



I am the new **Chief Executive**.

I started in January. My name is Diane French and I'm delighted to join Reside – I have previously worked to support people with Learning Disabilities and Mental Health problems.

Welcome to your tenant newsletter from Reside.

Reside are the organisation who provide your housing.

Reside have been through lots of changes recently.

We have some new people in the office.



I am the new **Finance Director**.

I started in October last year. My name is Les Warren. I am an Accountant and have worked in Housing for many years.



I am Steve Harris. I work in **Business Development**, which means that I help people find new places to live. I am not as new as Diane, Les and Gavin.



I am the new **Director of Housing Operations**.

My name is Gavin Rendall. I started at Reside in April. I have worked in supported housing most of my career. I am very pleased to have joined Reside.

TENANT NEWSLETTER May 2018



We are very sad to say goodbye to a number of staff Peter Webster and Dipak Patel from the senior managers and Val Lord who some of you will have met through tenant support.

HOME

At Reside we want to provide homes not just houses. We would love you to send us your thoughts on what home means to you.

You can send us a photo, magazine cutting, your original art work or a story about what home means to you, and we will use them to decorate the office, our website and to train our staff.

You can send them to:

Email:

Mason.House@residehousing.com

Postal address:

Mason House

18 Lower Teddington Road
Kingston-upon-Thames
KT1 4EU

Please mark them:

‘What home means to me’

Let us know your name and tell us if you are happy for any photos or comments to be displayed publicly.

As the summer begins we hope you enjoy your gardens. Please remember to be good neighbours by being aware of the noise you are making – especially late in the evenings.



YOUR PERSONAL INFORMATION

To help us make sure that we are able to offer the best support possible, Reside keeps information about each of our tenants.

We need to update the things we know about you. During the next year, our Tenant Support Team will visit you and ask you to confirm that you are happy for us to hold the information we know about you.

You don't have to do anything and if you would like further information please call us.

RENT

Every year in March we look at the rent for your home. Last year we didn't need to increase it. However, this year we will need to increase it by around 3%. This is because our costs have gone up. Most of you have your rent paid by housing benefit. We have told them about the increase. They will change the housing benefit to cover the increase.



Graham and Ged are two of our Team who complete jobs in your homes. You give us good reports on how friendly they are. We like to hear your views.

Reside Housing Association Limited

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