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## **NEWS RELEASE**

### **1 year old – new website is a great success**

One year on and Chevin Housing are celebrating the success of their brand new website [www.chevinha.co.uk](http://www.chevinha.co.uk) which was launched in January 2008.

So far 54,790 visits have been recorded with many people returning to the site to access the information and services on offer. The figures show just over 95,000 hits on the rented property search facility, over 4,300 customers accessing the registration to log-in for on-line services, 12,254 hits on the jobs and career section, over 10,000 on the homes for sale section and around 60,000 hits on the home page, showing the site is being well used.

The success of the site owes a lot to the initial research with tenants being heavily involved in the design, content and accessibility of the site. The website project team ensure that the site is up to date and has the latest information, news and signposting links delivering a first-class communication tool for visitors and customers to the site.

**Jane Mitchell a resident of Chevin, said** “As a customer of Chevin the website is a fantastic source of information and has been of great benefit to me. I regularly use the site to find out what’s happening and to access services such as paying my rent on-line, viewing my rent statement and reporting repairs. The site is always up to date and is an alternative route to accessing services other than by telephone, e-mail or by post. It has been a great help to me and is so easy to use and navigate. It is really focused around the needs of visitors to the site whether they are an existing customer or someone just wanting to find out more about the company”.

**Steve Close, Group Chief Executive of Chevin Housing said:** “The design of the website, which involved tenants and staff, ensures that clear information on the Group and our services is easy to access and use. The site is a great source of information providing a gateway to a whole range of services and features. We are really pleased that the site is being well used and hope that this will continue as we develop the site further to offer more services and information.

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## **Notes to Editors**

### **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, Harewood Housing Society Ltd and Synergy Housing Solutions Ltd.

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 6,500 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.