



New Tenant - Durham



We recently worked with **Qualitas Housing** to welcome a new tenant into one of our properties in Durham.

Delivering positive social impact is at the heart of what we do at Civitas, and so we are always delighted to hear of the difference our properties make to the wellbeing of our tenants, and we are so pleased that with the help of the great team at Qualitas, and through positive teamwork between our partners, our property has been made a home and has changed the future of our new tenant.



"I was placed at DASH but I wanted my own home. Qualitas and Joanne [Housing Manager, Qualitas] came along and advised of a property that was available. Qualitas carried out all of the relevant paperwork and ensured that the property was ready and met all requirements needed and gave me the good news that I could move in. The move was delayed for a few days however Joanne jumped on to the matter straight away and managed to sort it within a few days, I received my keys and all the furniture was set up in the property for me, I literally just had to put my own items in and settle down, I cannot thank Joanne and Qualitas enough for all of the help and advice they have given me, I can now look forward to my future."

**New Tenant
Durham Scheme**



"I had the pleasure of working with our new tenant from start to finish for her 1st property. Working with DASH and the team has been very easy going, ensuring the property was all ready for the tenant, we had some challenges but we overcame them, and she is very happy with her new home. It has been lovely to visit the property again and see what she has managed to do already with regards to making it very homely, I look forward to seeing her progress as time goes on."

**Housing Manager
Qualitas Housing**



"I would like to thank you for all your hard work and its been such a pleasure working with you and Qualitas. Jo has been extra quick in allocating properties for our residents, and they are so happy as they are going to make a fresh start, as some of our residents have been through a lot of traumas. Jo is always polite and professional on the phone and quick to answer any queries concerning our residents. Thank you again."

**Homeless Housing Provider
DASH**