

homenews

Autumn
2015

The tenant newsletter from Acis Group
Keeping you informed

In this issue

Summer fun days
Switching energy supplier
Value for money

In this issue

Welcome	p1
News round up	p2
Fun day success across Acis	p3
Opening Doors to new careers	p4
Out and about with Acis neighbourhood wardens	p5
Residents rally round to clean up community	p6
Switching energy supplier	p7 and p8
Our performance	p9
Providing real value for money	p10
Get involved with Acis	p11
Universal Credit - are you getting ready?	p12
News round up	p13
Noticeboard	p14
Competition time	p15



Welcome to our autumn edition of home news. Amongst the sunshine and showers it's been a busy summer here at Acis and we wanted to share as much as we can with you in our bumper edition.

We've had lots of activities and events over the summer months which you can read all about on page 3. And our clean-up day in Gainsborough was a huge success with almost 4 tonnes being collected by skips provided by Galatia (page 6).

But just as important are the changes we've made around the organisation to ensure we are open and honest with everyone about how we ensure value for money.

One of the ways in which we will share this with you is in our new regular feature from our Finance Director, Simon Hatchman on page 10.

In previous feedback about home news you've told us you want more content that will help you. So this edition includes an energy switching feature – giving you information about how to switch, and how to ensure you get the best deal (page 7).

A new feature includes our 'out and about' interview with our new neighbourhood wardens so you can find out a little more about what they do and how they can support you.

And don't forget there are all our regular features, including information on the upcoming estate walkabouts, our competition, and news from around Acis to share with you.

Remember we always love to hear what you think and what information you would like to see in future editions – so get in touch!

A handwritten signature in black ink that reads "Valerie Waby". The signature is written in a cursive, slightly slanted style.

Valerie Waby
Chief Executive

News round up

Awards and recognition

We've been re-awarded a quality standard for involving residents in the work we do.

We are really excited about achieving the Tenant Participation Advisory Service (TPAS) standard again, as it shows our commitment to customer engagement – whether that's through our tenant-led scrutiny panel, local management boards or through sharing ideas and comments for improvement. If you are interested in getting involved in any way, speak to Lucy Picksley on 01427 675806.

Acis has also been successful in retaining the Customer Service Excellence standard. This standard demonstrates our commitment to giving our customers the highest possible customer service.

Sleep out to support local charities

Ten volunteers from Galatia and Acis gave up their beds just before the summer to take part in a 'sleep out' event to raise money for homeless and vulnerable young people locally across South Yorkshire. This included two of Galatia's apprentices who took part and organised the event as part of National Apprenticeship Week. The event was organised to raise money for national charity FareShare, which locally supports Guru Nanak's Free Kitchen.

The volunteers started the event by preparing food and drink for distribution to the area's homeless people who visited Guru Nanak's Free Kitchen before spending the night on the floor outside the Rivers Community Centre. The event ended at sunrise and raised £578 which will go directly to FareShare. Before the event Galatia staff had spent the past few months collecting warm winter clothing and essential toiletries and these were given to homeless people who came to the shelter that evening.

Better access to bowling club

A Gainsborough bowling club has better access after help from a group of Galatia volunteers.

The Gainsborough Roses Bowling Green approached Galatia for help with the upkeep of their outdoor area. Their flower beds were getting increasingly hard to maintain and asked for help to replace them with flag stones – giving members, many of which have mobility problems, better access to the club.

So as part of Galatia's volunteer day, many staff donated their time to dig out the flower beds, concreted the area and laid new flag stones.



Left to right: Gillian Maclaren, Nigel Freeman, Lucy Picksley and Jenny Osbourne.



Pictured above staff from Galatia, Acis and Guru Nanak's Free Kitchen.



Galatia volunteers at the bowling club.

Fun day success across Acis Group

We were out and about during the summer attending fun days to highlight the support we offer including tenancy matters and our litter picking days.

The summer kicked off with our annual Park Springs fun day held at the community centre in Gainsborough, which opened its doors to the whole community.

Almost 200 people attended the event with activities like a bouncy castle, face painting, arts and crafts, games, and jumble sale all taking place. Our brand new courtyard play equipment was also out for the first time.

