



Annual Report to Tenants

2025/26

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Contents

Page 3 **Intro from Greg Bacon, Chief Executive Officer**

Page 4 **People First**

Page 7 **Home**

Page 10 **Quality**

Page 13 **Support**

Page 18 **Get in touch**

Intro from Greg Bacon, Chief Executive Officer

I'm proud to welcome you to our Annual Report to Tenants 2025/26.

Over the past year, we've continued to perform strongly, with a clear focus on providing safe, good-quality homes and improving services for you.

Our latest [Tenant Satisfaction Measures report](#) clearly demonstrates the progress we have made and the sector-leading performance of our teams and services.

We've made real progress in our housing services. We secured over £1.3 million in external funding to improve energy efficiency and make homes warmer and more affordable to run.

We also continued to deliver new and specialist homes where they are needed most. Our performance remains strong across key measures, including tenant satisfaction and regulatory standards, showing our commitment to safe, well-maintained homes.

We know that having a home is just the start. Through our support services and work in local communities, we help people maintain their tenancies, improve wellbeing and build stronger, more resilient neighbourhoods. This has helped us achieve high satisfaction levels compared to other providers.

Looking ahead, we'll continue to invest in existing homes, build new affordable housing, and meet changing safety and energy standards.

Our strategy, "Getting There Together 2030," guides everything we do as we work to provide homes and services that make a real difference.

We are driven by principles and values which genuinely put customers at the heart of what we do and ensure we are there when you need us.

Our three core values – Positive, Honest, Ambitious – dictate our decision-making and ensure our people can deliver on our four main objectives:

- People First
- Home
- Quality
- Support

You can find out more about this in our Corporate Plan. Download it by clicking here: [Corporate Plan: Getting There Together 2030](#).

So you can clearly see how we're meeting our ambitions, this report is broken down into those four key themes.

Enjoy reading and thank you.

Greg



People first

People first is our central priority.

It helps to guide everything we do. It ensures we consider how what we do impacts the different people we work with, but also how we include them in our decision making.

We want to inform and shape all our services based on insight from the people who use them. To help us do this, and to give you even more opportunities to get involved, we launched our Your Voice platform nearly two years ago.

You can learn more about Your Voice on page 6 of this report.

[Read Tom's Story.](#)

You will find key highlights which demonstrate our people first approach throughout this report.



Equality, diversity and inclusion

We were delighted to achieve the Housing Diversity Network's ED&I accreditation this year, further evidence of our commitment to delivering services and support that bring about change.

We are pleased to share positive outcomes in meeting our priorities:

The collection and use of personal details

The fantastic response to our request in the Winter 2025 edition of the Home News magazine for you to help us in keeping your personal details up to date (you can continue to do via add link to MyAcis) and to the telephone contacts that we made in Autumn 2025 has allowed us to further develop our knowledge and understanding of the diverse needs of our customers and shape our services towards meeting them.

Just some of the things that we have done are:

- Installed a ring doorbell for a deaf customer so that they could get alerts and see who was at the door.
- Altered some of our letters to remove jargon and make them less anxiety inducing
- Changed the font size of letters for customers with sight impairment
- Carried out evening/weekend visits to accommodate a customer's caring needs
- Made adjustments in planning to do works for a customer who wanted to cancel them due to anxiety

We will continue to review the personal details that you tell us about and use them to inform how we deliver our services.



Engagement with diverse groups

We seek to engage with diverse groups of customers and our Your Voice platform (add link) allowed us to see details provided by those who have registered to use it. We carried out a review in Autumn 2025 after 12 months of operation and found that users were spread across different geographical areas, span different age ranges, and mirror the ethnic profile across our operating areas.

Undertake Equality Impact Assessments (EIAs) on our strategies and policies when newly drafted or reviewed

EIAs were completed for our Equality, Diversity and Inclusion Strategy and Temporary and Compulsory Moves Policy. The assessments found no adjustments to be necessary.

Offer accessible premises

66 new properties provided by us were constructed to be accessible and adaptable in meeting our design standards, including four that were built to be suitable for wheelchair users.



Maintain a zero-tolerance approach to cases of harassment, victimisation, and hate crime

In close liaison with the police, we responded to two reported hate incidents. In one case, a resolution was reached without a need for formal action, the other remains subject to a court decision.

Be inclusive when recruiting for job opportunities

We encouraged tenants and local community members to apply for development and skills opportunities that were offered through Riverside training, who support tenants amongst others to access training and employment opportunities. We interviewed and recruited tenants for roles via this route.

We offered a number of work experience opportunities, again supported by Riverside, to allow tenants and local community members to gain valuable practical experience to support them in their journey to find work.

