

WELCOME TO YOUR **INCLUSION** **TENANT** NEWSLETTER

As your **landlord**, Inclusion operates **Nationwide**, providing homes for over 4,000 vulnerable tenants, in partnership with support providers, to promote **independent living** and offer **life choices**.



WELCOME TO YOUR INCLUSION TENANT NEWSLETTER

Inclusion Group continues to go from strength to strength, with growth across Inclusion Housing, Inclusion Homes and our charitable arm, Inclusion Foundation. Our 'Homeless' business, 'INSTED' is also making important and much-needed progress.

We now have 4778 units in management with more new developments planned across the country during this year. We are also looking

at new opportunities to grow and improve our services still further.

You will find more information on what we are doing throughout this newsletter. It is also great to see so many photos, stories and articles showing the activities our tenants are involved in.

We hope you enjoy your newsletter!

CUSTOMER SERVICE EXCELLENCE

Our determination to provide the best possible customer service was again recognised in December 2024, when we were retained the Customer Service Excellence Accreditation at Compliance Plus level. In addition, we improved upon the previous years' dual compliance plus by securing compliance plus across 3 service areas:-

- We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff
- We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service
- We interact within wider communities and we can demonstrate the ways in which we support those communities

We are delighted to retain this prestigious award.

UK HOUSING AWARDS

In 2024 Inclusion has been shortlisted for two UK Housing Awards:

- Excellence in community-led decision making (Community policing initiative)
- Partnership of the year (School engagement initiative)

INSTED

Our 'homeless' business, INSTED, was launched towards the end of 2023 providing homeless and associated supported accommodation. We currently manage 164 residents spread across 32 homes located in Wigan, Rochdale, Trafford, Tameside, Salford, Birmingham and Sandwell. In response to growing need and huge demand for our services, it is evident that INSTED will grow and grow. Discussions are ongoing with several local authorities, at this stage predominantly in the North West, we will soon be operational on the Wirral and potentially Leeds. With goal to develop into all areas of the country.

HausIN

Our HausIN repair/facility management company has launched from 1st June 2025. The company will operate at offices near Altrincham in the Northwest and will deliver repairs and maintenance service in the Northwest area.

HANDYPERSON SERVICE

The handyperson service continues to operate and expand across all parts of the country. Some 210 schemes now benefit from the service. We are committed to the service and will keep it under review with further expansion where necessary.

NEW CONSUMER STANDARDS

From April 2024, the regulator for Social Housing has introduced new standards against which the performance of all social landlords will be measured.

Some of the standards are existing:-

- **Governance and Financial Viability Standard** – outcomes about how landlords are run and their finances
- **Value for Money Standard** – outcomes about landlords making the best use of their resources to deliver their purpose
- **Rent Standard** – outcomes about rents, as set out in government policy

There are also new and revised consumer standards:-

- **Safety and Quality Standard** – outcomes about the safety and quality of tenants' homes and the efficiency and effectiveness of the repairs service
- **Transparency, Influence and Accountability Standard** – outcomes about how landlords provide information and listen to the diverse needs of tenants, act on their views and deal with complaints fairly, effectively and promptly

- **Neighbourhood and Community Standard**

- outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods and deal with anti-social behaviour

- **Tenancy Standard** – outcomes about how landlords allocate and let homes and manage tenancies

Inclusion Group, along with other social landlords, is required to provide statistical returns and tenant satisfaction results to the Regulator later this year. We have also reviewed the standards and the data we hold against each service area. We feel that we are compliant in all areas however we recognise that there are always improvements to be made to the information we hold and the services we provide. This is being rolled out this year.

Further information is provided below on some of the service areas that demonstrate our commitment to meeting the consumer standard. We welcome your views on any aspect of the above.

We tested ourselves by requesting internal audit on the consumer standard in June 2025, and are pleased to report that our auditors (BDO) SUBSTANTIAL assurance that we were compliant with the standards.

COMMENTS, COMPLIMENTS AND COMPLAINTS

Inclusion Group sort all customer feedback into one of three areas: comments, compliments or complaints.

