



Welcome To Trust.

Trust Housing Association is a well established provider of accommodation and support services, mainly for older people. This leaflet explains who we are and the range of services we deliver.

Trust in numbers

Established in **1973**, we have been delivering quality housing and related services for more than **40** years. With over **100** developments across Scotland from the Highlands and the Islands to the Borders, we operate in **23** local authority areas.

Our Purpose

To provide quality homes and services that offer independence and choice.

"It's honestly the best move I've ever made. The location is fantastic, it's fully accessible and the other tenants and staff are absolutely brilliant."

Mr Robert Kelly, Thornliebank.

Our Promise to You

Our housing and services offer independence and choice, with the aim of enhancing your quality of life, as well as providing peace of mind.

We have a range of services, from providing you with a home, to care and support services that are flexible and tailored to meet your needs.

" Trust has given me my independence back and I've never been so happy. I can come and go as I please and at the same time I have the support of the staff who are fantastic. It's the best of both worlds."

David Donaldson, Inverness

Our Vision

To be an excellent organisation that improves lives and is a market leading provider of quality homes and services

Our Management Team

We are a not-for-profit organisation, registered with, and regulated by, the Scottish Housing Regulator and the Care Inspectorate. We are governed by our voluntary Board – which includes tenants.

Our Executive Team consists of our Chief Executive, Director of Business Services, Director of Customer Services and Director of Asset Management. They work with our Board Members to make sure that everything you receive from us not only meets your needs and aspirations today and also in the years ahead. In order to do so we continue to listen to what you tell us is important to you and involve all of our customers in as many ways as possible.

If you require any further information or guidance please contact local staff or your Service Manager or call **0131 444 1200. Call this number if you would like this information in a different format.**

Information correct as of April 2017.