Many local organisations also attended giving advice and guidance on a number of different topics, such as training, employment, safety, energy, health and children's services.

For those who were hungry, hot dogs and refreshments were provided by Galatia. And four of their very own apprentices supported on the day.

The recently-formed community centre steering group were on hand to talk to residents about the exciting plans ahead for the centre and to talk about our proposed new community shop – and £260 was raised through the fundraising activities to kickstart this project.

The Acis team were out in force at the South West Ward fun day in Gainsborough in early August, where the sun shone and with sporting activities, games, prizes on offer, the Acis team gave advice to would-be tenants in the area. And as well as providing answers to various questions from existing tenants, the team were on hand to support the BBQ, fun and games, and face painting fun.

Over August bank holiday, the Acis team were out and about again, supported by Galatia, when the Angleton Meeting Rooms in Sheffield's Lower Manor were transformed as a pirate fun day for all the family organised by Maskk, plus lots of other fun activities organised by Manor and Castle Development Trust.

It was a great chance for people to meet their local playworkers who provide the weekly clubs for children in the local area and an opportunity to take part in treasure hunting, map making and, of course, dressing up.



Opening Doors to new careers

We're helping people gain much-needed employability skills through our work experience, apprenticeship, training and employment programmes.

The **Opening Doors** programme, ran by Galatia our joint venture with Wilmott Dixon, along with the **Just the Job** initiative are improving people's lives across the communities in which we work by giving them the chance to obtain new skills.

Apprenticeships and work experience opportunities are available through the Opening Doors programme with a variety of on-site roles available, including working in plumbing, joinery, engineering, plastering, tiling, bricklaying and roofing, while office roles like administration, HR, customer service and project management are also up for grabs.

Apprenticeships, which give opportunities for people to earn while they learn, last for between one and four years, while placements last between one week and a year.

Declan File, 20, of Gainsborough started his apprenticeship in June. He said: "I had done an apprenticeship before but this one is much better. I get to do all sorts of activities around different departments and it's helping me build up lots of skills, including social skills."

Fellow Gainsborough resident Kyler Minnikin, 20, is one month into his four-year plumbing and gas apprenticeship.



He said: "I had been thinking about doing an apprenticeship since I was 15 when I was at school – I've always wanted to do something with my hands and this was a perfect opportunity".

"I get involved in anything that involves gas or water so there's a lot of different things that I get to do – plus, I get to do a lot of different things too like working on the windows for example. I'm getting a lot of good experience and things to put on my CV".

Anyone aged 14 or over can apply for a work experience placement and successful applicants will be provided with a qualified and trained mentor for the whole of their placement.

Just the Job, is an innovative programme to help our tenants get back on the payroll – or even in work for the first time in their lives.

The four-week course is delivered by Riverside Training and is helping people gain new skills that employers are looking for.

The course helps people to produce a CV, get help with application forms and links candidates with suitable recruitment agencies which match skills to local employers with jobs on offer. It also helps with careers guidance and further training opportunities.

The courses run up to four times a year and candidates could follow in the footsteps of Andy Norris – an Acis tenant living in Gainsborough. Having left the Armed Forces in 2014 after 14 years service, he found it tough to get his career back on track until he found support through the Just the Job programme.

He said "I was looking for a niche type of career in the aviation industry, as that is my background. I searched around Gainsborough for what was available to me, and I came across Riverside Training.

"The team from the start have been fantastic and have offered lots of advice – you can never have too much. I am currently undergoing three technical IT courses, on my own accord, and to be given funding for my exams on completion of the Riverside Training course was an added bonus as these were not included with my courses.

"During my last week on the course I was extremely pleased to have been offered my dream career in aviation working as an Airfield Operations Officer, at Doncaster Robin Hood Airport, permanently. This career is the start of a fantastic road in civilian life and is all of my Armed Forces aviation roles rolled into one. Without the advice I was offered by Riverside Training on my interview questions, techniques and answers I may have faulted at parts."

To find out more about the Opening Doors programme, call 07817 861201 or email kathryn.murdoch@galatia_awdp.co.uk. To find out more about the Just the Job initiative, email enquiries@riverside-training.org.uk or call 01427 677277.