Your Voice

Your Voice is Acis Group's online platform, giving customers a digital home to tell us how we can improve, give feedback and shape our services. It's one of the most important ways we can hear your views.

We capture this through surveys, conversations, focus groups or simply through the comments left by customers on the platform and then we let you know the changes we've made as a result. [Click here to see our You Said, We Did area.](#)

It's designed to be simple to use and enables customers to give feedback about the things that matter most in your specific neighbourhood!

We want to say a huge thank you to everyone who has taken part because every contribution helps us understand what matters most to you.

Your voice – in all its forms – helps us make better decisions, improve our services and create positive change. Here are some of our highlights of 2025/26...



110+

customers registered on the **Your Voice** platform – giving more customers the chance to shape our services and tell us how we're doing

Feedback

on Home News and website is driving future redesigns

Customer Champions

engaging with Learning from Feedback group to improve services

Platform rated easy to use

with demand for more surveys, competitions and engagement opportunities

Customer focus groups

providing direct feedback on things such as our Repairs Policy and communication improvements

150+

responses on New Tenancy experience and expectations → **89% satisfied** that the standard of the property when moving in met their expectations.

- In response to the feedback given we have:
 - Focussed on confirming our lettable standard to customers and sought to ensure its consistent application, with pre and post inspections giving particular attention to external areas to ensure there are no unsafe conditions.
 - Strengthened the quality assurance process with the assessment of inspection records and photographs.
 - Routinely provided a new home booklet, heating system instructions, and supplier recommendations

700+

responses covering service standards, website, newsletters, neighbourhood priorities, tenancy standards, and surveys

160+

responses shaped Service Standards and response time expectations

60+

entries in the Acis in Bloom competition

The Your Voice platform is just one way we use your feedback to shape what we do.

There are lots of ways you can share your views, and we're always happy to chat.

To find out more about the Your Voice platform – use the QR code, or type:
<https://www.yourvoiceacis.co.uk/>
into your web browser.

your voice
 acis
group



Home

We're committed to providing safe, good quality homes, and delivering a high performing repairs service.

We also keep a strong focus on building safety and have a programme of improvement work to ensure your homes are safe and comfortable.

We know the importance of getting repairs in your home fixed as quickly as possible so we're extremely proud of our performance over the last 12 months – and we aim to keep getting better!

Read Chloe and Pete's story

Some key highlights

- ★ **186 new homes** delivered in the last 12 months
- ★ Largely completed the work on specialist housing at Market Rasen House (now known as Grange House) and Bowling Green Road in Gainsborough.
- ★ Sector-leading satisfaction with our repairs and maintenance service as highlighted in our latest **Tenant Satisfaction Measures report.**



Building safety and improvements

Our Tenant Satisfaction Measures report shows how we're performing when it comes to keeping our buildings safe.

In 2025/26 we completed the following improvements:

131

kitchens

222

adaptations

100

bathrooms

245

roofing works

198

doors

39

air source heat pumps

132

heating systems

35

boiler replacements

Property management

6,954

homes managed

523

homes let (either new homes or homes that became vacant)

35

mutually exchanged homes

Repairs performance

99.9%

met our target times for completion

24,406

(24/25 = 23,408) repairs completed

5.99

days is the average repairs completion time:

97%

customer satisfaction after repairs were finished

99.52%

of appointments made and kept

Energy Efficiency Work

Acis worked with the private sector to deliver on the UK Government's Net Zero Carbon targets, including a commitment to ensure all domestic properties reach at least an Energy Performance Certificate C by 2030.

Through our successful partnership with Domna, which began in 2024 and has now delivered more than £5M of fully funded energy works over the last two years, we have continued to focus this year on the UK's Energy Company Obligation (ECO4) scheme.

The partnership delivered full **Solar PV systems to 91** properties, with **24 of those also receiving High Heat Retention storage heaters.**

New Air Source Heat Pumps were delivered at **39 properties** while a total of **281 homes** saw an improvement in their energy rating over the year.

The average saving for customers with these units is more than £650 per year. Additionally, fully funded Cavity Wall Insulation was provided to 143 properties and external wall insulation added to a further eight to boost the thermal efficiency of those homes.

This work helped tenants **lower fuel bills by £157,000** in 2025/26.

The ECO4 scheme ended on March 31, 2026, and will be replaced by the Government's new Warm Homes Plan.



Quality

We strive for quality in everything we do, challenging ourselves to always do better and provide value for money.

To us, quality really matters - whether it's a repair service, the homes themselves, an effective interaction with our teams, high standards of education or appropriate wellbeing services.

It's also about ensuring value for money in delivery of any our services.

