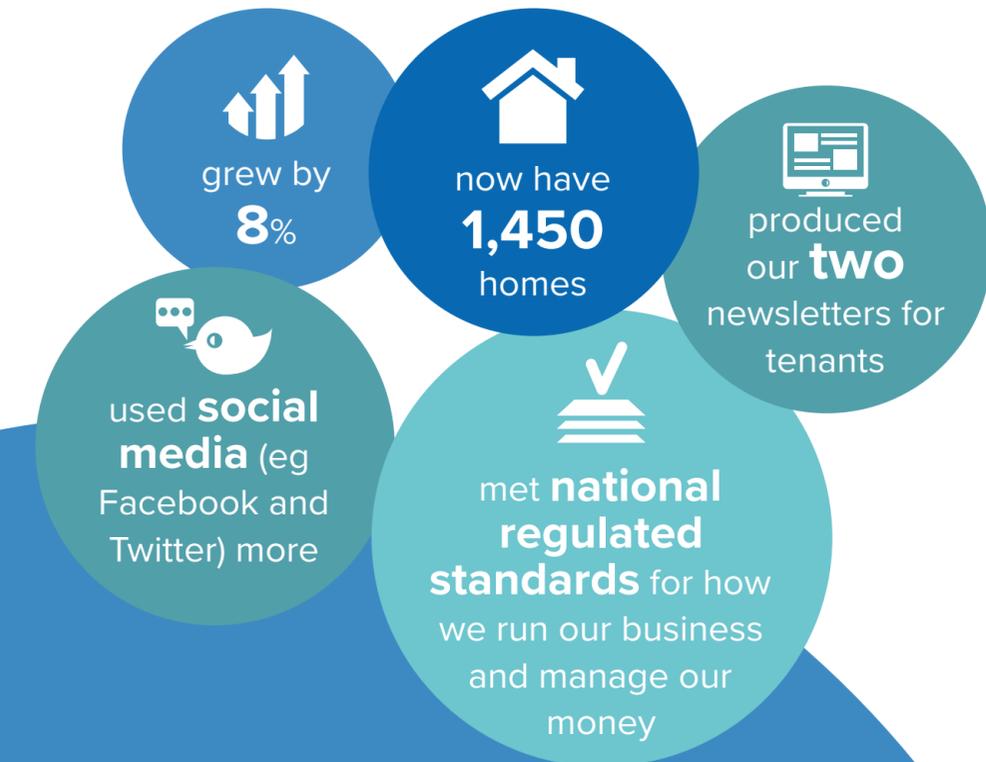


## What we did this year

This year, our teams:



As a business, we:



## Money matters

In 2019-20:



### What we spent on repairs and works to our homes

Routine repairs	£531,891
Central heating and plumbing	£103,461
Garden maintenance	£124,128
Pest control	£4,921
Major repairs and replacements (kitchens, bathrooms etc)	£268,402
Furniture and appliance replacements	£59,195
Fire safety maintenance (fire doors, alarms etc)	£313,795
<b>Total</b>	<b>£1,405,793</b>



#### Reside Housing Association Ltd

Mason House  
18 Lower Teddington Road  
Kingston-upon-Thames, KT1 4EU  
[residehousing.com](http://residehousing.com)

Tel: 0208 255 5220

Fax: 0208 255 7723

Email: [business.development@residehousing.com](mailto:business.development@residehousing.com)

## Our year in review 2019-20



### A word from the Chief Executive

Our review looks at April 2019 to March 2020 – a year which ended with us going into lockdown as a result of the coronavirus outbreak. It would be easy to forget in the months that followed the great things we achieved in 2019, so we wanted to share and celebrate them here.

Reside is a small organisation, dedicated to providing housing for people with support needs. We are delighted that in 2019-20 we provided housing for 111 new people and finished the year with 1450 tenants. On the whole, our tenants are telling us they are satisfied with their homes and our services, though we are also grateful for the people that tell us how we can improve.

We were pleased to end the financial year with a surplus, which will allow us to invest in buying more homes for people with support needs. This will help us move people out of hospital, transition from college, move out of their family home and increase their independence.

Our surplus was a bit less than we had planned for. This is because we made a clear decision to always ensure our homes are safe by doing the works flagged up by risk assessments, and we spent more on that than we had budgeted for.

We are grateful to our small dedicated team of staff for a year of hard work, and to all our partners and stakeholders for working with us as we continue to embed change.

**Diane French**  
Chief Executive Officer



# What our tenants say

In September 2020 we carried out a Tenant Satisfaction Survey to find out what our tenants think of us and our services. The full results are available on our website but here are some highlights.

## Our homes

**80%**  
are happy with their home

**81%**  
had no problems with their neighbours

“ I have a very nice flat and lovely landlord ”

## Customer service

**68%**  
know how to make a complaint at Reside

**60%**  
are happy with our tenant support service

“ The tenant support staff are pleasant and wonderful ”



## Repairs and maintenance

**83%**  
are either happy or neutral about our repairs and maintenance service

**82%**  
are happy with how our repairs staff behave

## Overall services

**71%**  
are happy with the service they get from Reside

“ I’m happy with all Reside services ”



Our tenants said...	We did...
They are less happy with our repairs service	<ul style="list-style-type: none"> <li>● We have introduced a new IT system to help us manage issues more quickly.</li> <li>● Our Maintenance Operative team has improved its ways of working and employed a new team member to provide additional support.</li> <li>● We are recruiting for a new Building Surveyor who will check that jobs have been completed correctly. They will also help survey and plan for major replacement works to our homes, such as in kitchens and bathrooms. This will cut down on the number of minor replacements needed.</li> </ul>
They would like us to improve the way we communicate with them	<ul style="list-style-type: none"> <li>● We are working on improving our communications to tenants, including providing more communications in easy read and Makaton format.</li> <li>● We have a new monitoring system in place to ensure calls are answered more quickly.</li> </ul>
They think complaints could be easier to report	<ul style="list-style-type: none"> <li>● We will be sharing our new complaints policy for tenants in easy read format soon.</li> </ul>