

# *Total* *Response*

Annual Report &  
Financial Statements

For the year ended  
31 March 2019



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## Directors and Advisors

<b>Directors</b>	Michael McCarthy, Chair, (Appointed July 2017, Resigned December 2018) Jake Berriman (Resigned September 2018) Graham Biggs (Resigned November 2018) Paul O'Driscoll (Resigned December 2018) Sonia Higgins (Resigned November 2018) David Lincoln (Appointed July 2017) Duncan Forbes (Appointed September 2018, Resigned December 2018) James Williamson (Resigned November 2018) John Cross, Chair (Appointed December 2018) Hilary Gardner (Appointed December 2018) Philippa Jones (Appointed December 2018, Resigned April 2019) Paul Smith (Appointed December 2018) Richard Woolley (Appointed April 2019) Alison Taylor (Appointed December 2018, Resigned March 2019) Elizabeth Walford (Appointed December 2018, Resigned March 2019) Gillian Jones (Appointed December 2018, Resigned March 2019) Ruth Cooke (Appointed December 2018, Resigned March 2019)
<b>Secretary</b>	Jen Hayball (Appointed July 2017, Resigned September 2018) Richard Woolley (Appointed September 2018, Resigned March 2019) Nicola Griffiths (Appointed March 2019)
<b>Registered office</b>	The Gateway The Auction Yard Craven Arms Shropshire SY7 9BW
<b>Auditor</b>	KPMG LLP One Snow Hill Snow Hill Queensway Birmingham B4 6GH
<b>Solicitor</b>	Anthony Collins 134 Edmund Street Birmingham B3 2ES
<b>Company Number</b>	6178863

## Report of the Directors

The directors present their report together with the audited financial statements for the year ended 31 March 2019.

### Background

Total Response Limited (TRL) is an independent private limited company (registration number 6178863) formed in June 2007 to provide high quality maintenance services to Connexus Housing Group (formerly, Shropshire Housing Group) and external customers, and any other enterprises within the communities of Shropshire and Herefordshire and neighbouring areas.

The Company's principal activities include the provision of consultancy and other non-charitable activities such as property maintenance and management of market rent properties to deliver profit for the parent and to contribute to the charitable aims of the group.

### Financial Performance

This is Total Response Limited's (TRL) 12th trading period since formation. The Company has reported a deficit of £151,719 during the year, compared with a small surplus of £2,000 in 2018. The main variances are discussed below.

Turnover has reduced in the year. This is partly because private works has generated £274,630 less income than expected, although this has been offset, to a degree, by a corresponding reduction in operating costs. In addition, internal works relating to gas and renewable heating installations were significantly less than budget, which adversely impacted on the final outturn position.

This is the third year where the "price per property" scheme has been in place to deliver the repairs service for South Shropshire and Meres and Mosses Housing Associations, although an actual cost charging basis will be adopted from 1 April 2019 to reflect a consistent approach across Connexus..

Operating expenditure increased by £0.225m to £7.388 million (2018: £7.163 million).

In summary, the key drivers for the reduction in operating profit is due to a combination of both operational and non-operational variances:

- Actual income in respect of private contracts and internal gas and renewable installation works less than budget;
- An increase to the bad debt provision of £49,000

The company has made a valuable contribution to the Corporate Plan in providing work in the local area and has continued to invest in apprentices.

### Parent Company

Connexus Housing Limited is registered with the Cooperative and Community Benefit Societies Act 2014, Registered No. 30269R. It is also registered with and regulated by the Regulator of Social Housing in accordance with the Housing and Regeneration Act 2008, Registered No. LH 4494. It has charitable objects, and is a charity for tax purposes (reference XT4980).

## Directors and Directors' Indemnities

The directors of the Company who were in office during the year and up to the date of signing the financial statements are set out on page three. As permitted by the Articles of Association, the directors have the benefit of an indemnity which is a qualifying third party indemnity provision as defined by Section 234 of the Companies Act 2006. The indemnity was in force throughout the financial year and is currently in force. The Company also purchased and maintained throughout the year directors' and officers' liability insurance in respect of itself and its directors.

## Employees

The Company has no direct employees. All employee services are provided by the parent or subsidiary entities and are recharged to the Company at cost.

