

# HOME

## NEWS

**Apprentices  
transform  
property**

**Your annual  
report**

**Hearing your  
voice**

## OUR HEROES

We celebrate the hard work  
of people in our communities

# INSIDE



## Annual Report

A look back at what we achieved in 2018/19



## Apprentices

Our apprentices have transformed a home in Ingham



## Say YES!

A look at our new youth employment programme



## Our Heroes

Our 2019 awards winners revealed!

# #Iwill

Early in 2019 the #Iwill project was launched in the Woodthorpe area of Sheffield with the aim of bringing young people together to deliver positive action.

The project helps local young people to develop new skills and be a part of something that will benefit their community - gaining a sense of achievement.

#Iwill also provides a route to preventing crime and antisocial behaviour - directly working with those who may be engaging with or affected by gang culture.

The #Iwill team has identified community projects that matter to the groups of young people and their local community, working together to provide a solution to localised concerns.

Already the team has undertaken an improvement project on the local youth club, painting it and improving its external appearance with planting and gardening work.

#Iwill is also nurturing the youth workers of the future, equipping them with the skills needed for a successful career

in helping and advising other local young people.

By providing gold star work experience, together with support to undertake and achieve a youth work qualification, the innovative programme provides a legacy that continues far beyond the length of this project.



# Keeping you safe

Your safety in your home is our highest priority.

One of the most important things we need to do is make sure your gas service is completed every year.

This service is a legal requirement for us to keep you safe.

Over the past six months 31% of the homes we have visited to do these services have resulted in us not being able to gain access. That's over 1,800 appointments wasted.

If you can't be available for your allocated appointment, please call 0800 027 2057 to rearrange a suitable time for you.

# Your home. Your community. Your annual report.

Everything we do is for you -  
our customers.

Each year we report back on our achievements and how successful we've been in helping you live your lives.

This is our annual report.

## What we've done in the last year

- 7,000+ homes
- 16 different local authority areas
- 230 people working for you



## We've continued to support you through thick and thin

Our Supporting Foundations service helps you whatever the issue - from debt support, to health matters and everything in between.

- 83% of you are satisfied with the overall quality of service
- We carried out 499 customer assessments and gave 135 people further support
- 96.4% of you sustain your tenancies for 12 months or more



## When things go wrong, we fix them

Our new fleet of vans were launched in 2019, equipping our engineers with the things they need to help you when you need us.

- 65% of you are satisfied with your repairs and maintenance services
- Seven out of ten repair jobs are completed at the first time of asking



## And when things are okay, we're simply here for you

"She has been very human, and I have appreciated that she's listened to me and been really accommodating. I can't thank her enough." *Acis customer*

- Rent arrears stand at just 2.85%
- 100% of our homes are gas safe



**65%** of you are satisfied with your repairs and maintenance services



## We've invested in your homes

After continuing our analysis of your homes, we made millions of pounds worth of improvements, including to 108 bathrooms, 179 kitchens, 292 windows, 297 heating systems and 83 doors.

- 82% of you are satisfied with the overall quality of your home
- 85% of you say your rent provides value for money

## Last year, we launched our Accelerate project to help people on their journey towards the workplace

Its success meant we could widen this support in 2019 onwards.

- Our projects delivered more than £2.7m\* in social value

\*Using HACT's social value calculator

## We're enhancing communities

Our plan to demolish unsuitable maisonettes in Gainsborough and replace them with 26 new family homes was approved and work will start soon.

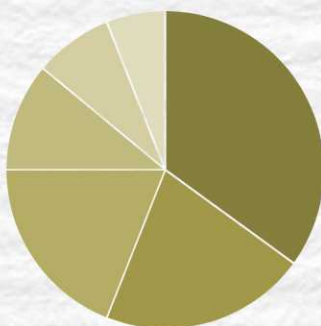
- 83% of you are satisfied with your neighbourhood as a place to live

## We listen and act on what you say

Last year we had 68 compliments and 146 complaints. We've reviewed our activities under Your Voice and put a plan in place to revamp it next year.

- 55% of you say your views are listened to and acted upon
- Complaints by stage  
One: 126  
Two: 17  
Three: 3
- 430 customers involved in our community events

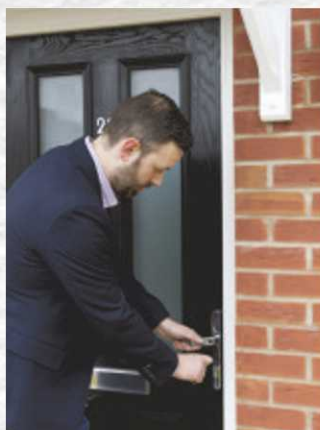
## How your rent is spent



- Finance costs
- Housing management
- Routine maintenance
- Empty properties
- Gas servicing
- Service costs

“She has been very human, and I have appreciated that she’s listened to me and been really accommodating. I can’t thank her enough.”

