

Housing 21

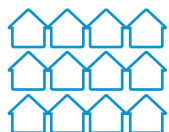


Welcome to
Housing 21

Who we are

Housing 21 is a leading provider of Retirement Living and Extra Care for older people of modest means. We pride ourselves on delivering a high quality service to our residents and use our experience to ensure our homes are built and maintained to a high standard.

We are committed to quality, growth, efficiency and innovation and, as a not for profit provider, we put our residents rather than shareholders at the forefront of our ambitions.



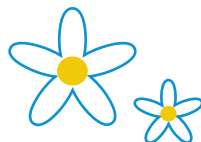
We own and/or manage over 23,300 properties

We work with over 240 local authorities nationwide



We have over 60 years' experience

We are a leading dementia-friendly organisation



Our roots lie with the Royal British Legion (RBL), which in 1921 began to house disabled ex-servicemen and widows and, later, older ex-servicemen and women. In 1964, we became a recognised housing association before separating from the Royal British Legion in 1993 to become Housing 21.

We have three guiding principles

21 – providing a contemporary forward-thinking 21st century service

Better – focused on continuous improvement and innovation to achieve excellent services and value for money

Experience – achieving high levels of resident satisfaction and a positive experience for the people we serve

**“One of the best things about living in
Extra Care is being with friends”**

Rita, Extra Care resident



Living with us

We're looking forward to welcoming you as residents of Housing 21 and will do our best to make sure you have a great experience with us. Rest assured you can continue to live in your current property and have your friends and family over to visit whenever you like!

Your scheme will remain an Extra Care scheme, supporting you to live independently, and your existing Care Team will remain in place - great news!

We love to engage with our residents and make sure you have lots of opportunities to tell us how we're doing. This could be through surveys, resident engagement groups or a good old fashioned chat with your Scheme Manager.



Overall resident satisfaction is 86%*

**2023 care survey*

92%

'Good' or 'Outstanding' CQC (Care Quality Commission) ratings (83% sector average) with six Extra Care services rated 'Outstanding'*

**As of March 2023*





Next steps

Your Scheme Manager will keep you updated with details on when your scheme will officially transfer to Housing 21. In the meantime, they may ask you to fill in some forms to ensure a smooth transition phase as you come onboard. Please do speak with them if you have any questions or concerns.

Interested to know more?

- Visit our website where you can find out more about who we are and what we do: housing21.org.uk
- Follow us on social media to keep up to date with all our latest news:
- Hear directly from residents about living with Housing 21 by reading our case studies:





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