Comments - all customers submitting a comment to Inclusion Group and its subsidiaries will receive an acknowledgement. Where a comment requires a reply, the relevant service manager will issue a response to the customer within service standard targets.

Compliments – these will be shared with the relevant officer or team, and notification sent to the director responsible for the service.

We will ensure that any good practice and service improvement issues identified by the comments or compliments process are shared across the organisation and used to improve services to customers, as well as being fed back to customers.

In total we have received 38 compliments over last year, with 22 of them being external compliments.

Complaints -the aim of our complaints process is to ensure that all complaints are investigated quickly and fairly and, where possible, a positive resolution to the complaint is achieved at the first point of contact. If we are unable to resolve the complaint immediately and an investigation is needed, the customer will be given an explanation of the complaints procedure and what they can expect to happen next.

From Inclusion's point of view, it is essential that lessons are continually learned from complaints and, where appropriate, good practice is shared with wider teams on a regular basis to stimulate service improvement.

Customers can make a complaint or access the complaints system through a variety of routes: by telephone, email, online via the customer website, in writing or in person at the Inclusion Group Head Office. Complaints or enquiries are also accepted from local Councillors, Members of Parliament (MP) or any other person at agency acting on behalf of an individual. All complaints received from any third party will be responded to with the same priority as a complaint received from a customer directly.

We will aim to respond to any complaint at stage 1 within 10 working days, and at stage 2 within 20 working days.

During 2024-25 a total of 64 complaints (63% actioned within target timescale) were received into the business, a decrease on the 85 complaints received in 2023-24.

MAKING A COMPLAINT:

If you want to tell us about a complaint, compliment or comment please contact us by:-

- Speaking directly to your Managing Agent in person or by phone or e-mail contacting our Head Office:

**Inclusion Group,
106 Heworth Green,
Heworth, York,
YO31 7TQ**

- Call: **01904 675207**

- emailing us at **hello@inclusiongroup.co.uk**

- logging on to **www.inclusion-group.org.uk** and by completing and returning the form on our website.

CUSTOMER SATISFACTION

SURVEY 2025 RESULTS

Thanks to all of you who completed a customer satisfaction survey this summer. We received **1,902 completed surveys** which is a return **rate of 45%**.

The results of the survey are really important to us because your views tell us what we, as your landlord, are good at and what we need to improve upon in future.

The Regulator of Social Housing sets out a series of questions that we need to ask you. These related to:-

SURVEY QUESTIONS		2025 % SATISFIED	CHANGE IN % SATISFIED FROM 2024
1	Overall satisfaction	91%	+2%
2	Satisfaction with repairs	77%	+6%
3	Satisfaction with time taken to complete most recent repair	67%	+6%
4	Satisfaction that the home is well maintained	87%	+1%
5	Satisfaction that the home is safe	91%	+1%
6	Satisfaction that the landlord listens to tenant views and acts upon them	89%	+3%
7	Satisfaction that the landlord keeps tenants informed about things that matter to them	87%	+2%
8	Agreement that the landlord treats tenants fairly and with respect	95%	+0%
9	Satisfaction with the landlord's approach to handling complaints	70%	+9%
10	Satisfaction that the landlord keeps communal areas clean and well maintained	88%	+2%
11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	78%	+10%
12	Satisfaction with the landlord's approach to handling anti-social behaviour	82%	+3%

Overall results have improved for every indicator against our already positive 2024 results:-

We are delighted that overall satisfaction with Inclusion Housing has increased by another **2% to 91%**.

There were again high levels of satisfaction (**all in excess of 85%**) for tenants who thought their properties were well maintained with good communal spaces, tenants reported feeling safe, listened to, being kept informed and treated with respect.

There was an increase in satisfaction with our handling of complaints (Inclusion Housing up from **61% to just shy of 70%**) but we recognise there is still work to be done in this area.

Satisfaction with repairs increased to **77% and at 67%** for time taken for repairs to be completed. We are constantly reviewing our repairs service and systems to identify where further improvements can be made.

Your participation is very much appreciated.

