The magazine for Catalyst residents

Issue 30
January 2019

Keep warm, save money

Helping you save on your energy bills this winter

Meet our new CEO - Ian McDermott steps into the spotlight

What’s next in our Customer Experience Strategy

News and updates from the Catalyst Residents Federation
Welcome to the January issue of Catalyst magazine

In this issue

The life of Riley 3
Welcome, Ian McDermott 4
Catalyst wins at SHIFT Sustainability Awards 2018 5
Changes to our core landlord services 6-7
Stay warm and save money on your energy bills this winter 8
CRF News 9-12
Putting things right - an update to our complaints policy 13
Apprentice of the Year: Havelock apprentice triumphs at Ealing awards ceremony 14
New Year, new home 16-17
Excellent customer experience every time 18-19

A warm welcome to our customers and a Happy New Year.

We start 2019 with welcoming our new CEO, Ian McDermott, who joins us with over 30 years of housing experience. Turn to page 4 as Ian steps into the spotlight and tells you what he has planned.

Last year, we launched our Customer Experience programme which is built on your feedback on the changes you wanted to see to the services we offer to you. We’ve been working with colleagues on our service style of being Easy, Reliable and Empathetic – as well as other developments. You can find out more about this on pages 18-19.

We’ve also been reviewing our core landlord services and how we can improve there offering. On pages 6-7 you can read about these changes and, most importantly, what this means for you.

We have updates to our complaints policy, advice on keeping warm this winter and much more.

And if you need some New Year’s inspiration, turn to pages 16-17 to find out how small changes at home could make a big difference to your 2019.

Contact us

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Ian McDermott page 4

Catalyst magazine aims to keep you up to date with our news and events, as well as providing other useful information and support to our customers.

We hope you enjoy reading the magazine, but if you decide you don’t want to receive it anymore, just let us know:

- Email contactcatalyst@chg.org.uk stating ‘Magazine opt-out’ in the subject line and including in the email either your tenancy reference number (if you know it), or your full name and address. We need this information so we can find you in our database to unsubscribe you
- Call our contact centre on 0300 456 2099, Monday-Friday, 8am-6pm
And just like that, 2018 has drawn to a close and 2019 has begun. This year begins with big changes here at Catalyst.

This month, our new CEO, Ian McDermott, joins us from Aldwyck Housing. Ian brings with him a wealth of knowledge of the housing sector. You can hear more from Ian and what he has planned for 2019 on page 4.

Last issue, you’ll have received a letter about the proposed merger with Aldwyck Housing. This is completely separate to Ian coming on board and has been through a thorough process of talks to find out if the merger would work not only for us as a business, but for you, our customers. Please turn to page 5 for an update on how the merger is progressing.

In the October issue I shared with you what we had been working on in 2018, including updating our repairs service, reorganising our service to you on our estates, the development of our Customer Experience Strategy and simplifying our service charge letters.

2019 is all about delivery. You will see real examples of our improved services between now and the end of March, as initiatives detailed in our last issue go live.

As I mentioned before, we want to keep our customers involved in everything we do. Last year we completed over 7,290 customer surveys – a key insight into what we are doing right and, more importantly, what we could be doing better. We use your feedback to review the services we offer and this plays a key part in developing what we offer to you.

We’re working closer than ever with our involved customers too; our first Strategic Panel met in December, with Local Partnership Panels up and running soon.

We know that sometimes we don’t get it right. In this magazine you can read about the changes we have made to our complaints policy (page 14). Through updating the way in which you communicate with us to raise an issue, we aim to make it easier and quicker for you to have a complaint dealt with.

So as we step into 2019, I look forward to sharing with you the plans we have to ensure that you receive an excellent customer experience every time. In fact, plans are well underway, join us on pages 18-19 to find out more...
Welcome, Ian McDermott

Ian McDermott joins Catalyst as Chief Executive in January 2019. In his last job, he was CEO at Aldwyck, the housing association that will join with Catalyst this year. We asked Ian some questions to find out a bit more about him and his ambition for Catalyst’s customers.

Hello Ian, and welcome to Catalyst. Could you tell us a bit about your background in housing?

