

# home news

The tenant newsletter from Acis Group

*Keeping you informed*



## Welcome

Welcome to the winter 2011 edition of Home News. In this issue you'll find a feature on the progress our Tenant Led Scrutiny Panel has made over the last year. We also reveal the organisations that are receiving funding from the Acis Community Fund initiative.

There's a report on the official opening of four of our new homes developments, as well as articles from around the regions. We've also got our regular items about becoming involved with Acis and useful information for you and your home, plus the chance to win £20 worth of vouchers in our competition.

## Also inside this issue

**You said, we did**  
**Meet the Chairman**  
**2012 pull out calendar**



customer approved



## Festive opening hours

Acis House will be closed from 3pm on Friday 23 December 2011, opening on Wednesday 28 December 2011. It will be closed again on Monday 2 January 2012, opening on Tuesday 3 January 2012.

## Comments? Suggestions? Ideas?

Do you have any comments, suggestions or ideas for Home News?

If so, please email them to [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk). Alternatively, you can post them to the **Marketing and Communications Team**, Acis Group, FREEPOST NEA 10963, Gainsborough, DN21 1BR.

Home News is also available online. Previous issues are available on the Acis website.

Visit [www.acisgroup.co.uk/main/news](http://www.acisgroup.co.uk/main/news) to view electronic versions of past editions.



# Tell us

The Acis Board wants to increase opportunities for the tenants' voice to be heard. Using the return slip below, please use 'Tell us' in order to bring areas of interest, concern or queries to our attention.

**Please do not use 'Tell us' to:**

- Make formal complaints (there is already a separate procedure for this)
- Make service requests (please use existing routes)

**I/we would like to tell you about:**

.....  
.....  
.....  
.....  
.....

**Address:**.....

**Name:**.....

**Telephone:**..... **Email:**.....

**Please return the slip to Marketing and Communications, Acis Group, FREEPOST NEA 10963, Gainsborough, DN21 1BR.**

**Thank you**

# Read all about it...

## You said we did

You continue to provide us with feedback about the services we provide via questionnaires, surveys, comments and complaints. Your opinions make a difference to the services you receive in the future and only by listening to our tenants can we find out what we do well and what we can improve.

Below are some examples of feedback or suggestions we have received and the action we have taken.

### You said:

You wanted to know how we deal with priorities for improvement works, what you can expect when we undertake improvement works and how we can build new homes as well as making improvements to existing properties.

### We did:

The spring edition of Home News included a feature that detailed:

- Our improvement programme priorities for 2011/12
- Our approach to planning improvement works
- What you can expect when improvement works are carried out
- What the differences are between how we pay for improvement works and how we fund building new homes
- Frequently asked questions on improvements

### You said:

You wanted extended operating hours for our Customer Contact Centre phone lines.

### We did:

We changed opening times to provide a service that meets the needs of our customers, enables greater access to our services and also allows us to give our Customer Service Advisors increased training to better deal with your calls.

### You said:

There is a significant difference in satisfaction on where you live (via the STATUS survey).

### We did:

Working groups were set up to identify reasons for the differences and action plans produced to address the causes.

### You said:

Our Repairs service wasn't operating as well as it could and as a result customer satisfaction was low.

### We did:

We have implemented a number of improvements to our Repairs service to become more efficient and effective. This has led to an increase in customer satisfaction, which is currently at 90%.

Read all about it...

## Cracking youth project

### **FIRECRACKER**

**A successful innovative diversionary project for local youths was launched in the run up to bonfire night. Firecracker is a multi-agency initiative aimed to get youths off the streets and get them involved in fun activities in a safe environment.**



Firecracker, now in its second year following a pilot programme in 2010, aims to tackle the issues of increased crime and anti-social behaviour during this period by engaging with youngsters.

Firecracker was held every Friday evening for five weeks, from 7 October to 4 November. Around 35 youths aged between 11 and 16 attended each session, which was held at the Park Springs Community Centre in Gainsborough.

It offered youngsters the chance to take part in multi sports activities, graffiti art and even filming and producing a DVD and dance video. When the project was started last year, there was a 40% drop in both anti-social behaviour and general crime in the area. This year more youths were targeted and more activities were provided, with something different each week.

Early feedback from the young people has indicated that most of the 35 attended every session – and they all wanted them to continue.