REGULATORY REQUIREMENTS

We are required to publish annual statistics on our performance, some key points from 2024/25 are:

BUILDING SAFETY		%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.5
BS02	Proportion of homes for which all required fire risk assessments have been carried out	99.2
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	99.4
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	95.8

ANTI SOCIAL BEHAVIOUR		
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	88.8
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.8

DECENT HOMES STANDARDS AND REPAIRS

Our target timescales for repairs are as follows:

- Emergency **24 hours**
- Non-Emergency (Urgent) **5 days**
- Non-Emergency (Routine) **42**

		%
RP01	Proportion of homes that do not meet the Decent Homes Standard	0
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	87.4
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	77.2

COMPLAINTS		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	13
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	55.2
CH21 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100

CUSTOMER WEBSITE

Our Customer Website is dedicated to our tenants and holds lots of valuable information.

We encourage all tenants to get in touch with us to set up an account, all you need is an email address and you will be able to report your repairs online via email or use our live chat facility to talk to us. You can also log compliments and complaints and access information about your account, read our publications and be kept up to

date on Inclusion news.

To request a log in please email **hello@inclusiongroup.co.uk** or ask your Managing Agent to set this up for you.

We are always looking to refresh our website with new photographs. If you would like to have your photograph on our website please let your Managing Agent know.

PERFORMANCE

Our customer scorecard below can also be viewed via your customer account and shows some of the areas which are important to our tenants. We set ourselves challenging targets which are reviewed each year, not only measured against our performance in previous years but also against other organisations who deliver similar services.

PERFORMANCE AREA	March 21 RESULTS	March 22 RESULTS	March 23 RESULTS	March 24 RESULTS	2024/25 TARGET	March 25 RESULTS
Gas Safety %	99.75	99.13	99.31	99.36	>= 100%	99
Customer Satisfaction %	86	86	86	89	>= 89%	89
Repair Orders Completed On First Visit %	98.56	97.61	98.55	97.50	>= 97%	97
Intensive Housing Management Visits %	99.22	90.77	92.78	88.63	>= 92%	93
Scheme Visits %	100	96.98	95.55	95.38	>= 99%	98
Scheme Condition %	99.02	97	95.98	99.80	>= 97%	100
ASB Cases %	0.08	0.62	1.52	1.81	<= 2.5%	3
Lettings BME %	4.07	7.42	6.02	9.96	>= 13%	13
Arrears %	1.45	1.48	2.26	1.83	<= 1.8%	1.83
Voids %	21.13	17.35	16.72	13.11	<= 11%	12

We are performing well in most areas and there has been a continued reduction in void properties. However, we still need to do better and fill more properties more quickly once they are built or when someone moves out. If you know of anyone who would benefit from living in a scheme like yours, please let us know.

The Intensive Housing Management visit has improved with Customer Satisfaction and Scheme Condition retaining a high level of performance. There has also been an improvement in Scheme Visits and Voids.

CHRISTMAS CARD COMPETITION 2024

Each year we run a Christmas Card design competition and the winner for Christmas 2024 was Brenda who lives in Manby Road. Brenda won a £50 voucher. Here is Brenda's beautiful design!



EASTER CRAFT COMPETITION 2025

A number of tenants took part in this year's Easter Craft Competition. Here are 2 of the winning beautiful winning designs submitted by Hannah from Cliff Gardens and John from Laceby Road.



We have received a high number of entries and the decision to pick a winner was very difficult. Here are some other entries into this year's competition, you can now see how tough it was for the judges to select the winners!



WITHERSLACK FUTURES PROJECT

We're proud to report another successful year for Inclusion Group and the Future programme, marked by our continued expansion into the North East, West Midlands, South East, and South West regions.

In partnership with the Witherslack Futures Project, we've been working to address the increasing demand for supported housing that offers a safe, supportive, and empowering environment for vulnerable individuals. Since February 2023, we have delivered an extensive outreach programme in partnership with schools across the country, aimed at raising awareness and understanding of supported housing among young people.

