



# We want **you** **to know first**

**Monmouthshire Housing (MHA) was created 17 years ago following the transfer of housing stock from Monmouthshire County Council.**

Since then, we have built hundreds of new affordable houses, improved existing homes and created a range of services which includes financial and employment support.

## Spreading our wings

With over **20,000** people needing affordable housing across South Wales, MHA has expanded its activities into neighbouring counties, with a view to playing its' part in reducing housing waiting lists.

This will enable us to continue to flourish as a business; provide the services you value the most and build more much-needed affordable housing.

We are passionate about growing carefully and confidently, but importantly, without losing what matters most to our tenants/ leaseholders and staff.

## So what's next?

As part of this new chapter, we are considering **a change of company name**, building on our legacy to date and better positioning MHA for the future.

'MHA' has served us well; and we would like to build upon this, creating an even bolder identity for our future.

A new identity will support our ambition to grow and serve the counties of Monmouthshire and beyond, helping us reach more communities and create more opportunities to meet increasing demand.

## It's service as usual

**We wish to reassure you this will not impact our service to you. Our key focus absolutely remains to provide high quality homes and services throughout Monmouthshire and other areas we operate within.**

Providing the same high standard of service you have hopefully come to expect over the years.

Your satisfaction is a key driver for us - we remain focussed on keeping it that way and, with your help, further improve wherever we can.

# We want **your views!**

**We are researching what MHA means to those who know it best, and your views form an important part of our new brand creation.**

It would be very helpful if you could take 5 minutes to answer the questions below, please reflect and be honest about how you feel:

## Questions ...

- 1. What 3 words best describe MHA**
- 2. What do you think makes MHA different from other organisations?**
- 3. What worries (if any) do you have about a rebrand or rename?**



## The survey can be completed in a number of ways ...

1. Scan the QR code below on your SMART phone, or
2. Email your answers in confidence to **communications.team@monmouthshirehousing.co.uk** or
3. Telephone our Customer Services Team on **0345 677 2277**, who will happy to run through the questions with you, or
4. Write to us at Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Pontypool, Monmouthshire, NP4 OJJ

**Thank you for your help, it's really appreciated.**