** by **3** days!

Lettings

General needs and affordable rent lets:	224
Sheltered Housing lets:	39
Supported Housing lets:	23
Lets to BME groups:	37

Downsizing

To meet housing need we are keen to ensure that the homes we have are being put to best use, this is why we incentivise downsizing. Last year **45** customers downsized to smaller homes more suited to their needs, freeing up **30** bedrooms for families living in overcrowded homes.

Average general needs weekly rents (excluding service charges)

Bedsits	£80.78	4 bed	£158.40
1 bed	£104.94	5 bed	£171.21
2 bed	£122.63	6 bed	£172.30
3 bed	£139.60		

Housing Solutions are working very hard to build 2020 new homes by the year 2020 and 229 is a huge number to have completed last year. However they still have a long way to go to reach that target! The team do a great job at turning around empty properties in such a quick time - 10 days is amazing, great work everyone!

Miss Greig, Maidenhead



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21	22	23	24	25 <i>Good Friday</i>	26	27
28 <i>Easter Monday</i>	29	30	31	march		

Anti-social Behaviour

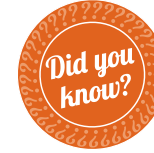
Over the last year our Anti-social Behaviour team have changed the way they deal with complaints of ASB. They now offer to visit all customers who make a complaint and the person they are complaining about, making the service more personal.

Since April 2014 the Anti-social Behaviour team have handled **356** cases, and resolved **77%** of all cases. This exceeds our annual target of resolving **70%** of cases by a massive **7%!**

Over **72%** of our customers were satisfied with the handling of their case, this beats our annual target of **68%**. The three most common complaints of ASB are noise, **121** cases of noise complaints were dealt with last year. Multiple, this is when there could be a number of

different problems - for example alcohol, drugs and noise. Last year we dealt with **67** multiple cases. Finally we had **50** cases of harassment.

The ASB team aim to keep people in their homes and work with both the victim and the perpetrator to stop ASB. However sometimes this does not solve the problem and we have to carry out an eviction. Last year we carried out **6** evictions, **1** for general ASB, **1** for racial harassment, **3** for drugs and **1** for other criminal activities.



You can now report ASB straight from your phone, using our new My Housing Solutions App

The ASB team and TNOs have done a great job at cutting back Anti-social Behaviour this year. However there is always room for improvement. ASB is never going to be completely stopped but the team have done a good job at keeping it under control. I've seen a big improvement in my area over the past 12 months.

Terry Grace, Maidenhead Town Centre



This is Nicola Dymock and Trevor Monk, your Anti-social Behaviour team. They are here to work with customers who have problems with ASB. If you have a problem with ASB you can call us on **0800 876 6060**. Or report your problem on our new app – My Housing Solutions. If you need our help please get in touch!



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april

Neighbourhoods

Last year **89%** of our customers said they were happy with their Neighbourhood. To keep this satisfaction level high, we launched a number of initiatives to improve our neighbourhoods and make them a place to enjoy living. This includes a **£500,000** courtyard refurbishment programme at Northumbria and Cumbria Road. This is the final phase of a six year project, which has turned neglected communal areas into pleasant outside spaces for customers to use.

Following a scrutiny report on our Tenancy and Neighbourhood Officers by the Customer Scrutiny Panel, we made a number of changes to the services they provide. These include introducing a new uniform for TNOs so customer can easily identify them when they are out and about in neighbourhoods. In the winter they will wear coats

with our logo and in the summer they will have t-shirts. We produced a new TNO leaflet explaining their role and contact details so you can get in touch easily. Finally we put up noticeboards in communal areas which are kept up-to-date to show when essential maintenance will be carried out and who to contact.

Each year our TNOs have a budget to spend on improving their neighbourhoods; this could be through a community event, competition or improvements to communal areas. Last year our TNOs organised **4** community events, held the Blooming Marvellous Gardening Competition and introduced a Good Neighbour Competition.

Over the coming year our TNOs will be introducing neighbourhood Facebook pages, to promote events, allow customers to send their questions or problems over social media and build a strong sense of community between customers.

To find out more visit our Facebook Page www.facebook.co.uk/Housing.Solutions.UK or email getinvolved@housingsolutions.co.uk.