As part of this programme, Inclusion facilitated interactive sessions where students engaged directly with current residents, support workers, and members of our wider team delivering

clear and practical guidance to students on essential topics such as understanding tenancy agreements, managing household bills, and applying for supported accommodation.

We're proud of the positive impact this initiative is already having, and we look forward to continuing our partnership well into the future, as we work together to support and empower young people across the country.

Following the success of this initiative, we're also pleased to share that Inclusion Group was shortlisted for the Housing Awards, recognising our commitment to innovative and meaningful community engagement.

GOOD NEWS STORIES

Many of our tenants tell us that living in accommodation provided by Inclusion Group has improved their quality of life and given them the freedom and independence to meet new people and experience new things.

Here are just some of the lovely stories we have received this year:-

Bluestone

We're thrilled to share the wonderful work our support staff and tenants Bluestone Lane have been doing, with their passion for gardening, they've transformed a raised bed area into a multisensory haven, featuring a variety of plants with different scents, colours, and shapes.

The space is also surrounded by charming animal ornaments, creating a peaceful environment where tenants can relax and enjoy visits from birds and insects.

Over the Bank Holiday weekend, tenants were able to gather with family for a delightful BBQ, enjoying this beautiful, tranquil space together.

We're incredibly proud of the positive impact this project has had on our tenants, providing a perfect place to unwind and connect with nature.





Dicky, Sunderland

Dicky has always had a passion for fishing, and with a little encouragement from Ash Dyche, he was able to turn that interest into reality.

After a conversation about getting a fishing licence, Ash suggested this could be something Homelife could help with. Thanks to the support from Inclusion Housing, Dicky was able to obtain his licence and now spends every Sunday exploring different fishing spots around Sunderland. It's fantastic to see him enjoying his new hobby!

Robert, Bury

Robert has embraced the role of scheme handyman, and he's thoroughly enjoying it!

He's completed numerous tasks around the service, including securing the bin area with a new lock, clearing rubbish, and more recently, starting to paint the fencing around the service—which is already looking fantastic. Our Managing Agent Charlotte even had a name badge and hi-vis waistcoat made for him. Robert truly looks the part of the Canalside Maintenance Man, and he couldn't be happier!

Stanley House open day!

Tenants, Northern Healthcare, Inclusion and Commissioners came together to enjoy a fantastic open day at the new development in Bury

It was a great opportunity to connect, and we're excited to continue working together in the future.



Celebrating VE day

The Sorogold Close Street Party, approved by the local authority, will see Leonard Cheshire team up with KDM Supported Living, St Helens Council, and neighbouring care providers to mark the occasion with food, music, and festivities—all designed to promote friendship and connection across the local care community.

Events like this are a chance to celebrate who they are, connect with others, and simply have a great time as part of something bigger.

The street will be closed to traffic as residents don new outfits and enjoy live R&B music, homemade cakes and sandwiches, and a colourful display of handmade decorations and bunting, currently being created by residents in the run-up to the big day.

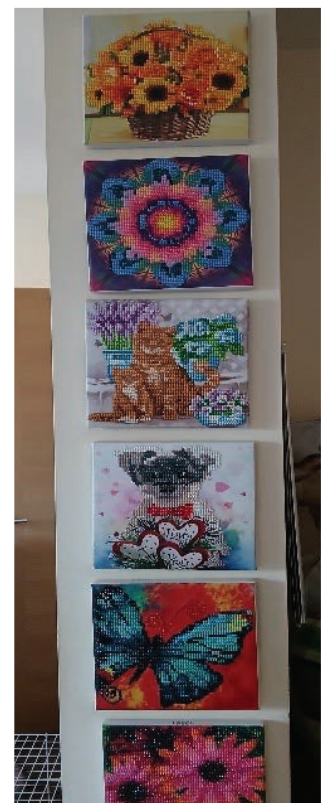


Emily, Balls Road

Emily has brightened up her home this spring with her stunning decorations and exquisite crystal works. Known for her meticulous attention to detail, Emily uses vibrant colours, delicate flowers, and sparkling crystals to showcase her work.

