



Housing
Solutions



New Deal for Sheltered and extra care

Spring 2021

Our New Deal promises...

1. Supporting you when you need it
2. Make it easier to deal with us
3. Improving the cleaning in your scheme
4. Prompt response to repair requests
5. Stick to our promises

We are making it easier to deal with us by displaying officers contact details and schedules in all our schemes.

Your Sheltered Team contacts are:



Lee Campbell

Community
Services Manager
(Sheltered & Extra Care)

M: 07843 036079

E: lee.campbell@
housingsolutions.co.uk



Natasha King

Sheltered
Housing Officer

M: 07720 496287

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Emily Bidwell

Sheltered
Housing Officer

M: 07584 235589

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Janine Wakefield

Sheltered
Housing Officer

M: 07824 144768

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1. Supporting you when you need it.

You told us...



**I want to know who I should
contact and when.**



2. Make it easier to deal with us.

- You can contact the Sheltered Team during 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 inviting Sheltered and Extra Care residents 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

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 sheltered and extra care cleaning standards.
- We will publish the standards you can expect.
- We will display who your cleaners are in each lobby area, along with their work schedules.
- We will supply check sheets in the reception areas of your scheme.





4. Prompt response to repair requests

You told us...



**I want to be kept
informed and receive
updates on my repair
requests.**

We promise:

- We will review our response to your requests for 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:

- 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 Sheltered Housing page on our website.



Simply scan the QR code opposite or use the link below to view the website page:

[www.housingsolutions.co.uk/
supporting-you/sheltered-housing/](http://www.housingsolutions.co.uk/supporting-you/sheltered-housing/)





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