

Welcome to Acis Group



Freephone 0800 027 2057

"Better homes and better services for better lives"

Welcome to Acis Group

Welcome to Acis Group. 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 types 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 policies available. Just contact us if you would like information or advice.

On behalf of the board and all the staff at Acis Group, **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 over 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 Tenant Services Authority (TSA). 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 reinvested 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 learning difficulties.

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



Contacting us

Our head office is in Gainsborough. We are open every day from Monday to Friday, except on bank holidays. Opening hours are Monday and Wednesday 8.30am - 6.30pm; Tuesday, Thursday and Friday 8.30am - 5.00pm, including lunchtimes. Out of normal office hours, you can still get help if you have an emergency repair by calling us on our freephone number.

Our contact details are:

Postal address (head office):

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



Freephone number: 0800 027 2057

Please note that out of normal office hours you can report an emergency repair using this number. Details of surgeries held for our Sheffield customers can also be obtained by using this number.

E-mail: info@acisgroup.co.uk

Fax number: 01427 679679

You can also view further information via our website:

www.acisgroup.co.uk

Our vision, values and strategic priorities

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 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.
- 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 strategic priorities are:

In order to achieve our vision we have developed three key themes and will focus on achieving the following outcomes:

Putting people first

- We will deliver accessible, relevant, high quality customer focussed services
- We will promote inclusion and independence
- We will be a knowledgeable and learning organisation
- We will develop and empower our people
- We will deliver business results which demonstrate effective, efficient performance

Creating better places to live

- We will invest in homes and neighbourhoods
- We will develop our work on environmental sustainability
- We will invest to develop healthy, wealthy and wise communities

Growing our business

- We will develop more homes for more people
- We will maximise opportunities that add value

How we are regulated

As a registered social landlord, we are regulated by the Tenant Services Authority (TSA). The TSA sets standards for service delivery and tenant involvement that we are required to meet. We will also be periodically inspected 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. We have actively sought and will continue to seek accreditation of our services from appropriate awarding bodies.

Our service promises and standards

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

Getting it right

We try to get things right but sometimes get things wrong. If we do, please tell us.

We aim to 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.

