



housing people

hello

we are charter

This is where we talk you through what it is that we actually do.

who are we?

We provide homes for people. Well maintained homes which people can live in at rents which are affordable to them.

We don't stop there. We care about the things which are important in the lives of our tenants. What's worrying them and how can we help? We want to work with our tenants to make our communities safe and attractive places to live. We do our very best to make sure that our tenants are at the heart of everything we do.

We have thousands of homes across South East Wales from Newport to Caerphilly to Monmouthshire and Torfaen.

why do we do this?

It's simple really...because people matter.

We believe it is essential that everyone should have a decent home to live in which suits their needs. We also believe in making a real and positive difference to people's lives. That's why we are committed to keep finding ways to do things better, so we can give high standards of service to everyone.

seren
group

charter is part of
the seren group

seren group provides housing
and support which makes a real
difference to peoples lives

our values

This isn't just a list of good words.

Our values describe the people we are.
They describe the way we have always
done things and the way we always will.

- ✓ openness
- ✓ fairness
- ✓ integrity
- ✓ respect
- ✓ ambition
- ✓ responsibility



A stylized landscape illustration. The background is a light blue sky with several white, dashed-outlined clouds. Below the sky is a dark blue ground area. In the middle ground, there are two blue houses with white roofs, each with a small green tree next to it. The houses and trees are set against a white, dashed-outlined cloud-like shape. In the foreground, there are two more green trees on the right side. A red dashed line curves across the middle ground. A white rectangular box with a dashed border is positioned in the lower-left area, containing text. A pink banner with a dashed border is at the top of this box, containing the section header. A yellow dashed line curves across the bottom of the page.

what do we do?

First and foremost we provide homes that people can afford to rent and, in some cases, buy. We provide homes for families, couples, older people, single or homeless people and people with disabilities, all of whom may struggle to get onto the property ladder.

We work to ensure your homes are well maintained and our communities are safe and attractive places to live.

At charter we take our responsibilities seriously. Our responsibilities go beyond simply providing homes. We want to know what's important in the lives of our tenants and what we can do to help. We do our very best to make sure that our tenants are at the heart of everything we do.



find out more

To find out more give us a call on **01633 212375**
Visit our new website **www.charterhousing.co.uk**
Come and see us at **11 Devon Place, Newport NP20 4NP**

If you would like this brochure in a different language or format, **please let us know.**



we do more than collect rent...

Some people living in our homes often worry about how they are going to make ends meet. This can be a huge burden to some. That's why, at charter, we offer our tenants advice on how to pay their rent, how to apply for benefits and help with debt management. After all, every little helps!

tackling nuisance behaviour...