Out and about... with Acis neighbourhood wardens

Acis Group neighbourhood wardens Robert Higgins and Heather MacPherson give an insight into their jobs, which cover more than 5,500 properties.

Rob covers Sheffield and the rural areas around Sheffield. Heather covers Gainsborough and the rural areas around Lincolnshire.



What is a neighbourhood warden?

Rob: My interpretation of the role is that I am the 'eyes and ears' on the estate – a visible presence allowing people to approach me with their queries. I also support the area housing managers and contracts manager.

Heather: It's all about community cohesion, partnership development and engagement with people and organisations in the communities in which we work. We get to know the neighbourhood and the people in it.

What does your role cover?

Rob: My role is very varied. Some of my key tasks include gas service scheduling, inspecting empty properties, managing untidy gardens, tenancy visits, identifying anti-social behaviour and lots of project work too.

Heather: We address housing related enforcement issues, which means I have to deal with anti-social behaviour cases, health and safety inspections, breach of tenancy notices and fly-tipping. But I get to do a lot of events and engagement work too.

Describe a typical day

Rob: There really is no typical day so to speak, the job is very varied and can change all the time depending on the issues that arise – we are responsive to the needs of our communities.

Heather: No days are the same – but that's what makes it interesting.

What's the one thing you want to see happening within your area / neighbourhood?

Rob: We want to improve the appearance of our properties and their outside space/garden areas – working together to find ways we can do this.

Heather: I've recently identified a gap in services and support for 11-13-year-olds so I'm currently working on ideas as to how we can support this group and provide support for the wider community.

What feedback do you get – good and bad?

Rob: The main bulk of queries I receive in the summer months are regarding landscaping, fencing and other 'outside' regeneration, which is why my day can be so varied to ensure we can respond to them.

Heather: We're constantly receiving feedback and it's great to see that people are noticing a difference to their areas. The litter picking day (see page 6) received some great feedback from tenants.

What have you been up to recently that customers might not be aware of?

Rob: We've been working on a project to identify which areas need some regeneration and we're beginning to scope out what we can do, including exploring funding options for any improvements.

Heather: I've been working in the Park Springs area recently and have sorted out a variety of different issues from street lighting to weeding and arson to litter picking. We've also recently supported Morrisons supermarket to change their policy and introduce coin operated trolleys again so they are harder to steal.

What have you planned over the next three months?

Rob: Business as usual really, but focusing on trying to get our outside spaces in a clean and safe condition which will hopefully see us through the winter months.

Heather: We're looking at the introduction of no cold calling zones as well as the launch of neighbourhood watch groups.

If you want to chat to either Rob or Heather about what we can do in your area, get in touch with them: Rob 01427 675784 or email on robert.higgins@acisgroup.co.uk, Heather 01427 675812 or email on heather.macpherson@acisgroup.co.uk

Residents rally round to clean own community

A group of Gainsborough residents have rallied round to clean up their local area.

Eleven residents of the Park Springs area braved wind and rain to take part in a litter pick organised by Acis.

The group volunteered their time and were joined by members of our staff, employees from Galatia as well as a PCSO in the clean-up, which took place in late July.

Items removed from the area included mattresses, settees, carpets, toys and lots of pieces of wood. Other items were able to be recycled – given to other residents who were in need of certain bits of furniture. The community went even further by collecting rubbish from outside their immediate neighbourhood.

Heather MacPherson, Neighbourhood Warden at Acis Group, said: “To have eleven people volunteering their time, even though the weather was terrible, was great. One of the volunteers works 70 hours a week and he gave up his time on his only day off.

“It’s great to see how many people take pride in their local area, particularly children. I even had children approach me asking to participate in another one over the school holidays. Thank you to all involved, including Continental Landscapes who were a tremendous help.”

The children who participated are to receive a £5 gift voucher as well as a certificate of achievement.

Sam Gibson, 33, was one of the residents taking part along with her seven-year-old child. She said: “The litter is disgusting sometimes, especially if it’s been windy and things have flown out of people’s bins. We got involved because we wanted to make our area a bit nicer for the children and when we have visitors to the area.”