*Acis customer*



## We want to help more people

Like every year, we've grown to support as many people in our communities as possible. Last year we developed 132 new homes, including 80 for affordable rent, 46 for shared ownership and six for sale.

- We delivered energy improvements worth around £60,000 a year
- We worked with 85 partner organisations last year

## And we took on another 400 homes from PA Housing in the East Midlands, including some supported accommodation

"Your engineer was a very nice gentleman. I would give him full stars. It's the first time I've had to contact Acis since the transfer and I was highly impressed with the service."

*Acis customer*

- 87% of these new customers are satisfied with the services provided by us.
- 85% said we had dealt with their enquiry successfully
- 91% said we made them feel welcome

## We're investing in our people, to help better serve you. We want to create our own pipeline of talent

We expanded our Apprenticeship programme in 2018/19, with the group working across the organisation in repairs, maintenance, IT, HR, administration and marketing.

- Ten apprentices employed
- 85.7% of our people feel they live out our values and behaviours
- 76.3% of our people feel empowered in their jobs

## We love working for you.

### Thank you for choosing Acis

If you have any suggestions on how we can do better, get in touch.

[www.acisgroup.co.uk/your-voice-](http://www.acisgroup.co.uk/your-voice-)

- We're just one of 1400 social housing providers across the UK
- You are our number one

To find out more, or to download our full annual report, visit [www.acisgroup.co.uk](http://www.acisgroup.co.uk)



**83%** of you are satisfied with your neighbourhood as a place to live

"Your engineer was a very nice gentleman. I would give him full stars. It's the first time I've had to contact Acis since the transfer and I was highly impressed with the service."

*Acis customer*



# Apprenticeship project takes upskilling to the next level

A group of apprentices have transformed a rundown Lincolnshire property back into a vibrant three-bedroom family home.

Our fantastic apprentices have completed work on the empty property they have been working on in Ingham - the first project of its kind.

Apprentices across our teams, from IT to Human Resources and engineer tradespeople, managed every aspect of the project from site inductions and communications to rebuilding walls and plumbing.

And along the way we have received fantastic support from local partners and suppliers to allow the apprentices to renovate the home ready for its new family.

Cascade Drainage, Clarion, Continental Landscapes, Fastframe, Gainsborough Building Services, Gainsborough Skip Hire, G B Scaffolding, Howdens Joinery Limited, Jewson, Premiere Kitchens, Town & County Service and VPS UK Ltd have all contributed towards the project.

The end of the project was marked with an official opening of the home which saw local councillors, partners, our people and the local community attend the property to see the finished article.

On officially opening the home, Greg Bacon, Acis Chief Executive, said: "We have worked with Lincoln and Gainsborough colleges and our apprentices on our empty properties before but never on this scale. What we've achieved here is off the scale."

“ There can be no clearer demonstration of the value of apprenticeships and the contribution they make to the increasing need for a highly skilled workforce

"It started as an idea to give our apprentices an opportunity to develop their skills but it grew into a huge project. Well done to all involved."

Councillor Steve England, chairman of West Lindsey District Council, said: "There can be no clearer demonstration of the value of apprenticeships and the contribution they make to the increasing need for a highly skilled workforce."

"Well done to everyone concerned and congratulations to Acis for an inspired initiative and to the companies who so generously gave their support."

The project took just over six weeks to complete and is something the colleges are also delighted with.

Richard Thornhill MBE, of Lincoln College, said: "This is a truly awesome opportunity for the apprentices to develop new skills and demonstrate their true potential to senior colleagues."

Customers satisfied with the quality of their home

85%



Target: 85%  
as end of Sept 2019



We are leading on a new and unique programme to tackle youth unemployment in West Lindsey.

The Youth and Employer Support (YES) Programme is here and will bring a new twist to employment programmes.

Not only will the programme help local young people aged 16-30, it will also offer a dedicated employer support service.

By offering a free hands-on service, the YES programme will support local employers to recruit to and sustain long-term employment opportunities for young people.

The four-year programme, in partnership with Voluntary Centre Services (VCS), is funded by the National Lottery Community Fund, the largest funder of community activity in the UK.

The aim is to create sustainable opportunities and tackle the youth unemployment rate in the region.

