Housing Solutions

Streets Ahead

Autumn 2026



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A message from Orla Gallagher, Chief Executive

As we head into the colder months, I want to start by thanking all the residents who take the time to share feedback with us, whether through our resident panels, surveys, local events or day to day conversations. Your feedback helps us understand what's working, where we need to improve and what matters most to the people who live in our homes.

At Housing Solutions, we are proud to be a local housing association, working alongside the communities we serve. We are proud of what we've achieved together, but we are always looking at how we can improve.

One thing residents tell us consistently is that they want clear communication, honest updates and services that are easy to access. We are continuing to make improvements in all of these areas. We have recently recruited more colleagues, which means our housing officers will each have fewer homes to manage. We hope this will give them more time to get to know residents and communities, be more visible in our neighbourhoods and provide the support residents need.

Your safety will always be our top priority. As we move into autumn and winter, please keep an eye out for signs of damp, mould or condensation in your home. We know these issues can have a real impact on people's health and wellbeing, and we want to work with you to resolve problems as early as possible. If you're concerned about damp or mould, please get in touch.

Many of you will also have welcomed surveyors into your homes this year to carry out property surveys.

Thank you for your time and support. These surveys are helping us better understand the condition of our homes and make informed decisions about future investment. We hope to share the outcomes with residents in the new year and explain what this means for your home.

Throughout this newsletter you'll find information about keeping your home safe, help with reporting anti-social behaviour, opportunities to get involved and stories that celebrate the fantastic people and communities that make Housing Solutions special.

Ultimately, our aim is simple: we want residents to feel safe in their homes, happy with the services they receive and proud of the communities they live in.

Thank you for your continued support.

Warmest wishes,

Orla



Investing in your home

Over the last two years, we have been carrying out surveys of your homes to help us plan future investment and improvements. The information collected will help us make better decisions about where investment is needed and give you clearer information about when things such as kitchens, bathrooms, windows and roofs may need replacing.



We are now reviewing all the information collected to make sure the information we give you is accurate. In early 2027, we will write to you personally with information about what it means for your home.





More local support from our Housing Team

Our Housing Team is growing! We are reducing the number of homes each officer supports, so our Housing Officers will have more time to be out in your neighbourhood, providing a more visible and responsive local service.

We will write to you in the New Year to let you know about any changes in your area and who your Housing Officer will be.





Putting residents first

Everything we do at Housing Solutions is guided by three simple commitments:

Safe

Providing safe, well-maintained homes and services that residents can rely on.

Satisfied

Listening to residents, acting on feedback and continually improving the services we provide.

Sustainable

Making good investment decisions to maintain our homes, support our communities and protect services for the future.

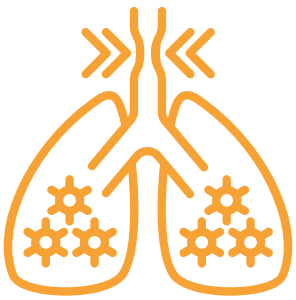


These commitments reflect what residents, colleagues and partners tell us matters most. They will help guide the decisions we make and the improvements we deliver over the coming years.

To read our full Corporate Strategy, visit our website and search **"Corporate Strategy 2026–2031"** or view it online **here.**

Healthy Homes: Tackling damp and mould together

Most homes can experience some condensation, especially during the colder months. If moisture builds up and isn't able to dry out, it can lead to damp and mould, which can affect both your home and your wellbeing.


Damp and mould can affect your lungs, skin and eyes and impact on your mental health.




Cooking, showering and drying clothes can lead to condensation in your home.

If you notice signs of damp, mould growth, condensation, or excessive moisture in your home, please let us know as soon as possible so we can investigate and provide the right support.

For practical advice and prevention tips, take a look at our **Damp and Mould Booklet**, available on our website.

Need to report damp or mould? Contact our Customer Contact Centre 01628 543 101 or visit our website www.housingsolutions.co.uk

Happy 100th Birthday Margaret



Surrounded by friends, neighbours and family, Margaret enjoyed a wonderful afternoon of laughter, memories and birthday cake as everyone marked this remarkable milestone together.

The celebration was a lovely example of the strong community spirit at The Birches.

We wish Margaret a very happy 100th birthday and continued good health for the year ahead.





Protect your home from fire

As we move into autumn and winter, a few simple checks can help keep you, your family and your neighbours safe.

Check your smoke alarms

Smoke alarms provide an early warning if a fire starts and can give you valuable extra time to escape.

- Test your smoke alarm regularly.
- If it isn't working, is damaged or keeps beeping, please report it to us.
- If you live in a house, make sure you have a smoke alarm on each floor.

Keep escape routes clear

If you live in a block of flats, please help keep communal areas safe by:

- Keeping corridors, stairways and landings free from personal belongings.
- Never wedging fire doors open.
- Reporting damaged fire doors or doors that don't close properly.

Celebrate safely

Many autumn celebrations involve candles, fireworks and decorations.

- Consider using LED candles instead of naked flames.
- Keep decorations away from heat sources.
- Attend organised firework displays where possible.
- Never leave candles or sparklers unattended.



Pride in our communities

Across our neighbourhoods, residents and colleagues have been working together to keep our estates clean, welcoming and places people can be proud to call home.

At our annual Summer Shine event at Quadrant Court, colleagues from across Housing Solutions joined residents to help refresh communal areas, while at Brunel Court we hosted a community clean-up event and provided support for residents to dispose of unwanted household items.



