

Welcome To Acis Group



freephone 0800 027 2057

Welcome to Acis Group

Welcome to Acis Group Limited. This handbook is designed to give you information about:

- Your tenancy
- Your rights and responsibilities
- Our policies
- Your home
- What you can expect from us
- What to do if you have any complaints

The information in this handbook applies to all of our tenants, but sometimes there are different rules for people on different kinds of tenancy agreements.

Please ask us if you do not know what kind of tenancy you have. In addition to this handbook, you should refer to your tenancy agreement. This is the legal agreement between us.

For more information on specific topics, we also have a full range of advice leaflets and polices available. Just contact us if you would like information or advice.

On behalf of the board and all the staff at Acis Group Limited, **we hope you will be very happy in your home!**

Valerie Waby
Chief Executive



About us

Acis Group was established in 1999 as a registered company, in order to take over the ownership and management of West Lindsey District Council's rented housing stock. Initially known as West Links Housing, in December 2000 we changed our name to Acis Group Limited. Since then, further stock transfers from Northern Counties and Sheffield City Council have taken place and we now provide around 5,000 affordable rented homes, in both urban and rural areas, for people across Lincolnshire, North Lincolnshire, Nottinghamshire and South Yorkshire.

What sort of organisation are we?

Acis is a housing company, a registered social landlord, regulated by the Housing Corporation. We are a not-for-profit organisation, so our income is used to develop services for you and to maintain your homes to a high standard. Any surplus we make is re-invested into homes and services.

Our main activity is to provide high quality and sustainable homes and properties (including large family homes, flats and bungalows, plus garages and commercial shops) for affordable rent. We also provide low cost shared ownership housing, sheltered housing and homes for people with special needs.

Acis Group's business affairs are managed by a board, which consists of nine members - three tenant members and six independent members.



Contacting us

Our head office is in Gainsborough and we also have an office in Sheffield. We are open every day from Monday to Friday, except on bank holidays. Opening hours are 8:30am to 5:00pm Monday to Thursday and 8:30am to 4:30pm on Friday.

If you wish to contact us by telephone: 8:00am to 6:30pm Monday and Wednesday, 8:30am to 5:00pm on Tuesday and Thursday and 8:30am to 4:30pm on Friday.

Out of normal office hours, you can still get help if you have an emergency repair by calling us on our freephone number 0800 027 2057.

Head office contact information:



**Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG**

**Freephone number: 0800 027 2057
Fax number: 01427 679679
E-mail: info@acisgroup.co.uk
Web: www.acisgroup.co.uk**



Our vision, core values and corporate objectives

Our vision is **'To be the housing provider of choice, delivering excellence in all we do.'** Success is important to us, but so too is how we achieve it.

Our core values are:

Honest	We will be honest, open and fair in all our dealings
Respectful	We will respect and value the views, ideas, feelings and opinions of everyone we deal with and will respond to the diverse make-up of our communities
Positive	We will be positive in our outlook and everything we do
Enthusiastic	We will energetically strive to meet customer aspirations and to continuously improve everything we do
Collaborative	We will work to achieve common goals and objectives by developing and maintaining inclusive, co-operative and positive working relationships
Consistent	We will carefully structure our services, and deliver them in a consistent, fair and equitable manner
Customer Led	We will engage our customers and enable them to positively influence our business

Our corporate objectives are:

- A** To deliver excellent, flexible, customer-focussed services
- B** To provide affordable, sustainable homes
- C** To engage customers and partners in creating safe and secure communities
- D** To grow and diversify our business
- E** To attract, develop and retain the best people
- F** To be a highly respected, top-performing, financially strong organisation

How we are monitored

As a registered social landlord, we are regulated by the Housing Corporation, the Government's regulator of social housing. The Corporation has a regulatory code for housing associations. We have to meet the standards set out in this code, providing a high quality service, openly and fairly and without discrimination.

We are also inspected and monitored by the Audit Commission's Housing Inspectorate. The Audit Commission is an independent body that is responsible for ensuring that public money is spent properly to provide high quality services to the public.

Our service promises

Throughout this handbook, you will find out more about our service promises, which show the service levels that customers can expect from us in each part of our operation. These promises, or service standards, are monitored and reported against on an ongoing basis. If you would like to find out more about our service promises please contact us.

Getting it right

We try to get things right but sometimes we get things wrong. Please tell us.

We improve our services by listening to and learning from you, whenever you make a compliment or a complaint about the service you have received from us.

You can pass on a compliment or a complaint in a number of ways:

By telephone – contact us on freephone **0800 027 2057**.

In person – telephone us to set up a meeting with a relevant manager, either in your own home or at our offices where a private interview room will be made available for you to talk about your issues confidentially.

In writing – by completing a complaints form or writing a letter to us at Acis House.

By e-mail – please send your comments to **info@acisgroup.co.uk** or use the link on our website.

Customers may, occasionally, be entitled to compensation in cases where financial loss or inconvenience has been suffered as a direct result of a poor service. This might be when a repair has not been carried out within a reasonable time, or when Acis has missed an appointment with you.

If you would like more information on compliments, complaints or compensation, please contact us.

If you would like to have this information in large-print, another language, or any other format, please contact us to let us know about your needs.

Our aim is to give you the information you need as quickly and as clearly as we can. We therefore have a target of arranging suitable personal communication for you within 1 working day (for example by talking things through verbally, by using signing, language interpretation etc.).

Please be aware that some large documents may take some time to convert into the format you need and other agencies are often involved in reproducing our published materials. This means that it can take up to 8 weeks to convert a large document into some formats.



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text 07800 002270

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Waxaad Helaysaa Adeeg Turjumaad

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