On the launch of the programme, Hannah Taylor-Dales, Service Development Manager at Acis, said:

"We're delighted to get the YES programme started. It's an exciting concept and we can't wait to engage with local young people and employers to tackle youth unemployment."

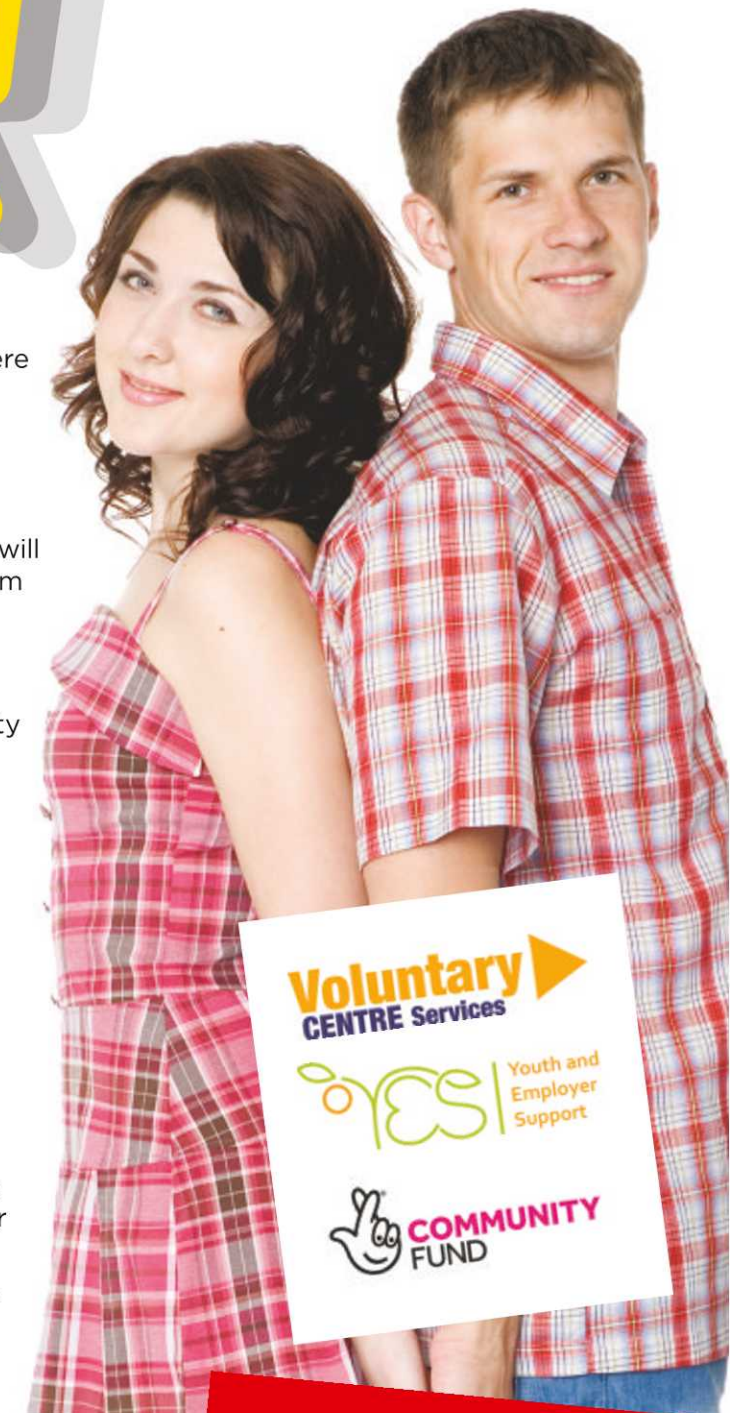
Heather Arnatt, Area Coordinator at Voluntary Centre Services West Lindsey, said: "We're pleased to bring our skills and experience to this new partnership. We feel passionately about offering something different to young people in the area, to address the issues that really matter and help them to set their own path."

The National Lottery Community Fund distributes money raised by National Lottery players for good causes. Last year it awarded over half a billion pounds and supported over 11,000 projects across the UK for health, education, environment and charitable purposes. To find out more visit [www.TNLCommunityFund.org.uk](http://www.TNLCommunityFund.org.uk)



For more information, call us on  
**0800 027 2057.**

0800 027 2057 [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk) [www.acisgroup.co.uk](http://www.acisgroup.co.uk)



Customers satisfied with the value  
for money of services provided

**81%**



Target: 86%  
as end of Sept 2019

# Do housing providers need to learn from big businesses like Amazon?

One of the largest pieces of research of its kind suggests social housing providers should learn from organisations like Amazon and Royal Mail if they are to meet the expectations of you - our customers.

