



Housing
Solutions



New Deal for home owners

January 2021

Our New Deal promises...

1. Make it easy for home owners to deal with us
2. Deliver value for money
3. Improve the cleaning in the communal areas
4. Improve the security of your home
5. Stick to our promises

1. Make it easy for home owners to deal with us.

You told us...



It is hard to speak to someone
in the Home Ownership Team
directly and it takes a long time
to get a response.



We will provide clearer details for our Home Ownership Team – starting now:



Helen Kennington

Lettings & Home Ownership Manager
helen.kennington@housingsolutions.co.uk
M: 07824 144773



Simon Riley

Home Ownership Officer
simon.riley@housingsolutions.co.uk
M: 07824 144744

Arlene Beaumont-Rhodes

Home Ownership Officer
arlene.beaumont-rhodes@housingsolutions.co.uk
M: 07769 741203



- You can contact the Home Ownership team during our advertised office hours.
- We will acknowledge all queries within 2 working days and provide you with a full response within 10 working days. If we need more time to resolve your enquiry we will let you know and keep you regularly updated.
- We will ensure our staff will be polite, helpful and professional.
- We are creating a dedicated Home Ownership section on our website; it will contain information specifically for leaseholders and shared owners.

We are inviting Home Owners to join a new specialist Engagement Panel. If you would be interested in joining please contact;



Lorna Collisson

Community Engagement Officer
lorna.collisson@housingsolutions.co.uk
M: 07584 235560

2. Deliver value for money.

You told us...



**You want value for
money services that are
of consistent quality,
and clear and accurate
bills that state what you
have paid for.**

We will:

- We are reviewing all service costs to make sure we provide value for money.
- Where possible, we will challenge the costs of third-party managing agents to ensure charges are reasonable and fair.
- We are redesigning our service charge invoices so they are easier to understand with clearer information. You will get the new look invoices in Spring 2021.
- We will include better supporting notes with service charge demands to explain the charges.





3. Improve the cleaning in the communal areas.

You told us...



The standard of
cleaning has slipped
in recent years.

We promise:

- We are reviewing our estate cleaning and caretaking standards.
- We will consult with you on these standards.
- We will publish the standards you can expect.
- We will publish a schedule of estate cleaning visits on our website and noticeboards.



4. Improve the security of your home

You told us...



Home security is at risk if front doors are left open or broken for too long.

We promise:

- We will review our response to reports of communal repairs and how we can make our service better.



5. Stick to our promises

You told us...



When there are
problems, we want
you to sort them out
quickly and do what
you say you're going
to do.

We plan to:

- Publish service standards setting out what you can expect from us.
- Occasionally things go wrong. When this happens, we will do everything we can to put things right, we will keep you informed, and we will apologise.



Visit the Home Ownership page on our website.



Simply scan the
QR code below.





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