



In Bloom

Residents' Review 2023-2024

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About this report

Welcome to this overview of our performance for 2023-2024.

In common with all registered social housing providers we need to report on how we scored against the Tenant Satisfaction Measures (TSMs), a range of measures set out by the Regulator of Social Housing.

The TSMs are split into 12 measures based on surveying residents' satisfaction and 10 relating to meeting physical requirements, such as carrying out gas safety testing and fire risk assessments.

In addition there are some new areas that we need to report on following the introduction of consumer regulation by the Regulator of Social Housing.

These include:

- Instances of antisocial behaviour (ASB) per 1,000 properties.
- How we make use of the money we receive in rent and through other sources such as government grants.
- Management costs per home.
- Executive pay.
- How we learn from complaints.
- Showing how our performance benchmarks against other similar housing providers.

This report provides an overview of our performance against each criteria of the TSMs and at the end you can find a full scorecard.

We are required to separately report information on satisfaction for residents who rent from us and for our Shared Owners. The TSMs do not cover satisfaction for 100% leaseholders as your housing is not regulated by the Regulator of Social Housing if you fully own your home. Scores for Shared Owners' satisfaction are listed separately in our TSM scorecard.

A message from our Chief Executive

Firstly, I need to start with a personal announcement as after more than 30 years at Newlon and 25 as Chief Executive I have decided to step down in April 2025.

It's hard to imagine how much Newlon has changed during this time. When I started we provided around 1,700 homes and had 40 staff. Today we have approaching 8,500 homes and over 200 staff. With our specialist supported housing partner, Outward, the Newlon Group employs more than 600 people, providing a wide range of affordable homes as well as care and support services for the most vulnerable members of our community.

I am always conscious that Newlon was born out of a period of severe housing crisis in London and nationally and in many ways we face a similar crisis today, with a critical shortage of affordable housing. Recent figures show that over 75,000 children in London live in temporary accommodation, the highest number since records began.

I am therefore very proud of our continuing record of delivering new affordable homes for people in housing need in north and east London.

I know that we don't get things right all the time, but we are always committed to improving services for residents. I am really pleased that following the previous year's green shoots of recovery your satisfaction with our performance in the past year has shown further signs of improvement and in the majority of areas things have improved.

Listening to your views and working together to respond to these is critical to continuing to improve services. To further amplify the resident's voice we have made the Residents' Forum a formal part of our governance structure during the last year.

I wish you all good luck for the future and I am confident that Newlon is in a good position to keep improving services and providing the homes people in north and east London so badly need.

Mike Hinch

Group Chief Executive

Our performance - in a snapshot

- **Overall satisfaction (TSM - TP01)** improved from 59% to 60%.
- Residents saying we treat them fairly and with respect increased from 61% to 71%.
- Residents' satisfaction with the way we maintain communal areas improved from 59% to 66%.
- Residents' feeling we make a positive contribution to their neighbourhood increased from 42% to 67%.



Keeping properties in good repair

TPO2 Satisfaction with repairs



63%

↓ 5% compared to 2022-2023.

TPO3 Satisfaction with time taken to complete most recent repair



60.3%

↓ 1.7% compared to 2022-2023.

TPO4 Satisfaction that the home is well maintained



60.6%

no change

RPO1 Homes that do not meet the Decent Homes Standard



0%
no change

RPO2 Repairs completed within target timescale



80.1%

↑ 1.1% compared to 2022-2023.

New affordable homes at Belmont Street

New affordable homes in Edmonton

It is disappointing that satisfaction with repairs declined slightly during the year.

We are working closely with our contractors and residents to look at how the quality of repairs can be improved and to reduce the number of cancellations and repeat visits.







We have been making better use of data to track jobs that could be at risk of going over time and these have reduced significantly.

We have also made significant changes to aspects of the repairs service such as reducing the time we allow our contractors to carry out roof repairs and carrying out post-inspections where there have been leaks.

The trend for the current year is positive for all these indicators and we believe we are making positive progress.

We are currently going through the process of re-procuring our main repairs provider. A group of residents are directly involved as part of the procurement team, so we can ensure residents' priorities are at the heart of the decision making.

Maintaining building safety

TPO5 Satisfaction that the home is safe	BS01 Gas safety checks	BS02 Fire safety checks
		
68.7% ↑ 2.7%	99.2% completed	99.8% completed
BS03 Asbestos safety checks	BS04 Water safety checks	BS05 Lift safety checks
		
100% completed	96.3% completed	96.7% completed

Keeping residents safe is one of our core values and more than 99% of all required checks were successfully completed in the last year.