This summer, we partnered with seven other housing associations to ask almost 6,000 social housing customers about what service levels they expect.

The figures in our Great Expectations report show that more than four out of five people (82%) expect the same level of service from their social housing provider as they do from other companies. And they expect it, because they're paying for it.

Greg Bacon, Acis Chief Executive, said: "Housing associations need to recognise they do not operate in a bubble - in a social-housing-only world. They need to remember that from their customers' perspective they are just one of hundreds of organisations their customers encounter daily. There is a perception that it was accepted in the past that people in social housing should accept the level of service they get because they often get their accommodation paid for. This needs to change."

The report reveals the top ten most important qualities of great service for social housing customers. You can find out more about what customers want by reading more on our website at [www.acisgroup.co.uk/greatexpectations](http://www.acisgroup.co.uk/greatexpectations).



**“** Housing associations need to recognise they do not operate in a bubble - in a social-housing-only world.

On the back of the findings, we have made a series of recommendations for itself and other providers, as well as government, to implement - including to learn from and benchmark against organisations outside of the social housing sector.

Over the next few months, we'll be focusing on particular elements of the findings and what we and other housing associations are doing to tackle some of the issues raised in the research in a series of blog articles.

Overall customer satisfaction  
with Acis and its services

77%



Target: 86%  
as end of Sept 2019

# We're making some changes

Our Great Expectations research has told us what you, our customers, expect from customer service.

You told us the top ten most important things to make our service great are:

- Repairs
- Speed
- Maintenance
- Listening
- Communicating
- Problem-solving
- Keeping promises
- Timeliness
- Customer service
- Respectfulness

We're taking this on board and making a few changes to how we work in your community. Our customer contact centre remains your first point of contact and the team can help with most queries.

Our Neighbourhoods teams will be taking a more targeted approach to their work after listening to your feedback focusing on tenancy and neighbourhood issues. Some small changes will see our Area Services Managers (ASMs) given more time to

focus on their patches to give more support to those who need it.

If you have a slightly more complex query or issue, please contact us or we can arrange to call or visit you. If you want to see your Area Service Manager you will need to book an appointment.

One of these changes is that our ASMs will no longer be dealing with rent account enquiries. If you do have any enquiries around your rent accounts, you can get in touch with our contact centre team on 0800 027 2057 or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk) and they will be happy to help. We also have a dedicated income management team in place to support you.

Keep an eye on our website or on Home News Extra for more work we are doing in line with the Great Expectations findings.

Customers satisfied with their  
neighbourhood as a place to live

# 83%



Target: 82%  
as end of Sept 2019



## We are TPAS accredited

We are very proud to say we are continuing to be a Tenant Participation Advisory Service (TPAS) accredited landlord.

This helps us drive forward towards increasing your satisfaction with us as well as improving services and the way we work.

TPAS are the tenant engagement experts dedicated to improving tenant engagement standards across the country.

They bring tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training.

We are committed to customer engagement and hearing the customers voice to help review and improve our services.

## Join our Board

We're also looking for people to join our Board and Operations Committee as representatives of our customers.

These paid positions are vital to ensure customers are heard at the highest level.

If you're interested, get in touch on 0800 027 2057 or email [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)



# focus on... your voice

## improve it

### We are committed to hearing your voice.

As part of a wide consultation, we recently asked how we could improve the way our customers can get involved in reviewing our performance and services. Following this, and after considering your views, we are introducing new improve it groups to give you two different ways to get involved in doing this. We need you to bring them to life, and there are now opportunities for you to join either our Customer Performance Review Panel or our scrutiny group.

Our new panel will review and analyse our performance. It will identify areas for more detailed consideration, which will be carried out by our new scrutiny group which will collect and review information before making recommendations to improve services.

### Why should you do this?

- To play a part in making sure that we are putting customers first
- To make a difference to the services that you receive
- To learn and develop new skills and experience

### What you'll need to do

- Be ready to work as part of a customer team that will get together and also communicate digitally



- Be prepared to act as a critical friend to review and analyse how we are performing
- Work with other team members to produce reports to let our Board hear what customers have to say

### What you'll get from us

- A commitment to the improve it approach and hearing the customers' voice
- A thorough introduction
- Relevant training
- Support and guidance from our friendly and knowledgeable team

### Interested in the opportunities or finding out more?

Contact Claire Tunstall, our Customer Engagement Coordinator, on 0800 027 2057 or email [claire.tunstall@acisgroup.co.uk](mailto:claire.tunstall@acisgroup.co.uk)

# New Saxilby customers move into their 'perfect' homes

People are settling into their new homes on our new over 55s development in Saxilby, Lincolnshire.