Hello! Yes. I started in housing by accident, really. I studied surveying at university, and my course had a housing element in it. I really enjoyed it. I’ve been in housing ever since. I’ve worked for a number of housing associations and I’ve been a CEO at different organisations for the last 15 years, most recently at Aldwyck.

What attracted you to Catalyst?

I’ve always admired Catalyst. It’s a well-run business that has built some very good developments. I’ve got a real passion for regeneration and that’s a part of Catalyst’s work that was a real draw for me. I’m absolutely delighted to be taking over as CEO.

What are your plans for Catalyst?

I’m not the kind of CEO who comes in and makes a load of changes straight away. I like to get a good feel for an organisation and its people first. At the top of the agenda will be a continued focus on improving customer experience and building more homes for those who need them most.

With the merger, what is your vision for the potential new organisation?

For me, this is about getting the best of both organisations. The direction we’ve chosen, with Aldwyck joining as a subsidiary in April and then merging fully later on, gives us plenty of time to do it carefully. Catalyst and Aldwyck are complementary businesses. This merger is not about cost-cutting and profit. It’s about building a bigger, ambitious housing association with strong values and purpose.

So you believe in Catalyst’s social purpose?

Yes, completely. It’s more important than ever. Grenfell was a shocking and sobering event and I think it made people reflect on what is important in society. At Catalyst we have the opportunity to make a real difference to people’s lives. That’s a great privilege and incredibly important.

Will customers notice a big change with you starting?

Catalyst is working really hard to improve customer experience – delivering excellent customer experience every time. There’s been a very focused training programme, some big changes to the way we manage services like repairs and a focus on sorting out the problems that cause most pain to customers. I’m fully committed to carrying on with this work so yes, I hope customers will see a continued improvement.

And finally – is there anything else we should know about you?

What you see is what you get, really. I’m an open person, always interested to hear what’s really going on with customers and colleagues. I’m looking forward to hearing from customers about their experiences. Oh, and I’m a lifelong Everton supporter. I like a challenge!
Catalyst wins at SHIFT Sustainability Awards 2018

Catalyst picked up two awards at the SHIFT Sustainability Awards 2018 and were highly commended in one category.

The SHIFT awards recognise outstanding sustainability projects and achievements that have made an impact in the housing sector.

We were announced as Sustainable Housing Provider of the Year, an award we previously won in 2016, and won Sustainable New Build Project of the Year for our Wornington Green scheme in Kensington.

We were also Highly Commended for our Resident Engagement Project on Sustainable Living for Havelock, in Southall.

In addition, we officially received our Gold landlord status at the ceremony. We were one of the first housing associations to achieve Gold status in the SHIFT Accreditation in 2012. No landlord has yet achieved Platinum, the highest award in the SHIFT Accreditation, and we’re now planning how we can achieve this.

Stephen Edwards, Sustainability Manager, said: 'This is an amazing achievement for Catalyst and demonstrates the commitment and hard work not just of our Sustainability team, but all those across Catalyst who have supported and worked on making our projects and operations more sustainable.

‘Winning these awards will help distinguish Catalyst within the sector and drive our ongoing work to meet our sustainability targets and create sustainable homes, sustainable communities and a sustainable business.’

Catalyst and Aldwyck – an update

The Catalyst board gave its go ahead for a merger with Aldwyck on Wednesday 5 December. This follows Aldwyck’s board approving the proposals the week before.

Both boards believe that by joining together we’ll be able to build more homes over a wider area, deliver an excellent customer experience and create a greater place to work. In making their decisions the boards considered a full business case, comprehensive due diligence reports, and feedback from customers.

Subject to consent from lenders and agreeing some details in January and February, Aldwyck will join Catalyst as a subsidiary from 1 April 2019 and merge fully, as soon as is practical, after that.
A better landlord & home ownership service for you

As part of our business-wide customer experience strategy, we have been looking at how we can improve our landlord services.

As a result, we’ve reviewed the services which are delivered by the following teams:

Core landlord services
- Neighbourhoods
- Anti-social behaviour

Specialised landlord services
- Sheltered housing
- Lettings and allocations
- Income
- Homeownership

Why the change?
We want to make sure that our customers are at the heart of our landlord services – and that you know exactly what we offer to you and your neighbourhood. Through our proposed changes, you will have access to our core landlord services at our local offices as well as a named contact for you.