Left to right: Sam Gibson, daughter Charlotte, PCSO Rachel Harrison, James Watson and his mum Melanie Pridgeon.



Our clean up days have been having lots of impact across the areas where we work - So far we have collected almost 14 tonnes of waste, and diverted lots more to the local recycling centres. The skips have been kindly paid for by Galatia. We are currently planning where our clean-up days will go next – so watch out for news soon.

Energy switching - your questions answered

Tired of rising gas and electricity prices?

You're not alone. The average energy bill in the UK is now over £1,200 a year which is a big chunk of a household's annual spend. With winter around the corner and the cost of living ever increasing, keeping your home warm at a reasonable cost is a key priority.

Changing energy supplier is one of the easiest ways to fight back against rising energy bills and could save you up to £380 on your annual energy bill – and behaving in a more efficient manner could increase savings even further.

With more than 150 different energy tariffs on the market, researching new deals can be daunting. Energy suppliers can also be vague and evasive which puts people off taking action. Experts say switching should be done annually to take advantage of emerging deals, but warn to be aware of fixed price deals which may charge an exit fee to switch.

Tenants can switch their energy tariff as long as they pay their bills direct to the supplier.

There are several ways which you can research new deals including;

- ✓ Using impartial comparison sites such as USwitch (www.uswitch.com or 0800 6888 224)
- ✓ Taking part in a collective switching scheme such as the recent Lincolnshire Energy Switch Scheme (LESS), where individuals register interest in switching and energy companies are invited to bid for your combined business. The cheapest tariff is then offered to residents
- ✓ Phoning your current supplier to try and secure a better deal

There are several questions you must ask yourself before you switch to make sure you find the right deal for you and prepare yourself for the process:

Can I switch if I have a prepayment meter installed?

Prepayment tariffs demand a higher unit cost for energy than standard tariffs. Although you are more limited in terms of tariff choice there are still savings to be made. You can also switch suppliers if you are in up to £500 worth of debt on your prepayment meter, although your old supplier may insist on a payment plan being put in place to clear debt prior to switching.

How much energy do you currently use?

Your energy bills for the past year will show you both your electric and gas usage. To make sure the comparison is accurate, try to use bills based on real meter readings, not on estimates. Data from USwitch suggests that a third of people have found themselves in an average of £154 in fuel debt due to estimated readings.

Which payment method should I choose?

Suppliers usually offer a variety of payment options to customers, including weekly or quarterly, paying by cash, postal order, cheque, direct debit or by prepayment meter. Be aware that some payment methods may be much more expensive than others. Discounts are often available for direct debit customers of up to £70 annually.




How to change your energy supplier

- Step 1 - Contact your preferred supplier directly or switch supplier via a price comparison website
- Step 2 - Your new supplier will set up the switch (you will be given a 'cooling off period, of 14 days')
- Step 3 - After 14 days the supplier will start the transfer*
- Step 4 - The new supplier will contact the old energy supplier
- Step 5 - Day of transfer - you will need to give meter readings to your new supplier

* From start of step 3 the transfer will take approximately 21 days.

Which tariff should I choose?



Fixed price energy tariffs offer guaranteed standing charges and unit rates, usually until a defined end date – they protect you from price rises, but you don't benefit from when the price drops and they may charge an exit fee if you leave the supplier prior to your contract end date.

Beware there may be an exit fee if you want to get out of a fixed term deal.

A standard tariff is your supplier's default tariff which has variable prices that can go up and down. They do not have exit fees or a fixed term which allow for flexibility.

Dual fuel tariffs are where gas and electricity come from the same energy supplier. Not only can dealing with just one energy company make life easier, but often cheaper plans are only open to dual fuel customers.

Online energy tariffs are now available which allow you to manage your bills online. As this cuts down on administration costs for the resident you receive a cheaper tariff. You will be asked to send meter readings online and will receive 'paperless' bills and important correspondence via email so you need access to the internet. 'Green' energy tariffs allow customers to gain some of their energy from renewable sources. If you are concerned about

the environmental impact of your gas and electricity use this is the perfect tariff for you but they are often more expensive.