We partnered with Lindum Construction to develop 60 new homes off Church Lane in the village.

Customers started to move in from May 2019, full of praise for the properties and the area.

Christine Peate, 78, bought her home outright. She said: "I absolutely love it here. It feels like home already.

"I have lived in Saxilby since 1971. It's a nice friendly village, it's got all the amenities, a bus service, a good school, a good doctor's and it's not far from Gainsborough and Lincoln.

"Buying through Acis, everything was fine. I did it all by myself. I saw the homes on the internet and thought 'they look nice'. We had a walk up, had a look around and went back home to put my house on the market. It just feels right."

Peter and Denise Storr (pictured) moved in after purchasing a share of their home through our popular shared ownership scheme.

Peter said: "We used to own a property in Caistor before renting in Lincoln. We wanted to get back to owning something and this was the ideal opportunity.



"Caistor's a lovely village and we lived there for nine years. Lincoln was convenient for us but we wanted to get back to a village environment.

"We hadn't thought about shared ownership before but it's great. It gives people an opportunity to settle into their own home, especially with pension pots not being what they once were. The process is very straightforward."

Denise added: "We have friends and family locally. My sister lives nearby too now - she saw what we were doing and followed us.

"The quietness of the place is nice. The thought of going back onto an estate with lots of noise wasn't appealing.

"It's an ideal size - perfect for two people to live in and have people around."

Karen Owens, 57, was successful in bidding for one of the rented properties. She said: "My mum lived in Oaklands and she was

struggling, so she's managed to get something here as well. It's great to be close by - it makes a big difference. The housing association were amazing.

"Saxilby has got everything that you want in a village. Where I lived before, if my car broke down I'd struggle to get out and go to work. Here, I can get on a train or bus. I've got everything I need. And the area is nice too, I can go walking around."

Find out about all of our other developments on our website or in the next edition of Home News Extra!

Customers satisfied with the overall repairs and maintenance service provided

66%



Target: 71% as end of Sept 2019

# Celebrating OUR HEROES

People from across the region joined together last month to recognise the achievements, commitment and kindness of people in our communities as we celebrated Our Heroes.

October's event in Gainsborough marked the second Our Heroes awards, with 12 groups of people shortlisted for the four prestigious prizes.

Open to anyone doing remarkable things in our communities across the East Midlands and Yorkshire and the Humber, the awards recognise great gardens, good neighbours, fantastic young people and people doing their best to enhance their local area.

Claire Woodward, Head of Marketing at Acis, said: "We had so many fantastic entries this year and it was really hard to whittle the nominations down to just 12, never mind pick winners from them.

"It's great to see so many people doing so much to make their communities a better place. At the ceremony, we heard so many stories of people going the extra mile for others - being wonderful neighbours to each other, helping out, transforming schools, being there for people. They really are our heroes."

All winners received an award and prizes linked to the reason why they won.

## THIS YEAR'S WINNERS



**Winner:** Janet Wright, Tealby

**Shortlisted:** Carole Jones, Newark

**Shortlisted:** Anita Durham, Retford

After only moving in earlier in the year, Janet has transformed her garden at her Tealby bungalow, creating a neat, colourful and tranquil place to be. Her patio (and catio for her beloved cats) leads onto a tidy grassed area surrounded by plants, shrubs and small trees towards a more covered area at the bottom of the garden.



**Winner:** Don Pyle, Welton

**Shortlisted:** Christina Knowlson, North Kelsey

**Shortlisted:** Christine Cookson, Retford

Don picked up the prize for his commitment to volunteering at his local school, St Mary's Church of England Primary School in Welton. Originally volunteering as a listener for some of the children as they read aloud, Don now spends a lot of time renovating the school's outside areas, enabling the children to learn while they play.





**Winner:** Archie Smith,  
Gainsborough

**Shortlisted:** #IWill Project,  
Woodthorpe, Sheffield

**Shortlisted:** Pilgrim School,  
Lincoln

Thirteen-year-old Archie scooped the young person award for his unwavering commitment to helping out his neighbours who aren't as mobile. He regularly clears gardens and paths, runs errands to local shops, walks dogs, cuts hedges and grass and helps to clear snow all around the estate in winter.