Your TNOs will be introducing neighbourhood facebook pages over the coming year



This year the area in which I live had a new grounds maintenance team who have had to play catch up. However, I have noticed a vast improvement in the service they have provided, this needs to continue across all areas of Housing Solutions. The most important element of living in my neighbourhood is being a part of it which is why I started the “Alley Group” - have pride in where you live is my motto!

Jane Webb, Maidenhead

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may

More Homes

The second part of our new five year Strategic Plan – our 2020 Vision - is to deliver **2020** new homes by the year 2020.

Last year we completed:

Glassford House, Wokingham – our first development of new build apartments for private rent. The revenue produced from these properties is used to fund work on our affordable homes programme.

Chadwick Road in Slough was our first development of new shared ownership homes built in the town. We have a further two developments in Slough that will provide a total of **167** new homes.

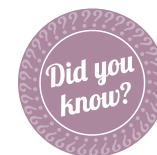
We completed **18** new homes in Maidenhead. Five houses for rent were completed at Bhamra Gardens, close to Maidenhead town centre. We took handover of the first **11** of **36** new homes at Kensal Green Drive for rent and shared ownership.

We started to take handover of properties from three of our sites in Wokingham which will provide a total of **231** new homes.

We completed **10** houses and apartments for rent and three apartments for shared ownership in Clayton Road, Lane End.

Do-It-Yourself Shared Ownership

We continue to operate a Do-It-Yourself Shared Ownership scheme in partnership with the Royal Borough of Windsor and Maidenhead. Last year we bought three properties under this scheme, allowing people to get onto the housing ladder.



We delivered 229 new homes last year

What I've seen of the new homes Housing Solutions have been building in the local area is marvellous - they look great! 229 is a good effort but it's a long way off of the 2020 target so more will need to be built over the coming years. However sometimes quality is better than quantity!

Vilma Orso, Maidenhead



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•
june

Feedback and Complaints

Customer feedback is extremely important to us as it shows us what we are doing right and where we need to improve our services to achieve Happy Customers. Over the last year we have made some changes to the way we process and deal with complaints including making it easier for our customers to give us their feedback.

Over the past year we received **218** complaints, this is up by **5** on the previous year.

Of those complaints:

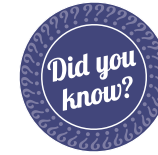
12 progressed to Stage **2** of our complaints procedure

4 progressed to Stage **3** of our complaints procedure.

We have been working hard to ensure that the complaints work flow is accurate and we have a detailed reporting system. We know how frustrating it is when you have to repeat your problem, so we want to make it as simple and stress-free as possible.

Last year we organised our first cinema event for our customers, to gather their feedback on our new Customer App, before settling down to watch Shaun the Sheep the movie. This is the first event of this kind we have put on but it certainly won't be the last! Keep a look out on our Facebook page for future events.

Our new My Housing Solutions App allows our customers to send their feedback and complaints **24** hours a day, **7** days a week. As well as reporting ASB and contacting our Financial Inclusion team. You can also email us at **customer.feedback@housingsolutions.co.uk** or fill out our online form at **www.housingsolutions.co.uk**.



*You can give us feedback 24 hours a day
7 days a week using our new App*



I'm really happy with the way my complaint was handled earlier this year. The Complaints team were always there to talk to, and always kept me up-to-date even if nothing had progressed, especially Spencer who was very professional and caring. Everything they could do for us, they did, and it was dealt with quickly and efficiently!

Sally Sawyer, Woodley



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july

Customer Service

We made great progress on our Happy Customers Objective last year, hitting **91%** customer satisfaction in our Have Your Say Survey, two years earlier than planned! Earlier in the year we launched a new Customer Service Strategy designed to have a cultural shift in the way we serve customers. As part of this we:

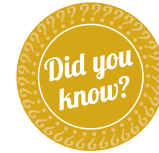
- Launched a company-wide Brilliant Customer Service training programme;
- Focused on improving services which are a priority to our customers;
- Ran an internal campaign on getting the basics of customer service right, first time;

- Developed a collaborative working pilot to trial new ways of delivering services to our customers.

We launched our first App to enable customers to access their accounts and book repairs on their smart phones and tablets. This allows customers to have **24** hour access to their rent account and book a routine repair appointment any time of the day or night.

We totally refurbished our reception last year so that we can offer improved service and comfort to customers when they visit our offices.