## Going concern

After making enquiries the Board has a reasonable expectation that the Company has adequate resources to continue its operational activities for the foreseeable future, being a period of twelve months after the date on which the report and financial statements were signed.

Connexus Housing Ltd as overall Group parent, will continue to provide financial and other support to Total Response Limited.

## Annual General Meeting

The annual general meeting will be held on 19 September 2019 at the registered office, The Gateway, Auction Yard, Craven Arms.

## Independent Auditor

KPMG LLP were appointed by the Board in November 2017. A resolution to reappoint KPMG LLP, as independent auditor, will be put to the members at the annual general meeting.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

The report of the director's was approved by the Board on 19 September 2019 and signed on its behalf by:



**John Cross**  
Director  
19 September 2019



**Nicola Griffiths**  
Secretary

## Statement of directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law they have elected to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice) FRS 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Statement as to disclosure of information to auditor

The directors who held office at the date of approval of these financial statements confirm that, so far as they are each aware, there is no relevant audit information of which the company's auditor is unaware. Each Director has taken all the steps that they ought to have taken as a Director to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Report of Directors and the financial statements were approved by the Board on 19 September 2019 and signed on its behalf by:



**John Cross**  
Director

19 September 2019



**Nicola Griffiths**  
Secretary

# Independent auditor's report to the members of Total Response Limited

## Opinion

We have audited the financial statements of Total Response Limited ("the company") for the year ended 31 March 2019 which comprise the Statement of Comprehensive Income, Statement of Financial Position, and related notes, including the accounting policies in note 2.

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2019 and of its financial performance for the year then ended;
- have been properly prepared in accordance with UK accounting standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities are described below. We have fulfilled our ethical responsibilities under, and are independent of the company in accordance with, UK ethical requirements including the FRC Ethical Standard. We believe that the audit evidence we have obtained is a sufficient and appropriate basis for our opinion.

## Brexit other matter paragraph

Uncertainties related to the effects of Brexit are relevant to understanding our audit of the financial statements. All audits assess and challenge the reasonableness of estimates made by the directors and related disclosures and the appropriateness of the going concern basis of preparation of the financial statements. All of these depend on assessments of the future economic environment and the company's future prospects and performance.

Brexit is one of the most significant economic events for the UK, and at the date of this report its effects are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effects unknown. We applied a standardised firm-wide approach in response to that uncertainty when assessing the company's future prospects and performance. However, no audit should be expected to predict the unknowable factors or all possible future implications for a company and this is particularly the case in relation to Brexit.

## Going concern

The directors have prepared the financial statements on the going concern basis as they do not intend to liquidate the company or to cease its operations, and as they have concluded that the company's financial position means that this is realistic. They have also concluded that there are no material uncertainties that could have cast significant doubt over its ability to continue as a going concern for at least a year from the date of approval of the financial statements ("the going concern period").

We are required to report to you if we have concluded that the use of the going concern basis of accounting is inappropriate or there is an undisclosed material uncertainty that may cast significant doubt over the use of that basis for a period of at least a year from the date of approval of the financial statements. In our evaluation of the directors' conclusions, we considered the inherent risks to the company's business model, including the impact of Brexit, and analysed how those risks might affect the company's financial resources or ability to continue operations over the going concern period. We have nothing to report in these respects.

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the absence of reference to a material uncertainty in this auditor's report is not a guarantee that the company will continue in operation.

## Directors' report

The directors are responsible for the directors' report. Our opinion on the financial statements does not cover that report and we do not express an audit opinion thereon.

Our responsibility is to read the directors' report and, in doing so, consider whether, based on our financial statements audit work, the information therein is materially misstated or inconsistent with the financial statements or our audit knowledge. Based solely on that work:

## Independent auditor's report to the members of Total Response Limited (continued)

- we have not identified material misstatements in the directors' report;
- in our opinion the information given in that report for the financial year is consistent with the financial statements; and
- in our opinion that report have been prepared in accordance with the Companies Act 2006.

### Matters on which we are required to report by exception

Under the Companies Act 2006 we are required to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to take advantage of the small companies exemption from the requirement to prepare a strategic report.

We have nothing to report in these respects.

### Directors' responsibilities

As explained more fully in their statement set out on page 6, the directors are responsible for: the preparation of the financial statements and for being satisfied that they give a true and fair view; such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error; assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and using the going concern basis of accounting unless they either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue our opinion in an auditor's report. Reasonable assurance is a high level of assurance, but does not guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A fuller description of our responsibilities is provided on the FRC's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities).