Her spring decorations create a magical atmosphere, with sunlight reflecting off her carefully placed crystal pieces. Neighbours have expressed how her thoughtful displays bring joy to the entire street, creating a sense of warmth and beauty that lifts everyone's spirits.

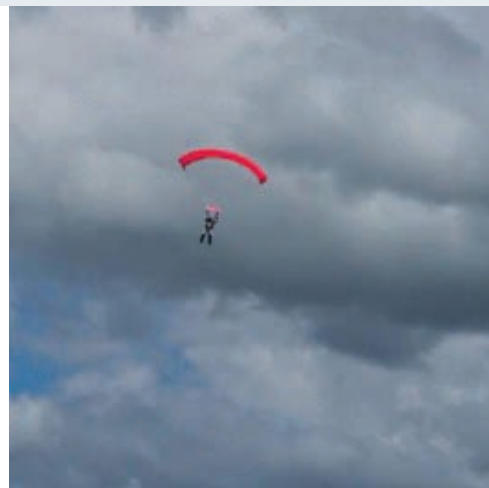
It's amazing to see how Emily's work brings so much positivity and joy to those around her.



Carley, Derbyshire

Carley recently completed her second skydive!

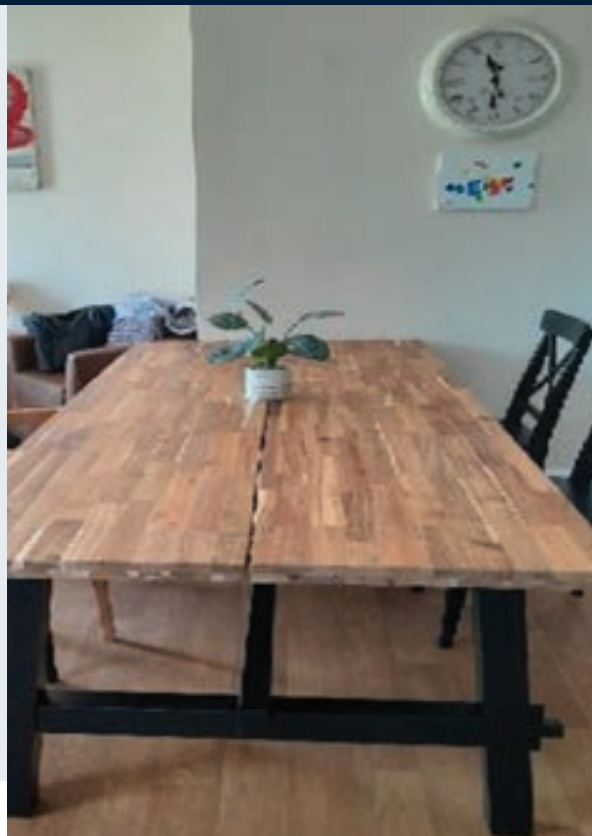
After her first jump last year, where she raised money for charity, she loved the experience so much that she decided to do it again this year—just for fun. An amazing way to embrace adventure!



A Fun Team Effort at Manby Road

The Creative Support team—Sara, Michelle, Tracey, and our Managing Agent, Sophie gathered at Manby Road to assemble the new communal furniture for the living room bought by Inclusion.

The Creative Support team—Sara, Michelle, Tracey, and our Managing Agent, Sophie gathered at Manby Road to assemble the new communal furniture for the living room bought by Inclusion. It was a great team effort, made even more enjoyable by the moral support from the tenants who were at home. They watched, cheered us on, and shared plenty of laughs as we carried boxes, puzzled over instructions, and finally succeeded in putting it all together! It was a fantastic day, and the living room looks great!





Jess, Nottingham

Jess has been a tenant since October 2023 and has kindly shared her experience of moving into supported living.

It's been amazing! I love decorating my own flat and having family and friends visit. It's great to have my own space! Moving here has given me more independence and allowed my parents to just be my parents, not carers. I can explore my identity and enjoy things I never had the chance to before."

I've just had my kitchen adapted and can't wait to start baking and cooking for others. I'm also getting a new floor and a new sofa soon. The support staff here are fantastic, and Inclusion Housing has been so supportive and communicative from day one. I'm so happy here!

