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Your Voice

Find out how you can get involved.



Our Heroes is back!

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In the community

What we are doing in your area.



MyAcis

Are you managing your tenancy online yet?

Welcome

Your Voice special edition

A warm welcome to the latest edition of Home News. We're focusing on how you can get involved in helping us continue to deliver better services for all our customers.



In the last edition of Home News we told you that we had adopted the Together with Tenants Charter and held conversations with you, our customers, about how you thought we were doing in meeting the six charter commitments. You can find out more about the charter on page three and what we have been doing to meet those commitments.



focus on
your voice

Through 'Your Voice', many of you have had a say on policies, your community, your home and the services you receive. You've been involved through our 'love your street' initiative, through virtual and face to face meetings and you've discussed your ideas with us more recently in focus groups, our Customer Voice Panel and Scrutiny Group.

On page four you can find out how you can get involved in these groups and have your say.

Throughout the magazine you'll find examples of what's been happening across different communities (page 12), how we've been supporting customers in the last six months and what's coming next (page 13) and an update on our community awards, Our Heroes (page ten).



I hope you find this edition helpful and that it will encourage you to get involved.

Paul Woollam

Director for Customer Excellence



TOGETHER WITH TENANTS



In the last edition of Home News we let you know that we had signed up to the Together with Tenants (TWT) charter and what we were doing to meet the TWT commitments.

What is the charter?

The charter was put together by the National Housing Federation in 2020 to help build stronger relationships between customers and housing associations.

We've laid out the commitments in the charter below alongside the key things that we have been doing in the last year to meet them.

Relationships

Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.

What have we been doing:

Working with our people to continue to deliver excellent customer service.

Communication

Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the

organisation is working to address problems, how the organisation is run, and information about performance on key issues.

What have we been doing:

Provided opportunities for customers to get involved with focus groups about key issues from the website to complaints.

Voice and influence

Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

What have we been doing:

Let you know what we've been doing on social media, our website, in Home News and through MyAcis.

Accountability

Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality

of their homes and services.

What have we been doing:

Let you know what we've been doing on social media, in Home News and through MyAcis.

Launched our Customer Voice Panel which has set in motion a piece of scrutiny work about repairs that take too long. For more information see page five.

Quality

Residents can expect their homes to be good quality, well maintained, safe and well managed.

What have we been doing:

Planned lots of work for 2022. Watch this space for some of the work we are doing.

When things go wrong

Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

What have we been doing:

Provided opportunities for customers to get involved with focus groups about key issues from repairs to complaints.

Get involved

From launching the Customer Voice Panel and Scrutiny Group to focus groups and promoting opportunities through social media and our website we've been talking to lots of you about our service.

In the TWT conversations we had with you early in 2021 one of the key things discussed

was understanding what opportunities were available for you to get involved in.

We can't meet these commitments without you, our customers. So throughout this edition of Home News you'll find lots of opportunities for how you can get involved and see what we're doing to meet the commitments. And in February to March 2022 we'll be bringing you a range

of events and information which will provide you with a greater understanding of some of the things mentioned in this magazine.

Look out for the 'you said, we did' stamp to find out how we have been putting your ideas and recommendations into action.





focus on your voice



Your Voice is how you can get involved in helping us to meet the commitments laid out in the Together with Tenants charter.

We're committed to continually improving our homes and services we offer. But we don't just make changes for the sake of it. We want to hear exactly what you think. At the end of the day, who knows the place

where you live better than you?

The best way to help us provide the services that you really want is for you to get involved and have your say on what really matters to you, your family and the community around you.

There are lots of opportunities for you to have your say on what matters - whether that's

our performance, reviewing our processes and policies, looking at where we work, or even just giving us views on projects we are working on. There are lots of ways to make a difference, so if you're interested, get in touch: yourvoice@acisgroup.co.uk

Say it

Whether you've got something to say - good or bad - we'd like to hear it. You can call us up anytime on **0800 027 2057** or email us on info@acisgroup.co.uk to let us know about our homes or services.