[Read Marie's story.](#)

Some key highlights

- ★ Retained our G1/V2 grading from the Regulator of Social Housing (RSH) following annual stability check
- ★ Achieved the ISO 45001 accreditation – the international standard in health and safety practice
- ★ Retained Customer Service Excellence standard from the UK Government
- ★ Cyber essentials standard achieved towards protecting the data that we hold

Quality Satisfaction

A key part of our drive for quality in all that we do is to speak with tenants and understand how satisfied you are with our services.

We do this through 22 Tenant Satisfaction Measures (TSMs) which are set by the Regulator of Social Housing (RSH).

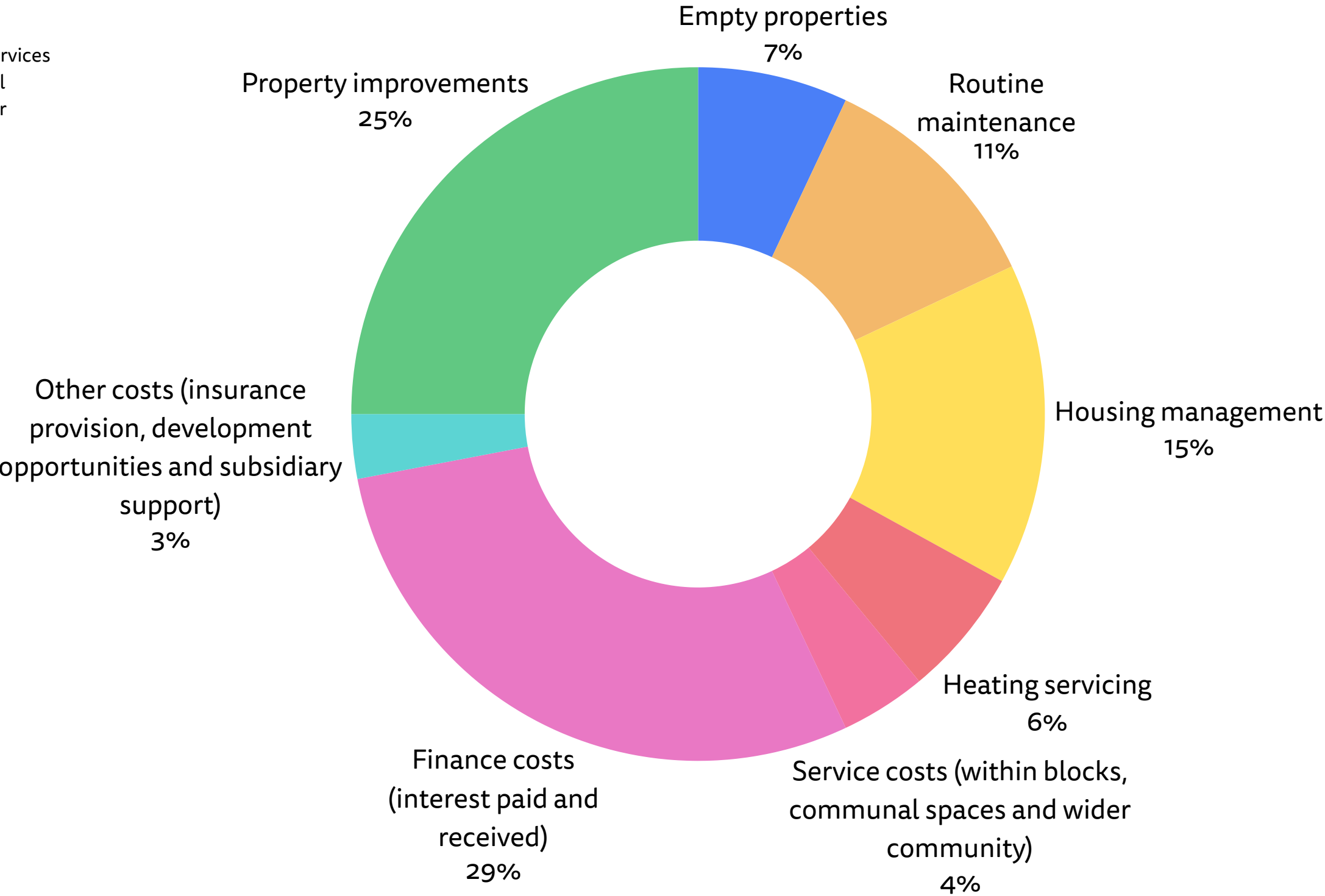
They help show how well we're doing in key areas like repairs, safety, communication and handling complaints. Just as importantly, they reflect what our customers think about their homes and the services we provide.

