



Streets Ahead

Spring 2025



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A message from Orla Gallagher, Chief Executive

As we step into a new season, I want to personally thank you for being part of the Housing Solutions community.

This year marks 30 years of providing homes and support across our communities - a milestone we're proud of, and one that reminds us how important it is to keep improving the services we deliver every day.

Over the past few weeks, I've had the pleasure of visiting some of our estates in Wokingham and Maidenhead, and I also recently attended a meeting with residents from our SIT (Scrutiny and Improvement Team) Panel. These conversations are incredibly valuable — they give us direct insight into your experiences, highlight what's working well, and help us understand where we need to do better. Your voices are helping shape the future of our services.

We know that safe, well-maintained homes are at the heart of what matters to you. That's why we're investing in improving the quality of our homes and making our repairs and maintenance services quicker, more reliable, and easier to access. We're also working to improve how we communicate with you — so you always feel informed and supported.

Your satisfaction is our priority. Thank you to everyone who completed our recent satisfaction survey — your feedback is helping us make real, meaningful changes. We know there's more to do, and we're committed to listening and acting.

Looking ahead, we are planning further improvements to our repairs system, increasing the number of maintenance staff, and introducing new ways for you to track and manage repair requests online. These changes are all about making your experience better.

We're also proud to be working with partners like DASH, helping us support residents facing difficult circumstances and ensuring our communities remain safe and inclusive for everyone.

As we celebrate our 30th anniversary, we will be hosting events and activities across our communities - from family fun days to opportunities to meet the team and share your views. I hope you'll join us.

If you would like to get more involved, we would love to hear from you - whether it's through a resident panel, a community event, or simply by sharing your feedback. Your voice matters.

Everyone working at Housing Solutions are committed to doing better every day — for you, your home, and your community.

With very best wishes,



Easter egg-stravaganza at Woodlands Park

On 9 April 2025 we welcomed over 180 local residents to our annual Easter egg hunt at Woodlands Park, Maidenhead. It was nothing short of eggcellent! With over 180 people turning up, the event was buzzing with energy, laughter, and a whole lot of chocolatey fun. We raised £150 for local charity Alexander Devine Hospice and we're delighted to donate some fab gifts to lucky competition winners including top of the range laptops. Here are some pics from the day:



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EASTER EGG HUNT

**FREE
ENTRY***

*Maximum 100 people per slot
*Maximum 100 Easter eggs
given per slot

9
April

2 sessions
10am-11:30am
11:30am-1:00pm

*Limited spaces available!
For more information about *

disappointment
gement@housingsolutions.co.uk

Now planning for 2026!

Pride in Your Community Awards

At Housing Solutions, we love shining a light on the amazing things you do to make your communities cleaner, greener and kinder places to live.

The Pride in Your Community Awards is all about recognising those special people (or groups!) who go the extra mile – from keeping gardens gorgeous to bringing people together.

Could that be you or someone you know?

Get involved by scanning the QR code below or by going to our website and search 'Pride in Your Community Awards'.

1 May 2025 - 2 June 2025

Pride in Your Community Awards

2025



Find out more and enter the competition by scanning the QR code below.



Categories

Best Kept Garden

Community Development Project


Age-friendly project

Youth participation award

Show off your talent and win...

Are you a Housing Solutions tenant or do you know a tenant that has shown exceptional pride in their local neighbourhood?

 1st place - £100 vouchers

 2nd place - £50 vouchers

Fire Safety at home- essential reminders

Keeping you safe in your home is our top priority. Fire safety is everyone's responsibility.

If you live in a communal block

If you live in a block with communal spaces (stairs and hallways) you should have received our letter in February with important reminders about fire safety. Please remember:

1. **Know what to do in the event of a fire**

You can check the latest fire risk assessment (FRA) and evacuation information for your building by scanning the QR code on the block notice board. Please read this information.



2. **Fire doors**

Fire doors must stay closed and unobstructed at all times. If you spot any issues with fire doors, report them immediately.



3. **Communal areas**

We'll remove any personal items left or stored in shared spaces after 7 day. Hazardous items will be removed immediately.



4. **Balconies and porches**

Never store BBQs, gas bottles, e-scooters/e-bikes or furniture on balconies. These put the building at risk.



5. **If you need extra help**

If you or any other household member needs extra help evacuating the building in an emergency, please let us know. We'll help you put a Personal Emergency Evacuation Plan (PEEP) in place.



If you don't live in a communal block

You should still follow these fire safety tips:

1. **Lithium batteries**

Store lithium batteries (e.g. in e-bikes, phones) safely-keep them away from direct sunlight, heat and water.