### The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Sarah Brown (Senior Statutory Auditor)  
for and on behalf of KPMG LLP, Statutory Auditor

*Chartered Accountants*

One Snowhill, Snow Hill Queensway

Birmingham B4 6GH

Date: 2 October 2019



## Statement of Comprehensive Income

For the period ended 31 March 2019

	Notes	2019 £'000	2018 £'000
Turnover	3	7,234	7,140
Operating expenditure	4	(7,388)	(7,163)
<b>Operating profit / (loss) on ordinary activities before taxation</b>		<b>(154)</b>	<b>(23)</b>
Gain/(loss) on disposal of PPE		4	11
Interest receivable		-	-
Interest and financing costs		(1)	(1)
<b>Total profit / (loss) for the year before taxation</b>		<b>(151)</b>	<b>(13)</b>
Tax on profit on ordinary activities	5	(1)	15
<b>(Loss)/profit for the year</b>		<b>(152)</b>	<b>2</b>

The operating deficit for the financial year arises from the Company's continuing operations. There is no material difference between the profit/loss on ordinary activities before taxation and the profit for the financial year stated above and their historical costs equivalent.

The company has no recognised gains and losses other than those included in the results above, and therefore no separate statement of recognised gains and losses has been presented.

Total Response Limited  
Report and financial statements for the year ended 31 March 2019

Statement of Financial Position

As at the 31 March 2019

	Notes	2019 £'000	2018 £'000
<b>Tangible Fixed Assets</b>			
Tangible assets at cost	7	275	287
less: depreciation	7	(205)	(185)
		<b>70</b>	<b>102</b>
<b>Current assets</b>			
Stock	8	224	245
Trade and other debtors	9	1,389	716
Cash and cash equivalents	10	43	90
		<b>1,656</b>	<b>1,051</b>
Creditors: amounts falling due within one year	11	(1,778)	(995)
<b>Net current assets / (liabilities)</b>		<b>(122)</b>	<b>56</b>
<b>Total net assets / (liabilities)</b>		<b>(52)</b>	<b>158</b>
Provisions for liabilities	12	-	58
<b>Capital and reserves</b>			
Called up share capital	13	-	-
Income and expenditure account		(52)	100
<b>Total shareholders' funds / (deficit)</b>		<b>(52)</b>	<b>158</b>

The financial statements on pages 10 to 19 were approved by the Board and authorised for issue on 19 September 2019 and signed on its behalf by:



John Cross  
Director  
19 September 2019



Nicola Griffiths  
Secretary

Notes to the Financial Statements (continued)

## Notes to the Financial Statements

### 1. Legal status

Total Response Limited is a private company limited by shares, incorporated under the Companies Act 2006. The Company was incorporated on June 2007.

### 2. Accounting policies

The following accounting policies have been adopted as being appropriate to the Company's circumstances with regard to giving a true and fair view and have been applied consistently in dealing with items which are considered to be material in relation to the Company's financial statements.

#### a. Cash flow

The Company is exempt from producing a cash flow statement in accordance with FRS102.

#### b. Basis of Accounting

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom and in accordance with the Companies Act 2006. The financial statements have been prepared in accordance with the historical cost convention, on an accruals and going concern basis.

#### c. Going concern

After making enquiries, the Directors have a reasonable expectation that the Company has adequate resources to continue its operational activities for the foreseeable future, being a period of twelve months after the date on which the report and financial statements were signed. Total Response Limited is a vehicle of Connexus Housing Limited whose purpose is to allow the Group to carry out non-charitable trading activities and gift aid the profits to the parent to further its charitable activities. Its going concern is therefore based on the strength of the Group and would be supported by the parent if required on a one-off basis.

#### d. Turnover

Turnover represents fees receivable for the provision of services or management of properties for third parties and rental income received from 7 market rent properties. Turnover is recognized on completion or part-completion of works or services carried out, or as it falls due under contractual arrangements.