They also help you see how we compare with other landlords similar to Acis Group and we're really proud that our performance ranks us amongst the best landlords in our peer group.

We collected over **97% of the rent due** and continued to manage arrears proactively. Evictions are always a last resort, but there were nine carried out due to unpaid rent.

For more information about our services and performance, our full Financial Statement and annual accounts for 2025/26 will be published on our website in October 2026.

How Your Rent Was Spent in 2025/26



Complaints and feedback

As part of our commitment to keep getting better at what we do, we capture detailed complaints and feedback information to show how we've used learning from your feedback to improve the quality of our service.

You can see it here in our Annual Complaints Performance and Service Improvement Report:
<https://www.acisgroup.co.uk/workspace/pdfs/annual-complaints-performance-and-service-improvement-report-2025-26-v9-1.pdf>

Acis Stamp of Approval

This year we have launched the Acis Stamp of Approval – a way of ensuring our customers can shape big projects that make a massive impact.

We've kicked this off in 2026 with a project to review and improve the Acis website which is due to go live before the end of the year.

To find out how you can get involved, get in touch by emailing yourvoice@acisgroup.co.uk.



Support

We provide help, guidance, signposting and encouragement when people need it.

This could be one-off or as often as needed to ensure people feel we are there for them.

What sets us apart is that our support extends beyond the conversations we have when you contact us.

Our high standards and commitment to quality mean we care about how we deal with your routine enquiries right through to more personalised support for a range of challenges.