View it

We regularly take a stroll around our estates to see if everything's going okay. You're more than welcome to join us on these inspections and point out anything that you think might need improving and discuss ideas for what we can do to improve the area.

Unfortunately, Covid-19 has meant we have been unable to hold these View its over the last two years. We'll be releasing new information in spring 2022.

Talk it

People living local to each other join forces to discuss issues affecting their community - not just housing-related issues.

From discussing the Together with Tenants charter to antisocial behaviour we've talked to you and our partners in the last year about how we can create safer communities and better services.

Review it

We invite all our customers to have their say on any new policy or strategy. This is a quick and easy way to get involved as you can review one or review every document that we publish for comment.

In the last year you've reviewed our lettable homes standard, MyAcis and our Equality, Diversity and Inclusion policy.

discuss or answer questions on a variety of topics to shape our services going forward.

In 2021 we held groups that looked at our kitchen choices and several of you came to our event to look at the different types of kitchens on offer. We also held focus groups about our website and how we can build a new site that answers your questions.

Coming up in the following months we have two customer groups that you can get involved in, look out for more information about them on our website and social media:

- Repairs customer group
- Complaints customer group

Discuss it

We regularly hold small group workshops where you can

Overall Satisfaction

85%



Target: 85%
2021/2022





Improve it

Our Customer Voice Panel, launched in August, reviews and analyses our performance. They meet once a quarter to discuss how we deliver our service and what could be done to improve them. They also make sure we are upholding the TWT charter and action plan.

Gillian Wood, the Chair of the Customer Voice Panel and Acis customer, said: "The Customer Voice Panel have been busy over the last few months, working with Acis colleagues to identify ways of improving the experience of tenants and residents within Acis' commitment.

"After several meetings reviewing data and information and, discussions with Acis, we agreed for the Scrutiny Group to focus on the number of open responsive repair jobs (that have taken too long). This is an area we feel we can

add value to and, with the help of tenants and residents, we hope to present our findings and make recommendations to the Board for improvement."

The Scrutiny Group look at a particular service area chosen by the Customer Voice Panel in detail. Their aim is to offer up a number of key recommendations of how we could improve that service area in the future.

You don't need any experience to get involved with our Customer Voice Panel or Scrutiny Group as we provide training when you join. It's a chance to work with other customers from across our areas and communities to create constructive ideas and recommendations. And it's supported by TPAS*, who are customer engagement specialists. They'll support you in shaping your ideas as a group.



* TPAS was designed by the National Housing Federation to ensure that all residents know what they can expect from their housing association, regardless of where they live and what type of home they live in.

Want to get involved? Email yourvoice@acisgroup.co.uk for more information and to sign up.

Customers satisfied with the quality of their home

86%



Target: 87%
2021/2022

Getting in touch

We're here to give you the best possible service – and there's now more ways to get in touch with us and manage your tenancy.

Our team in the customer service centre is available from 8am-9pm Monday to Friday on the phone and on live chat through our website.

And when our team are not there you can use our online

portal MyAcis to pay your rent, report and track repairs, give us feedback and update your information about you, your home and your community.

Visit www.myacis.co.uk to sign up. You'll just need to enter your



tenancy details and you'll be good to go.

Online or offline; noon or midnight. We're at your fingertips – 24/7.

HOMES FOR THE AGES



In less than 20 years' time, one in four people in the UK will be over the age of 65 and some 80% of the homes that will exist in 2050 have already been built – but only nine per cent of the country's homes currently meet the most basic of accessibility standards.

We wanted to delve deeper into the themes around this.

Last year, building on our original research into the role technology can play, we produced a documentary charting the state of housing for older people and looking ahead to how we – collectively – can solve some of these issues.

Knowing it's not just about the bricks and mortar and the technology we place in our homes, we looked into various themes including home adaptations, placemaking,

health, and the importance of human interaction.

Our filmmakers spoke to experts from across the country, including people from the National Housing Federation, the Centre for Ageing Better, specialist housing provider Habinteg and the National Innovation Centre for Ageing. Commentary also came from our key local authority partner West Lindsey District Council, innovative adaptations company

Invisible Creations and our own in-house experts.