There are a small number of buildings where we have residents but are not responsible for carrying out safety checks, where we were not able to confirm they had been carried out at year-end. We have since established that most of these checks were completed by third parties in line with their responsibilities and are taking action in a small number of cases to ensure we receive the appropriate assurance.

Our approach to safety

As well as regular safety checks our approach to building safety has evolved considerably in recent years, partly in response to new regulatory requirements in the wake of Grenfell and also through innovative adoption of new technology.

We now have a full Building Safety team in place who work with residents to review safety at our taller buildings. They also oversee regular fire door testing of communal doors and residents' front doors across our stock and consult and engage with residents on managing building safety.



Our innovative combination of specialist technologies – Consigli AI and Twinnedit, saw us shortlisted for the prestigious Housing Innovation Awards in 2024 in the best fire safety innovation category. We were the only housing provider to be shortlisted.

By utilising these two specialist applications we have been able to combine full and consistent sets of technical documentation with digital building mapping. This provides the fire service with a clear understanding of individual buildings, which would allow them to make informed decisions in the event of an emergency. Having access to this level of information has allowed us to carry out a number of blackout testing scenarios at some of our larger developments.

This is an innovative approach allowing us to test information sets, safety equipment and evacuation strategies and procedures in a full-scale emergency scenario.

Respectful and helpful engagement

TPO6 Satisfaction that the landlord listens to tenant views and acts upon them



52.4%
no change

Satisfaction for residents who rent their home from us has generally improved or remained the same in relation to respectful and helpful engagement. Satisfaction that we listen and act on your views was the same as last year, while residents were more satisfied that we keep them informed about the things that matter to them and that we treat them fairly and with respect, which improved significantly for the second year in a row.

Listening to our residents views, working together to co-design services and engaging directly with residents is a really important part of our approach to providing homes and improving services.

TPO7 Satisfaction that the landlord keeps tenants informed about things that matter to them



69.9%
↑ 2.9% compared to 2022-2023.

Amplifying your voice - making sure we listen to your views and act on them



We provide a wide range of ways for residents to get involved and scrutinise our performance, these include:

Think Tank - focus groups

Think Tank sessions are a key way for service leads to seek residents' views on policies or strategic areas of work.

In the last year residents have been involved in focus groups relating to building safety policies, damp and mould communications, financial inclusion and the repairs contract procurement.

For the current year 106 residents had already taken part in Think Tank sessions by July against a year-end target of 250.

TPO8 Agree that the landlord treats tenants fairly and with respect



70.9%
↑ 6.9% compared to 2022-2023.

Scrutiny

A group of scrutineers completed a review of how Newlon is learning from complaints and provided a detailed report to Newlon's Executive team, the Residents' Forum and our Board.

Most suggestions from the report were agreed and are being actioned.

Residents' Forum

In April 2024 the Residents' Forum met jointly with the Board and is now part of Newlon's governance structure.

In the current year the Forum will be focusing on financial inclusion and tenancy sustainment, learning from complaints and reviewing Newlon's service performance and our approach to managing communal areas. The Forum meets four times a year and has 18 members, who are all residents.

Board representation

There are two resident members on the Newlon Board, ensuring residents have a voice at the highest level of governance and decision making.

Residents' Services Committee (RSC)

The RSC is the main Board committee which looks at how Newlon provides services to residents, sets priorities and reviews performance. There are five resident members of the RSC, helping to provide residents' overview and input into how we set service priorities.

Resident Engagement co-production group

This group of residents take part in six-monthly Resident Engagement co-production group meetings to monitor the Resident Engagement Strategy. They have reviewed the strategy twice since it was launched in 2023, in both cases awarding a maximum five stars for progress. In this way residents are kept up to date about the strategy and any changes can be agreed.

Resident inspections

On average 15 residents carried out local inspections of Newlon's housing every month. These inspections pick up issues in between Newlon inspections and provide feedback on how we manage areas from a resident's perspective.

Recruitment

Residents are regularly involved in the recruitment of front-line staff, which provides a learning opportunity for hiring managers and a skill sharing opportunity for the residents involved. This allows managers to obtain a resident's viewpoint in the staff recruitment process.

Getting involved

These are just some of the ways that residents are involved in overseeing, co-designing and improving the services we provide. Opportunities to get involved are usually incentivised and range from light touch, informal, flexible activities which require limited time commitment to more formal groups.

Your views and input really do matter to us, to find out more about getting involved email getinvolved@newlon.org.uk or call our Service Centre on **020 7613 8080**.

