

# An introduction to One Housing

One Housing is a housing association and a not for profit organisation with a strong social purpose. We believe in creating places that people can call home, supporting people to live well, and building lasting homes and communities. We are a member of a group of London's largest housing associations, the G15. One Housing Foundation is our charity. Through our charity, we provide positive social and community activity that supports people to live well and aspire to a better future.

## We provide

- Affordable homes to rent for singles, couples and families
- Affordable homes for sale for shared owners and leaseholders
- Care and support for people with a range of needs, including mental health, ex-offenders, older people and those with lived experience of homelessness
- Help for people into employment through a range of training and support services
- Since 2020 we have reduced our community-based services and we are now focusing on providing high-quality care and support to people in housing settings such as care homes and mental health schemes.

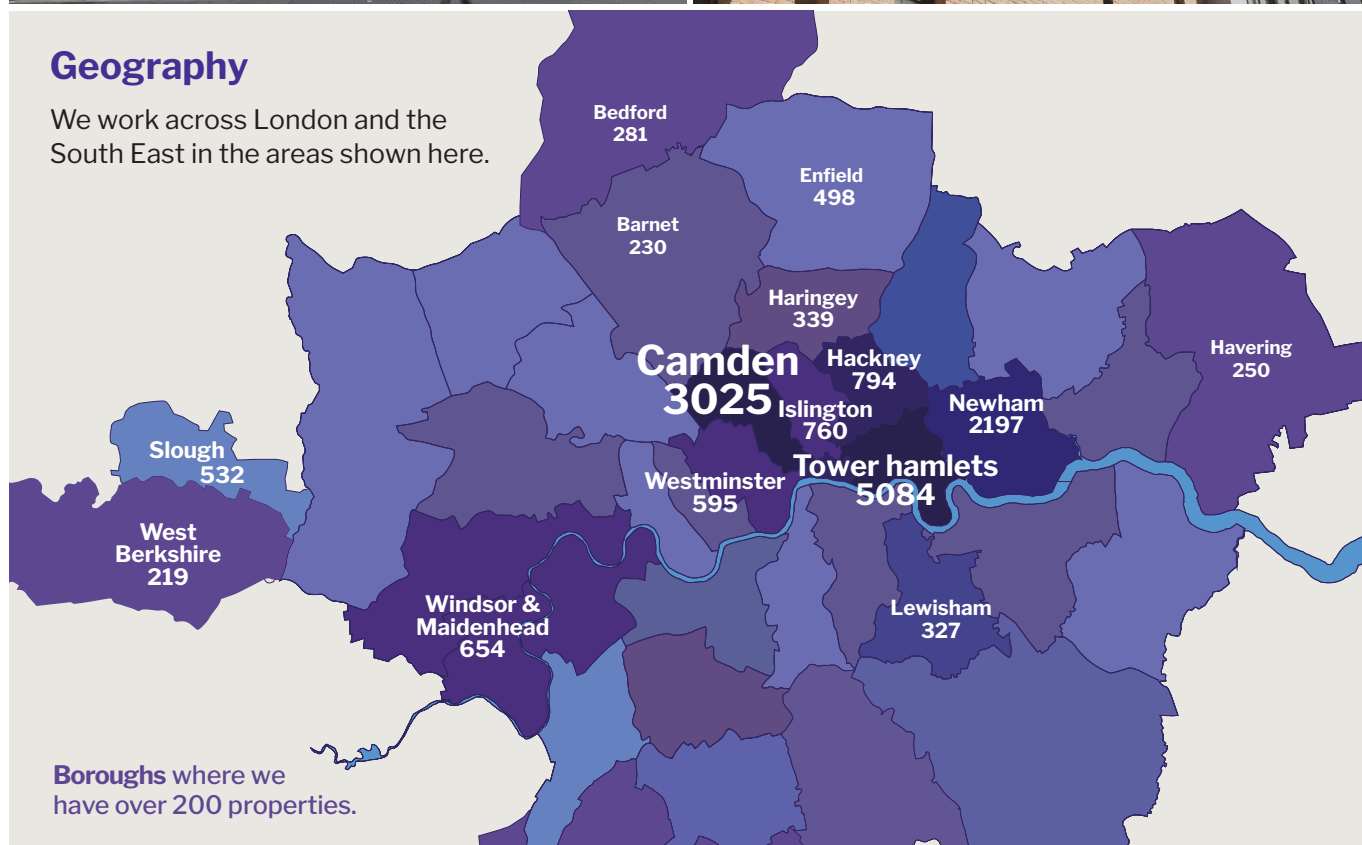
## Key facts and performance

- We own and manage over 17,000 homes in London and the South East, providing homes to around 35,000 customers.
- We support around 3,300 people with a range of specialist needs
- The safety of our residents is our Board's top priority and we're committed to £256m on building safety work, including £120m for cladding replacement over the next 10 years.
- Over 1,600 staff employed
- Turnover of £213 million in 2019/20
- We're now a proud London Living Wage employer
- In 2019/20 we:
  - delivered 355 new homes, of which 232 were either affordable rent or available to buy through shared ownership
  - supported 252 customers into paid jobs, delivered 1,313 one-to-one employment coaching sessions and 132 training workshops
  - invested £1.5m into community regeneration.



## Geography

We work across London and the South East in the areas shown here.







## History

One Housing can be traced back to 1883 and began life as Toynbee Hall. Several mergers and consolidations have occurred over the almost 140 years, the latest of which was in 2011 when Toynbee and Community HA Ltd came together to form One Housing.

## Our corporate goals

- Keeping our customers and their homes safe
- Listening to feedback
- Improving customer services
- Building affordable homes
- Supporting people to live well
- Enhancing lives

## Our values

-  **We keep our promises**
-  **We do a great job**
-  **We work together**
-  **We value diversity**
-  **We look for ways to improve**