2. **BBQs and outdoor fires**

As summer comes, don't use BBQs on balconies or near flammable items. Always use them in safe, open areas.

3. **Give your home a fire safety check-up**

Answer some simple questions to do a quick home fire safety check- room by room. Scan the QR code to the right.

Scan the QR code for the NFCC survey



Coming together for spring and summer

As warmer weather approaches, we all look forward to spending more time outside. It's a great time to reconnect with our neighbours and make the most of our time together.

At the same time it's worth considering our neighbours and community.



Here are some friendly reminders:

- **Friendly chats:** A simple hello or a quick conversation can strengthen the bond between neighbours, turning strangers into friends.
- **Care for shared spaces:** Whether its communal parking or communal greenery, keeping them clean and vibrant is a gift we give to everyone.
- **Keep noise levels in check:** While we all love a good garden party or DIY project, being mindful of noise during early mornings and late evenings can make a big difference.

Feel like getting more involved?



We're creating an **Anti-Social Behaviour Toolkit** with everything you need to resolve any minor neighbour niggles you might experience day to day. It offers friendly tips for chatting to your neighbours and guidance for dealing with more sensitive situations. Most situations can be dealt with a friendly word- a simple smile, wave or "hello" goes a long way in making friendlier communities.

WE NEED YOU

Can you spare an hour in May to tell us what you'd like to see in the **Toolkit**. We'll be running two sessions in May (online and in person), where you can get involved. Register your interest by emailing communitysafety@housingsolutions.co.uk - we'll get in touch with details.

We'd love to hear from you!

Join us to celebrate 30 years of Housing Solutions!

Save the date! On Saturday **12 July 2025**, we'll be celebrating 30 years of providing quality homes and building thriving communities.

We'd love **YOU** to be part of the festivities!

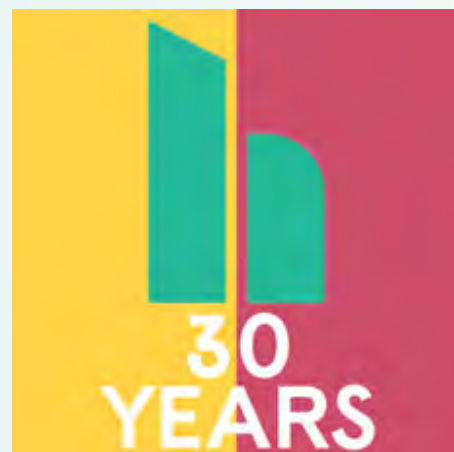
Here's a sneak peek of what's planned:

- Hear from some guest speakers sharing some amazing and inspiring stories.
- Dive into the fun with family-friendly activities including tombola, face painting, crafts, and games for all ages.
- Visit our 'feedback stalls to share your thoughts, feedback and memories of Housing Solutions over the years and learn more about the work we do.
- Enjoy tasty finger foods and a BBQ, with choices to suit various dietary needs.

We'd love to hear from you!

Plus, don't miss out on signing up for resident panels, joining our loyalty card prize draw, and taking home special keepsakes from the day.

More details will be confirmed soon, so stay tuned! We can't wait to celebrate with you!



Help with money

Ask our
experts



Humera Siddique
Welfare and Benefits
Officer

Jack Sheppard
Welfare and Benefits
Officer

Tania Bibi Welfare
and Benefits Team
Leader

Did you know we have a specialist Welfare and Benefits team who offer free advice about benefits and how to manage money. If you need extra support or you're not sure you're claiming everything you're entitled to, contact us for confidential advice.

Every year, around £23 billion worth of income-related goes unclaimed. This includes £7.5 billion of Universal Credit. Over 850,000 pensioners do not claim Pension Credit- which can increase your income by as much as £26,000 per year- and 97% of eligible households miss out on cheaper broadband.

Last year we unlocked over **£209,000** additional income for Housing Solutions residents.

Most people receiving benefits (other than pensioners) are being moved onto Universal Credit (UC), and will need to apply for UC. This includes people currently receiving Housing Benefits.

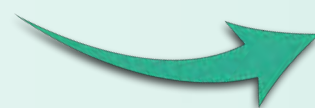
You'll receive an important letter about this from DWP. If you need help with this or any advice, get in touch with our friendly team.

Email: welfare@housingsolutions.co.uk or call our contact centre on 01628 543101

Opening doors to homeownership



*Read about one resident's experience on the next page



In the last 12 months we've helped build 43 new affordable, energy efficient homes across Berkshire and Buckinghamshire. We helped 20 families get a foot on the housing ladder through **shared ownership***. This included 8 brand new homes for 'social rent' - typically a third of the cost of private market rent - providing much needed homes for people on low incomes. We're committed to building for social rent wherever we can, despite growing challenges for housing associations.