And we couldn't do something like this without including you, our customers, whose voices remain the most important in all of this.



Scan the QR code to watch the documentary



Your annual report 2020/21

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.

We are always working to
improve our homes and
neighbourhoods:

We developed **182** much
needed new homes in our
communities including **89**
for rent, **51** for shared
ownership and **42** for sale.

We supported customers to
recude rent arrears by
£60,000 - by supporting
with solutions and
signposting to further help.

84% of our customers are
satisfied with their
neighborhood as a place to
live.

86% of our customers are
satisfied with the quality of
their home.

We invest in our local communities:



Acquired Riverside
Training to support
even more people
across all our
communities.

You can now
manage your
tenancy **24/7**
through our MyAcis
platform



We've secured **£9
million** in funding
for projects helping
our local
communities.

Through the work
we've done we
generated **£2.91m**
in social value.



View full report:



We care about you:

Our overall customer satisfaction is **84%**.

Almost **98%** of our customers sustain their tenancy for over 12 months.

Every single one of our homes is officially **Gas Safe**.

71% of our customers are satisfied with our repair service.



We are always on the lookout for feedback:

We've received **131** compliments.

We've received:
96 stage 1 complaints
with only **11** going to stage 2.

80% of our customers are satisfied with how we deal with their queries.

Nine out of ten customers feel like their views are listened to.



We are always looking for new working relationships to bring you the best services:

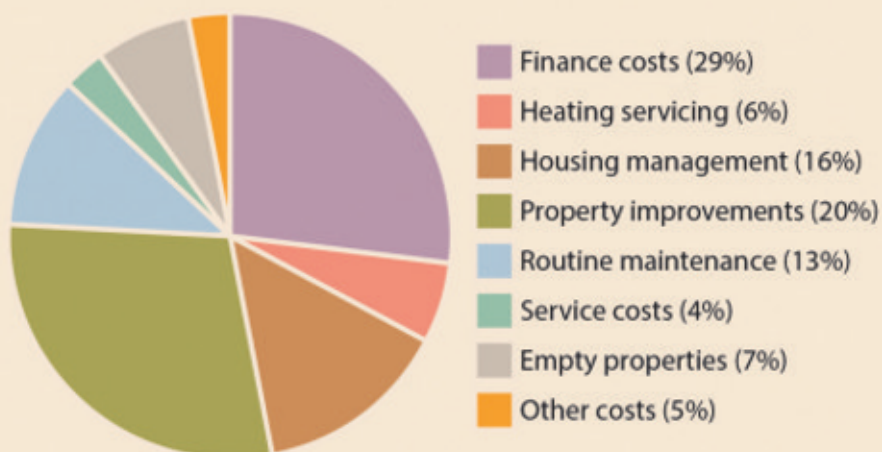
We've engaged with
826 stakeholders
over the last year.



We've worked with
over **200** local
organisations

We want to make sure you always get the best deal:

How you rent is spent:



Our rent arrears
stand at just **3.3%**.

93% of our customers
are satisfied with the
value for money they're
getting.

Our Heroes

THE AWARDS



The last two years have been challenging for everyone – but it's also brought out the best in people and communities.

In 2021, you all voted for the heroes in your communities; those people who had gone the extra mile throughout the pandemic. And now it's time to shine a light on those heroes.

Garden Guru Award

for someone who takes extra pride and has done something amazing in their garden, allotment or open space.



Young Person/People of the Year Award

for a young person or a group of young people (aged 24 or under) who are achieving great things and deserve recognition.



Neighbour/Neighbourhood Positive Impact Award

for someone who goes the extra mile for their community or a group of people rallying round to make a difference.



Customer First Award

for one of our people who has made a positive impression when supporting you in your homes.

The votes are now in, and the date is set.

But this year, we're doing things a little differently. The uncertainty around coronavirus meant we couldn't plan a big physical event like in previous years. And with so many heroes to tell the world about, we're spreading it out. We'll be sharing the stories of those who have been shortlisted and the winners of each of our awards virtually on our website and social media.