**Winner:** Maria Neall, Blyton

**Shortlisted:** Steve Ralf,  
Gainsborough

**Shortlisted:** Richard Kane,  
Gainsborough

Maria won the top prize in our new category after leading on a project to transform the play area of her local school, Blyton cum Laughton Church of England Primary School. Calling in favours from local people and spirited with a can-do attitude, Maria pulled all her resources to completely refurbish the playground and put smiles on children's faces.



Janet Wright



Don Pyle



Archie Smith



Maria Neall



For more photos and videos from the event, look out for Home News Extra which will land in inboxes in December.





# Party in the Park

This summer we held our first Party in the Park day, inviting local residents to head down and get involved in some fun activities at the Levellings in Gainsborough.

We were delighted to be joined by local partners to provide fun and informative activities during the summer holidays.

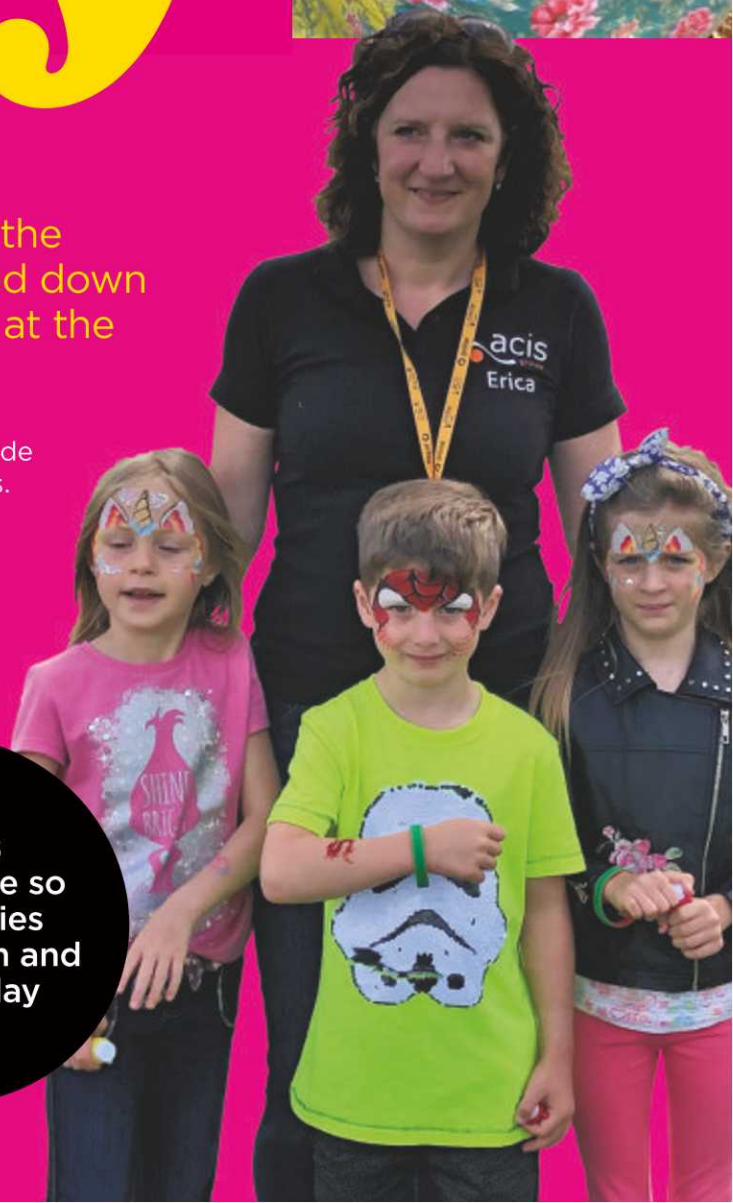
Around 100 local residents attended the event on Wednesday 7 August and were also treated to lunch thanks to support from Affordable Foods Gainsborough.

Partners, including Gainsborough Trinity Foundation, Lincolnshire Fire and Rescue service and Connexions Community Hub were on hand to provide music, entertainment and information throughout the event.

Erica Watkins, Area Service Manager at Acis, said of running the event: "It was great so see so many families come down and enjoy the day.

"We want to engage with our communities as much as we can so keep an eye out for more events to get involved with."

**“** It was great so see so many families come down and enjoy the day **”**



# Ground breaking at Wombwell

We celebrated our first new development in the Wombwell area with an official ground breaking ceremony on site in April.

Representatives from Acis, Strategic Team Group and Barnsley Metropolitan Borough Council attended the event to hear how the development will provide high-quality affordable homes to the community.

Children from the neighbouring Kings Oak Primary School also attended to see the start of the development. Acis will be working with the school going forwards through its community engagement initiatives.