Firecracker was organised by Acis in conjunction with YaSiG, CG Partnership, Positive Futures, Image Skool, West Lincolnshire Community Safety Partnership, and Lincolnshire Police and Fire Services.

## New Chair for Acis Board

A new Chairman has been appointed to the Board of Acis. We welcomed Rod Must as Chairman from October, taking over the reins from Roger Buttery.

Rod joined the Acis Board in 2008 and has a wealth of experience in the public and private sectors which includes roles with the United Nations, the governments of Nepal and Swaziland, the European Union, the World Bank and the British Government.

**Rod said:**

**“To become Chairman of an organisation such as Acis is a great honour for me personally. I’ve served as part of the Board for a number of years and I’m delighted to lead the company during such an exciting period. There is much potential for Acis to develop and grow, providing homes and services that improve the lives of our tenants and customers.”**



Rod Must



Roger Buttery

Roger Buttery, who joined the Board in October 2004 and was Chairman since July 2008, retired at the end of September.

**Valerie Waby, Chief Executive of Acis, commented:**

**“Roger has served the organisation extremely well during his time as a Board Member and as Chairman. He leaves behind a fantastic legacy. Additionally, Rod has already contributed greatly to the success of Acis via his role on the Board as Vice-Chairman. I look forward to working with him further in the coming months to help shape the direction of the company going forward.”**

# Growing our business

## Soldier commemorated during series of official openings

**Four new developments and a total of 126 homes were officially opened in September and October in front of residents, local authorities, special guests, partners and Acis employees, bringing an end to a series of events held in 2011.**

The Tamer Road development in Sleaford was declared officially open on 20 September. Guest of honour Councillor Marion Brighton OBE, Leader of North Kesteven District Council, was on hand to officially open the site.

On 23 September, the Shuttlewood Road development in Bolsover was officially opened. The event marked the last formal event for Roger Buttery as Acis Chairman.

An event at the Norman Way development in Bardney was held on 6 October, with new Acis Chairman Rod Must being joined by West Lindsey District Council Chairman Councillor William Parry in declaring the scheme officially open.

And on 11 October, the Robert Pearson Mews development in Grimsby was officially opened and was attended by the Madam Mayor of Grimsby, Councillor Susan Pickett. However, this event was particularly significant as we paid tribute to a British soldier, Robert Pearson, who was killed in Afghanistan.



Robert Pearson's sister, nephew and auntie are joined by Acis Chairman Rod Must, Vice-Chairman Peter Clay, Board Member John Cawdell and Chief Executive Valerie Waby, as well as the Madam Mayor of Grimsby, in officially opening the Robert Pearson Mews development

While serving in the Queen's Royal Lancers regiment, Robert Pearson was part of the Armoured Support Company Royal Marines that was providing security to a resupply convoy returning to Camp Bastion in April 2008. The vehicle he was driving hit a suspected mine and Robert was killed. Robert, from Grimsby, received glowing tributes from a host of colleagues.

As a tribute to Robert, his family wrote to the council about naming a road in his honour. The street was then put forward to Robert's family and named after him. Robert's family were invited to attend the opening event by Acis, and his sister, nephew, auntie, uncle and cousin were present to help cut the ribbon and officially open the development.

**Robert's auntie, Linda O'Sullivan, said:**  
"We are very grateful to Acis for organising all this. We were delighted to be invited and are so pleased that Robert is being remembered in this way. It shows that they really do care."



Councillor William Parry, Chairman of West Lindsey District Council, cuts the ribbon to officially open the Norman Way development



Councillor Marion Brighton OBE, alongside former Acis Chairman Roger Buttery, cuts the ribbon to officially open the Tamer Road development



Acis Chief Executive Valerie Waby is joined by Councillor Paul Cooper in declaring Shuttlewood Road officially open

### Acis is 12!

The two official opening events in October were timely ones as they coincided with the 12th anniversary of Acis, which was celebrated in early October.

**Our official opening at Norman Way, Bardney was attended by Lysette Howe, the daughter of Bardney resident and Parish Councillor Caroline Howe. Lysette asked if she could write a piece for Home News to give her take on the event and here's what she wrote.**

### The official opening of Norman Way, Bardney!

Today, Thursday 6th October 2011, I attended the opening ceremony at Norman Way, with my mother (Cllr Carrie Howe), officials from Acis, Bardney Parish Council, Chairman of West Lindsey District Council - Cllr William Parry and other important people.

