



Golden Goodbye Scheme



"Better homes and better services for better lives"

The Golden Goodbye Scheme

Acis Group has introduced a new scheme called the Golden Goodbye. This is for residents who are leaving their Acis property, even if they are moving to another Acis property.

The Golden Goodbye Scheme offers a reward of £50 in High Street Vouchers for leaving your Acis Home in the agreed condition.

To qualify for the reward you must meet the following conditions:

- ◆ Your rent account must be clear for the end of your tenancy
- ◆ All agreed repairs must have been completed, including any issues with decoration
- ◆ Any agreement about non-standard items must have been adhered to
- ◆ No belongings or rubbish should be left anywhere in the property or garden
- ◆ In some cases we may ask you for access to your home for accompanied viewings
- ◆ The property should be left in a clean and tidy condition
- ◆ Return your keys to Acis on time

As part of your tenancy agreement with Acis, you are required to leave the property empty, clean and tidy, and to rectify any damage to property or non-standard items.

Normally, if this is not carried out, you will be charged for work Acis has to carry out.

What do I do?

We will contact you! Just send in your termination form, with the correct notice period, and you will be sent a letter for an appointment with your Area Housing Manager at your home. We will need to look in each room of the property.

Your Area Housing Manager will let you know if any repairs need carrying out. If you have installed non-standard items such as doors or light fittings etc, then you will be asked to return them to their original standard.

You will be given a copy of the items agreed, and your rent account will be discussed with you.

The Golden Goodbye vouchers will be posted to you at your new address once we have had a chance to inspect the empty property to make sure that it has been left in good condition.

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।

Překladačské služby jsou k dispozici

Service de traduction disponible

ليرة دا خزنة تگوزاری ته رجوعه هه به
کوردي - نینگکيسی

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Oferejemy usługi tłumaczeniowe

Übersetzungsservice erhältlich

提供翻譯服務。

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ।

Překladačské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

خدمات لترجمة منوفرة

خدمات ترجمه مهيا ميائند

Oferece-mos Serviço de Tradução

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ترجمه کرنے کی سروس دستیاب ہے

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

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Gainsborough
Lincolnshire
DN21 1GG**

**email: info@acisgroup.co.uk
web: www.acisgroup.co.uk
FREEPHONE: 0800 027 2057
text: 07800 002270**