Whatever price you are quoted, you should make sure that it includes VAT, which is charged at five per cent on domestic electricity and gas bills. Make sure a cooling off period is in place so there are no financial penalties for cancelling a contract if you change your mind.

What information do I need when I switch?

All you need to know is your postcode, your current supplier, current tariff and energy consumption – this should all be available on your latest bill.

Will there be any disruption to my energy supply?

No. It's a simple procedure that does not require any new plumbing or re-wiring. In fact, you should not notice any difference, apart from lower costs.

Need help switching ?

Our dedicated Energy Management Officer is on hand to support you through the switching process. Please email anna.cooper@acisgroup.co.uk or call 01427 675772 if you would like to find out more.

Performance

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 2015/16.



Beating our target









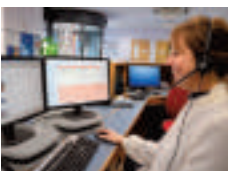









Below our target but within tolerance level



Not meeting our target or tolerance level

^ Profiled target and changes on a monthly basis.

Service area	Target satisfaction for 2015/16	Total number of respondents (31 July 2015)	Satisfaction to date (31 July 2015)
Customers satisfied with the overall service provided 	84.6% ^	422	83.7% 
Customers satisfied with the overall quality of their home 	78.4% ^	422	74.1% 
Customers satisfied with their neighbourhood as a place to live 	81.7% ^	422	80.2% 
Customers satisfied with the overall repairs and maintenance service provided 	93.1%	2585	93.8% 
Customers satisfied with the outcome of recent contact 	83.1% ^	422	81.0% 
Customers satisfied with the outcome of an anti-social behaviour case 	93.0%	82	97.6% 
Customers satisfied that their views are taken into account 	75.0%	422	75.2% 
Percentage of Customer Service Promises met 	100%	n/a	94.7% 

Providing real value for money

Acis Group put value for money at the heart of all its business decisions.

With a new value for money strategy in place, which sets out how we can achieve the best possible balance of cost and quality – both within the goods and services that we receive from our suppliers, and the services we deliver to customers – we wanted to share with you steps we have already taken and will be taking to improve value for money in a new regular feature from Acis Finance Director Simon Hatchman:



Simon Hatchman, Finance Director

It's been an interesting time for housing associations. The announcement in the government's July budget that social housing rents will reduce by one per cent per annum for each of the four years is clearly great news for our customers. However, this measure does introduce challenges for Acis as a business. Rents are our main source of income. And with the reduction that this change will bring we must find ways to reduce costs, look differently at how we deliver our services and generate income from other sources to continue delivering the services that our customers need.

- ✓ *We've already taken steps to provide enhanced value for money for our customers, including creating a ring-fenced fund for environmental improvement works to our estates. This will see increased investment in areas which residents have said are a priority for them, such as improved fencing and car parking.*
- ✓ *Income from our first new development sale properties, at Cherry Willingham in Lincolnshire, has been reinvested to produce further affordable rented housing across the areas we work.*
- ✓ *The number of customer-facing roles within the organisation has been increased and some new posts have been introduced with specific targets to reduce costs or generate additional income on behalf our customers (like the energy management officer – find out more on pages 7 and 8).*
- ✓ *Galatia is also striving to provide more value for money for its customers – it is continuing to invest in community initiatives, including the 'Opening Doors' programme (find out more on page 4).*

An important part of how we deliver value for money is to get our staff and customers involved. Now more than ever we are keen to hear ideas for how we can manage our costs and work more efficiently.

Simon

If you have any ideas or suggestions please get in touch with us on vfm@acisgroup.co.uk

Get involved with Acis



Walking around the local neighbourhood

Estate inspections are a great way to get involved and take a look at our neighbourhoods together, identify areas for improvement, raise any concerns you may have and get information on activities and future projects within the local community.

All customers are invited to join us to check out the areas and suggest any ways of improving them.

Why not join us?