The new development will have 60 homes, including 20 for outright purchase, 24 available on a shared ownership basis and a further 16 for affordable rent.



## Day of action

In the last edition of Home News we told you about our people engaging with the local community and partners in Woodthorpe.

We followed this up by joining forces with Manor Assembly, taking part in another Community Action Day, this time, in the Lower Manor area of Sheffield.

The aim of the day was to bring the community together and make the area feel more secure, cared for and make people proud of where they live.



Our people have been joining forces with partners including South Yorkshire Police and Manor Castle Development Trust to do some litter picking and safety talks in a bid to improve community engagement.

This involved litter picking along streets such as Alison Crescent, Normancroft Way and Normancroft Drive.

We're hoping to be involved in further community projects in the future. Keep an eye out for our next one.

# Getting your home and garden winter ready

With the colder weather upon us it's time to start thinking about how to protect your home and garden from any potential damage the low temperatures and snow may bring.

Taking the time to winter-proof your home is a small price to pay especially if it helps prevent damage.

## Winter home preparation guide:

- Make sure your boiler has had its annual service.
- Check your thermostat is working:

**Step 1:** See if the time is set correctly. Is the clock working to time, or has it reset itself due to a power outage? Most modern timers keep the settings and times, however some older models can reset to midnight. In the case of an old mechanical clock, it may have not adjusted when you changed the clocks back or forward according to the season.

**Step 2:** Make sure the thermostat in the room is set. Check that it is turned up and set to a warmer temperature. Remember that the radiators and boiler will not come on if your room is already up to temperature. We suggest for test purposes you set it to

maximum and turn it down again once you know your heating is working.

- Inspect all windows and doors for leaks. In order to prevent heat loss, make sure your windows and doors are properly sealed.
- Clean out your gutters. It's important they are free of any debris such as leaves, weeds and moss. Clogged gutters prevent the draining of rain and melting snow.
- Cut back bushes and trees making sure they are trimmed back away from your home and electrical wires. This will help decrease your risk of property damage and power problems.
- Remove moss from paths as this can become extremely slippery in icy weather.
- Pad exposed pipes in unheated areas if severe low temperatures are forecast. This is an easy and inexpensive method to help prevent water damage resulting from a frozen pipe. Even the smallest of pipes can cause substantial damage.

## Thawing pipes:

If you think you have a frozen pipe, here is our guide to thawing it.

### What you will need: Kettle or pan, Water

**Step 1:** You should never attempt to thaw a condensate pipe (the pipe that takes waste water from the boiler) above waist level or disconnect the

condensate pipe in order to do so.

You should also never attempt to access the condensate pipe or any other pipe work within the boiler.

**Step 2:** You will most likely find your pipe outside generally on the other side of the wall that your boiler is situated on. Most of the time it will be a white pipe coming from your house and going into the ground.

**Step 3:** Gently heat some water (not boiling) by using a kettle or a microwave and pour over the end of the pipe where it is frozen using a suitable container like a watering can.

**Step 4:** If the pipe is still frozen, try and hold a hot water bottle or heat wrap around the condensate pipe.

**Step 5:** Once the pipe has thawed you should re-set your boiler by holding in the reset button for ten seconds and wait for the boiler to re-fire. For more information on resetting your boiler you can read our 'how to reset your boiler' infosheet on our website.

**Step 6:** Finally, you should always be aware of ice on the ground that will form from the water you have poured. The last thing you want to do is slip and have hot water over you.

For more home tips, please visit the Infohub area on our website.



# Winter Warmer Recipe

Courtesy of BBC Good Food.

This wholesome pie is perfect weekend food for the family this winter.

## Chicken & Chorizo Pie

Serves

6

### Ingredients

- 1 tbsp oil
- 10 chicken thighs, skin and bone removed or chicken fillets (4)
- 2 onions, chopped
- 200g chorizo, sliced into discs
- 50g plain flour, plus a little for dusting
- 100ml dry sherry, or white wine
- 600ml chicken stock
- 150ml single cream
- large pack parsley, chopped
- 500g pack puff pastry
- 1 egg, beaten

### Method

Heat the oil in a large flameproof casserole dish. Brown the chicken thighs/chicken fillets in batches until golden, then transfer to a plate.

Add the onions to the dish and cook for 5 mins until soft, then add the chorizo and cook for 2 mins more until the orangey oils are released into the pan. Stir in the flour for 1 min, then add the sherry or wine and bubble for 2 mins until most has evaporated. Return the chicken to the pan, add the stock, cover with a lid and simmer for 40 mins or until tender.