We're also committed to providing homes that are adapted for families with specific needs in the community. We continue to work with our local authority partners to meet a range of needs.



DID YOU KNOW?

We've got ambitious plans for 2025/26 to continue to do our bit to ease the housing crisis.

We'll already working on a range of new projects in and around Maidenhead to deliver good quality homes for temporary accomodation, so that more local people and families have a place to call home.

Every home we build is designed to our own standards and specification to ensure homes are warm, safe and energy efficient.

Shared Ownership...a recent success story



Shared ownerships is a government-backed scheme where you buy a share of your home and pay rent on the remaining share; so you only need a deposit and a mortgage for the share you buy. It can be a great way of getting a foot on the housing ladder.

One of our newer shared owners wanted to share their positive experience buying a new shared ownership in Maidenhead through Housing Solutions.

•What do you like about your new Shared Ownership home?

We absolutely love our new home. It has provided us with the space we have dreamed of for such a long time for our growing family and never thought was achievable. Having lived in a flat for 17 years it feels like a dream to now not only all have our own bedrooms but also our very own garden to enjoy. The location is perfect, we are not overlooked at all and are surrounded by countryside which we all are benefiting from, in particular the dog.

•What made you decide to buy a Shared Ownership home with Housing Solutions?

It was our last hope! We have been trying to find a solution to being in our overcrowded housing association rental for so many years. We felt trapped in the system. The private rental sector for a 3 bedroom house was unaffordable in our home town and we didn't have a deposit large enough to obtain an affordable full mortgage. We had been looking for shared ownership properties for a couple of years but no 3 bedroom Maidenhead properties had popped up until this one did. Everything about it was suitable for our needs and being in Maidenhead means we can remain close to our support network which is so important to us whilst we have a young family.

•What support and help did he get with the buying process? How did you find the buying process?

The buying process was stressful which is to be expected. We were very fortunate though to be supported by Housing Solutions' Shared Ownership team who took a lot of stress out of the situation with her efficiency and excellent communication skills. The after care has also been exemplary. Our mortgage broker and solicitor were also very efficient which definitely helped a lot as did not being part of a chain.

Supporting residents through partnership: Housing Solutions and DASH specialist charity



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We're committed to ensuring the safety and well-being of residents. We're pleased to announce our partnership with local charity 'DASH', a collaboration that is making a real difference in the lives of those affected by domestic abuse, whoever they may be.

**Sarah Andrews,
Housing Solutions'
Assistant Director of
Housing and
Resident
Engagement talks
about our
partnership with
DASH**



The impact of the partnership

We're working with specialist local charity 'DASH' whose mission is to break the cycle of domestic abuse so people in local communities can feel stronger and safer from abuse. You can read more about their important work at : www.thedashcharity.org.uk

We've teamed up with DASH to enhance the support we give residents affected by domestic abuse, helping us to provide expert support when dealing with cases of domestic abuse. A DASH specialist joins us at our office every Tuesday to provide support not only to our staff but also to residents where needed.

We've also provided training for our staff so they can better recognise the signs of domestic abuse and provide the right support. Understanding the complexities of domestic abuse is vital in offering the best support for people affected.

Thanks to this partnership, residents now have access to a range of services, including counselling, legal advice, and safe housing options. These services are tailored to meet the needs of those affected, helping them take the first steps towards rebuilding their lives.

If you or someone you know is experiencing domestic abuse, we can help.

Call us in confidence on 01628 543101 or email communitysafety@housingsolutions.co.uk.

Improvements to your home

When do we replace things like kitchens and bathrooms in your home?



We regularly survey homes to check the condition of items like kitchens, bathrooms, windows, boilers and roofs. Repairs or replacements are decided based on safety, condition, and whether the item can be fixed.

Upgrades are scheduled yearly, and we'll write to you at the start of the year if your home is part of the programme. If you received a letter from us recently confirming this, we will contact you before May 2026 to arrange the work. If you didn't receive a letter, your home isn't on the upgrade programme for this year.

If you're worried something in your home is unsafe, report it through the Housing Solutions portal on our website, our app, or by phone/email. Find our contact details by searching 'Contact' at www.housingsolutions.co.uk.

How do you want to hear from us?



At Housing Solutions we'll communicate with you in different ways depending on the reasons why we're getting in touch.

We're also happy to accommodate any preferences or requirements you have for communications. It's important to let us know what's best for you or if this changes.