What remains the same?
You will be able to access our specialist services including sheltered housing, and lettings and allocations in the same way as always by calling our contact centre. Income collection for homeowners has moved to the homeownership team and we have strengthened the services we offer for tenancy and neighbourhood issues.

Our new landlord and homeownership service offer
We are bringing landlord services together under one person with a revised management structure to support this change. There is a refocus of the homeownership team, led by a head of homeownership who will be supported by two specialised managers and team leaders who are responsible for all aspects of home ownership. We deal centrally with service charge enquiries, billing and collection, as well as an improved sales process, consultation and right to buy service.

We have also created three housing operational hubs – aligned with our new repairs areas - which are: London West (Ealing), London North and Central (Kensington and Brent) and out of London (Oxford and Reading). Each of these hubs will be led by a newly created Neighbourhood Operations Manager (NOM) who is responsible for the delivery of all landlord services as well as repairs. The NOMs will be supporting our Neighbourhood Experience Managers (NEMs) who will be your point of contact if the customer contact centre isn’t able to resolve your enquiry first time.

How will these changes affect me?
By focusing our landlord services at a local level to reflect the repairs contracts, you will see an improvement in the specialised services you receive. You will get a cohesive service delivery to ensure any queries about your home, tenancy or neighbourhood are dealt with first time, every time. There will also be a clear customer local offer and improved access to our services.

These changes aim to provide clarity and focus to the delivery of the landlord and home ownership services, with a key emphasis on ‘getting the basics right’.

If you would like to find out more, or you want to speak to one of the teams involved in our core landlord or specialised landlord services, please call us on 0300 456 2099 Monday-Friday, 8am-6pm; or email contactcatalyst@chg.org.uk
Meet the Head of Housing Operations

Yvonne Anderson

I started working at Catalyst in August 2017, on an interim basis. My brief was to support the Housing and Neighbourhoods Director, Scott Black, to understand and review the delivery of the landlord function. Working closely with colleagues and customers, we recognised that the Neighbourhood Experience Manager (NEM) role was critically important in the landlord/customer relationship. That’s why we are increasing the number of NEMs to ensure they know and understand their patches, their customers and the communities they serve. In turn, this team will be supported by three new Neighbourhood Operations Managers (NOMs) who will be responsible for local performance and customer satisfaction in their areas. The NOM team will work closely with the:
- ASB Manager and ASB team who will have a local presence
- Income and Allocations Manager, who is the new lead for both of these service areas. They will drive performance and customer satisfaction as well as focus on continuous improvement in service delivery through these centralised teams
- Housing Support, who are locally based specialists working with customers in sheltered and supported housing

Our aim is to ensure that customers receive the best possible service, and that there is a focus on both customer satisfaction and performance.

Before joining Catalyst, I worked for large housing associations and councils, mainly based in Hampshire. I am committed to the delivery of excellent customer service and high performing services. I want to make a difference to customers and, love working in the sector - that’s why this year is my 30th in housing!

Meet our Income and Allocations Manager

Ellen Salkeld

I have been working at Catalyst since November 2017 - starting as Income Manager, then becoming the Income and Allocations Manager in December 2018. I have worked in the Housing sector for 16 years, in a variety of roles.

I am passionate about delivering excellent services to customers, and joining up the services we offer, to create a holistic, person-centred service. I believe that both income and allocations are about getting people into their homes, and ensuring that tenancies are sustained. I am proud that Catalyst has managed to deliver great arrears results – ensuring we are financially robust – while also having one of the best tenancy sustainment rates in housing.
Stay warm and save money on your energy bills this winter

People often pay too much for their energy, particularly those who don’t switch regularly. But there are many ways to reduce your energy bills – saving you money. Switching energy supplier or tariff saves the average customer around £200 per year, and often more. Here are some free ways you could save money on your energy bills

Snap your bill: Take pictures of your energy bills and send them to our sustainability team, who can search for a cheaper tariff for you. Simply send your images by email to sustainability@chg.org.uk or by WhatsApp or text to 07860 704185 and see how much you can save.

