



# An apology from our Chief Executive Hayley Selway

## ***To the tenants of Two Rivers Housing,***

When I took over the Chief Executive Officer role at Two Rivers Housing at the beginning of February this year, I made a promise to tackle the things that matter to you and work with you to make improvements to our services. One area that you said we weren't doing well enough in was our grounds maintenance service, and in particular grass cutting. Over the last few months, you have told us that we have a lot more work to do in this area and for that I am very sorry.

In an effort to improve this service for you, we have now employed a permanent grounds maintenance team and in the short-term, we have appointed a contractor to help them get on top of the grass cutting schedule. This will address some of the immediate issues and ensure that all areas we are responsible for will be cut.

We have also invested in a new mapping system, which makes it easier for our team to identify the grounds that we are responsible for and the type of cut that should be completed in that area.

We currently have three levels of cut, enhanced, standard and reduced.

We haven't been very good in clearly communicating the difference in these and why the areas around your home might fall into different categories. We have now provided this information on our website.

There is also some land in and around our homes that is not owned by us and should be maintained by other organisations, and we need to ensure that you know about this too.

We want the areas in where you live to be well kept and have recently purchased new mowers to help with this. We are also reviewing the service every week and looking at the team to see if we have enough people to complete all the work needed.

I visited some of our neighbourhoods in July to talk to tenants about the service and was joined by Yvonne Leishman, the Chair of our Board and Jonathan Jones, the newly appointed Executive Director of Homes, who has overall responsibility for the grounds maintenance service. I will arrange another date this summer to do more neighbourhood visits, so if you would like to meet with us, please let us know on our Facebook page.

We have also set up a new committee called Tenants' Voice where tenants from across our neighbourhoods meet with senior officers and Board Members to discuss how we are doing. They look at lots of service areas including grounds maintenance, complaints, and repairs. If you would like to be part of this committee, please get in touch with our community engagement team by emailing [communityengagement@2rh.org.uk](mailto:communityengagement@2rh.org.uk) or calling 0800 316 0897.

Finally, a plea from me. The grounds maintenance team are working hard to deliver the service you expect but there is lots of work behind the scenes that needs to be addressed to support them. In the last few weeks there has been quite a bit of verbal abuse directed at them while they are working on site. Please do not direct your frustrations at them.



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If you need to let us know that we are not meeting your expectations, then please get in touch. You can do this in lots of ways including by email, telephone, on our official social media sites or via our website.

I am very sorry that we have not met your expectations for grass cutting and grounds maintenance. My absolute commitment to you is to make sure that Two Rivers Housing continues to be an organisation with tenants at its heart, and although sometimes it may not feel that way, the team and I are working hard everyday to make this an organisation that you can be proud of.

*Hayley*

Hayley Selway  
Chief Executive



## Complaints

If you need to raise a complaint about our grounds maintenance service or any of our services, you can do so in person or by:

Telephone: 0800 316 0897

Email: [complaints@2rh.org.uk](mailto:complaints@2rh.org.uk)

Website: [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

Or on any of our official social media channels. You will find us on:

Facebook

X (formerly Twitter)

LinkedIn