Notes to the Financial Statements (continued)

2. Accounting policies (continued)

e. **Management costs**

Corporate costs are recharged from Connexus Housing Limited on the basis of an estimation of expenditure incurred, except for specific items of expenditure, which are allocated directly.

f. **Reserves**

Total Response Limited has a general reserve that is unrestricted and can be applied freely, at the discretion of the Company (within its powers). The Company has not earmarked any of this reserve, as a designated reserve, at this point in time.

g. **Bad and doubtful debts**

Provision is made for fees receivable in relation to the provision of services to the extent that recovery is considered doubtful.

h. **Taxation**

The Company is liable to corporation tax on profits. Deferred tax is recognized in respect of all timing differences that have originated but not reversed at the balance sheet date where transactions or events that result in an obligation to pay more tax in the future or a right to pay less tax in the future have occurred at the balance sheet date. Timing differences are differences between the company's taxable profits and its results, as stated in the financial statements. The recognition of deferred tax assets is limited to the extent that the Company anticipates making sufficient taxable profits in the future to absorb the reversal of the underlying timing differences.

i. **Value Added Tax**

The Group is registered for VAT. The Company is registered within the Group for VAT purposes. No VAT is liable on charges between the Company and the parent.

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Notes to the Financial Statements (continued)

3. Turnover

	2019	2018
	£'000	£'000
External work	319	566
Services delivered to group entities	6,379	5,973
Facilities management	536	601
	<b>7,234</b>	<b>7,140</b>

4. Operating profit

	2019	2018
	£'000	£'000
Operating profit / (loss) is arrived after charging:		
Depreciation of tangible fixed assets	28	35
Auditors' remuneration for external audit services	7	6
Amounts payable in respect of hire of plant and machinery	581	450
Amounts payable in respect of rents of land and buildings	209	209

5. Tax on result/profit on ordinary activities

	2019	2018
	£'000	£'000
Profit on ordinary activities before tax	(151)	(13)
Tax on surplus of ordinary activities at 19%	-	-
Costs not deductible for tax purposes (primarily depreciation on tangible fixed assets)	-	-
Capital allowances (restricted claim)	-	-
Adjustments to tax in respect of previous years	1	(15)
<b>Total tax charge/(credit) included in profit or loss</b>	<b>1</b>	<b>(15)</b>

6. Employees

The Company does not directly employ colleagues. Resources are provided by colleagues who are jointly employed by the parent or other group subsidiaries and are recharged directly to Total Response at cost.

The average number of employees providing services to Total Response Limited increased from 116 to 120 during the year.

6. Employees (continued)

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Notes to the Financial Statements (continued)

The cost of these resources are broken down as follows:

	2019	2018
	£'000	£'000
Salaries	2,847	2,851
Social security costs	264	229
Other pension costs	122	135
	<b>3,233</b>	<b>3,215</b>

Directors' emoluments

The directors are also directors of the parent Connexus Housing Limited. Their emoluments are paid by the parent company which makes no recharge to Total Response Limited. Their roles to Total Response Limited are of a non-executive nature and their emoluments are deemed to be wholly attributable to their services to the parent company.

	Appointed	Resigned
Michael McCarthy	15/03/2018	31/12/2018
Jen Hayball (Secretary)	27/07/2017	24/09/2018
Jake Berriman	15/03/2018	19/09/2018
Graham Biggs	16/04/2015	15/11/2018
James Williamson	27/07/2017	30/11/2018
Paul O'Driscoll	15/03/2018	10/12/2018
Sonia Higgins	15/03/2018	30/11/2018
David Lincoln	27/07/2017	-
Duncan Forbes	24/10/2018	10/12/2018
John Cross	11/12/2018	
Hilary Gardner	11/12/2018	
Philippa Jones	11/12/2018	14/04/2019
Paul Smith	11/12/2018	
Richard Woolley (Secretary)	24/09/2018	28/03/2019
Alison Taylor	11/12/2018	28/03/2019
Elizabeth Walford	11/12/2018	28/03/2019
Ruth Cooke	11/12/2018	28/03/2019
Gillian Jones	11/12/2018	28/03/2019
Richard Woolley	01/04/2019	
Nicola Griffiths (Secretary)	28/03/2019	

Total Response Limited  
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Notes to the Financial Statements (continued)