Residents' Forum



Catherine House diversity and culture day



Effective handling of complaints

TPO9 Satisfaction with the landlord's approach to handling complaints



34%
↑ **6% compared**
to 2022-2023.

Although satisfaction with handling of complaints remains low, this score is an improvement on the previous year and compares well with the performance of similar landlords. We also performed well in responding to complaints on time.

Although we receive a relatively high amount of complaints per 1,000 homes this shows that our complaints process is accessible and that we are meeting the Housing Ombudsman's requirements.

- We completed two all staff training courses to promote more empathetic responses from staff when dealing with residents – residents' satisfaction that we treat them with fairness and respect has increased since this training was carried out.
- All staff have received training on the use of our housing management system to ensure a more consistent approach to record keeping.

In line with the Ombudsman's code we have a Board member responsible for complaints, Blossom Shakespeare, who is also a resident.

Sarah Shaw, our Housing Services Director, is our Executive lead responsible for complaints and our compliance with the Regulator of Social Housing's consumer standards.

You can find out more about how to complain, how we manage complaints, the Housing Ombudsman service, our self-assessment against the Ombudsman's code and our approach to learning from complaints on our website at www.newlon.org.uk/residents/making-a-complaint.

CH01 Number of stage one complaints received per 1,000 homes



100.2

We follow the Ombudsman's code, including regularly publicising the complaints process and developing a learning from complaints programme which links to our governance and scrutiny approach and encourages residents' oversight and involvement in improving services.

Learning from complaints has resulted in some specific changes in the last year including:

- Reducing the time allowed for contractors to deal with roof repairs.
- Our ASB policy has been updated to improve responsiveness when ASB is being reported and the perpetrators are unknown.
- We are making better use of repairs data to spot potential issues – the number of works orders being cancelled has reduced and there has been a reduction in jobs going over target.

CH02 Number of stage two complaints received per 1,000 homes



20.8



Responsible neighbourhood management

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained



66.2%
↑ 3.2% compared
to 2022-2023.

TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods



67.1%
↑ 20% compared
to 2022-2023.

TP12 Satisfaction with the landlord's approach to handling antisocial behaviour



56.8%
↑ 9.8% compared
to 2022-2023.

The satisfaction of residents who rent their home from us has improved compared to last year for all of the responsible neighbourhood management measures.

As a charitable, not-for-profit, housing provider we are committed to creating sustainable communities and providing wider support in the areas where our residents live. It is good to find out that increasing numbers of residents are appreciative of this.

We provide a wide range of community programmes and activities for residents and the wider community through our two hubs at Barnsbury and Limehouse. Our care and support provider, Outward, works with the most vulnerable members of our communities and as well as providing specialist services benefits from thousands of hours of volunteering time provided by local people.

We also work closely with neighbourhood partners including the Engine Room at Tottenham Hale, Arsenal in the Community and the Tottenham Foodbank, which is based in Tottenham Town Hall, a heritage building owned and maintained by Newlon, which provides a base for a range of charitable and third sector businesses.



Ashburton Triangle - remedial works



Catherine House diversity and culture day



Pedal Power



Case study

One example of how we work with local community partners is Pedal Power, a unique scheme which provides the opportunity for people of all ages with physical or mental health disabilities to enjoy the opportunity to cycle on the podium of the Emirates Stadium.

Organised by the mother of a Newlon supported housing resident and managed in partnership with Arsenal in the Community, this is a popular, unique and fun-filled regular activity session which supports the fitness and wellbeing of some of the most vulnerable members of our community. As well as Newlon residents many other people take part with the support of a wide range of specialist care and support organisations and family members.

Some of the Newlon residents who enjoy themselves cycling the morning away at Pedal Power benefit from the other local community facilities that Newlon provides in partnership with Arsenal in the Community. This includes taking part in football sessions for adults and young people with learning disabilities in Arsenal's Community Hub, which is based in the lower storeys of one of our Queensland Road buildings.

NM01 Antisocial behaviour (ASB) cases relative to the size of the landlord



97.1
per 1,000 homes

We are aware that our residents report a high level of ASB compared to similar landlords. We are confident that this shows that we are capturing incidents when they are reported. We will be comparing our processes to other similar providers so we can understand these differences.

Residents' satisfaction with the handling of ASB has improved significantly since last year and compares reasonably to other similar providers. Our own surveying of people who have reported ASB shows that the 80% are satisfied with the way their issues have been handled.

We are working on approaches to improve local communications so residents are made aware more quickly of actions we are taking to deal with ASB when it has been reported. Often we are taking steps to deal with an issue but may not have updated residents as quickly as we could have done.

