

30th September 2021

A message from our Chief Executive, Garry King

I felt it was important to write to everyone to provide some information about how we are getting on following what I hope will be the worst of the pandemic. We fully understand the hardship, uncertainty and worry that the coronavirus pandemic has caused, and have been working hard to support you throughout.

Like many other organisations, our services have been disrupted and our employees affected, although they have continued to work throughout the pandemic, despite everything, to continue to support our tenants.

We have helped many tenants navigate the benefits system providing financial security to hundreds of families, worked with some of our most vulnerable tenants to tackle loneliness and isolation during the national lockdowns, and supported community organisations through the grant giving programme from Two Rivers Initiatives, enabling them to continue to provide vital local services to those in need. If you know a local organisation that needs help, please get in touch (you can find details of how to apply for the Two Rivers Initiatives grants at the bottom of this letter).

However, we have not been immune to the impact of the pandemic. The 'pingdemic' and self-isolation continues to impact the availability of our own team and those of the organisations that we work with, and we are seeing some delays to the delivery of materials needed to complete repairs and maintenance work.

This, and the disruption caused to our repairs and maintenance service during the national lockdowns, has left us with a significant backlog of repairs. It has also meant that we had to suspend our planned maintenance programme in 2020/2021, which includes the installation of new kitchens, bathrooms, windows, and doors.

We know that this has caused frustration for some of you and for that I would like to sincerely apologise and assure you that we are doing everything we can to catch up – but it will take time.

We have strengthened our customer service and engagement teams to help us work with you more effectively, implemented safe systems of work, which have enabled our frontline teams to operate safely, and are implementing new ways of working, which will give our team greater flexibility to work in a way that works best for our tenants, bearing in mind the ongoing impact of self-isolation.

We are also recruiting more Operatives to our repairs and maintenance teams to help tackle the backlog of repairs, as well as working with local firms to provide additional resource to complete some of the outstanding work.

We have re-opened the communal facilities at our HomePlus schemes, and our Neighbourhood Housing Advisors and Scheme Co-ordinators are back out and visiting tenants and our communities.

While the pandemic is far from over, and there will be further challenges to overcome, we remain committed to investing in our homes and services, supporting our tenants, and making further improvements wherever possible. In the meantime, we will continue to monitor the situation and do whatever we can to ensure we can deliver the best levels of service to you and our communities.

Do keep an eye on our website, www.tworivershousing.org.uk for the latest updates on our services and for details of work programmes, you can also access our 'My Account' system or OTIS (Online Tenant Information Service).

I know we all want to keep ourselves and loved ones safe and well and we are doing everything we can to continue to provide our services in the safest way possible. We all appreciate your continued support during this very challenging period.

Yours sincerely



Garry King
Chief Executive Two Rivers Housing

Do you know a local charity of community project that needs additional funding?

Two Rivers Initiatives is part of the Two Rivers Housing Group and was set up to support registered charities and constituted groups. It is making £90,000 in grant funding available during 2021 for investment in social and community facilities.

Registered charities and constituted groups can apply for grants of up to £5,000 by simply completing the grant application form on our website:

<https://www.tworivershousing.org.uk/communityfund/>