7. Tangible Fixed Assets

	Office equipment, fixtures & fittings £'000	Plant & Machinery £'000	Total £'000
<b>Cost</b>			
At 1 April 2018	162	125	287
Additions	-	4	4
Disposals	(13)	(3)	(16)
At 31 March 2019	149	126	275
<b>Depreciation</b>			
At 1 April 2018	80	105	185
Charge for the year	20	8	28
Eliminated on disposals	(5)	(3)	(8)
At 31 March 2019	95	110	205
<b>Net book value</b>			
At 31 March 2019	54	16	70
At 31 March 2018	82	20	102

8. Stock

	2019 £'000	2018 £'000
Consumable maintenance stock	224	245
<b>At 31 March</b>	<b>224</b>	<b>245</b>

9. Trade and other debtors

	2019 £'000	2018 £'000
<b>Due within one year:</b>		
Trade debtors	320	226
Provision for bad debt	(185)	(122)
Amounts owed by group undertakings	1,106	389
Prepayments and accrued income	35	120
Other debtors	113	103
<b>At 31 March</b>	<b>1,389</b>	<b>716</b>

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Notes to the Financial Statements (continued)

10. Cash at bank and in hand

	2019	2018
	£'000	£'000
Cash and cash equivalents	43	90
<b>At 31 March</b>	<b>43</b>	<b>90</b>

11. Creditors: amounts falling due within one year

	2019	2018
	£'000	£'000
Trade creditors	314	192
Amounts owed to group undertakings	1,378	632
Receipts in advance	-	-
Accruals and deferred income	68	143
Other creditors	5	-
Other taxation and social security	13	28
Corporation tax	-	-
<b>At 31 March</b>	<b>1,778</b>	<b>995</b>

12. Provisions for liabilities

	2019	2018
	£'000	£'000
At 1 April	58	28
Additions	-	30
Reversals	(58)	-
Prior year restatement	-	-
<b>At 31 March</b>	<b>-</b>	<b>58</b>



Total Response Limited  
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Notes to the Financial Statements (continued)

13. Called up share capital

	2019 Number	2018 Number
Number of £1 shares at beginning of the period	1	1
Returned shares	-	-
Shares issued during the financial period	-	-
<b>Number of shares at 31 March</b>	<b>1</b>	<b>1</b>

14. Profit and loss account

	2019 £'000	2018 £'000
Balance at beginning of the period	100	98
Profit / (loss) for the financial year / period	(152)	2
	<b>(52)</b>	<b>100</b>

15. Reconciliation of movements in shareholders' funds

	2019 £'000	2018 £'000
Balance at beginning of the period	100	98
Profit / (loss) for the financial year / period	(152)	2
Distribution to shareholders in the form of gift aid	-	-
Tax credit on gift aid	-	-
<b>Closing shareholders' funds / (deficit)</b>	<b>(52)</b>	<b>100</b>

16. Other Financial Commitments

The company was committed to making the following total minimum lease payments under non-cancellable operating leases:

	Property £000	Plant £000	Total £000 2019	Total £000 2018
Operating leases which expire:				
Due within 1 year	-	218	218	295
Due within 2 - 5 years	-	425	425	639
	-	643	<b>643</b>	<b>934</b>

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Notes to the Financial Statements (continued)

**17. Pensions**

All employees working within Total Response Limited have joint contracts of employment and, as such, they are members of the Social Housing Pension Scheme (SHPS) or the Shropshire Council Superannuation Fund.

Full details and actuarial valuations of these schemes are disclosed in South Shropshire Housing Association's, and Meres & Mosses Housing Association's Financial Statements and the Connexus Housing Limited group accounts.

**18. Related party transactions**

The directors of the Company are either employees or Board Members of the parent, Connexus Housing Limited. As the Company is a wholly owned subsidiary, it has taken advantage of the exemption under FRS8 not to disclose in full intra-group transactions.

**19. Post balance sheet events**

There are no post balance sheet events.

**20. Ultimate parent undertaking and controlling party**

The Company is a wholly owned subsidiary of Connexus Housing Limited, a company registered under the Cooperative and Community Benefit Societies Act 2014 and regulated by the Homes and Communities Agency, and has taken advantage of the following exemptions:

- Exemption from producing a cash flow statement in accordance with FRS102
- Exemption from disclosing transactions or balances with entities which form part of the Group.

The consolidated financial statements of Connexus Housing Limited are available from the Company Secretary, Connexus Housing Limited, The Gateway, Auction Yard, Craven Arms SY7 9BW.