

What we did this year

This year, our teams:



As a business, we:



Money matters

In 2018-2019:



Year Review 2018-2019



A Word from the Chief Executive

Having joined Reside in January 2018, I am pleased to report that the last year has been very busy and successful. The business has grown as we have taken on new homes and welcomed lots of new tenants. Our team has expanded too, as we have recruited new members of staff to cope with the extra work we are doing to look after our tenants.

We carried out a survey this year and were delighted when it revealed that, overall, our tenants are becoming happier with us and our services. As well as getting the thumbs-up from our residents, it was pleasing that the organisation which monitors housing providers like us (the Regulator of Social Housing) agreed that we met their standards and were doing a good job as a business.

Here at Reside we pride ourselves on offering a variety of housing which meets different people's specific needs. Over the last year we have helped people leaving hospital, students leaving college or young people leaving their family home to move to a new place – either with friends in a shared house or into their own flat. It is a huge privilege for our team to be part of these success stories.

Over the last year we have also been very successful at finding new people and organisations to work with, as well as strengthening our links with others. These partnerships help us to continue providing excellent support for each and every tenant.

Our team is now looking at different ways to bring in money to buy new homes, so we can house more residents, and pay for our support services. However, we still work with private landlords too, which helps us quickly find suitable homes for our various tenants.

I really hope you enjoy this review of our year and, if you think you can work with us in any way – or have ideas about how we can provide better homes and services – please do get in touch.

Diane French
Chief Executive Officer



Reside Housing Association Ltd
Mason House
18 Lower Teddington Road
Kingston-upon-Thames, KT1 4EU
residehousing.com

Tel: 0208 255 5220

Fax: 0208 255 7723

Email: business.development@residehousing.com

What our tenants say

In March 2019 we carried out a Tenant Satisfaction Survey, to find out what our tenants think of us and our services. The full results are on our website but here are some highlights.

We were pleased that **449 people** took part (around 40% of our tenants), compared to **377** (around 28%) in our last survey in 2017.

Overall service

80%
are happy with the service they get from Reside

75%
think we treat all our tenants fairly

“Good home and services. I never want to leave!”

Repairs and maintenance

77%
are happy with our repairs and maintenance service

84%
are happy with how our repairs staff behave

“My home is good and Reside services are excellent, especially in repairs.”

Our homes

“I am happy in my home.”

89%
are happy with their home

77%
have had no problems with their neighbours



Getting in touch

“I am very happy with the service by Reside.”

95%
think our staff are helpful

74%
are happy with how we deal with their queries

Complaints

73%
know how to make a complaint to Reside

61%
are happy with how their complaint was dealt with

“I am happy with Reside on how they handle my complaint, very satisfied with my complaint.”

Support team

65%
are happy with our support service

“They’re nice to talk to and they’re good help.”

You said, we did

You said ...	We did ...
Tenants are slightly less happy with our repairs service, according to our survey.	<ul style="list-style-type: none"> We carry out our own repairs when possible, as tenants are happier when we do. When other people do them, we are working to make sure they do them well. We are reviewing how we manage our repairs service – bringing in a dedicated manager, improving how we manage information by using a new IT system and checking we have all the right contact details saved so we can manage issues more quickly. As tenants like our maintenance team, we are working to make sure these staff spend more time with our tenants and less time driving between jobs.
Some tenants don't know much about our support team service.	<ul style="list-style-type: none"> Our support officers are planning to visit our tenants more often, to get to know them better and sort out any problems. We are drawing up a 'Together with Tenants' charter – a list of what our tenants can expect from us as their landlord. We want to talk to as many tenants as possible so they can help us with this project. More information is being put on our website about how tenants can get involved with what we do. Our support officers aim to visit new tenants as soon as possible to start getting to know them and explain important information, like how to contact us or complain. We have updated our tenant handbook, which has lots of useful information in it about us and our services.