Rod Must (Acis chairman) gave a wonderful speech about Norman Way and its grand opening. We had our photos taken and after that Cllr William Parry cut the ribbon and Norman Way was officially open! We all headed down to the village hall for cake, drinks and a chat.

It is great to see Norman Way finally open as I have seen it built from the beginning, and I have seen many interesting things during this time.

By Lysette Howe  
Aged 9 years



## We give even more to support our communities



**The Acis Community Fund gave charitable organisations and groups the opportunity to apply for a small grant of up to £2,000 for use in the local community for projects or initiatives.**

**Following the launch of the second phase of our 2011 community funding initiative, we have now allocated 13 new groups with grants to support the work they do in the community.**

### **British Red Cross**

In 2012 Acis will be working with the British Red Cross to offer our tenants the opportunity to take part in two hour first aid courses to help individuals deal with everyday situations. Further details will be available in the New Year, however if you are interested in taking part please contact Rachel Cook on 01427 675753.



### **Caistor in Bloom Group**

Caistor in Bloom was first formed in May 2009 with the aim of enhancing Caistor to be a tidy and picturesque town. The committee initiate many new projects to improve the local surroundings thanks to the hard work and dedication of the local volunteers and the residents of Caistor take great pride in their surroundings. To recognise the hard work and dedication, Acis have made a donation to the group to support them with their future projects.



### **Riverside Training (Gainsborough)**

Riverside Training have a training centre in Marshall's Yard, Gainsborough. The centre offers support to individuals looking for support in finding

employment or updating their skills. Acis are working with Riverside Training to offer additional qualifications and support to our tenants. If you would like further information on the support available please contact Riverside Training on 01427 677277.

### **Home Start (Gainsborough)**

Home Start Gainsborough recruit, train and support parent volunteers to offer parents support on a one-to-one basis within their own homes and the wider community, building supportive relationships and responding directly to families needs. The funding allocated will enable Home Start to recruit and train an additional eight volunteers to support local families.

### **Volunteer and Contact Association: Gainsborough Allotment**

The allotment project was first initiated by the local NHS mental health team to provide a therapeutic activity for individuals who were about to be discharged from their services. The aim is to provide a supportive, socially inclusive environment to help maintain motivation and well being of those no longer receiving NHS services. In April 2011 NHS support for the group was withdrawn, leaving the group with the need to become self sustaining. Approximately 60% of service users live in an Acis property. A small donation will enable the group to continue to thrive.

### **Wildlife Trust for Sheffield and Rotherham**

Acis are supporting the Wildlife Trust to deliver courses to both parents and children at the Woodthorpe Children's Centre. The courses will enable families to learn together, improving cookery skills and the importance of a healthy diet. Further information on these courses is available from Woodthorpe Children Centre on 0114 265 1188.

# In the community

## Richardson Play Park Group (Gainsborough)

A group of local residents have formed a committee with the aim of creating a play park for young people in the Richardson Rise area. A small amount of funding was granted to help cover the costs of basic equipment, stationary and training sessions. The committee will now be working with Gainsborough Town Council to undertake a feasibility study.

## West Lindsey District Council Skills Fair

An Employment and Skills Fair will be held at Riseholme College on Thursday 9 February. The fair is open to everybody and aims to support those who are looking for work, skills development and volunteering opportunities. The small donation will ensure transport is provided from Gainsborough, calling at Scampton and Hemswell, to ensure local tenants are able to attend.

## Gainsborough and District Support Group

This support group based in Gainsborough offers people with mental health problems support. Individuals can access the group on a self referral basis or through the Mental Health Trust. A small donation will enable the group to continue with their excellent work, with 75% of attendees being Acis tenants.

## Arts and Social Club (Gainsborough)

This group is designed to offer support for individuals with learning disabilities as a drop-in group. The group is run by volunteers offering support not only to the individuals with learning difficulties, but also their families. 70% of service users who regularly attend are Acis tenants.

## Monday Social Group (Gainsborough)

The social group was established with the support of the Disability Network West Lindsey who agreed to offer support with administration of the group. The group offers social and personal support to individuals with chronic and recurrent mental health problems. The group give each other support both inside and outside the meetings, offering friendship and access to therapy.