Thank you to everyone who joined us and helped make a difference.



Important electrical safety notice

A local resident recently experienced a fire, cause by an faulty electrical fan. These fans have been recalled by the manufaturer.



If you own the B&Q Kingfisher Table Fan, please stop using it immediately and return it to B&Q

The recall relates to:

- B&Q Kingfisher Table Fan[MS2.1]
- Product ID: 506302205689 FT 23A/02376
- Batch numbers: 25W50, 26W05 and 26W11
- Sold between March and July 2026

Need to report anti-social behaviour out of hours?

Our **Respect Line** is available when Housing Solutions' offices are closed, giving residents access to trained advisers who can provide advice and support if anti-social behaviour is occurring.

Call: 01628 543101

Available when Housing Solutions offices are closed

Making your voice heard

By Brian Rayner, Scrutiny & Improvement Team Chair

The SIT Panel continues to make sure residents' views are heard by Housing Solutions. We contribute to discussions and provide feedback and challenge on policies, services and plans, based on what matters to residents.

At our July meeting, we heard about Housing Solutions' G1, V1 and C1 regulatory ratings. SIT was thanked for the valuable contribution it made to achieving these ratings, and we heard about the positive feedback the Regulator had given about our work.



Housing Solutions Scrutiny Improvement Team

What matters to residents

In September, we looked at the standards residents should expect when dealing with Housing Solutions. Our message was simple: keep appointments and commitments, communicate clearly, be honest about timescales, give clear answers wherever possible and keep residents updated.

We also stressed the importance of respect and inclusion, and of making information and policies clear and easy to understand. We contributed to Housing Solutions' work on equality, diversity and inclusion too, discussing how services could be easier for everyone to access, how communication could be improved, what residents should expect when reporting anti-social behaviour, and how Housing Solutions can be more visible in our communities.

These are the sorts of discussions where resident involvement can make a real difference, by bringing residents' experiences and expectations directly into how services develop.

Resident panels

Emerging Voices, our new panel for residents aged 18 to 30, is also firmly up and running. Members attended Maidenhead Festival in the summer to spread the word about resident involvement. Our Home Ownership Panel also met for the first time last month. They will represent leaseholders' interests and provide feedback on services.





Our Home Ownership Panel met for the first time last month. We're looking forward to working with them.

Get involved

We are currently looking for Residents to join our Value for Money Panel who will help support Housing Solutions to deliver high-quality services and effective use of resources for resources. Whatever your age, if you'd like to share your experiences and help improve services, we'd love you to get involved.

Find out more and register your interest at: **Panels – Housing Solutions**



Accessing information about your home and our services

We believe residents should be able to easily access information about their home, their tenancy and the services we provide.
On our website you can find:

- How Housing Solutions is run
- How money is spent
- How we maintain and improve homes
- How our services are performing
- Our policies and standards
- Information about resident involvement

This is part of our commitment to being open and transparent about how we make decisions and deliver services.
We'll continue to make it easier for residents to access information and understand how Housing Solutions operates.



Beware of cold callers promising you compensation

The number of solicitors and claims management companies approaching residents about housing disrepair claims is increasing. They may knock, call or message offering “quick compensation”.

Solicitors are not allowed to cold call

The Solicitors Regulation Authority (SRA) prohibits solicitors from contacting people in person, by phone, text or online to drum up business.

Contact us first

Report repairs or concerns about your home to Housing Solutions on 01628 543101. We will investigate and discuss the next steps with you. For free, impartial advice, contact Citizens Advice or the Housing Ombudsman.

Remember: if someone offers legal help out of the blue, stay cautious and contact Housing Solutions first.

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Keeping your balcony safe this autumn



As autumn brings cooler, wetter weather, please take a moment to check your balcony or outdoor space. Balconies may feel like an extension of your home, but anything stored there can affect the safety of your neighbours too.

To help keep everyone safe, please do not store flammable or combustible items on your balcony or in any ground-level enclosure. Fallen leaves and other debris should also be cleared regularly, as they can build up, block drainage and create a fire risk.

Please make sure the following are kept out of balcony areas at all times:

- BBQs, fire pits or patio heaters
- Privacy screens or fabric coverings
- Mobility scooters, e-bikes or e-scooters
- Gas bottles or oil-based paint or any other flammable materials
- Electrical appliances, such as washing machines or tumble dryers

Need help getting rid of an item?

If you have items that need removing, we can help.
For a small fee, our team can safely dispose of them for you — just give us a call on 01628 543101.

Before you go...



Have you signed up for **Housing Perks?** This is a great way of saving money when you shop from a wide rage of retailers like Currys, Argos, TK Maxx and loads more! Just download the **Housing Perks** app from your app store and register using your tenancy reference number, which you can find on your web portal account or tenancy documents.

JEWSON

Have you heard about your **Jewson discount?** Housing Solutions residents can get 15% off at Jewson's Maidenhead branch, Reform Road, SL6 8BY.

Bring proof of address, a rent or service charge letter, and quote **RESD035** to claim your discount.



We collect and recycle most large items you might no longer need.

Mattresses £15

Other large items*..... £5
(e.g. washing machine)

*We do not collect fridges or freezers-please contact your local council.

To arrange collection please call 01628 543101



We love to hear when we get things right. Please let us know when you have had a positive experience of our services or a particularly good member of staff. You can get in touch via our Contact Centre by emailing **contact@housingsolutions.co.uk** or calling **01628 543101.**

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