

Your guide to supported housing



Who we are

Regenda Homes is a housing association with nearly 10,000 properties in the North West. We provide accommodation to many residents with different needs, such as learning difficulties, physical disabilities, dementia, autism, mental health issues, homelessness, women fleeing domestic abuse, young parent support and young care leavers. We work in partnership with a variety of charities, agencies and adult social care teams.

What can the supported housing team do for me?

The team is committed to supporting our customers and helping them to live independently. This is done through the help of agencies and social services. To improve the quality of service that we provide, we –

- Arrange for you to meet your supported housing officer at least once per year.
- Visit your building at least once a year to make sure it meets health and safety standards.
- Send you a copy of the Belong magazine twice per year to keep you up to date with our work across the North West.

When will you see us?

The supported housing officers aim to meet residents at least once per year to assess and enhance the quality of service you receive. A member of staff will let you know when these meetings will take place.

Your supported housing officer is responsible for:

- Checking and maintaining your rent
- Dealing with anti-social behaviour
- Dealing with complaints, comments and compliments
- Arranging estate services
- And more.

What services can you expect from us?

Customer services

Our dedicated Customer Services Team delivers a first-class service to manage any housing issues you may have. If you would like to speak to our Customer Services Team about your property or tenancy, you can call them 0344 7360066 or email info@regenda.org.uk.

Maintaining your property

Our repairs contractor, M&Y Maintenance and Construction undertakes most repairs. Visit www.regenda.org.uk for more information.

As a Regenda Homes resident, you have the comfort of knowing that our responsive repairs service is available 24 hours a day for emergencies.

We also have a planned improvements programmes to keep your property at a good standard. This include replacing kitchens and bathrooms.

Feedback

We welcome your views and opinions. We use feedback to understand what we are getting right, what we are getting wrong and where we can improve. If you would like to tell us what you think about our services, call us on 0344 736066 or email info@regenda.org.uk.