## Tuesday Craft Group (Gainsborough)

This group provides an opportunity for people with recurrent mental health difficulties to share skills and try new skills. The group is based within the Swaby Unit at the John Coupland Hospital. A small donation will support a vital support service for service users and their families. 80% of service users are Acis tenants.

## Earth Bound Misfits

The Earth Bound Misfits are West Lindsey's very own professional juggling and street theatre company. They will be running drop-in circus skills workshop sessions where you will be able to try your hand at circus skills such as learning to juggle, riding a unicycle, walking on stilts, walking the tightrope and globe walking to name just a few. The workshops are aimed at families but all are welcome and aim to increase confidence, self esteem, skills and bring the wider community and families together.

Dates will be confirmed January 2012 but you can find out more or register your interest now by calling the Earth Bound Misfits on 01652 678262 or emailing [mark@earthboundmisfits.co.uk](mailto:mark@earthboundmisfits.co.uk)



# Resident involvement

## Tenant Led Scrutiny Panel - progress so far



**The Tenant Led Scrutiny Panel, an independent panel of Acis tenants, was formed back in January 2010 as a result of the Tenant Services Authority's expectations on how tenants should be involved in the development, monitoring, standard setting and scrutiny of services.**

The aim of the Panel was to address these points and become part of our co-regulation structure, essentially monitoring our performance and holding us to account.

### What have they done?

The Panel monitor our performance and use it to establish their areas of scrutiny, as all their work must be evidence-based. Their first piece of work, which they called a test case as they were still learning about tenant scrutiny, was on customer complaints. It was chosen as there was a low level of customer satisfaction in this area.

The Panel split the task of scrutinising customer complaints into four phases. The first planning phase was deciding how they were going to tackle the piece of work. The second phase was the desk top review and they compared our performance to other organisations and against expected national standards. The third phase was reality checking. They designed questionnaires and surveyed tenants, carried out telephone interviews and commissioned mystery shopping. Once they gathered all their evidence, the Panel moved onto the final reporting phase, writing their own report and presenting it to the Acis Board.

**The Tenant Led Scrutiny Panel made the following recommendations to the Acis Board:**

1. Establish a system to ensure that customers feel confident that their complaint is being dealt with
2. Provide customers with a single point of contact
3. Send a response letter detailing who that point of contact would be, including a Customer Feedback leaflet
4. Consider offering customers alternative contact and reporting methods
5. Consider using alternative methods to provide updates to customers in addition to the requirements for formal written correspondence

The Board accepted these recommendations which were incorporated into the new Customer Feedback Policy. This has now led to us making changes and improving working practises when dealing with complaints. The Panel will review complaints satisfaction in six months time to ensure we are still following the recommendations and review whether customer satisfaction has improved.

### What next?

The Tenant Led Scrutiny Panel are now looking at their second piece of work. Following the same procedure as for complaints, sections of our Repairs and Maintenance service have been chosen to scrutinise.

The Panel have had a very productive year and proved they really do have the clout to get things done. The members show a great commitment to improving our services. They attend monthly meetings, attend training sessions to provide them with skills to enable them to carry out their work to a high standard, they take time to monitor our performance and recruit their own members, as well as getting out there and speaking to our customers and gauging their experiences, thoughts and opinions. They work for our customers to ensure satisfaction is always improving.

**To find out more about the Tenant Led Scrutiny Panel, or for an application pack to join, contact our Resident Involvement Officer on 0800 027 2057 or email [getinvolved@acisgroup.co.uk](mailto:getinvolved@acisgroup.co.uk)**

## Dealing with debt



**The festive period is a time of giving but you don't want to give yourself a headache in the New Year with bills and debts you can't afford. It's all too easy to overspend, with tempting offers and pressure to buy.**

However, if you find that you do get into difficulty, there are ways in which you can seek help and the Citizens Advice Bureau provide useful information which could help you get back on track.

### How to sort out your debts

If you have a problem with debt, it's important not to panic but don't ignore it either - it won't go away.

