

Chairs Report 2018.

Despite our 72-year history, it could well be argued that we have perhaps never come across quite such a disparate range of challenges such as those we have faced in 2018! However, thanks to the skill, professionalism and determination of all of our truly remarkable caring and dedicated staff, we have emerged most certainly stronger and more resilient than ever.

We have faced a number of previously unheard of tenant issues requiring us to involve legal teams - something that has never happened before. Significant financial challenges have also been overcome. These have arisen not only from the additional National Living Wage and Work Place pension costs, but also from the Governments continued 1% rent reduction.

Meanwhile, new complex wide CCTV has been installed along with a new lift and a new Call System in Residential Care. We have embarked on the new Sheltered Housing lounge project, dealt with subsidence, successfully implemented GDPR compliant systems and introduced the new BACS based payroll system. We have appointed a General Manager to oversee the entire Complex and we continue to have full waiting lists for both Residential Care and Sheltered Housing.

I place on record my personal thanks to all of the Staff and Board Members for their unique contributions to the work at Homesdale and give thanks to God for His love and guiding hand in all that we have done and continue to strive to do.

Peter Townrow
Chair 2018.