Energy saving home visits: If you live in London, we can refer you to one of our partners who will visit you for free in your home to discuss ways in which you could start your energy saving. They will give you advice about your heating system, ways to reduce energy and install free energy saving devices such as draught proofing or energy monitors.

One-to-one tariff switching advice: Did you know that you can book an appointment to speak to an energy advisor face-to-face? This can be at our Ealing Gateway office or at our energy advice surgeries, held at a number of our community centres.

Assistance with applying for the Warm Home Discount: If you receive pension credit, have a low household income or have a disability, you may be eligible for the Warm Home Discount. This is £140 off your electricity bill per year. If you think you might qualify, contact our team today.

Assistance with energy debt: If you have energy debt that you are struggling to pay off, we may be able to refer you to a charity for support in paying off that debt.

Don’t stay in the cold this winter. If you would like to know more about any of these services, please get in touch with our sustainability team. Call our customer contact centre on 0300 456 2099, email us on sustainability@chg.org.uk or you can send a WhatsApp/text: 07860 704185.
Welcome...

Welcome to the Catalyst Resident Federation (CRF) news

We hope that this year is good for you all, and that the dark and cold aren’t too harsh. A lot happened in the CRF last year and we’ve got a feeling it’ll be another busy year this year! However, that’s where you come in. Please read through this edition and see if there’s anything that interests you or anything we may have missed.

We have told Catalyst that we felt the letter about the proposed merger, sent out with the last edition of the magazine, was a missed opportunity in terms of the re-branding and getting the message to us just before it became public knowledge. But what do you think? Let us know by emailing catalystresidentsfederatio@gmail.com

We like to hold CRF meetings in all the Catalyst areas. Last autumn, we were in Oxford at the impressive Clockhouse community centre. We also visited the sheltered housing at Potters Court which was excellent. They were proposing changes to the communal garden, including a sensory garden, so we hope that’s gone to plan. Many thanks to Dawn Williams and Ian Morgan for their splendid hospitality.
In the last issue of Catalyst magazine, the back page had a feature from Catalyst Gateway called ‘Making a difference in your community’. This reminded me of the proposal for a summer play scheme that Brent residents’ forum devised back in 2014, alongside a number of local people. The group wanted a place that would keep children occupied over the entire school holiday from dawn to dusk (almost), which we hoped would help them avoid becoming bored and restless.

As a result, some residents put together a draft business plan for a long-term childcare and play group at the local community centre, the Unity Centre in Brent. The plan outlined resources that would be needed, how the project would progress and what benefits it would provide to the local community.

The proposal included:

• Providing training to those residents who wished to become qualified, offering one of the five types of qualifications in childcare - CACHE, NVQ, BTEC, City & Guilds, and Montessori

• Trained residents could then provide crèche facilities for meetings and events which would encourage greater involvement by residents without having to worry about arranging or paying for child care

• This could lead to residents running a child care service including before and after school clubs for their community

• Once established, we would look at cascading training to Catalyst residents in other areas

• To create employment possibilities, we would offer on-going training, and creating income generating business in the longer term

• Through establishing the summer play scheme, it could offer coach trips to theme parks, farms and entertainment shows

• The ability to provide meals, equipment and nappies etc with food hygiene requirements and training

• The opportunity to link to other resident activities, such as a communal gardening projects - building stronger communities and improving playgrounds and green spaces on the estates

• The potential to establish links with local support groups and projects

• Discussions around what to charge to make it affordable, viable and sustainable – with the potential to offer special rates to Catalyst residents and preferential rates to local residents

• Working in partnership with residents, local businesses, the Council, police, the voluntary sector and Catalyst to become a focal point for the community and encourage more involvement in local issues

• Funding to start with application for financial support and guidance from Catalyst Gateway as well as grants from the CRF (Catalyst Residents Federation), Brent Council, London Mayor (Community Infrastructure Levy) and other sources of funding

Sadly, it didn’t quite come together at the time, but I still think that any neighbourhood with a community room or an entire community building could make something like this happen. But it needs residents to make it work. So please get in touch at catalystresidentsfederation@gmail.com and let the CRF know if you’re keen.

Thank you
John Harrison
A few years ago, six residents who had gardens at the rear of Michael Gaynor Close were approached to ask if they would consent to their gardens being used for a community garden. Over the last two years, they have not been fully used by residents, meaning that the gardens were overgrown.

Due to ASB issues at the time and the maintenance of the gardens, the Michael Gaynor Close Residents’ Association (MGCRA) were asked if we could approach Catalyst and request that the gardens were returned to the six residents, as per their tenancy agreements.

Wayne Davies, Director of Asset Management at Catalyst, held a consultation with those residents and developed designs for each of the gardens. When the plans were agreed, Wayne then asked a team of Catalyst staff to clear the gardens, using their two allocated charity days a year to volunteer to help out.

Once the plan was agreed, work began on the gardens. Firstly, the environmental services team came and cut back trees and shrubs, with over three tons of rubbish removed from the gardens. The guys then wheelbarrowed 52 tons of sand and topsoil, before 200sq meters of astroturf was laid, along with paving slabs, wooden borders and plants.

We at MGCRA would like to say a BIG thank you to Wayne Davies, the volunteers who came and worked so hard, Jim Londie who took on this project and Bali and his team who worked hard to put up the wooden fences.

We would like to also thank the CRF who helped us with funding to feed and water the volunteers.

It proves what can be achieved when we all pull together.

Christine
Chair of the MGCRA

Tune in to the CRF podcast

You can now listen to the CRF in your home or on your travels. It might get you fired up about an issue, make you keen for us to raise something close to your heart or it could even help you sleep!

Hopefully, you’ll be wide awake to listen but we can only make it snooze-free if you let us know if there’s something you want us to discuss, if you’re interested in getting involved or if there’s something we’ve said that you don’t agree with.

We’ve made the podcasts in the form of an informal chat around a table. We did consider a script but spontaneous conversation sounds much better. We’re at the early stages and finding our feet, but if you have suggestions or comments, please let us know.

If you would like to listen to the latest CRF podcast, please let us know at catalystresidents federation@gmail.com and we will send you the link. Hopefully, by the time you read this, the link itself will be available and the details will be in the next edition of this magazine.
The CRF in your area

Over the past two years, the CRF have been made aware of numerous concerns from residents through social media, newspaper articles and direct contact, as well as through resident meetings in different areas. These worries are mainly about environmental services, service charges and customer service.

As part of a campaign to raise these matters, the CRF decided to carry out inspections at various locations to identify issues, speak with residents about some of the problems and then present a report to Catalyst.

CRF members also thought that particular concerns needed to be progressed, and suggested setting up a Scrutiny Panel across the Catalyst area to offer long-term resolutions.

Over the past 18 months, the CRF has been to Roundwood in Brent, South Acton in Ealing, Crosfield House in Kensington and Chelsea, Beaufort Park in Barnet, Owens Way in Oxford, and Princess Alice House in Kensington and Chelsea.

We’ve submitted reports to the Neighbourhood Experience Managers (NEMs) in those areas and received responses. What we need now is for residents to get back to us about those reports and whether you’ve seen a change.

If you would like us to email you a copy of the reports in pdf format, or you would like help setting up an inspection in your area, let us know by emailing catalystresidentsfederation@gmail.com

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We are aware that sometimes we get things wrong. We want to put these right as soon as we can.

Through our satisfaction surveys, you have told us that you want us to make it easier and quicker to have a complaint dealt with. We have listened to your feedback and have revised our complaints policy to be clearer on what you can expect from us. This includes contacting you to discuss the complaint and keeping you informed of the actions we will take to resolve it.

We have also introduced a more flexible approach for a final review of your complaint, offering quicker and more convenient options.

A final review of your complaint can now be carried out by an independent director not involved in your complaint or, if you prefer, you can request a panel hearing. We will also be introducing Skype and conference calling to make it easier for you to be involved in the final stage of your complaint.

In some cases, we may not escalate your case for further review, but we’ll advise you to approach the relevant ombudsman service who will carry out an independent review.

Our head of health and safety will be involved where the case is a concern or risk to you and other residents’ health and safety.

