

# Welcome to Saxon Weald



Saxon  
Weald



# WELCOME TO SAXON WEALD

## Introducing Saxon Weald



Established in 2000, Saxon Weald manages over 4800 homes across Sussex and Hampshire. As well as providing affordable rented and shared ownership homes for individuals and families, we offer purpose-built accommodation for older people. We are regulated by the Housing Corporation and are a registered charity.

At Saxon Weald, we are committed to:

- Achieving excellence
- Acting with integrity
- Treating people with respect
- Equality and acting fairly
- Valuing customers

### Opening hours

Our office opening hours are 8.30am – 5.30pm Monday to Thursday and 8.30am – 4.00pm on Fridays.

### Rented properties

We own a variety of rented properties, including one and two-bedroom flats as well as one, two, three and four-bedroom houses. Demand for our homes is extremely high and the type of accommodation that we offer and how long someone has to wait depends on personal circumstances.

### Retirement and extra-care properties

We also provide purpose-built accommodation for older people and have around 30 schemes. Our retirement schemes are designed to help older people stay independent for longer. While everyone has their own flat or bungalow, our Scheme Managers and the 24 hour pull-cord facility allow tenants and their families to enjoy peace of mind, knowing that help is on hand should they need it.

For those that need more support, we offer extra-care retirement housing. This is supported by Adults' Services who provide a care team at the schemes.



## **Shared Ownership**

Shared ownership allows people to purchase a share in a property and pay rent on the remaining share. This scheme allows those that cannot afford to buy a home on the private market the chance to get on the property ladder.

## **Staff**

We are a growing, vibrant organisation with a friendly, professional team. We have 115 members of staff, 70 of which are based at our head office in Horsham.

## **Starter tenancies**

All new tenants are issued with a starter tenancy when they move in, for a period of one year. This is a short-term contract which allows the tenancy to be terminated by Saxon Weald if a tenant does not comply with our terms and conditions. Once they have been a tenant for one year, an assured tenancy is issued.

## **Assured tenancies**

All tenants that have lived in one of our properties for a year, without breaching the terms and conditions of their starter tenancy, are issued with an assured tenancy. As an assured tenant, you have long-term security and will not have to leave your home unless you want to, or we have good reason to require you to. We will need to obtain a court order before we can do this. Rent is payable in advance and will usually increase each April to reflect rising costs. Most people will also have to pay a service charge and/or support charge for additional services they receive.

## **Equal opportunities**

We are committed to providing equal opportunities in relation to the services we provide and as an employer. We ensure that no one is treated unfairly and do not discriminate on any grounds that might cause a person to be treated with injustice. In particular, we have a points based allocations policy which prioritises our lettings-based solely on housing need.

We also ensure that the information we provide is accessible to all of our tenants,



offering to produce all our corporate literature in large-print or audio format for those with visual impairments or in a number of different languages, upon request.

## **Modernisation work and repairs**

As a not-for-profit company, we invest all our money in homes. We have an extensive modernisation programme, which concentrates on improving our existing homes. The programme covers a range of work, including re-roofing, re-wiring, structural repairs and refurbishing kitchens and bathrooms. We carry out stock condition surveys of our homes to help us plan our modernisation programme.

In addition to our modernisation work, we have a repairs service which completes around 12000 jobs a year. Repairs are put into different categories according to the nature of the problem. We have target response times for each category, which are as follows:

- Emergency repairs – within 24 hours of being reported
- Urgent repairs – within seven calendar days of being reported
- Routine repairs – within 28 calendar days of being reported

Emergency repairs can be reported out of hours by calling our office telephone number.

## **Building new homes**

We want to build more homes so that we can help the increasing number of people in need of housing. We are a member of the Sovereign Development Consortium, along with housing associations such as Solon South West and Cottsway. This allows us to combine resources and knowledge to bid for Government funding to build new homes. We are particularly keen to ensure that our homes use the best in design and modern construction to build good-quality, safe and secure places to live. We are also committed to sustainable housing and make every attempt to ensure that our homes are built with minimal impact on the environment.



## **Resident involvement**

We pride ourselves on the efforts we put into involving our tenants. We believe there is no one better to tell us how to improve our services than those who receive them. We have tenant representatives on our Board and Tenants' and Leaseholders' Forums, and various interest panels that help us monitor and review our services, policies and practices, as well as keeping us aware of opinions and expectations. We have also set up schemes such as estate inspections and mystery shopping, both of which have given residents the opportunity to have an impact on the management of their homes and the communities in which they live.

## **Developing communities**

Although we focus on the quality of our homes and services to tenants, we are also conscious of our impact in the community. We work in partnership with agencies and voluntary organisations to help improve the quality of life of all the people who live in our neighbourhoods.

## **Further information**

If you have any questions or want further information, please call 01403 226000 or email [info@saxonweald.com](mailto:info@saxonweald.com).





In business for neighbourhoods



Available on audio tape, in braille or translated into other languages on request.

- Bengali** স্যাক্সন উইল্ডে স্বাগতম। এই তথ্য অডিও টেপ বা সি.ডি-তে, ব্রেইলে পাওয়া যায় বা অনুরোধ করলে অন্য ভাষায় অনুবাদ করা হয়।
- Gujarati** સેક્સન વીલ્ડ(Saxon Weald)માં આપનું સ્વાગત છે. આ માહિતી ઓડિયો ટેપ અથવા CD પર, બ્રેઈલમાં અથવા વિનંતી કરવાથી અન્ય ભાષાઓમાં ઉપલબ્ધ છે.
- Polish** Witamy w Saxon Weald. Niniejsza informacja dostępna jest na taśmach magnetofonowych, kasetach CD i w języku Braille'a, na żądanie może zostać przetłumaczona na inne języki.
- Portuguese** Bem-vindo à Saxon Weald. Esta informação encontra-se disponível em cassette de áudio ou CD, em Braille ou traduzida para outros idiomas a pedido.
- Punjabi** ਸੇਕਸਨ ਵੀਲਡ ਵਿਖੇ ਤੁਹਾਡਾ ਸਵਾਗਤ ਹੈ। ਇਹ ਜਾਣਕਾਰੀ ਆਡੀਓ ਟੇਪ ਜਾਂ ਸੀ.ਡੀ. ਅਤੇ ਬਰੇਲ ਲਿਪੀ ਵਿੱਚ ਉਪਲਬਧ ਹੈ ਜਾਂ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਸਦੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਵੀ ਉਪਲਬਧ ਕਰਾਏ ਜਾ ਸਕਦੇ ਹਨ।
- Urdu** Saxon Weald (سیکسن ویلڈ) میں خوش آمدید. درخواست پر یہ معلومات آڈیو ٹیپ یا سی ڈی، بریل یا دیگر زبانوں میں ترجمہ شدہ شکل میں دستیاب ہے۔

### Head Office

**Saxon Weald House**  
**38-42 Worthing Road, Horsham**  
**West Sussex RH12 1DT**  
**Tel: 01403 226000 Fax: 01403 226100**  
**Email: [info@saxonweald.com](mailto:info@saxonweald.com)**  
**[www.saxonweald.com](http://www.saxonweald.com)**



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