Shauna, Buxton

Shauna recently put her baking skills to the test by hosting a delicious cake sale on-site to raise funds for Dementia UK.

With the help of fellow tenants, the event was a sweet success, raising an impressive £111.92! A huge thank you to everyone who contribute.



Jo and Caitlin, Brunswick

Jo and Caitlin recently transformed their home gardens in honour of Pride, creating a vibrant space that has allowed them to feel truly seen and celebrated for who they are.

They shared "Having the ability to decorate makes me feel seen for who I am, I feel like I can express my self, as I am on the rainbow. We live in such a homophobic world and this has given me a chance to feel included, and I would like to thank Lifeways and Inclusion for letting me. This is the 2nd year in a row that I will be attending pride, and the first time attending with the staff, other people who live in the service and people from my local Autism support group. It has brought up together and allowed us to celebrate everyone!"

It's moments like these that remind us of the power of inclusion and self-expression



Woodlands, Scotland

The residents, staff and family members at Woodlands have been working hard over the last few weeks creating decorations to participate in the local Childs Fair.

This year they decided on a Willy Wonka theme to be in with a chance of winning a prize for the best decorated house. As part of the Fair most family's/ friends walk/drive around Bo'ness together the day before to see everyone's creation and a few people even made use of the Oompa Loompa picture cut out. The residents had a great time making the decorations and enjoy being part of the community.



Kevin, Three Ways

Kevin from Three Ways in Berwick recently marked a special milestone—his 6th anniversary of living at Three Ways!

To celebrate, he decorated the bungalow with colourful balloons and created posters to add a festive touch. He also baked a delicious cake and hosted a lovely tea party for everyone.

Kevin shared, "I love living at Three Ways. The Lifeways staff are fantastic, and I'm so grateful for my home. I enjoy living with such great people, and I'm happy it's so close to my work."

To make the day extra special, Kevin wanted to do something nice for the other tenants and staff. Everyone had a wonderful time at the party, making it a celebration to remember!

Jenny and Dennis, Grimsby

In September, Jenny and Dennis celebrated their special day by tying the knot, and they graciously invited their managing agent, Derrick to share in the joy.

The church service was a beautiful occasion, with many guests in attendance, followed by a delightful reception in the church hall, complete with food, tea, coffee, and plenty of cake!



Willows House, Grimsby

Our managing agent, Sophie, had the pleasure of attending a fantastic celebration at Willows House, marking 10 wonderful years since the scheme first opened.

The event was a lively gathering, with tenants from other schemes, their families, and even local Councillor Steve Holland joining in the festivities. There was singing from Holly and heartfelt speeches about their experiences living at Willows House and the strong friendships they've formed over the years.

Thanks to the Homelife Fund, we were able to provide fun games for everyone to enjoy, and a special treat was the appearance of Humberside Police Community Support Officers, who demonstrated their equipment and let the tenants try on some uniforms.

It was a wonderful day, filled with laughter, music, and community spirit. The impact of Willows House on the local neighbourhood was clear to see, and the celebration brought everyone together in the most positive way.



Ashmount Court, Doncaster

The tenants for the Homelife Fund to purchase plants for the greenhouse, dedicating the space in memory of a tenant who sadly passed away.

He had a great love for gardening, and the greenhouse was his pride and joy. Since then, the tenants have taken a hands-on approach, thoroughly enjoying their time in the greenhouse. There are tomato plants, strawberries, cacti, and even hanging baskets in the works. This project has not only brought tenants together, but it's also been a wonderful way for them to socialize and build new connections while nurturing the garden.

Burcom Avenue, Lincs

Our tenants at Burcom Avenue are currently taking part in a homelife activity funded by Inclusion.

We have worked with Living Eggs for our tenants to experience the magic of new life. Living Eggs supplied fertilised eggs and all the equipment needed for our tenants to experience the life cycle of an egg. The eggs have now begun to hatch and the tenants were excited to share some photographs with me. Our tenants will be able to watch the chicks grow for another week before they go onto their new lives.



