



about cestria
community
housing
association





Background

Cestria Community Housing Association Ltd (Cestria Community Housing) is a not-for-profit independent housing organisation which Chester-le-Street District Council helped to set up during 2007, following a ballot of tenants where the outcome was in favour of transfer.

Cestria Community Housing is a registered social landlord (RSL). We are registered with the Housing Corporation, the legal body responsible for RSL supervision and regulation.

The Board

The Board has overall responsibility for managing our homes. The Board is made up of 15 people: five Council nominees, five independent members and five tenants.

Our vision...

“To be an excellent landlord by being a first rate provider of affordable housing and housing services for the community of Chester-le-Street with tenants at the heart of what the Association does. We will work with communities and partners in order to achieve our mutual objectives”.

Our mission...

“Investing in homes and communities”.



Our objectives:

- ***Delivering Services Excellent***

We will deliver the highest standards of service and customer care.

- ***Delivering Value for Money***

We will provide value for money services.

- ***Landlord of Choice***

We will be the landlord of choice in the area.

- ***Decent Homes***

We will invest in our housing to provide modern and affordable homes.

- ***Working in Partnership/Action in Neighbourhoods***

We will deliver sustainable communities through partnership working.

- ***Financial Strength***

We will be a reputable, financially robust Association.

- ***People***

We will have an effective, efficient team of staff, valuing equality and diversity.



Our values

- Open and Honest
- Fair and Accountable
- Innovative
- Value diversity and treat everyone with respect
- Only making promises we can keep
- Community and Customer driven.

How to contact us

Details of how to contact us are listed in Section 15 of this Handbook.

How to comment on our service

We are pleased that the majority of tenants who use our services are satisfied with the way that we have dealt with their enquiry. On occasions however, some people may not be satisfied and we have a procedure for you to follow if this is the case.





We would first of all ask you to speak to your Estate Services Officer or the Officer concerned. If after discussing your concerns with them you are still not satisfied please refer to Section 14 of this handbook for further information.

Confidentiality

It is our aim to treat any information provided by a tenant, applicant or a third party as confidential. However, we do have data exchange protocols in place and, where it is appropriate, we exchange information.

If you would prefer for someone to deal with any housing application query or tenancy issue on your behalf we would request you contact us and arrange to complete an 'Authority for another person to act' form.

Equality and diversity

Cestria Community Housing is fully committed to achieving fairness and equality for all its tenants in the services and activities it provides.



We have an Equality and Diversity Policy that recognises, respects and will respond to the different needs of minorities and will strive to ensure that our services are accountable. Our aim is to secure equal opportunity for everyone regardless of race, religion or belief, disability, age, gender, or sexual orientation.

All of our employees and Board Members are required to follow and implement the Equality and Diversity Policy and to undergo any training associated with it.

Racist behaviour and harassment

We will not accept racist behaviour or any form of harassment and we have a policy to support this. We will work with other agencies in partnership to prevent such activities and promote good relations between different sections of our communities.





We are committed to providing fair opportunity to access information.

If you would like information in another language or format, please call us on Freephone 0800 587 0001.

Also available in:



Visual impairment formats



www.cestria.org