Last year our Customer Contact Centre dealt with more than **77,000** calls and we managed to deal with **77%** of these at first point of contact. That means you get the answer you need first time and don't have to wait for us to call you back! The Contact Centre Team also received over **12,000** emails.



Our Customer Contact Centre took over 77,000 calls last year



Customer service from Housing Solutions is always to a very high standard. Any concerns I have are always dealt with quickly and discreetly and I am always called back within the correct time frame. Staff are always easy to talk to, they treat you with consideration and have a great sense of humour which makes talking to them easy and more personal. The new App is extremely useful and brings the association into the 21st century!

Claire Meadows, Hurley

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29 <i>Bank Holiday</i>	30	31		august		

Customer Involvement

Customers are involved in every aspect of our work and their involvement is producing improvements across the business.

We implemented changes from two Customer Scrutiny Panel scrutinies covering the work of our responsive repairs contractor and the work of our Tenancy and Neighbourhood Officers (TNOs). The scrutiny on the services provided by our TNOs has led to changes in the way they work, including improving their time management, neighbourhood inspections and increase their visibility.

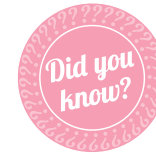
Our customer Neighbourhood Inspectors have introduced a new approach to scoring estates in-line with customer expectations and have increased the number of inspections during the year.

Recommendations from the Your Home Action Group brought about improvements in the standard of empty properties and customer communication.

We have carried out more customer satisfaction surveys than ever before, in order to get a greater insight into our customers' needs.

As a result, the number of customers satisfied that we listen and act on their views increased to **83%**.

If you'd like to be more involved and have an influence on the way we work, either by joining an action group or becoming a neighbourhood representative please contact our Community Engagement Team on **01628 543123** or email **community.engagement@housingsolutions.co.uk**.



Our Customer Scrutiny Panel have now carried out 3 scrutinies on different service areas

The Customer Scrutiny Panel has now undertaken three scrutinies on key service areas. The work we have done has played a key part in the increase in overall customer satisfaction as the Scrutiny Panel is an important link between customers and Housing Solutions, through us customers' views are listened to and acted upon. We aim to continue our hard work over the coming year to ensure that customers are getting the best possible service from Housing Solutions.

Rachel Bonner, Maidenhead



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September

Value for Money

Achieving Value for Money is not just about cutting costs, but getting more from everything we do. This means maximising every pound that we spend to help us achieve our two main objectives – Happy Customers and More Homes.

Overall, in the last year, our operating costs increased by **3.7%**. The overall satisfaction with us as a landlord increased to **91%** that's a massive **8%** increase from the year 2013/14, and **90%** of our customers were happy that their rent offered value for money.

We compared key cost and performance information in eight service areas for last year. The cost in **7** of the **8** service areas have all broadly stayed the same with one increasing. However, performance and

satisfaction with the services provided increased in six of the eight service areas.

We invested **£6.47m** last year on improving and maintaining existing homes including:

- Regeneration of Evenlode
- Refurbishment of sheltered schemes
- The replacement of kitchens, bathrooms and other components in individual properties.

This helped to contribute to an overall increase in satisfaction with the quality of homes to **89%** and an increase in satisfaction with neighbourhoods to **89%**. We invested **£31m** in new homes in the year and completed **229**. This puts us in the top **25%** of similar landlords for the number of new homes we have delivered for our size.

One of our key priorities for next year is to improve the way we work and deliver better value for money to our customers.



We produce a full value for money self assessment that can be found on our website

Value for Money is about getting the most out of every penny, and investing in the right people and the right services. The savings Housing Solutions have made over the year have been re-invested into new things that benefit the customer, for example the financial inclusion team who help customers affected by welfare reform and investing in refurbishing sheltered accommodation.

