

Transcript

[00:00] Speaker: Mark Washer, Chief Executive: Hello, I'm Mark Washer, I'm Chief Executive of Sovereign Housing. And I want to speak to you about some of the challenges that we're facing at the moment in providing the level of service that we know you want, deserve and expect from us.

We're not alone in this, there are a lot of challenges that businesses, companies across the country are facing. Whether that's a shortage of HGV drivers to deliver materials to our sites and to your homes. Whether that's about the challenges in recruiting skilled staff to undertake repairs in your homes, or whether it's about the shortages and the delays in getting materials into Sovereign so that we can undertake those repairs. And examples of that: significant shortages of timber, that mean that we know we're going to have to wait until November before we can take delivery of new fencing supplies; shortages and delays in receiving roofing materials like tiles, which there are currently six-month delays on.

We know that that is deeply frustrating for you in terms of the delays that it's causing to the services, to the repairs to your homes, that we wanted to carry out. It is certainly not where we want to be, and I want you to rest assured that we are undertaking everything that we can to put that right.

But you do need to understand that there are a number of things here that are that are outside of our control. And so, it may well be that some of these delays continue for some time to come. As I say, we know that we're falling short in some areas of providing the level of service that you want and rightly expect from us and we're doing all that we can to rectify that.

Thank you very much.