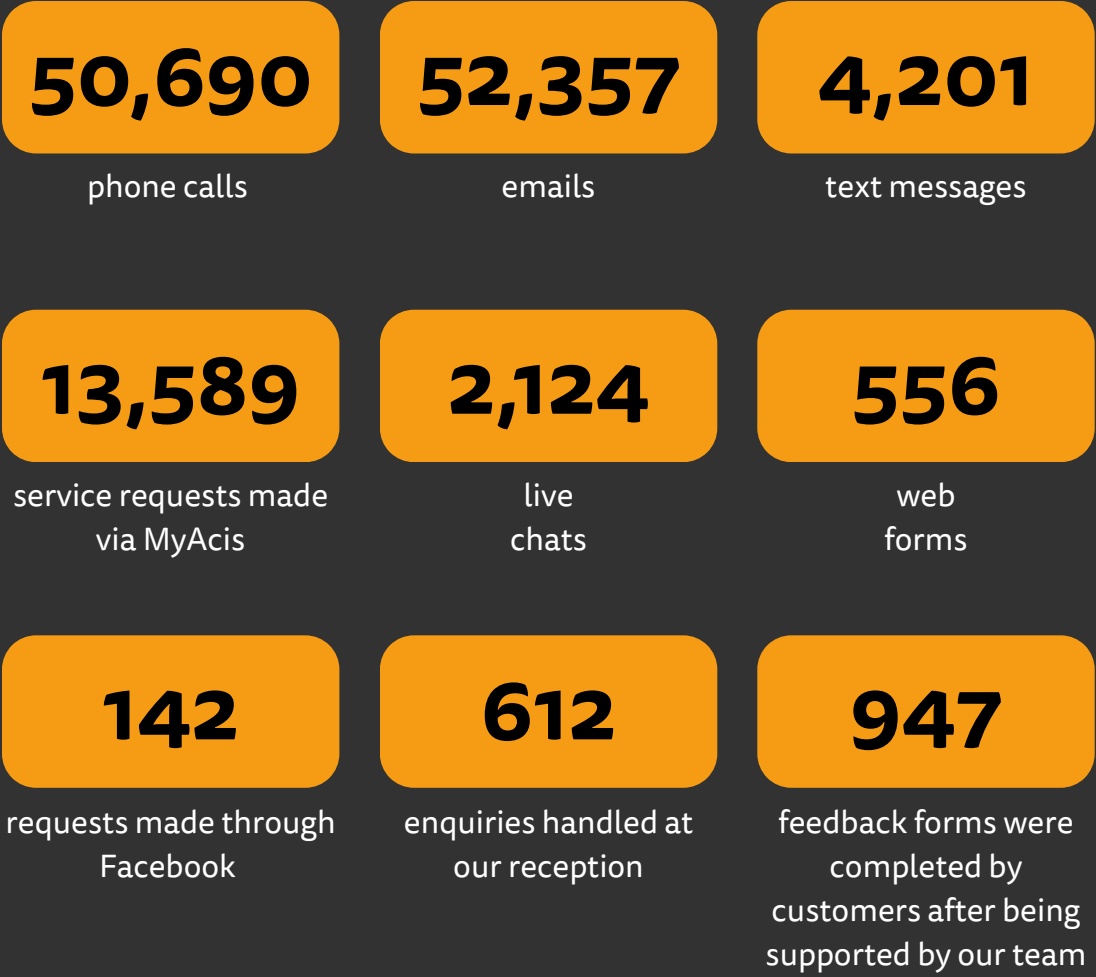
Some key highlights

- ★ **£11m** of social value delivered through our community investment activity in 2025/26
- ★ **£20m** of social value projected for 2025/26 – our highest-ever
- ★ **Acquired Skills Centre Plus**, further enhancing our education offering
- ★ **Embedded our safeguarding practices**, which means our teams are trained to spot concerns early and act quickly to keep you safe
- ★ **Improved our achievement rates** for young people being supported by our community investment activities



Our Customer Service Centre

In 2025/26, our Customer Service Centre handled:



4.84 out of 5

was the average score you gave our customer services team in post-contact surveys

40 seconds

the average call wait time in 2025/26 – **ten seconds quicker** than last year.

On average we received more than

200

calls and more than

200

digital communications per day.



Neighbourhoods

We aim to create places where people can thrive. We actively work in neighbourhoods where our homes are to improve spaces, resolve issues and support communities.

Over the last year, this included 108 neighbourhood audits.

From these, we've made improvements to common areas at Queensway, Pelham Court and Trinity Court in Gainsborough; Tamer Road in Sleaford; and Spinkhill Road in Sheffield.

Re-lined the car park at Newlands Court in Gainsborough to make parking easier and safer for everyone.

Run clearance activities at Carson Avenue in Dinnington, New Scott Street in Langworth, Lower Manor in Sheffield and Tamer Road in Sleaford to improve the areas.

Through our programme of neighbourhood audits, we've spoken and listened to hundreds of customers around our neighbourhoods to understand what you'd like to see us doing. We've identified areas for improvements to buildings and landscaped areas, picked up communal repairs, and dealt with incidents of fly tipping, abandoned cars, graffiti, abandoned properties and poorly maintained gardens.

Overall, the audit programme has been a real success in making continuous improvements to the appearance and safety of your neighbourhoods, and in planning further improvements into the future.

You can have your say about the area you live in on the Your Voice platform:

<https://www.yourvoiceacis.co.uk>

Antisocial behaviour

Our dedicated Community Safety team recorded and responded to **138 reports** and we are proud to have **retained the Anti-Social Behaviour accreditation from HouseMark.**

Our Tenant Satisfaction Measures report also highlights how Acis compares to other landlords using the Regulator of Social Housing’s benchmarks. This gives you a sense of where we perform well and where we can improve.

While we aim to resolve issues informally by acting quickly, sometimes we do need to take things further. Further actions taken in 2025/26 included:



Read: [Tackling anti-social behaviour in Gainsborough](#)

Supporting tenants beyond their homes

We know that having a safe, affordable home is only one part of helping people thrive.

Through our education, training and wellbeing providers, Clip and Riverside Training, tenants have accessed personalised support to build confidence, improve wellbeing, develop new skills and move closer to employment opportunities over the last 12 months.

With 41% of all Clip and Riverside learners also living in Acis properties, this connection is really making a difference.

In the last 12 months, we provided more than 17,000 support interactions - a 41 per cent increase on the previous year - with many accessing education, skills and employability programmes and more than 16,000 engaging in wellbeing and community activities.

The services specialise in supporting people to unlock their potential, breaking down barriers to employment and providing an alternative to those who might not thrive in mainstream education or training, as well as offering support to improve health and wellbeing.

Achievement rates across adult education reached 96 per cent in a range of qualifications including maths, safeguarding, counselling, mental health and autism awareness, with 72 per cent of learners progressing into further study, work or volunteering.

Young people supported through the group's alternative learning **'Flare' programme** achieved a 100 per cent GCSE pass rate, with results far exceeding national averages in both English and Maths.

With satisfaction levels of those who are supported reaching 95 per cent and significant expansion to its services, Acis continues to demonstrate its commitment to helping people build confidence, improve wellbeing and take meaningful steps towards their goals.

Find out more: <https://www.acisgroup.co.uk/skills/>



Getting in touch

For general enquiries, rent, repairs, support services and new homes:

- Call us on 0800 027 2057
- Email us at info@acisgroup.co.uk

For skills, training, education and employment services:

- Call us on 01427 677 277
- Email us at enquiries@riverside-training.org.uk

Website:

- acisgroup.co.uk

Your Voice

- yourvoiceacis.co.uk

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- linkedin.com/company/acis-group/
- youtube.com/user/AcisHousing