Follow the stories of Our Heroes on the week of 14 February.



Scan the QR
code to find
out more



“ We had a difficult job selecting the winners as all of the nominees were really worthwhile, with beautiful gardens and fantastic contributions to the local community. We were spoilt for choice! ”

Carole Hodson, Our Heroes Judge.

Customers satisfied with
the value for money of
services provided

89%



Target: 88%
2021/2022

Always check ID

With thousands of appointments every year, it's vital that you know who is attending your home.

Please ask for identification before allowing anyone into your home, even if they tell you they're from Acis or Prime.

All of our employees carry ID badges which they will be happy to show you before you let them in.

On some occasions, we use contracting partners to deliver some of the work we do. We will make you aware of these contractors before they attend.

If you have any concerns about the identity of workers when they arrive, please call us on **0800 027 2057** and we will verify identities and answer any questions you may have.



Customers satisfied with the overall repairs and maintenance service provided

74%



Target: 75%
2021/2022

OUR PRESENCE AT POP UP POLICE STATIONS

Pop-up police stations have been set up at different venues to give people the opportunity to come along and chat about any issues that are affecting their local area.

Venues are located at the heart of communities and are open to anyone who wants to speak to the police or businesses.

And we've been invited to ones that take place in Sheffield.

Our Area Service Manager, Jude Calvert, was one of the people to go. She said: "It's a good way for us to engage with the public and deal with anything they want to speak to us about."

"It was great to speak to people about their local area and show what we do here at Acis."

Pop up police stations make it easier for the public to raise



concerns or engage with the police and other organisations.

A South Yorkshire Police spokesperson said: "Visitors can receive crime prevention advice, speak to their local team about their priorities and concerns and access guidance about reporting."

You can find out when pop-up police stations are taking place in your area by visiting www.southyorks.police.uk

THE COMMUNITY COME TOGETHER FOR A CLEARANCE DAY IN STOW

Our neighbourhoods and repairs teams have been out in force in Stow to help tidy up areas of the village.

We were joined by members of the community, parish councillors and our grounds maintenance contractor Continental Landscapes.

In October, members of our team made their way down to Stow to clean the area to reduce the risk of fly tipping.

The day was organised by our Area Service Manager, Adelle Moore.

It was great to see residents get involved and really work together as a community.

Everybody involved has really made a huge impact on the area and the streets are cleaner.

A massive thank you to those involved and members of our team.



Lisa one step closer to her goal after support from the ESF project.



Lincolnshire woman Lisa Houchin has landed work experience with our team at Riverside Training after being in long term unemployment, thanks to opportunities presented through the ESF project. The ESF project aims to help people unlock their potential by helping them make steps towards employment.

Lisa joined the project in September and hoped her experience as a part-time teaching assistant in an after school club would help her to find work in Gainsborough.

She met with our Customer Support Officer, Kirsty Clayton, and our Employment Coach, Emily Humphries, to enroll onto

the IT course. However, Lisa said: "I was petrified."

Although Lisa wanted support and joined the course to upskill her computer skills, she had low confidence and was nervous to meet new people. She said: "I've had no confidence in myself for a long time now."

Lisa was thrilled and has since assisted Emily with teaching. She said: "It has helped me tremendously as I was able to support other people in building their confidence and share my experiences."

"If it wasn't for Kirsty, I wouldn't have taken the steps into rebuilding my confidence and

taking on work experience.

"I do want to get into work and the support and encouragement I got from the project and Kirsty was really good."

The ESF project has now ended but Lisa is continuing with her journey at Riverside Training.

But just because the project has ended doesn't mean our support has. If you feel like you need support then talk to your Area Service Manager or get in touch with our Supporting Foundations team: info@acisgroup.co.uk



NEW PROJECT TO BOOST MENTAL HEALTH

A new project, Acistance, is aiming to help boost people's mental health in Lincolnshire.

We'll be delivering the new one-year scheme through Shine Lincolnshire's Community Asset Development Fund in partnership with Lincolnshire County Council and Lincolnshire NHS Clinical Commissioning Group.

