

Our Year 2019-20



Hello from Diane

I like working for Reside, your landlord, because we help people like you to have your own home. This year we have bought some more homes so we can help more people. And some new people have come to work for us too.

We asked lots of questions in a survey we sent out to you, our tenants. You said you were mostly happy with your home and what we do for you but could be better at talking to you.

Not as many of you answered our questions this year so please tell us if you have any ideas about how we can do things better.

I know it has been a hard time recently as we haven't been able to see friends and family as much. So I hope you are all doing ok and keeping safe.

Diane French

Chief Executive Officer



What you told us

Thank you to those of you who filled in the survey we sent you. By answering the questions, you have helped us find ways to make where you live even better.

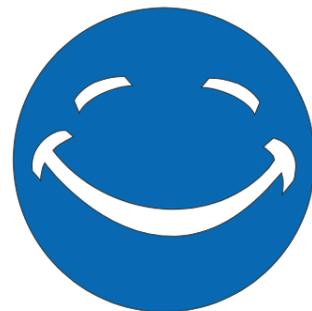


Most of you said you were happy in your home

80% of you were happy in your home

Most of you said you are happy with the services we provide

71% of you were happy with our services



Most of you said you are happy with the repairs in your home – but we need to do better

58% of you were happy with the repairs we do and **17%** were unhappy

Things you said

“ I’m happy with all Reside’s services ”

“ Things could be easier to report ”

“ The tenant support staff are pleasant and wonderful ”

“ I have a very nice flat and a lovely landlord ”



This year more people told us they were neither happy or unhappy in all the questions.

We know we need to do better with the repairs we do. We have a new system and have employed more staff to help us do things more quickly.

We had 25 complaints last year. Your complaints help us to learn, do things better and put things right when they go wrong.

We want you to be happy with how we talk with you. We are working on answering your calls more quickly and sharing things by easy read and Makaton.

What we did this year

This year, we:

