

Our Year 2018-2019



Hello from Diane

I started working for Reside, your landlord, in January 2018. It has been a good year.

We have bought some more homes, so we can help more people – and some new people have come to work for us.

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.

Other people, who keep an eye on what we do, say we are doing a good job too.

We love what we do, helping people like you. So please tell us if you have any ideas about how we can do things better.

Diane French

Chief Executive Officer



What you told us

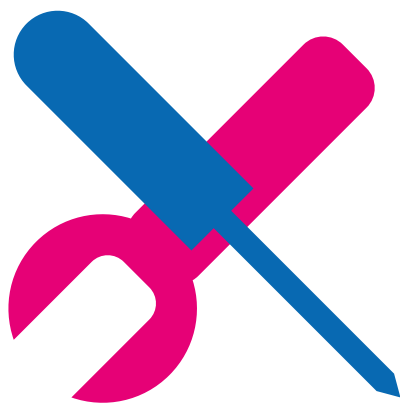
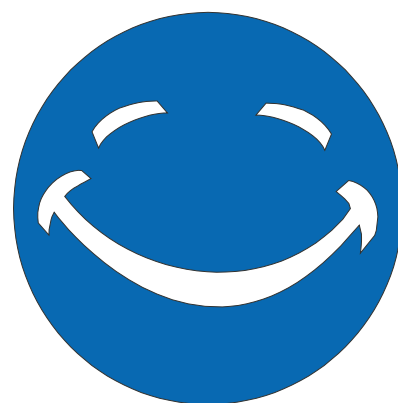
Lots of you filled in a survey we sent you. By answering the questions in it, you have helped us find ways to make your home even better.



Most of you said you were happy in your home
89% of you said you were happy with your home

Most of you said you were happy with us, your landlord

80% of you said you were happy with what we do for you



Most of you are happy with the repairs we do in your home – but we could do things better

77% of you said you were happy with the repairs we do

We want more of you to be happy with our repairs. So we are looking at what you said to work out how we can make that happen.

Most of you want us to tell you things by sending letters or visiting you in your home

We want you to be happy and safe in your home. So we have read what you told us and are working to make things better.

Things you said

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

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

“ I am happy in my home. ”

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

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



What we did this year

This year, we:

