



**be** in the know



## An update from Beyond Housing

### **Hello, and welcome to your Spring update from Beyond Housing**

The first part of this year has been challenging with yet another lockdown, with its effects reaching far and wide into our communities.

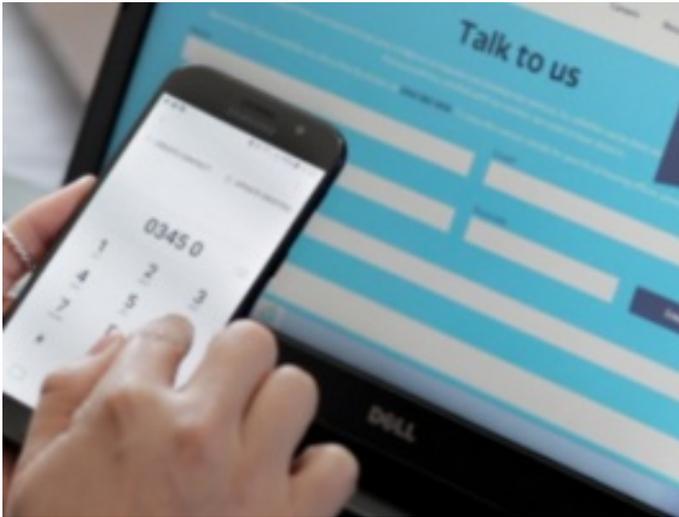
In this newsletter you'll find details on how we've been working to support some of our most impacted groups, including funding laptops for children unable to participate in home schooling and an exciting new partnership with national girls' mentoring charity, The Girls' Network. There's also updates on some of our biggest development projects, and some of our most recent work to improve your experience with us.

As we head towards a hopefully more relaxed summer under the Government's roadmap announcement, we're looking towards a brighter, post-COVID future. Our services have continued as normal wherever possible throughout the latest lockdown, with housing, employability, advice and repairs services all remaining active. The impact of lockdown meant our repairs services have experienced some delays, meaning you may have had to wait a little longer for a routine repair. We are pleased to now be working towards a return to pre-lockdown service levels and are making great progress on speeding up the delivery of these repairs, with normal service levels expected to be achieved by the end of May, subject to resource levels not being impacted any further by COVID-19. We thank you for your patience while we are busier than usual, and encourage you to contact us if your repair is becoming urgent.

**[Take a look at more of the latest news from Beyond Housing below.](#)**



# Our services



## **A new concerns, complaints and compliments policy**

Having a clear way to tell us when things don't meet your expectations is important to you, along with a timely and fair response.

Having consulted with customers and taken guidance from the Housing Ombudsman's Complaint Handling Code, we've made some changes to our concerns, complaints and compliments policy to help us better manage any complaints you may have and quickly resolve them.

[Read more »](#)



## **Making our website inclusive for all**

We've introduced a new language and accessibility tool to our website to make it easier to navigate if you struggle with text size, are visually impaired or speak English as a second language.

You can use it to translate text into more than 100 different languages, change font sizes and colours, customise background colour and read the text on our website aloud -you can even download it as an MP3 audio file to keep and listen to offline.

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## Progress on 128 new homes at Hummersea Hills, Loftus

Site works are progressing well at our Hummersea Hills development in Loftus, which will see us deliver 128 new homes for a mix of affordable rent, rent to buy and supported living in partnership with Esh Construction. The phase 1 handover is expected in September, and will include some of the supported living houses and apartments, plus an on-site hub for care and support services to be delivered from.

[Read more »](#)



## Work to begin on final phase at Mill Meadows, Filey

In partnership with Termrim Construction, we're set to deliver a £16 million development of 113 new homes for sale at Mill Meadows, Filey.

The new homes will complete the final phase of the Mill Meadows development, taking it to 297 homes in total. Works will take place over a three year programme, having started on site in March 2021 and overall completion due in February 2024.

[Read more »](#)



## Hedgehogs feel at home in New Marske

Plans are underway for a 'hedgehog highway' at our 23-home development scheme in New Marske. The highway consists of small gaps at the bottom of fences that hedgehogs can pass through safely, without having to go near dangerous roads and cars.

Currently under construction by Gus Robinson Developments, the 23 new homes, and their hedgehog-friendly gardens, will be available for affordable rent from March 2022.

[Read more »](#)



## Providing laptops for school children

We joined the nationwide campaign to provide laptops for children learning from home during the latest national lockdown.

After learning that some pupils in our communities did not have access to devices for home schooling, we funded 20 laptops to be given directly to those most in need through our local partners. While most are now back in the classroom, we hope the laptops will continue to support pupils with their schoolwork for years to come.

[Read more »](#)

# Our people



## Mentoring for girls

We celebrated International Women's Day 2021 by signing up to support The Girls' Network, a national girls' mentoring charity.

10 of our female colleagues, including our CEO Rosemary Du Rose, will put their skills and experience towards mentoring girls aged 14-19 from some of our least advantaged communities.

Studies show the pandemic has most negatively impacted this group, so we're proud to be involved in making a difference through the mentoring scheme.

[Read more »](#)



## Welcoming our new directors

We have welcomed two new directors to help us deliver the best services for our customers.

David Chadwick has joined us as Director of Property and Commercial Operations, taking responsibility for our repairs and maintenance services, whilst Chris Roberts has joined us as Director of Customer Service, supporting our aim to improve our customer experience and make it easier for you to connect with us.

Both have a wealth of experience we think makes them perfect for the job!

[Read more »](#)

# More news...

- Remembering Jayden at a Loftus park
- Apprentices work on Redcar development site during National Apprenticeship Week
- Work begins on our £3 million affordable housing development in New Marske
- Protect yourself from falling victim to direct debit indemnity fraud.



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