If you need any assistance in making a complaint, please contact us. You can also ask another person, such as a friend or local councilor, to make the complaint on your behalf.

Visit www.chg.org.uk/residents/allResidents/complaints-and-suggestions/ for a list of independent agencies who can support you with your complaint. You will also be able to find full details of our complaints policy.
Apprentice of the Year:
Havelock apprentice triumphs at Ealing awards ceremony

Samantha Smith won Apprentice of the Year at the Ealing Apprenticeship Network Awards Ceremony

Sam, who has previously worked as a tiler, became an apprentice after visiting an open day held by Catalyst Gateway. She is currently working for Screed Force Ltd who are a dry lining and screeding company contracted to work on the regeneration of the Havelock Estate.

Sam is also working towards an NVQ Level 2 Dry-Lining Apprenticeship at West London Construction Academy.

A Southall local, her new role allows her to work closer to home and the early finish means she can spend more time with her two children. Sam is proud of her community and wants to know that her work will help improve the neighbourhood.

Sam said, ‘I would like to give special thanks to Catalyst who connected me to the apprenticeship opportunity. I met the Catalyst Employment & Skills team at a job fair and started my career journey from there.

‘I would recommend doing an apprenticeship to everyone, regardless of age or gender. Because no matter how old you are, it’s never too late to learn a new trade.’

Sam’s win at the awards ceremony comes as no surprise to her college mentors, colleagues on site and Gateway team.

Neda Haghshenas, Apprenticeship and Skills Project Coordinator, and Luciana Buzak, Employment and Skills Manager said: ‘We are so pleased that Sam’s hard work and dedication has been recognised by winning Ealing’s Apprentice of the Year. Sam is a hardworking single mother of two who dedicates herself to her studies and exceeds in all that she does. Well done, Sam!’

Sam has also taken part in community action days, helping refurbish the local community centre and showing young children how to use the tools she needs to do her job. She is keen to get more women involved in the construction industry: ‘I would like to encourage more women into construction and not to be put off by craft trades as there’s hundreds of roles for women in the industry.

‘Every day is different and I love working a construction site - seeing all the stages of the building process. My goal is to work my way up and progress into a managerial role.’

If you are looking for work, planning to return to work after a career break, or would like to improve your skills and qualifications, please call: 0300 456 2099 or email: neda.haghshenas@chg.org.uk

I would recommend doing an apprenticeship to everyone, regardless of age or gender
Looking for a career in construction?

Eligibility criteria
• Aged 16+
• Live in the borough of Ealing
• Willing to travel to different sites

Opportunities
• Apprenticeships
• Employment
• Work experience
• CSCS training

Contact Neda Haghshenas,
Apprenticeship & Skills Project Coordinator
neda.haghshenas@chg.org.uk  0300 456 2099
New Year, new home

For many people, a new year means a fresh start. Be it a health regime, picking up a hobby or having a clear out – over one third of the UK population will start 2019 with a list of New Year’s resolutions.

Here we bring you a list of alternative New Year resolutions which begin at home. Take a look at our recommendations on how simple changes to your home can make a big impact in 2019.

Out with the old

Nothing beats a spring clean. And while the winter nights are still with us, there is no time like the present to declutter your home. There are loads of great ways to get rid of those things you don’t want anymore. There are websites - such as eBay that specialise in selling second-hand goods, as well as local and national charities who are always looking for new items – some will even collect from your home.

Remember, if you want to dispose of bulky items, you should contact your local council to come and collect these items from you. Fly tipping is a criminal offence and can even land you with a hefty fine.

Save energy and money

There are many ways you can make your home more energy efficient – saving you money as well as reducing the impact your home has on the environment. We offer customers some great initiatives to help with saving energy and money. You can get started today – turn to page 8 to find out more.
Changing rooms
Simple touches can really change the way a room looks and feels. You don’t have to reach for the paint brushes! Small changes made throughout the seasons can really make a difference. Items such as throws, cushions and candles are cheap to buy and can really lift a room. If you’re on a tight budget visit local charity shops, car boot sales and cheap high street stores for bargains.