Using a slotted spoon, scoop the chicken pieces out of the pan and transfer to a plate. Use 2 forks to shred the meat into chunky bite-sized pieces. Meanwhile, add the cream to the pan, increase the heat and bubble for 10-15 mins until the liquid has reduced to a white sauce consistency. Add seasoning (remembering that the chorizo can be quite

salty) and return the chicken to the pan along with the parsley. Transfer to a pie dish (ours was 20cm x 25cm). Set aside to cool a little while you prepare the pastry.

Heat oven to 200C/180C fan/gas 6. Roll out the pastry on a lightly floured surface to the thickness of a £1 coin. Brush a little beaten egg around the rim of the pie dish then, using your rolling pin to help, lift the pastry over the dish. Trim away any excess pastry, then pinch the edges with your forefingers and thumb to crimp. Brush with a thin layer of beaten egg. If you like, you can use your pastry offcuts to decorate the pie, then brush with beaten egg. Bake for 45 mins or until golden brown and the filling is piping hot. Serve with your favourite vegetables and mash.



For more exciting recipes like this one, visit [www.bbcgoodfood.com](http://www.bbcgoodfood.com)



# Accelerate - helping you be job ready

Our Accelerate programme is going from strength to strength thanks to our Customer Support Officer, Sharon.

Sharon has been supporting our customers to gain job ready skills such as preparing CVs, enrolling onto courses and interview preparation.

And the success of the programme continues to grow. Since starting in the role earlier this year, Sharon has helped 30

people on the programme with six of those finding work.

On the success of the programme, Sharon said: "Accelerate is working really well. We've achieved a lot in a short space of time and there's a lot more to come!"

Do you need extra support with:

- Create and update CVs
- Apply for jobs
- Help create cover letters

- Give support and encouragement to access various services to help boost confidence and self-esteem
- Enrolling onto courses
- Approaching work placements to secure work experience and voluntary work
- and more!

**“** We've achieved a lot in a short space of time and there's a lot more to come!

Customers satisfied that their views are being taken into account

# 59%



Target: 70%  
as end of Sept 2019



Get in touch with Sharon on  
**0800 027 2057** or head to our website at  
**[www.acisgroup.co.uk/accelerate](http://www.acisgroup.co.uk/accelerate)**

# PUZZLE

*time!*

**£20**  
**VOUCHER**  
**UP FOR**  
**GRABS!**

Enter our Winter wordsearch.

Find all 10 words from the list below, then return it along with the completed entry form. **Last winner was Diane Baldock of Blyton.**

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

**ANORAK**  
**HIBERNATE**  
**SCARF**  
**WINTER**  
**CHILLY**

**MITTENS**  
**SLEDGE**  
**FIREPLACE**  
**ROBIN**  
**SNOW**



Name:.....

Address:.....

Telephone:.....

## Changes to how you pay your rent

We're making some changes to how you can pay your rent.

From the end of October, certain payment methods at the Post Office or Paypoint points will no longer be available.

If these changes affect you, we will be in touch directly to discuss this with you.

The best way to pay your rent is to make your payments by Direct Debit. Direct Debit allows you the flexibility to pay your rent on a monthly basis on a date that suits you.

Alternatively, you can request an allpay card from us. This card then gives you the option of continuing to pay at the Post Office or Paypoint points but also makes it easier to pay online or over the phone.

For more information or to request either a Direct Debit form or an allpay card, call us on **0800 027 2057**.



**DIRECT**  
**Debit**

Please complete your details for a chance of winning a £20 voucher.

Send your completed entry form to: Marketing and Communications, Freepost RTSH-THEK-SRRJ, Acis, Acis House, Bridge Street, Gainsborough DN21 1GG. Closing date: 17 January 2020.

# Woodthorpe Tenants And Residents Association (TARA)

# AGM

## Annual General Meeting



Tuesday  
12 November  
2019 at 6pm  
Woodthorpe  
TARA building,  
Ulley Road

### Join the Woodthorpe Tenants and Residents Association for their Annual General Meeting

They will review the year and have elections for the main committee roles including; Chair, Vice-chair, Treasurer and Secretary.

Help set up next year's priorities and activities.

All are welcome to come along and find out more about what they do. By attending the AGM you can help support your TARA in shaping the future of your estate and your home.

Have your say - Join the **TARA**  
Woodthorpe **T**enants **A**nd **R**esidents **A**ssociation  
Email: [Woodthorpeta14@gmail.com](mailto:Woodthorpeta14@gmail.com)



Acis Group Limited,  
Acis House, 57 Bridge Street,  
Gainsborough DN21 1GG

