

OCTAVIA 

Resident consultation

Easy Read version
July 2024

Hello!

We want to know what you think about your housing provider Octavia forming a partnership with Abri by joining the Abri Group.

OCTAVIA 


Abri

This letter is important.

It explains that Octavia and Abri are thinking about joining together and how this will affect you, your home and community.



If Octavia and Abri join together, this will not affect your right to stay in your home, or the amount of rent or service charge you pay.

If you are a tenant this will not affect your security of tenure. If you are a shared owner or a leaseholder, it will not affect your lease.



And Octavia will continue to be your landlord, keep the Octavia name and its office in London.



Like Octavia, Abri does not give money to shareholders. It spends the money it receives from rent and service charges on maintaining and improving your home and building new ones. Abri has been doing this for about a hundred years.

We do not believe there will be any downside for any of our residents by joining with Abri.

Why are Octavia and Abri thinking of joining together?



The government sets standards to keep you safe in your home and make sure that your landlord listens to you and puts things right. Octavia is struggling to meet those standards. Resident satisfaction at Abri is much higher than it is at Octavia. That is why Octavia and Abri think it will be better for you if they join together.

If Abri joins together with Octavia, it is committing to:



- keep homes in a good condition
 - keep residents safe
 - improve services and resident satisfaction
 - listen to residents
 - support residents and communities.
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You can tell us what you think about Octavia and Abri joining together in different ways. We explain how to do this at the bottom of this letter.

Abri's commitment to residents



To keep homes in a good condition and keep residents safe by:

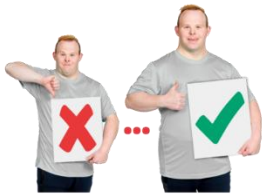
- making sure residents have a secure and well-maintained home
- giving residents a quality housing management and repairs service
- putting enough money aside to make homes safe, warm and more efficient to heat in the future
- working with the people who carry out repairs to provide a better service





- putting money aside to improve communal areas
- handling complaints effectively
- dealing effectively with any reports of anti-social behaviour
- making sure Octavia's extra care, independent living and sheltered housing schemes remain great places to live.

To improve customer service and satisfaction by:



- making sure residents can speak to someone local who can help
- giving residents the choice of how they can view and manage your repairs appointments, including over the phone and online
- answering phone calls more quickly
- working with Octavia's Resident Panel to improve services





- introducing a new feedback system so residents can say what they think about the services they receive straight away
- creating a local management team to make sure that local services meet residents' needs

To listen to and support residents and communities by:



- helping residents to keep their tenancies if they are struggling financially
- supporting residents to claim any benefits and payments
- giving residents a say in how their communities develop
- continuing the work of the Octavia Foundation
- helping residents to get jobs or training
- working with your local MP and councillors





- creating more affordable homes where they are needed the most.



We have worked with the Octavia Resident Panel on the contents of this letter, and they have said the following about getting together with Abri.

“The Resident Panel feel that it’s necessary for Octavia to merge with a stronger housing association that has the resources to invest in homes and improve services.

We have worked closely with Octavia and Abri to make sure that the commitments in this letter cover the things that matter most to many residents. This includes:

- keeping us safe
- improving repairs
- locally based services
- retaining the Octavia name
- staying true to Octavia Hill’s legacy
- listening to residents
- and giving us a choice of how to make contact.

It will take time to deliver all the improvements required and increase resident satisfaction, but we agree that it's best to be honest about this, not to over promise, and to update you regularly on how things are improving.”

Octavia Resident Panel, June 2024

Where can I find more information?



We included some common questions and answers with the letter we sent you. If you have any further questions, then please email us at update@octavia.org.uk, or call 020 8354 5500.

How to let us know what you think



The quickest and easiest way to give us your views is to complete a short, online form. You will find a link and QR code to this in the letter we sent you.



You can also email us at update@octavia.org.uk

or write to us at: Octavia Resident Consultation, Octavia Housing, Emily House, 202-208 Kensal Road, London, W10 5BN using the form and free post envelope provided.



If you live in one of our extra care, independent living or supported housing schemes and require assistance to fill out the form contained in this letter, please ask your scheme manager to help you.



If you require assistance and need this document in a different format or language, or if you cannot access the online form, please email update@octavia.org.uk, or call 020 8354 5500.

What happens next?



The consultation will close at midday on 13 September 2024.



Once we've considered all your feedback, we will let you know how we have taken your views into account.



The final decision is likely to be made later in the year.

Thank you for your time and we look forward to hearing from you.