It will help people in towns and villages like Gainsborough, Saxilby, Bardney, Louth and Market Rasen.

Support will be provided through one-to-one sessions, social events and group workshops.

People will get confidential time to talk through anything troubling them, regular opportunities to meet new people and chances establish new lines of support.

Confidence and wellbeing courses will also be delivered by our Riverside Training team to help people build coping strategies and enhance their wellbeing.

Hannah Taylor-Dales, our Business Development Manager, said: "Mental health is extremely important so we're so grateful for the opportunity from Shine Lincolnshire to support people to overcome some of the issues they may be facing."

"Our support will be designed to help increase confidence, self-esteem and general wellbeing. We know from previous experience that having a safe space for people to talk through their worries or feelings can be life changing."

"And we know everyone is different, so a one-size fits all approach won't work. Everyone who participates in this programme will have a different outcome, based on their own lives and aspirations."

To find out more, and to get support through this new project, call 0800 917 9262

Welcome to MyAcis.

We're here to give you the best possible service – and there's now a way to get in touch with us and manage your tenancy whenever it suits you. Online at a time that works for you – noon or midnight. We're at your fingertips 24/7. It's now even easier to pay your rent, check your balance, report a repair and give us feedback.

What is MyAcis?

MyAcis helps you pay your rent online, report and track repairs, give us feedback and store all your important tenancy documents.

You can even check your balance, update your personal details and let us know what's going on in your community.

And because it's online, you can use it 24/7. Whenever you need it, it's there for you.

Getting signed up

If you haven't yet signed up, what are you waiting for? Join almost 2,000 others that have already signed up and are using the portal.

Visit www.myacis.co.uk to sign up. You'll just need to enter your tenancy details.

Any issues setting up? No problem. Get in touch with us on **0800 027 2057** or head to www.acisgroup.co.uk and

use our live chat function and we'll gladly help get you up and running.

Scan the QR code to see just how MyAcis can work for you.



Direct Debit Draw



Exciting news: Our Direct Debit draw winner has been announced!

Every six months, people who pay their rent by Direct Debit are placed into a draw for the chance of winning £150.

Congratulations to our winner, Joshua Bell! Joshua has been paying by Direct Debit ever since he had the responsibility of paying bills.

He said: "Paying by Direct Debit gets rid of the worry of having to pay bills on time and to make sure that I am paying my bills."

Christmas came early for Joshua as he is now able to do something that he hasn't done for years thanks to winning £150. He said: "I'm going to buy a new pair of shoes because I haven't bought a new pair in two and a half years. And I can now go see my dad who I haven't seen in 10 years."

In six months, this could be you. You could be given the chance to win £150. To be entered into our draw, set up your rent payments by Direct Debit. It's that simple.



We created MyAcis to help you get in touch with us.

Based on feedback and 'Discuss it' focus groups about how you get in touch with us and manage your tenancy we launched live chat on our website, texting and MyAcis.

And to make sure MyAcis worked how you needed it to, we ran a pilot project with a group of customers.

You tested everything from reporting a repair to updating your details, making sure that the platform was ready for everyone to use.

We'll continue to update MyAcis in the future based on your feedback. If you want to see something on the platform or need help in using it then just let us know: **0800 027 2057**.





Five ways to stay safe, warm and happy in your home.

As we move deeper into the winter season and the cold slowly creeps into our homes, it's important to look after your home and make sure it's winter ready. Take a look at our recommendations for staying safe, happy and warm in your home.

Take a look at our five recommended things to do to stay safe, stay warm and get winter ready.

Check that your thermostat is working

There is nothing we all love more than a nice warm home during the freezing days and nights. So check that your thermostat is working correctly to prevent any cold days during the winter.

- A Is the time set correctly?**
- B Is the thermostat in the room set to a warm temperature?**
- C Have you checked the heating?**
- D Do you need to reset your boiler?**

Hover your hand over the radiators to see if they're warming up and check that all the hot taps are working. If your heating is still cold it might be time to top up or reset your boiler.