To update us on your communications preferences go to: www.housingsolutions.co.uk/commspref

Want to know when cleaning and grounds maintenance will take place?

At Housing Solutions, we understand how important it is for you to live in a clean, well-maintained space. That’s why we’ve made it easier for you to access the schedules for cleaning and grounds maintenance. Here’s how you can stay up to date:

•**Where to find it:** The cleaning rota is available on the community notice board in your block – it can be accessed on our website by searching 'Cleaning'.

Cleaning Rota

•**What it includes:** This rota shows the schedule for our regular cleaning services, ensuring that communal areas stay clean and tidy.

Today	<	>	May 2025	!	📅	Schedule
9	MAY, FRI	●	All day	Alpine Court (3 units)		
		●	All day	Barley Mead (2 units)		
		●	All day	Bentley Court		
		●	All day	Camfield Court		
		●	All day	Chadwick Road (2 units)		
		●	All day	Deanfield		
		●	All day	Exchange House		
		●	All day	George Herring		

•**Where to find it:** The grounds maintenance rota is available on the community notice board in your block – it can be accessed on our website by searching 'Cleaning'.

Grounds Maintenance Rota

•**What it includes:** This rota shows the maintenance work for the exterior areas, including gardening, landscaping, and general upkeep of the grounds.

Today	<	>	May 2025	!	📅	Schedule
9	MAY, FRI	●	All day	Chapel Court		
		●	All day	Choseley Road		
		●	All day	Harrow Close		
		●	All day	Hillside House		
		●	All day	Horsley Road		
		●	All day	Kensal Green		
		●	All day	Lindores Road		
		●	All day	Long Half Acre		

Let's SIT down together



We're a panel of nine residents who voluntarily scrutinise and review Housing Solutions' services, policies and performance. We also provide valuable feedback with the aim of continually improving the communities and neighbourhoods we live in.

Your SIT panel needs YOU! We're always keen to welcome new SIT members. If you want to help improve the services that affect residents, why not join us?

We welcome members from all backgrounds and are particularly keen to recruit younger members. To find out more or to share your thoughts about how Housing Solutions could improve its services, call 01628543101 or email residentengagement@housingsolutions.co.uk

Have your say: join the Young Residents Panel

At Housing Solutions, we're committed to improving communication with all our residents, especially our younger community. We believe everyone should have a voice, and we want to make sure our young residents are heard as we work together to create a better future for all.

We've set up the **Young Residents Panel** for Housing Solutions residents aged 18 and over. It's a chance to share your thoughts about our services and your neighbourhood. Whether you've just joined Housing Solutions or been with us for years, your voice matters. The panel is open to everyone and meets every two months, giving you the chance to share ideas, suggest changes, and talk about what's important to you. We'd love you to join!

Interested in joining?

If you'd like to be part of this exciting new initiative, please contact Nivene Powell, our Resident Empowerment Manager, at Nivene.powell@housingsolutions.co.uk.

What's new?

An update about our repairs service



When you report a routine repair to us, we'll work to complete this within a maximum of 21 working days, although we generally complete repairs a lot quicker.

Over the summer (1 April to 30 September), our response time for any hot water or heating issues moves from a winter 4 hour emergency response to 3 working days to reflect the change in seasons and warmer weather.

The quickest way to book a repair is to use your Customer Portal account or the Housing Solutions App available at any time.

You can also reach us by webchat at www.housingsolutions.co.uk or call our Customer Contact Centre at 01628 543101.

Housing Solutions partners with local schools and colleges to shape the next generation of housing professionals

We at Housing Solutions are thrilled to announce our new partnership with local schools and colleges to provide career advice and insights into the social housing sector!

Our team is passionate about sharing our knowledge and experiences to inspire the next generation of housing professionals. Through workshops, career talks, and hands-on activities, students are gaining valuable insights into the diverse opportunities within Housing Solutions and the broader social housing sector.

Stay tuned for more updates and join us in shaping a brighter future for our community!



Some quick reminders



Have you signed up for **Housing Perks**? This is a great way of saving money when you shop from a wide range 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 **RES035** to claim your discount.



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

Mattresses £15


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

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

To arrange collection please call **01628 543101**

Housing Solutions

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Berkshire
SL6 8BY

 contact@housingsolutions.co.uk  **01628 543101**

 www.housingsolutions.co.uk  iOS & Android

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 [housing-solutions-uk](https://www.linkedin.com/company/housing-solutions-uk)  [wearehousingsolutions](https://www.instagram.com/wearehousingsolutions)



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.