You said



We did

Improving communal areas through resident engagement

In response to residents' concerns about the cleanliness of communal areas, the Think Tank, a group of over 200 engaged residents, was mobilised to address the issue.

Members of the Think Tank participated in evaluating the new communal cleaning and grounds maintenance contracts. They provided valuable feedback during digital and in-person meetings, discussing service standards and monitoring contract performance.

The insights from the Think Tank led to significant improvements in service delivery, resulting in a 20% increase in resident satisfaction with the cleanliness of communal areas. Regular reporting and transparent communication ensured that residents were kept informed of the changes, demonstrating our commitment to accountability and continuous improvement. This collaborative approach empowered residents and reinforced the value of their input in enhancing service quality.

Hardship funding and financial inclusion supporting residents in the most need

If you are experiencing hardship or are concerned about maintaining your tenancy, our Financial Inclusion team may be able to support you.

During the last year the team provided services for **497 families**. These services included advice and support with welfare benefits and financial resilience, as well as employment support and financial help for essential household items.

138 households benefitted from benefits advice with nearly **£180,000** gained in new or backdated benefits.

We provided hardship support for **275 households** and **£84,000** was spent from the Hardship Fund in 2023-2024, to provide groceries, utilities, essential furniture and appliances, Christmas hampers and in supporting local projects such as food banks.

Maintaining secure and sustainable tenancies is an important aspect of our Trust Newlon initiative to support and engage with residents and improve your satisfaction.

Rosefinch House Communal playspace



Mulalley hardship fund donation

How we compare

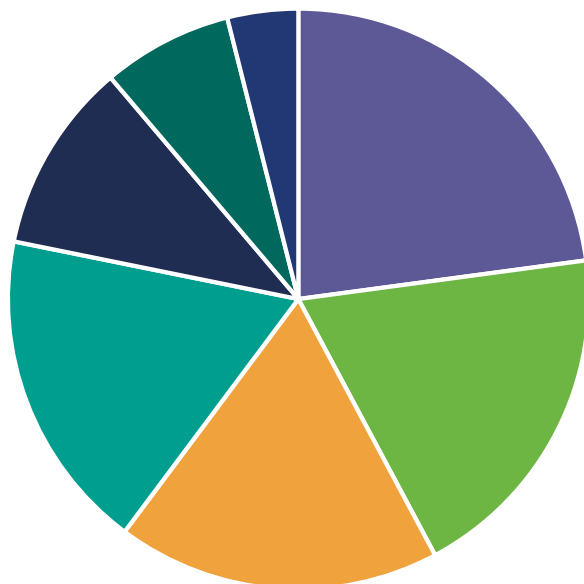
This table shows how our performance compares to other similar social housing providers working in London.

In most instances our scores are comparable to the median or mid-range of scores for similar providers.

We score best for residents feeling we make a positive contribution to their neighbourhood and making sure our homes reach decent homes standards.

Residents report higher levels of ASB but we compare reasonably with other providers in how well we deal with this.

Measure		Quartile 3	Median	Quartile 1	Newlon
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	57.5%	60%	66.3%	60.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	55.6%	63%	68.1%	63%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	54.5%	60%	66.3%	60.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	56%	61%	67.1%	60.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	64.5%	70.4%	73.5%	68.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	46.5%	52%	57.9%	52.4%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	61.4%	66%	71.8%	69.9%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	64.4%	70%	72.7%	70.9%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	24.1%	26.2%	34.4%	34%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	58.7%	65%	71.4%	66.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	52.8%	61%	65.8%	67.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.8%	56%	59.7%	56.8%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.6%	99.9%	100%	99.2%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99%	100%	100%	99.8%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.1%	100%	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	96.5%	99.9%	100%	96.3%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	98.3%	100%	100%	96.7%
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	34.0	15.7	6.9	97.1
NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.9	0.3	0	1.1
RP01	Proportion of homes that do not meet the Decent Homes Standard.	4%	1.9%	0.6%	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	75.7%	81.3%	88.2%	80.1%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	87.4%	91.7%	95.5%	87.3%
CH01 (1)	Number of stage one complaints received per 1,000 homes.	80.4	57.4	47.9	100.2
CH01 (2)	Number of stage two complaints received per 1,000 homes.	13	10.5	5.6	20.8
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	73.9%	84.6%	96%	90.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	69.6%	83.3%	98.4%	92.8%



- Service charges 11%
- Management and office costs 7%
- Debt repayments 4%
- Bank interest 23%
- Development of affordable homes 19%
- Maintenance 18%
- Investment in existing stock (including cladding) 18%

How Newlon Invests Your Rent

Expenditure	£'000
Bank interest	34,006
Development of affordable homes	28,727
Maintenance	26,783
Investment in existing stock (including cladding)	26,726
Service charges	15,796
Management and office costs	10,782
Debt repayments	5,859
Total outflow	148,679

How we use money

This table shows how we make use of the money we receive through rent and service charges and other sources of income such as government grants, towards the cost of building new affordable homes or to help pay for remedial fire safety works.

In total Newlon spent nearly £149 million in 2023-2024. Of this paying interest on loans for developing affordable homes was the largest single amount.

This was exceeded by the combined cost of maintenance and stock improvement for our existing homes which was nearly £54 million.

We continue to invest heavily in maintaining and improving our residents' homes and moving towards provision of net zero housing.

Management and office costs accounted for 7% of overall expenditure.

Executive pay

As part of the consumer standards introduced earlier in 2024 we are required to set out the level of pay for our highest paid director, our Chief Executive, in relation to our size. This shows residents how much our highest paid employee is paid per home managed, so this can be compared to other providers.



For the regulators' calculation we need to exclude the number of homes owned by 100% leaseholders from the total number of homes we own or manage. Taking this into account this figure is £2413 per home for 2023-2024. This is lower than the median amount paid by comparable housing providers.

We also need to show the cost per home of aggregate executive pay, which includes the amounts paid to all directors and Board members, including pension and National Insurance contributions. Additionally this needs to exclude the homes owned by 100% leaseholders. This figure for 2023-2024 was £134.35.

Management costs

We also need to set out our management costs per home.

These are primarily made up of central staff costs as well as costs for maintaining our offices and for legal services and consultancy.

Total management costs were £1,383 per home.

These costs compare well to similar landlords and are one way that we are able to manage our business cost-effectively.

Shared Owners' satisfaction

Overall our Shared Ownership residents are significantly less satisfied than residents who rent.

This is not unique to Newlon and in most instances our TSM scores fall in the mid-range of scores for comparable housing providers working in London.

In some cases including how satisfied residents are with communal areas and the contribution we make to the neighbourhoods where residents live these scores are at the higher end.

We understand that there are a unique and complex set of issues affecting Shared Owners, including the impact of service charge increases, especially following a period of high inflation, issues that we have little direct control over such as buildings insurance costs and large-scale remedial works programmes at some of our larger schemes.

We are working to be as transparent as possible in all these areas so that residents can clearly see that services are competitively procured and what they can expect. We are also directly involving residents in how services are procured with positive results.

We are making good progress with our remedial works programmes at the majority of schemes where they are underway.

We are also focusing on improving local communications so that residents are aware that we are taking steps to deal with issues that have been reported and that action is being taken.

Our surveying so far this year shows an improvement in Shared Owners' satisfaction and we are working hard to maintain this trend.

Cassia Apartments
- new Shared
Ownership
housing



Shared
Ownership
residents



How we performed

Measure		LCRA	LCHO	Combined
Anti-social behaviour (ASB)				
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.			97.1
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.			1.1
Complaints				
CHO1 (1)	Number of stage one complaints received per 1,000 homes.	100.2	83.9	
CHO1 (2)	Number of stage two complaints received per 1,000 homes.	20.8	20.3	
CHO2 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.4	92.2	
CHO2 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92.8	100	
Decent homes and repairs				
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0		
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	80.1		
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	87.3		
Building services				
BS01	Proportion of homes for which all required gas safety checks have been carried out.			99.2
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			99.8
BS03	Proportion of homes for which all required asbestos management surveys or reinspections have been carried out.			100
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			96.3
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.			96.7
Tenant perception				
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60.2	30.4	
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	63		
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	60.3		
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	60.6		
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	68.7	42.4	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52.4	21.1	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.9	42.1	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	70.9	50.4	
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34	15	
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2	48.8	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67.1	34.5	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56.8	25.1	

If you would like to receive this report in large print, audio, Braille or any other format, please contact us or ask a member of staff.

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Newlon Housing Trust is a charitable housing association

Group Chief Executive: Mike Hinch Chair: Aman Dalvi OBE

Newlon Housing Trust is a Community Benefit Society - company no. 18449R, registered with the Regulator of Social Housing no. L0006, HMRC charities reference no. EW91301, VAT registration no. GB778532683.

Access Homes is a Community Benefit Society - company no. 24992R, registered with the Regulator of Social Housing SL3605

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