Jane Webb, Maidenhead

Anti Social Behaviour			Responsive Repairs and Voids Maintenance			Estate Services		
What we spent per property:			What we spent per property:			What we spent per property:		
Cost	Progress	Comparison	Cost	Progress	Comparison	Cost	Progress	Comparison
£64			£786			£182		
Outcomes:			Outcomes:			Outcomes:		
Satisfaction with handling of case	Progress	Comparison	Satisfaction with repair	Progress	Comparison	Satisfaction with neighbourhood	Progress	Comparison
72%			86%			89%		

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24	25	26	27	28	29	30

october

Income and Expenditure Accounts for year ending 31 March 2015

	Group 2015 £000	Group 2014 £000	Association 2015 £000	Association 2014 £000
Turnover	36,736	34,395	36,526	34,187
Cost of sales	(1,837)	(1,405)	(1,809)	(1,377)
Operating costs	(19,250)	(18,568)	(19,168)	(18,544)
Operating surplus	15,649	14,422	15,549	14,266
Profit on sale of fixed assets	3,429	1,170	3,429	1,170
Interest receivable and other income	927	183	977	284
Interest payable and similar charges	(11,760)	(9,023)	(11,762)	(9,020)
Surplus on ordinary activities before taxation	8,245	6,752	8,193	6,700
Tax on surplus on ordinary activities	-	-	-	-
Surplus for the financial year	8,245	6,752	8,193	6,700

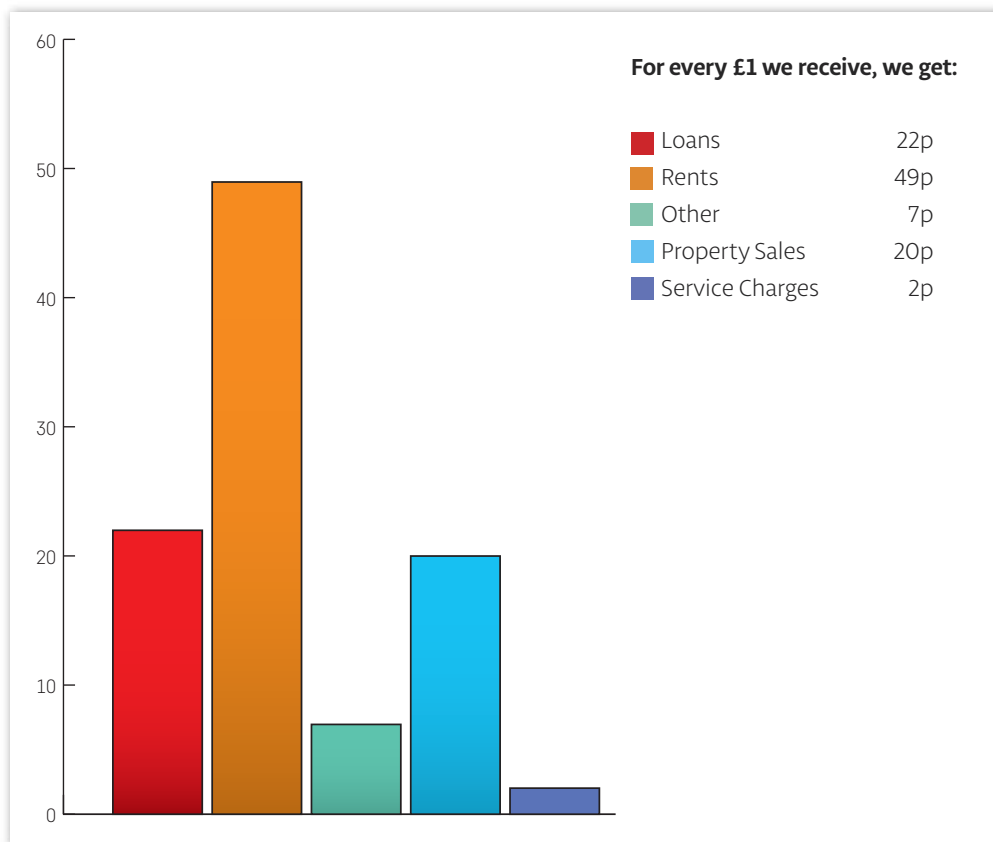
All of the group's turnover and surplus disclosed above are derived from continuing activities.

Consolidated Balance Sheet for the year ended 31 March 2015

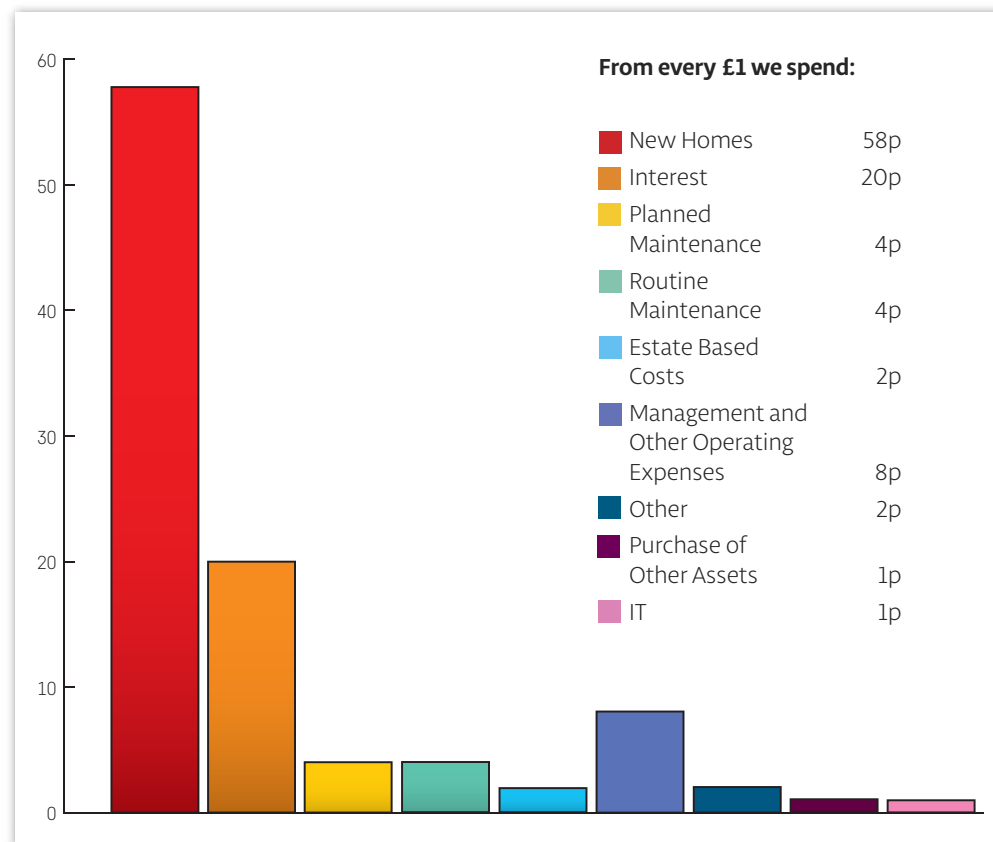
	2015 £000	2014 £000
Tangible Fixed Assets		
Housing properties	461,985	424,563
Other tangible fixed assets	9,806	9,712
	<hr/> 471,791	<hr/> 434,275
Current Assets		
Properties for sale	2,686	2,361
Debtors	3,078	2,476
Cash at bank and in hand	46,827	46,110
	<hr/> 52,591	<hr/> 50,947
Creditors: amounts falling due within one year	(9,363)	(5,277)
Net current assets	43,228	45,670
Total assets less current liabilities	<hr/> 515,019	<hr/> 479,945
Creditors: amounts falling due after more than one year	271,448	258,602
Pension Liability	13,507	9,516
Capital and reserves		
Called-up non-equity share capital	-	-
Revaluation reserve	192,270	179,514
Revenue reserve	37,794	32,313
	<hr/> 230,064	<hr/> 211,827
	<hr/> 515,019	<hr/> 479,945

Our Money

Where our money comes from



Where our money goes



Performance Information

Some of the key performance information can be seen below

Area	Indicators	Target 2014/15	Performance 2014/15
Rent Income	Rent arrears Overall rent arrears of current tenants as a percentage of rent debit	1.99%	2.39%
Lettings	Average general needs re-let time	13.5 days	10.03 days
Asset Management	Emergency repairs responded to in four hours	98%	99%
	Satisfaction with responsive repairs	82%	85%
	Appointments made and kept	99%	99%
	Gas servicing access	100%	99.84%



Breakdown of properties

General Needs	3,443
Supported housing and housing for older people	597
Low cost home ownership	225
Key worker housing	30
Residential care homes	733
Market rent properties	120
Total	5,148

Properties maintained for third parties

2,400

Lettings

General needs	172
Affordable Rents	52
Total	224

Sheltered Housing	39
Supported Housing	23
Letts to BME group	37

Average general needs weekly rents

Bedsits	£80.78
1 bed	£104.94
2 bed	£122.63
3 bed	£139.60
4 bed	£158.40
5 bed	£171.21
6 bed	£172.30

If you would like the information in this calendar provided in another format, please call our offices on 0800 876 6060.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

☎ 0800 876 6060

Hindi

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

☎ 0800 876 6060

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાથો.