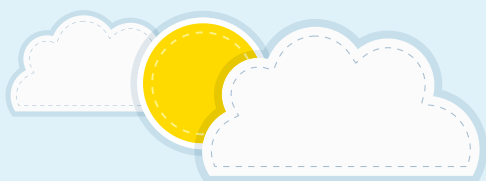
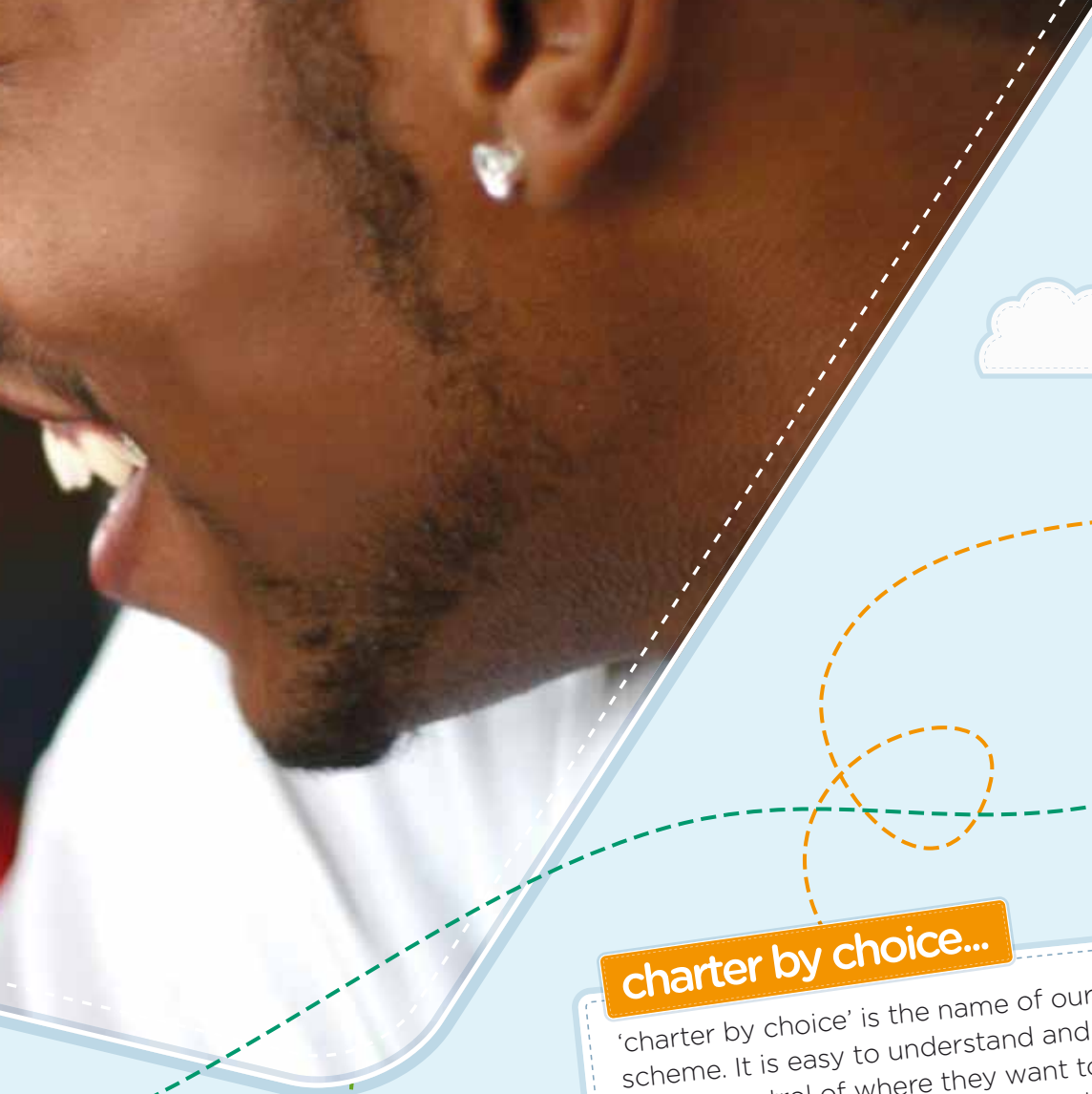
We have a specialist team who immediately respond to complaints about serious anti-social behaviour and hate crime. Our nuisance prevention team are highly skilled. They meet both the people who suffer from anti-social behaviour and the people who cause it, to try to help resolve problems. The team can call upon independent mediators and, if all other avenues fail, are able to prepare their own Court actions to ensure disputes are dealt with quickly.

repairing your home...

We spend time and money making sure our homes are the very best they can be for people. We plan our home improvements years in advance and tenant feedback helps us to continue to deliver new and improved services.

looking after your environment...

We take great pride in keeping your gardens, estates and communities well maintained. There may be a weekly charge for this service, but the good news is that we do all the hard work for you!



charter by choice...

'charter by choice' is the name of our lettings scheme. It is easy to understand and gives people control of where they want to live. A priority system is available for people who urgently need housing. We also work with local authorities to find places for homeless or vulnerable people.



charter options...

Sadly, there is just not enough affordable housing. That's why we really like 'charter options'. It helps people with jobs to rent at prices they can afford. People can stay in their home for as long as they choose and can buy the property from us in the future. There's a huge demand on us to help more people in ways like this so we've also set up a Lettings Agency to work with private landlords.

listening to our tenants...

At charter we believe people should have the opportunity to have a say in decisions that affect their homes, communities and the services they receive. If you want to be involved you can, in a way that suits you. You can text, email, phone, fill in a questionnaire or mail something to us.





We work to ensure your homes are well maintained and our communities are safe and attractive places to live.



improving people's lives...

We believe everyone should have an opportunity to make a worthwhile contribution to the community in which they live, no matter how great or small. Our teams work closely with people of all ages, including young children. We can help people gain new skills, identify new opportunities, and build confidence and increase life chances.

Many of our projects include people from ethnic minorities, and vulnerable and disadvantaged groups. Our Disabled Person's Housing Service, for example, improves our service to disabled people living in our homes or disabled people who are looking for a home.



find out how we improve people's lives