Bleeding radiators

If your radiators are warm at the bottom but cold at the top then this is a sign of trapped air. Air can get into radiators and prevent them from filling up with water that is then heated to warm your home.

If you have checked your thermostat and your radiators are still not heating your home then you may need to bleed your radiators. You can find out how to over on our InfoHub on our website.

If this is still a problem contact a member of our team.

Carbon monoxide alarm

Carbon monoxide alarms help you to stay safe and detect poisonous gas that may be leaking from appliances such as cookers or boilers. That's why it's important to have your appliances serviced and carbon monoxide alarms installed.

Clearing gutters

The purpose of the gutter is to collect the rain water off your roof and into the drain. If your gutters are blocked by leaves, twigs or other objects then other problems can occur.

If you notice your walls becoming discoloured or rain water coming down the side of your walls then this could be a result of blocked gutters.

Prevent mould and damp

As we move into the winter season, it is important to keep an eye on the humidity levels in your home to prevent mould and damp from appearing.

Most damp is caused in the bathroom or kitchen where it is often wet and warm. Open a window after showering or let the steam vent out after cooking to prevent damp.

Our Infohub has lots of advice on how to look after your home and stay warm.

Customers satisfied with their neighbourhood as a place to live

84%



Target: 86%
2021/2022



Scan the QR code for more details

HELPING TO SPREAD CHRISTMAS CHEER WITH FESTIVE HAMPERS



Last Christmas, we donated special hampers to some of our customers to help raise spirits around the festive period.

Our people nominated customers who they work closely with or who they feel needed some Christmas magic.

This may be because our customers were away from family during the holiday season and would be spending Christmas alone or because they had faced a difficult year.

In total, 100 hampers were delivered across all our areas. They included a variety of festive treats such as crisps, chocolate, mince pies, selection boxes and much more.

Our Customer Engagement Coordinator, Claire Tunstall, said: "It has been another successful year delivering hampers to our customers.

"Our people from across the group have nominated customers who might need some festive cheer this time of the year and worked together to deliver the hampers.

"It's been a great team effort and opportunity to support our customers."

We hope these festive hampers brought smiles, happiness and spread kindness in our communities.



“ IT'S BEEN A GREAT TEAM EFFORT AND OPPORTUNITY TO SUPPORT OUR CUSTOMERS. ”

Looking after you and your household online



It's important for you and your family to stay safe online. The National Cyber Security Centre has a wealth of advice on how to manage your online security at home.

Their top five tips include:

1. Protect your email by using a strong and separate password
2. Install the latest software and app updates
3. Turn on two-factor authentication (2FA)
4. Password managers can help you to store your passwords safely on an app or web browser, making it easier to remember all the different passwords you have for different websites.
5. Back up your data

Check out www.ncsc.gov.uk for more information

WHAT'S HAPPENING AT RIVERSIDE TRAINING

river^oside
part of acis group

Our Riverside Training team continue to provide a range of courses and opportunities to help people realise their full potential.



With courses covering employability, wellbeing, and a range of technical skills to help all kinds of people with all kinds of situations.

We deliver courses and programmes for a range of funders. And for the first time we're also working in South Yorkshire, where we are working with people to support them to achieve long-term employment, work experience, Apprenticeships, volunteering, interviews, application submissions or further learning.

But we don't just run courses. In November we welcomed

families through our doors for Children in Need and encouraged children to design, create and paint their own Children in Need t-shirt. And in December the team became elves supporting Santa at story time at Gainsborough Uphill Community Centre.

We have lots of exciting plans for 2022 so why not check out the full range of courses and how you can get involved at www.riverside-training.org.uk

SOUTH YORKSHIRE
SYMCA
MAYORAL
COMBINED
AUTHORITY



Customers satisfied that
their views are being
taken into account

79%



Target: 70%
2021/2022

RIVERSIDE COURSE LANDS ANN A PLACE AT LINCOLN COLLEGE

Our team at Riverside Training provide courses, in partnership with Lincolnshire County Council, to support people to get into work and achieve their life goals.

Ann Slater, who dreams of working in accounting, joined our Get into Business Admin routeway to learn the role and improve her office skills.