To deal with a debt problem, you will need to:

- Sort out how much money you owe
- Work out which are the most urgent debts for you to pay off

- Work out if you've got any money to pay your debts off and, if so, how much
- Deal with the most urgent debts as a matter of priority
- Look at your options for dealing with the less urgent debts and work out how to pay them off
- Contact your creditors and make arrangements to pay back what you owe
- Work out your options if you don't have enough money to pay off all your debts

For more information contact your local Citizens Advice Bureau, call 08444 111 444 or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## Direct Debit competition



Sign up to pay your rent by Direct Debit during the month of January and you will be entered into a prize draw to win £50 worth of vouchers.



All customers who pay by Direct Debit as at 31 January 2011 will automatically be entered into a prize which will take place in March – this includes all customers who signed up to pay by Direct Debit prior to January. The winner will be notified shortly after the deadline.

**For more information, or to request a form to pay your rent by monthly Direct Debit, please contact our Income Team on freephone 0800 027 2057.**



Read all about it...

## Get involved at a resident group

Resident groups are an informal way of getting involved and allow you to come and have your say about any issues affecting your area. They are attended by residents and members of Acis staff.

There are a number of residents groups across a range of locations. For more information and for details about when and where they take place, please contact our Resident Involvement Officer on freephone 0800 027 2057 or visit [www.acisgroup.co.uk/main/have-your-say](http://www.acisgroup.co.uk/main/have-your-say)



## New partner for Acis

Over the last few months we have been looking for a new partner to work with us following the completion of our five year home improvements contract with Frank Haslam Milan (FHM).



As part of this process, we invited tenants to get involved to help us ensure we got the right people for the job. A number of tenants were involved in selecting the new partner and this included making site visits to talk to prospective contractors and being part of the interview process.

We have now selected Willmott Dixon as our preferred partner for our home improvements contract from April 2012 onwards, subject to final contract negotiations.

More information will be available in the New Year so look out for further details in upcoming editions of Home News.

## Strike a pose – models wanted

As part of an ongoing project to update the library of photos we hold for use in our leaflets, handbooks, newsletters and on our website, we are looking for tenants to volunteer to be part of our next photo shoot.

Tenants of all ages are required, including individuals, couples and families. We want to show real people and real lives in the publications that we produce and that means using you, our tenants.

If you're interested, or for more information, contact Jacqui Thorburn on freephone 0800 027 2057 or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)



## Neighbourhood Warden services in Sheffield

Acis recently welcomed the Neighbourhood Warden service in to our team, which serves the Sheffield community. The service was previously part of the Your Estate Services (YES Team) contract.

Paul Morley is your Neighbourhood Warden who acts as the 'eyes and ears' around the community. He provides a reassuring presence in your local community.

Although Paul doesn't work for the Police, he works with them and other agencies to help cut crime and disorder and give advise about home safety and security, taking action against:

- ✓ Vandalism
- ✓ Anti-social behaviour
- ✓ Bogus callers

He also deals with a whole range of environmental problems such as:

- ✓ Graffiti
- ✓ Litter and dumped rubbish
- ✓ Abandoned cars

How does he work?

Paul will:

- ✓ Patrol the area, in particularly those parts of the area with specific problems
- ✓ Offer a friendly support to all customers
- ✓ Report and act on problems from litter to vandalism and anti-social behaviour
- ✓ Work with the community and residents groups
- ✓ Keep in contact with vulnerable people in our community



You will see Paul around the estate so please approach him for any support and advice. If you want to report an issue to the Neighbourhood Warden, call freephone 0800 027 2057.

## To let

We have 2 one-bedroom flats available on Hastilar Road South

## Recommend a friend

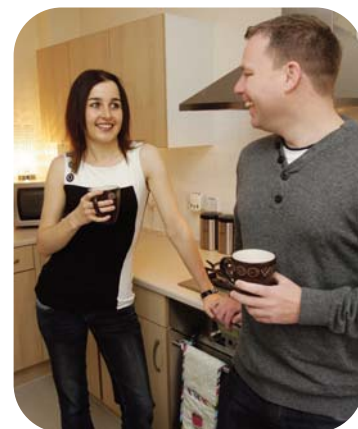
Do you know someone who wants to move into Sheffield but is finding it difficult to get a property?

Acis is offering you the chance to recommend a friend to us who would like to move into the area.

We have 2 one-bedroom flats available on Hastilar Road South which have secure fencing at the front and back of the property.

