



# Returning value to the community

## We're Qualis.

A property management company, developer and council services provider – with a difference.

Across the Epping Forest District, we're building much-needed new homes and commercial buildings, and delivering high-quality housing and grounds services on behalf of Epping Forest District Council.

**£2m**

additional income generated for the Council since 2020

**40%**

of our staff are Epping Forest District residents

**93%**

of our customers are satisfied with the services we provided in 2022/23

**340**

homes granted planning permission since 2020 on local brownfield sites

First new homes at  
**Springwood Grove**  
coming soon!



We're a private company but wholly owned by Epping Forest District Council.

Customer satisfaction, high-quality service delivery and adding long-term community value drive what we do, together with a commercial focus to deliver financial value back to the Council.

This means the Council can invest more in the community – into new homes and infrastructure, improved services and facilities – while keeping council tax as low as possible.

Find out more about the work we do and how we're adding long-term value across the Epping Forest District.

## What we do

Qualis Group is the parent company of Qualis Commercial and Qualis Property Solutions.

### Qualis Commercial

Qualis Commercial is building new homes, commercial space and public facilities across the district. It also manages a portfolio of commercial properties.

### New infrastructure

Delivering new infrastructure, including car parks and industrial units, helping create more local jobs and support economic growth.

### New homes

Building quality, sustainable housing across four sites so that more people in the Epping Forest District have a place they can call home.

### Reinvestment

Set to reinvest over £3.5m back to the community as part of our planning commitments.

### Qualis Property Solutions

#### *Delivering quality maintenance services – it's what we do*

Qualis Property Solutions provides high quality day-to-day repairs, planned maintenance and emergency repair services for customers renting their homes from Epping Forest District Council.

We also manage grounds maintenance services on their behalf.

#### *Customer satisfaction*

We're proud that 93% of users are satisfied with the service we provide.

By taking on more staff and embracing new technology (including call back and web chat facilities) we have reduced call waiting times, increased the number of jobs we can attend each day and are turning around vacant properties faster.

We know there is more we can do and we are committed to continuing to improve our service in the year ahead.

We'll shortly launch My Qualis, an online portal for booking and rescheduling maintenance and repair requests.

#### *Cost efficient*

We are independently benchmarked to ensure that we continually deliver value for money.





Springwood Grove, Epping

## Our key projects

### **Waltham Connect** *Boosting the economy*

We've started construction of four sustainable industrial units on Cartersfield Road on the Brooker Road Industrial Estate in Waltham Abbey.

The units, known as Waltham Connect are set for completion from mid-2024. With the site located in close proximity to the M25 and A10, demand is anticipated to be high.

Waltham Connect is set to transform the site, boost the local economy and create more jobs.

### **Much needed new housing** *First homes launching spring 2024*

By building quality, sustainable housing, we're helping more people find a place they can call home. Our first 45 homes at Springwood Grove in Epping will be launched to market in spring 2024, with the first homes at Verdant Place in Epping following later in the year.



Waltham Connect



## Giving back to the community

### Supporting those making a difference

If you are involved in or know of a fantastic community-focused event or project benefitting Epping Forest District Council housing tenants, why not apply for funding through Qualis' Community Benefit Fund?

Launched in partnership with the Council, the Fund provides financial support to organisations, community groups and charities across the Epping Forest District who are making a positive difference in our community.

There are two levels of support available: Community Small Grants of up to £500 which are designed to support smaller, ad-hoc initiatives and Community Partnerships of up to £5,000 for larger projects which deliver benefit over a longer period of time.

The Fund is made possible due to the surplus Qualis Property Solutions has delivered.

Find out more and apply on our website.

## COMMUNITY BENEFIT FUND

### Contact us at:

#### Repairs

Email: [repairs@qualispropertysolutions.co.uk](mailto:repairs@qualispropertysolutions.co.uk)

#### Home sales

Web: [qualishomes.co.uk](http://qualishomes.co.uk)

Email: [sales@qualishomes.co.uk](mailto:sales@qualishomes.co.uk)

#### Commercial enquiries

Email: [info@qualiscommercial.co.uk](mailto:info@qualiscommercial.co.uk)

#### Careers

Email: [careers@qualisgroup.com](mailto:careers@qualisgroup.com)

#### General enquiries

Web: [qualisgroup.com](http://qualisgroup.com)

Email: [hello@qualisgroup.com](mailto:hello@qualisgroup.com)