Getting your things in order
Once you’ve got rid of those things you don’t want anymore, you can begin reorganising your things. Try searching online for inspiration – there are lots of great websites such as Pinterest, offering advice on how to recycle old items to use as storage saving you money and space.

Getting your things in order can go beyond the walls of your home. Why not start with your email inbox? Take some time to unsubscribe from those emails you don’t read and maybe even those that tempt you to spend money. Not only will your inbox be easier to work through, but you might save some money too.

Getting involved in your local community
We have lots of great initiatives running at our community centres throughout the year. From after school clubs and sports for kids, to social groups and initiatives in partnership with local organisations. Pop along to your local centre to find out more about how you can join in with community activities in 2019.
Excellent customer experience every time

Last year, we launched our customer experience (CX) programme – a business-wide initiative to ensure that we provide you with an excellent customer experience every time.

The strategy has been developed based on your feedback, in which you told us that you want us to be:

- Easy to do business with
- Reliable in responding to and communicating with you
- Empathetic and understanding of the issues you have

Towards the end of 2018, all Catalyst employees took part in our CX training which focused on ensuring that we are living by our service styles of Easy, Reliable and Empathetic.

We have ensured that your voice has been heard every step of the way. We’ve held regular meetings with colleagues to discuss improvements to the services you receive. We’ve also been reviewing your feedback in our regular surveys – which gives us a solid insight into those areas of the business where we could be providing a more consistent service.

But it’s not just our external customers we’ve been speaking to. Colleagues have been filling in surveys about our internal customers and the service they get from each team.

We’ll be using this feedback to help provide further training and development plans to ensure that we are all equipped with the tools we need to deliver excellent customer service to you.
Our new repairs contracts launching this year

Along with our ongoing commitment to providing a better customer experience, we are making some changes to our repairs contracts. Our promise to you is an easier and simpler way to book repairs with us. We are working with three new contractors to provide you with more convenient appointment slots and a service delivered by multi-skilled operatives. You will have received a letter from us detailing the new repairs service in your area. These contracts will be rolling out in 2019.

Changes to our service charge process

We’ve made some recent improvements to the service charge customer experience. This includes:

- Improved statement design
- A new booklet included with your bills to explain service charges
- Face-to-face appointments with a Service Charge Officer at our regional offices
- Evening phone appointments with a Service Charge Officer
- More AskCatalyst information on our website, www.chg.org.uk

In February, we’ll be sending out service charge estimates. We’ve been working with customers on improving the way you receive this information. We hope that the improved design and breakdown makes it clear exactly what your service charge will be used for. We want to help you understand what you’re paying for, so if you have any questions, please get in touch.

Thank you to everyone who has provided valuable feedback on your customer experience. Please keep telling us how you are finding your customer experience with us – that will really help us to deliver an excellent customer experience every time.

Our service styles

Easy
- We will ‘own it’ to make sure things are done for our customers
- We will never (ever!) ignore customer pain points and will work relentlessly to fix them
- We will listen and record things carefully so that our customers never have to repeat themselves

Reliable
- We will always do what we tell the customer we will – customers will never have to chase us
- We will always keep customers updated
- We will improve things when we get it wrong so other customers don’t experience the same issue

Empathetic
- We will be human, and understand that every customer has different needs and priorities
- We will listen and be empathetic, especially when we have to say no
- We will believe the customer and acknowledge the impact when we get it wrong
Insure your belongings

It’s our responsibility as your landlord to insure the structure of your home but this doesn’t include what’s inside, like your furniture and personal possessions.

As a tenant of Catalyst, you are eligible for a home contents insurance scheme, created just for Catalyst and starting from just £1.30 a week for £9,000* standard cover.

There’s no long-term commitment. It can be cancelled at any time and there’s no excess to pay if you need to make a claim.

Call: 01962 892086
www.chg.org.uk/home-insurance
Or email insurance@chg.org.uk

*Lower sums insured at lower rates are available for over 60’s.
Terms and conditions apply, contact above.
Price includes Insurance Premium Tax (IPT) charged at the appropriate rate.
The policy is underwritten by Aviva Insurance Limited and administered by Wessex Administration Services Limited who are authorised and regulated by the Financial Conduct Authority.
FP ENT2187 RR CHD