The homes give people the chance to move into independent accommodation on the Woodthorpe estate. Applications to rent the properties are also welcome from anyone already living in an Acis home and would like to transfer.

If you'd like to put someone forward for the flats, or would like to apply for one of the flats yourself, call us on freephone 0800 027 2057 for details by Friday 6 January 2012.



# Around the regions

## Garages to let

We have a number of garages available to let in the Gainsborough area.

These are available to anyone and a variety of locations are currently available now at affordable prices.

### Locations:

- Woodfield Road
- Heapham Crescent
- Newton Close
- Elsham Walk
- Haltham Green
- Queensway

Call us on freephone 0800 027 2057 for more information.

Rent  
£5.25 per week  
(Acis tenants)  
of £6.30 per week  
(non Acis  
tenants)

## Newlands Court gets a Big Tidy Up

Over 20 school children from a Gainsborough school gave the outside of the nearby Newlands Court sheltered scheme in Gainsborough a makeover.



As part of their year-long Police Community Safety Officer (PCSO) challenge, the year six children at primary schools in the Gainsborough Uphills area teamed up with their neighbouring police team.

All were asked to take part in a Big Tidy Up and pupils at the Charles Baines Community Primary School responded. They decided that they would volunteer to help out at Newlands Court and try to make a difference to the car park and courtyard areas.

The whole year six class brought their brushes, gardening tools and bin bags and set about the tasks. They were involved in weeding, cleaning garden furniture, pruning, sweeping leaves and collecting litter.

And their efforts were praised by PCSO Penny Smith who said:

**'This was a fantastic choice by the children to make a difference to an area just around the corner from their school. It isn't always possible for the residents to get involved themselves. You could tell that their work was really appreciated by the staff and residents at Newlands.'**

The Big Tidy Up has made a big difference to the appearance of the courtyard and the car park. Thank you all the children involved and hopefully this is something we will be able to repeat in the future.



Newlands residents with Charles Baines pupils after the Big Tidy Up.

## 101 - the new non-emergency Police number

101 is the new number to contact the Police for non-emergency incidents and general enquiries. You can now call Lincolnshire, Nottinghamshire and South Yorkshire Police on 101 to report a crime that has already happened, seek crime prevention advice or make them aware of local policing issues.



### When to call 101?

You should call 101 to report less urgent crime and disorder or to speak to your local officers. For example, you should call 101 if:

- Your car has been stolen
- Your property has been damaged
- You suspect drug use or dealing in your neighbourhood

### Or to:

- Report a minor traffic collision
- Give the police information about crime in your area
- Speak to the police about a general enquiry

101 is being introduced as part of the government's wider work to improve access to the police, ease pressure on 999 and help to efficiently and effectively tackle crime and disorder.

### Who will answer?

As with 999, calls to 101 will be handled 24 hours a day, seven days a week by specially trained staff. The new 101 number provides a direct link to the Police, where you can get information and advice, and access to your local policing teams.

### How much does it cost to call 101?

Calls from landline and mobile networks cost 15p per call, no matter what time of day or how long you are on the phone.

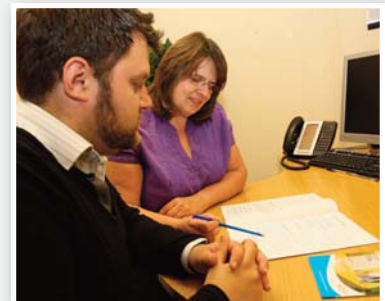
### What is the difference between 101 and 999?

You should continue to call 999 when it is an emergency, such as when a crime is in progress, when there is danger to life or when violence is being used or threatened.

## ASB SERVICE GAINS SOME RESPECT

Our Anti-social Behaviour (ASB) Unit has signed up to Respect, the ASB Charter for Housing.

By signing up to the Charter we are making public our commitment to provide a high quality ASB service and our accountability to you, our tenants, for its delivery. We will work with our tenants to tailor the Charter to local needs and priorities in the areas in which we operate.



# How we are performing

## Our performance

### Customer satisfaction levels

Take a look below at how satisfied you are with our services. This summary is based on the results of the various satisfaction surveys completed by customers. It shows our current levels of satisfaction across all locations in which we operate compared to the targets for 2011/12.

