

Welcome to Acis Group



"Better homes and better services for better lives"



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 tenant members and independent members.



Our vision, core values and corporate objectives

Our vision is **'To create opportunities for people to have better lives through the provision of better homes and better services'**.

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

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

Customer Led ... We will be accountable to our customers for the decisions we make and the actions we take and will enable them to positively influence our business

Our corporate objectives are:

- A** To deliver excellent, flexible, customer-focused 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 Tenant Services Authority, 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

Our service promises, or service standards, show the service levels that customers can expect from us in each part of our operation. They are monitored and reported against on an ongoing basis.

If you would like to find out more about our service promises, please contact us using the details on the back of this leaflet.



This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