☎ 0800 876 6060

Punjabi

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

☎ 0800 876 6060



Contacting Us

If you need to contact us you can do this in a number of ways:

In person at our offices at:

Crown Square, Waldeck Road, Maidenhead, Berkshire SL6 8BY

Our office opening hours are:

Monday	8.45 am until 5.15 pm
Tuesday	8.45 am until 5.15 pm
Wednesday	8.45 am until 5.15 pm
Thursday	8.45 am until 5.15 pm
Friday	8.45 am until 4.45 pm

Our offices are closed at weekends and on bank holidays.

When you visit us at our offices we will aim to:

- Offer you the choice to discuss your enquiry in private;
- Offer you the choice to speak with a male or female member of staff;
- See you within 20 minutes, if you do not have an appointment;
- Offer you a translator, if appropriate.

Access to our offices

Our offices are accessible to people in wheelchairs and we have hearing loops fitted. Disabled parking is available immediately outside of our offices.

By telephone to our Customer Contact Centre

Our 24 hour numbers for calls during the day and emergencies outside normal office hours are:

Freephone number
0800 876 6060

or for mobile phone users
01628 543101

Customer Contact Centre opening hours

Monday	8 am until 7 pm
Tuesday	8 am until 7 pm
Wednesday	10 am until 7 pm
Thursday	8 am until 7 pm
Friday	8 am until 7 pm

You can also contact us:

By minicom: **01628 638136** By fax: **01628 543199**

By email: **contact@housingsolutions.co.uk**

Via our website at: **www.housingsolutions.co.uk**

By Post: Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire, SL6 8BY

Via our Facebook page at: **facebook.com/Housing.Solutions.UK**



We are now on Facebook. All our job vacancies, details of events and news can be delivered to your phone at:

facebook.com/Housing.Solutions.UK

About Us

Housing Solutions, is a leading provider of affordable homes in the South East. We own, manage and maintain more than 7,500 homes. We offer affordable homes to rent, shared ownership schemes, market rent properties, key worker housing and specialist accommodation for older people and people who need support and care to live within the community.

All our homes are backed up by a range of housing services, including our own professional team of trades staff who provide a comprehensive repairs and maintenance service.

Our work as a social housing provider is supported by profits from our growing commercial activities. We have recently launched a new six year strategic plan which focuses on two clear objectives – achieving happy customers and building more homes.

Our first objective is to take steps to ensure that our customers are happy with their homes and the services we provide. Over the next six years we will focus on delivering the services that are the top priorities for our customers. Our Twenty Twenty Vision is to deliver 2020 new homes by the year 2020.

We see ourselves as more than just a landlord. Through our Community Social Responsibility Programme, we play a part in helping to create sustainable communities for our customers and helping to improve their job opportunities.



Feedback form

Please let us have your views.

We hope you liked your Annual Report and would welcome your comments. If you would like to give us your feedback please complete this form.

All forms returned to us by 7th December 2015 will be entered in a prize draw to win one of two £50 shopping vouchers just in time for Christmas. If you want to enter the prize draw please make sure you fill in your name and address.

Name.....

Address.....

Telephone number.....

Email address.....

To help us improve the Annual Report next year please let us know what you think about the following areas of the report by ticking the appropriate box below.

	very good	good	poor
Size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Readability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How useful was the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photographs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like next year's Annual Report produced as a calendar? Yes No

If you would like to be involved in putting together next year's Annual Report to customers please tick here.

Any other comments.....

Please put this completed form in an envelope and send to:

PR/Marketing, Housing Solutions, Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire SL6 8BY



Crown House, Crown Square,
Waldeck Road, Maidenhead,
Berkshire, SL6 8BY.

freephone: 0800 876 6060

tel: 01628 543101

minicom: 01628 638136

fax: 01628 543199

email: contact@housingsolutions.co.uk

www.housingsolutions.co.uk



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