Malvern Avenue, Grimsby

Jimmy and Pammy of Malvern Avenue have been very busy again.

This time they have been taking part in the Grimsby Leisure Centre Inclusive Olympic Games.

The took part in football, scoring lots of goals, javelin throwing, Curling, badminton, table tennis and cycling.

Both tenants achieved medals and certificates for their performances. Jimmy received an extra award for the greatest number of laps completed on the cycles.



David, Derby

Recently David had the opportunity to get involved in a gardening event and explained that he was excited to take part as he used to grow small plants at one of his previous addresses and had missed it.

He specifically thanked Inclusion for considering his mobility needs and providing a gardening seat for him specifically to aid in his involvement. He said it really helped him feel included and he took part for most of the afternoon, planting and sorting seeds!

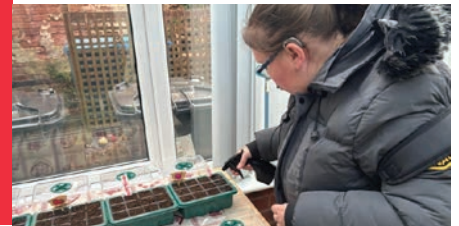


Toni, Derby

One of our tenants Toni who lives in a shared property in Derby told us how a recent initiative affected her and assisted in her wellness.

She advised that she enjoyed getting outside and being involved in a large event with many different people; including other tenants, support staff, and our managing agent.

She said she is looking forward to seeing the plants growing and also the opportunity to get some harvestable food she can possibly use in cooking at the end of it!! This is her first time growing plants but she is excited for the experience.



Albion Mill, Blackburn

The Homelife fund was used at Albion Mill to fund and book Emily's Mini Farm, a bespoke mobile petting farm, that brought the joy of the countryside directly to the tenants, staff, and community.

The event was a big success with over 70/80 people attending.

There were sheep and goats which people could touch and feed and there were smaller animals such as tortoise's, chickens, rabbits, and more that people could hold on their knees. Everyone was engaging with each other and with Emily and her dad who brought the animals, with lots of conversations and questions about the animals.

At Albion Mill, visits like these are more than just a fun day. They help create shared moments that support wellbeing, encourage connection, and bring comfort and joy.

You too can benefit from our HomeLife project. If you are interested, please speak to your Managing Agent at their next two weekly visit to your home.

NEW DEVELOPMENTS

Here are pictures of just some of the new schemes we have brought into management in the last 12 months:



Berechurch Road – Acura House, Colchester

This new build property provides self-contained accommodation for 10 individuals and has been delivered in partnership with Acura Living (Owner), Aspirations (Support Provider), and local authority of Essex County Council.

Kinderly Road, Wisbeach

The refurbished property provides self contained accommodation for 3 individuals and has been delivered in partnership with Aquila (developer), Caretech (Support Provider), local authority of Fenland District Council



Millers Road, Dale

The new build property provides 4 shared units and staff space and has been delivered in partnership with Aspens (Support Provider), Inkfish (Developer) and Kent County Council.

Monegham Way, Dale

The new build property provides 4 shared units and staff space and has been delivered in partnership with Aspens (Support Provider), Inkfish (Developer) and Kent County Council.



Eliot Gardens, Coventry



Eliot gardens is situated in a new build development with lovely greenery around the premises.

Each flat is single flats, all with their own access via a secure front door.

The premises has private parking and individual flat and visitor parking on site.

Saxon House, Bury

This property provides self-contained accommodation for 13 individuals plus staff and communal space and has been delivered in partnership with 21 Living (Developer), Northern Healthcare (Support Provider) and Bury Borough Council. Saxon House has a lovely outdoor space for tenants to enjoy along with a communal space!



Liberty House, Bury

Liberty House in Radcliffe, Manchester is a step-down supported living service for adults (18+) living with a mental health diagnosis and/or learning difficulties. The service is delivered in partnership with Bury's Community Mental Health Team providing a step-down from 24/7 supported living, or potentially a step-up from community living to avoid hospital admission.



