



## Customers' catch up

December 2021



**Susan Stockwell**  
Chief Customer Officer

Once again, we seem to be in uncertain times. The safety of our customers and colleagues is our priority, and as ever we are keeping a close eye on government advice, so that we can provide our services safely and ensure that we are there for you.

In this edition I'd like to share some important information with you. Our new Emergency Repairs toolkit can help you deal with, and report, emergencies quickly and easily – good to know during the festive period. I'd also like to introduce our free online Universal Credit tool, which can help you make an application in a simple, step by step way.

We have a new Chief Executive Officer, Andy Hulme, who is joining us from Lloyds Banking Group. Andy is committed to our ambitious strategy of becoming a truly customer-driven organisation and has already said his aim is to focus on all our customers.

Finally, if you are struggling with your finances, worried about paying rent, or covering the cost of essentials, please do get in touch with us. We have a dedicated team of Income Officers who will be happy to advise you, as well as a specialist Welfare Benefits team. Please don't suffer in silence – we are here to help.

Wishing you all a very Merry Christmas and a happy and healthy new year.



## Covid update

Keeping you and our staff safe is our priority, but we will continue to deliver all our services.

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### Dealing with home emergencies

Our new Emergency Repairs toolkit can help you deal with, and report emergencies quickly and easily.

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### Our new Chief Executive Officer joins in early 2022

We're delighted that Andy Hulme will join us from Lloyds Banking Group.

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### Supporting customers who experience domestic abuse

If you need help or support, we have a dedicated advice and support page.

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### Introducing our new Universal Credit tool

Our free online Universal Credit tool can help you make an application step-by-step.

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## Our customer annual review

Find out how we've supported customers over a very challenging year.

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## Connecting with our customers

More than 200 customers and staff took part in our first-ever online conference.

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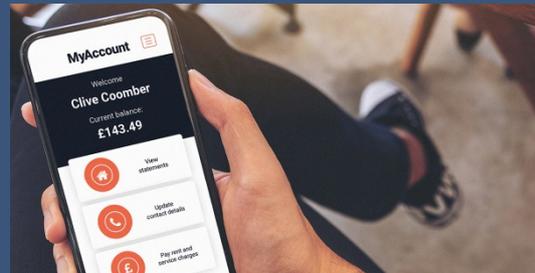
Our latest report shows how we're making a difference to customers' lives.

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