Those with a green face show that we are beating our target.



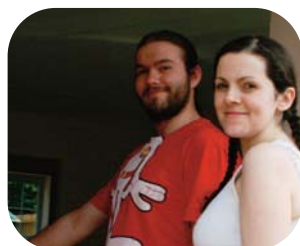
Those with an amber face show that we are just below our target.



Those with a red face show that we are not meeting our target.



Service area	Target Satisfaction for 2011/12	Year to date satisfaction (as of 30 November 2011)	
Percentage of customers satisfied with the overall service provided	87.4%	87.7%	
Percentage of customers satisfied that Acis keeps them informed	84.2%	85.4%	
Percentage of customers satisfied with the outcome of a complaint	73%	77.3%	
<b>Repairs</b>			
Percentage of customers satisfied with the overall repairs and maintenance service provided	83.4%	90.9%	
<b>Home</b>			
Percentage of customers satisfied with the quality of their home	87.4%	82.8%	
Percentage of customers satisfied with the quality of their home improvement	99%	95.7%	
<b>Anti-social behaviour (ASB)</b>			
Percentage of customers satisfied with the outcome of an ASB case	81.3%	77.4%	



# Notice board

## Giving something back - Acis staff raise money for charity

As well as the great day-to-day work our employees carry out, they also do some fantastic things for the wider community. Over the past few months, members of staff have done a number of positive fundraising activities, all in aid of charity. See below for some of the recent events that have taken place.

### Children in Need

It was Children in Need on 18 November and Acis employees raised a total of over £70 in aid of disadvantaged children and young people in the UK.

### Wear it Pink

£68 was raised across the organisation on Friday 28 October during Wear it Pink Day, in support of the Breast Cancer Campaign.

### Nick's triathlon triumph

Nick Thacker completed the Virgin Active London Triathlon in July, which involved a swim, bike ride and run. Nick raised £478 from generous donations for Macmillan.

### Jill runs for life

Jill Bullock ran the Race for Life event and raised a total of £512.80 for Cancer Research.

### Michelle's great run

Michelle Sleight completed the Great North Run half marathon in September. Michelle raised approximately £400 from generous donations for Sense, the deafblind charity.

## Your compliments

Dear Di

Thank you so much for helping me to have a shower fitted. It is so fabulous to not have to depend on anyone for help anymore.

I cannot thank you enough!  
Resident, Riseholme Road,  
Gainsborough

Hi Andrea

A lady from Stow called to say thank you for her lovely new bathroom.

It's absolutely lovely and so convenient. A real treat to come home to after 7 weeks in hospital.

Hi Di,

A lady has called from East Stockwith to let you know that the bath lift has been delivered and is fine and said thank you very much for your help.

### Repairs satisfaction survey winners

Mr and Mrs Lynsley of Caistor were the lucky winners of the quarterly prize draw for our repairs service customer satisfaction questionnaire. They will receive £25 worth of vouchers.

Make sure you complete and send back your questionnaire if you have a repair carried out and you could be in with a chance of being a winner.



### Here is a selection of your comments from our repairs customer satisfaction cards:

Excellent Joiner,  
very well mannered,  
tidied up after  
himself.

Very helpful  
gentleman,  
excellent service.

Workmen are always  
polite and courteous.

We considered the  
service excellent,  
thank you.

# Competition time

The Acis Bug is hiding somewhere in this edition of Home News. To be in with a chance of winning £20 worth of vouchers, simply tell us which page the Acis Bug is hiding.



Send your answer to Marketing and Communications, Acis Group, FREEPOST NEA 10963, Gainsborough, DN21 1BR or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk), stating your name, address and telephone number.

**Closing date for entries is 31 January 2012**

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By request we will do what is reasonable to provide the content of any document in another format or language.

Please contact our Customer Services team on **FREEPHONE 0800 027 2057** or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk) for more information.

## Contact details

phone:		FREEPHONE 0800 027 2057
post:		Acis Group, Acis House, Bridge Street, Gainsborough, DN21 1GG
email:		<a href="mailto:info@acisgroup.co.uk">info@acisgroup.co.uk</a>
website:		<a href="http://www.acisgroup.co.uk">www.acisgroup.co.uk</a>
in person:		Acis House, Bridge Street, Gainsborough, DN21 1GG



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