Lower Manor inspections

- Third Friday of every month - 18 September / 16 October / 20 November
10am start - meeting at Lidl supermarket, Alison Crescent

Woodthorpe inspections

- Second Friday of every month - 11 September / 9 October / 13 November
10am start - meeting at Nodder Road shops

For more information about estate inspections in Sheffield please contact Neighbourhood Warden Rob Higgins on 01427 675784 or email robert.higgins@acisgroup.co.uk.

Gainsborough, West Lindsey and Lincolnshire

Please call Neighbourhood Warden Heather MacPherson on 01427 675812 for an informal chat about estate inspections in Gainsborough, and rural areas in West Lindsey and Lincolnshire.

You can read all about Acis Neighbourhood Wardens on page 5.

Our Tenant-led Scrutiny Panel is celebrating its fourth birthday this year.



The four-strong panel of Acis tenants work to ensure residents' voices are heard across our network and take a close look at the services Acis provides from a tenants point of view.

The group, which still includes two of the original members, regularly pick a project to scrutinise before investigating, writing a report and presenting back to the Acis Board with recommendations. Acis' Board then reports back and often implements many of the proposed changes.

Make sure you pick up the next issue of home news to get a deeper insight into their roles and the impact the group is having.

Universal Credit - are you getting ready?

The change over to Universal Credit for people living in the areas we work is getting closer.



You may have heard of Universal Credit, which will replace a number of current benefits and tax credits with one monthly payment.

It has been introduced gradually across the UK, and is due to start being rolled out in Lincolnshire from November 2015, and from January 2016 in South Yorkshire.

What does it replace?

It will replace the following benefits and tax credits:

- Child Tax Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit
- Income Support
- Working Tax Credit

The three easy steps to get ready for Universal Credit.

1. Open a bank account

To receive Universal Credit payments, you will need a bank or building society account, or an account with an alternative provider such as a credit union. If you have an account already, check with them that you can set up Direct Debits.

Things to consider:

- Do you need a joint account?

If you live with your partner, and you're both eligible for Universal Credit, you'll get a single monthly payment which can be paid into either a joint or an individual account.

- Can you set up automated bill payments on your account?

If you get help with your rent (Housing Benefit), this will be included in your one-monthly payment. And instead of Acis receiving this payment directly from the council, you'll need to pay us for your rent. The easiest way of doing this is by Direct Debit.

2. Start budgeting now

Because Universal Credit is paid monthly, you may need to make changes to the way you budget, especially when you move from the old to the new system. Starting early means the transition to Universal Credit will be much easier. It also means you may be able to get comfortable with paying bills like your rent monthly before the change over happens.

3. Get online

Applying for Universal Credit, and managing your account and your claim with the council will all be online. You will need to make your Universal Credit claim and manage your account online.

How can I get support?

Remember our Customer Contact Centre can help you get ready for Universal Credit. They have access to lots of partners who will be able to help you with everything from opening a bank account through to budgeting. Call us on freephone 0800 027 2057 or 01427 678000.

Money success for Park Springs Community Centre

The Park Springs Community Centre in Gainsborough is to get a £90,000 revamp after successful grants were received.

Acis has been successful in applying for the grants – just over £82,000 from WREN and more than £9,000 from West Lindsey District Council – and the improvement and renovation work will start in the coming months.

A Multi Use Games Area (MUGA) group that Acis has been supporting on Riseholme Road has also successfully received funds from WREN, and will be building an excellent outdoor facility for our customers.



Along with this funding success, IGas have funded brand new courtyard play equipment for the centre, who have also committed further funding to purchase more equipment for birth to five activities.

Great news for our customers in Park Springs!

Ever considered owning your own home?

We've lots of properties available both for sale and as shared ownership so no matter what your circumstance, we can help you take that first step on the property ladder.

Properties are available now for as little as **£31,000*** in:

- Coningsby
- Grassmoor
- Gringley-on-the-Hill
- Thurcroft

*based on a 25% share of a property at Coningsby. Additional monthly rent and service charge payable.

Shared ownership allows you to buy a share of a home from us and pay rent on the rest, with the opportunity to increase your share over time as your circumstances allow. In some homes, you can progress to full ownership too.

We also have four brand new properties available at North Hykeham and Welton – get in touch to find out more.

Or register your details with us to find out more at www.acisgroup.co.uk or call us on 0800 027 2057.