Moss Lodge, Rochdale



This refurbishment provides shared accommodation for 18 individuals plus staff and communal space and has been delivered in partnership with Redside (Developer), Northern Healthcare (Support Provider) and Rochdale Metropolitan Borough Council.

St Marks, Chester

This refurbished scheme provides 16 self-contained apartments – 14 apartments (Flats 3-16) for tenants plus a large communal area. The property has been delivered in partnership with HB Villages (Developer), ISL (Support Provider) and Chester and Cheshire West Council.



Archer Drive, Crewe



The new build accommodation provides self contained accommodation for 10 individuals and has been delivered in partnership with Seddon (developer), Echo Support (Support Provider), local authority of Cheshire East Council.

The Orchard, Strathmiglo Place, Stenhousemuir, Scotland

Recently refurbished property which is home to 3 tenants who each have their own individual living room, leafy garden which provides some privacy while enjoying the outdoors. This property is partnered with Swanton Care who provide 24/7 onsite support.



Canon Court, High Skellgate, Ripon



Newly developed 9 apartment building in the centre of Ripon, within walking distance to the local shops.

This property is partnered with Involve Care who provide 24/7 staff onsite to support the tenants.

Co-operative Terrace, West Allotment

It came into management Dec 2024

This is a single occupancy terrace house and Swanton Care provide 24/7 onsite care and support here.

It has a beautiful well-maintained property with a private yard to the rear and a garden to the front.



Preston Terrace, West Allotment



It came into management Dec 2024 lovely end Terrace property.

This is a single occupancy and Swanton Care provide 24/7 onsite care and support here.

It has a beautiful well maintained little yard that is a suntrap, the tenant loves to spend time in it.

Owl View, Saltburn by the Sea

Owl View is equipped with smart technology such as fall sensors and door opening systems. The service, which is part of social care charity Community Integrated Care, will support nine adults with a range of support needs including learning disabilities and mental health conditions, to live independently in their own homes. The property was converted from an old GP surgery and developed in partnership with Cleveland Council, Riversdale Homes and Community Integrated Care.



The Riviera, Paignton



One of our new developments, The Riviera, is a beautifully located property in Paignton, just a short walk from the beach. Managed by Inclusion Housing, it offers high quality, self contained flats for adults with learning disabilities and mental health needs. With care and support provided on site by Accomplish Group, residents are supported to live more independently in a safe and welcoming environment.

Water Lane, Southampton

Water Lane is one of Inclusion Housing's new developments in the South West, located in Totton. The property offers high quality accommodation for adults with learning disabilities and mobility needs. With on site care provided by Swanton Care, residents receive support with daily living, promoting greater independence in a safe and welcoming environment.



Dorset Drive, Chesterfield



This self-contained property is a specialised enhanced service, provides accommodation for 5 individuals. The support is provided by Godfrey Care. The property benefits from 2 private gardens and a communal garden. An interesting fact is that this property was previously a pub.

Lady Edith, Scarborough

4 tenants shared with 4 rooms with all ensembles. Care provider is Ivolve acre. Came into management into management 24th February.

It's a lovely home and tenants enjoy living there.



Breedon Avenue, Derby



The property is a specialist accommodation for 1 individual. The support on site is provided by Fosse Care. Property was developed in partnership with the care provider.



WHAT ELSE CAN WE OFFER?

If you need additional support or help to get involved in training, or engagement within your community, please speak to your Managing Agent, they will be able to work with you to see what opportunities are available in your area.

THANK YOU FOR TAKING THE TIME TO READ OUR NEWSLETTER

IF YOU OR ANYONE YOU KNOW COULD BENEFIT FROM ANY OF THE ACTIVITIES OR INITIATIVES MENTIONED, OR IF YOU WOULD LIKE TO GET MORE INVOLVED WITH US, PLEASE:

- SPEAK TO YOUR MANAGING AGENT
- EMAIL US AT **HELLO@INCLUSIONGROUP.CO.UK**
- CONTACT US ON LIVE CHAT VIA THE CUSTOMER PORTAL
- RING OUR HEAD OFFICE ON **01904 675 207**

