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LISTENING TO OUR CUSTOMERS

PRESS RELEASE

Over the Easter break, Housing Officers visited residents who moved in to their new homes earlier in the year on a development at Westfield Crescent in Market Weighton, delivering an Easter gift along the way.

The purpose of the visit was for Housing Officers to speak to residents and find out if they were settling in, provide advice on the services that Chevin offers and take away any feedback or actions that residents would like to see happen.

Housing Officers, Lynne Bason & Louise Goacher said "We had a really good day walking around the development and meeting the residents. It is important that we regularly go out and visit all of our residents to make sure they are happy with the service that we provide and that they have the chance to speak to us face to face.

Councillor Jane Evison, East Riding of Yorkshire Council Portfolio Holder for Housing, said "We are delighted that these new affordable homes have been built in Market Weighton to help meet the need for affordable housing for local people. We hope to continue to work with Chevin to provide more high quality homes elsewhere in the East Riding."

The development at Westfield Crescent in Market Weighton consists of 17 apartments/houses for rent and 6 houses available under the shared ownership scheme. Built by Strata Construction for Chevin Housing Association Ltd in partnership with East Riding of Yorkshire Council and the Housing Corporation, all of the properties for rent and shared ownership are now occupied.

Photographed: Lisa Goodrick with baby daughter Evie happily receiving their Easter gift

Ends

Note to editors

Background to Chevin Housing Group

The Chevin Housing Group was formed in 2001 following the merger of a number of associations who had been in operation from as far back as 1974. The current group consists of Chevin Housing Association Ltd and Harewood Housing Society Ltd. Chevin, the parent company owns, manages and maintains the Group's rented homes and Harewood manages and maintains the Group's leasehold properties and also provides a management service to private sector leaseholders.

The vision for the Chevin Group is, 'building a better future for people and communities'. In order to achieve this we are involved in a diverse range of activities. These include; managing and maintaining rented and leasehold homes, the development of new and refurbished homes (including rented, leasehold and sale options) and regeneration services, working in partnership with local people to enable them to play a part in the future of their neighbourhoods.

The Group operates across Yorkshire and the Humber and North Nottinghamshire, with around 6,000 rented homes in management. We also manage a further 1650 leasehold homes which include 750 private sector flats.

The Group's reinvestment programme is around £6m per annum and the Development Programme is producing around 250 new homes each year. In 2004 the Group formed the Synergy partnership which is a regional based development partnership of associations with Chevin Housing Group as the lead partner for delivery. Synergy Housing Solutions Ltd, a wholly owned subsidiary of Chevin provides a development service to the Synergy partners.

An inspection carried out by the Audit Commission in 2006 determined that Chevin provides a good 2 star service with promising prospects for improvement. The report commented that, 'Chevin is a customer focussed organisation, which develops services based on customer feedback'.

The Group employs around 200 staff headed by the Group Chief Executive, Steve Close.