Competition winners

Spring home news word search competition

Well done to Mr Pacey from Gainsborough who was the winner of our spring 2015 home news word search competition. Thank you to everyone who took part in the competition, see the back page for our autumn word search.

Q	Y	H	E	A	B	P	J	I	U	X	L	N	B
U	A	P	R	I	L	S	H	O	W	E	R	S	A
L	F	G	E	W	U	D	B	L	S	A	I	C	L
B	G	I	O	Z	E	L	E	H	U	S	A	O	J
G	P	R	A	F	B	U	Q	C	N	T	D	H	G
S	X	E	D	S	E	D	B	P	C	E	V	W	C
C	F	W	S	R	L	Y	O	J	I	R	N	P	I
H	I	O	Y	M	L	H	Z	Y	D	E	K	A	T
I	M	L	B	Q	X	N	S	L	G	Q	F	N	R
C	L	F	V	I	G	N	I	R	P	S	E	K	V
K	A	A	W	F	E	L	O	N	X	D	A	B	E
H	D	O	M	V	P	U	O	J	R	M	N	E	G
U	Z	A	C	B	R	M	Y	A	E	N	F	T	S
S	W	E	K	A	A	R	G	V	E	M	S	Y	L

Answers to the spring word search.

Repairs satisfaction survey

Mrs Stainton from Nettleham was the lucky winner of the quarterly prize draw for our repairs service satisfaction questionnaire. She receives £25 worth of vouchers.



Our contact details

- phone:** ☎ Freephone 0800 027 2057 or telephone 01427 678000
- post:** ✉ Acis Group, Acis House, Bridge Street, Gainsborough, DN21 1GG
- email:** 📧 info@acisgroup.co.uk
- website:** 🌐 www.acisgroup.co.uk
- in person:** 📍 Acis House, Bridge Street, Gainsborough, DN21 1GG

Get social with us

Acis is on Facebook, Twitter and YouTube.

We post news, information, events and links that are relevant to our customers on our Facebook page. We tweet about our successes and achievements, plus news and views on the social housing sector via Twitter. And our YouTube channel features our Tenant Handbook videos, where you can view individual sections about your tenancy, repairs, paying your rent and getting involved with us.



Like us on Facebook at www.facebook.com/acisgroup



Watch us on YouTube at www.youtube.com/acishousing



Follow us on Twitter at www.twitter.com/acisgroup

Visit our social media pages and take a look for yourself.

Competition time

Autumn word search

To be in with a chance of winning £20 worth of vouchers, simply find all the words from the list hidden in the grid.

- Autumn
- Pumpkin
- Apple
- Leaves
- Harvest
- Bonfire
- Acorn
- Halloween
- Tree
- Firework

Closing date for sending in your entries is 2 November 2015.

R	Y	H	E	A	B	H	J	I	L	X	L	N	V
F	H	A	L	L	O	W	E	E	N	E	R	S	N
I	F	R	P	W	U	D	B	L	I	A	I	C	M
R	G	V	O	P	E	L	E	H	K	S	A	O	U
E	P	E	A	F	L	U	Q	C	P	T	C	H	T
W	X	S	D	S	E	E	B	A	M	E	O	W	U
O	F	T	S	R	L	Y	O	J	U	R	R	P	A
R	I	O	Y	L	L	H	Z	Y	P	E	N	A	T
K	M	L	E	Q	E	N	S	L	S	Q	F	N	R
R	B	F	V	I	G	A	I	R	P	S	B	K	V
K	A	A	W	F	E	L	V	N	U	D	A	B	E
H	D	B	O	N	F	I	R	E	R	M	J	E	G
U	Z	A	C	B	R	M	Y	A	S	N	F	T	S
S	V	E	W	C	A	R	G	V	A	T	R	E	E

Please complete your details below for a chance of winning a £20 voucher. Send your word search to Marketing and Communications, Freepost RTSH-THEK-SRRJ, Acis Group Limited, Acis House, 57 Bridge Street, GAINSBOROUGH DN21 1GG.

Name:

Address:

Telephone:

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** for more information.

Acis Group is a registered charity