From there she took on the Level 1 Business Admin qualification, which she finished in December.

Our Employment Coach, Emily Humphries, has helped Ann

throughout her journey with Riverside and teaches the level one qualification. She said: "Her work is being marked as she progresses on the course and is predicted to pass."

Since joining the course, Ann has developed her academic and presentation skills and has decided to enrol onto more courses to better her chances of landing a job.

Since joining our courses at Riverside, Ann's wellbeing and confidence has grown as she meets new people and gains new skills.



Our team have supported Ann from the very beginning with her coursework, wellbeing, confidence and work skills. Ann said: "The Riverside team are fantastic and the courses are really helpful. They don't leave you to struggle and they have helped me a lot."

We're excited to announce that Ann has now secured a place at Lincoln College studying bookkeeping and accounting.

Our course helps Kyran to boost confidence levels

Kyran Phokeerdoss attended our Time for Art course to overcome self-esteem and confidence barriers.

Time for Art is a course delivered in partnership with Shaw Trust that focuses on using art to relax and unwind.

For some people art can be a means of self-healing, self-discovery, and beneficial to their emotional and physical wellbeing, Kyran agrees, saying: "After the course I felt chilled, relaxed, and focused."

By the end of the course, Kyran was able to use art as a form of expression whilst boosting self-esteem and confidence levels.

Kyran's father, Dean, said: "Ky has always had difficulties

communicating and socialising. This course helped him with his self-confidence, believing he fits in, and his self-worth."

Kyran was diagnosed with autism at the age of three and sometimes finds it difficult to concentrate. However, our Customer Support Officer, Emma Docherty was impressed with how Kyran dealt with joining the course, and said: "Kyran showed great concentration during the course which helped him thrive throughout."

Now aged 22, Kyran wanted to develop his skills and travelled from Stoke-on-Trent to attend the course.

Although Time for Art is a means to relax and socialise it is



so much more for Kyran. Dean said: "This course is something that will really benefit Kyran [in employment]."

"I think Ky will be a good employee regardless of what job he'll end up doing."

Kyran added: "The tutor is great and very patient; he offered a relaxed environment that made me feel very welcome."

There are lots of courses available at Riverside to help you get into work, build your confidence and learn something new.

For more information visit:
www.riverside-training.org.uk

Roofing programme begins

We're excited to announce that we have started roofing and loft insulation works on our properties in Gainsborough as part of our commitment to improving housing standards.

Engie, part of the Equans Group, will be carrying out this work on our behalf. They are committed to developing homes and improving communities with housing organisations like us.

The roofing programme has now begun and work on some properties is already complete.

Customers affected have all received an information pack about how to stay safe around scaffolding and been informed on the detail of work that'll be carried out.

This scheme of work is due to be carried out until March and will replace roofs on 133 homes.



ENGINEERS STOP TO HELP DISTRESSED WOMAN IN TORKSEY

Two of our engineers have been praised for their compassion after they helped a distressed woman on their way to work one day.

Lewis Farmer and a colleague were travelling to a customer's home to start a job on what they thought was a normal working day.

Little did they know, they would be the help a woman needed.

Lewis said: "I was on my way to work and saw a young lady laid near the side of the road. I pulled over to make sure she was ok, but she was in a really bad way."

He proceeded to talk to the woman and ask simple questions to see if she was aware of her surroundings. He added: "She managed to tell me her name and where she was from. I rang 999 for an ambulance and then rang my partner."

Both engineers waited with the young woman until the ambulance arrived and took over. Lewis says: "She was in a lot of pain and appeared to be confused so we kept talking and reassuring her."

Despite being caught by surprise by the events, both engineers did what they thought was right. Lewis said: "I did what I believed was the right thing to do. Which was to ring for an ambulance and put her in a safe position until they arrived."

"I was very concerned for her wellbeing and was shocked at the number of cars passing by. But I wanted to help in any way that I could, and I'd like to think

that somebody would've done the same for me if I was in a similar situation."

Among other drivers were two witnesses who saw both Prime employees giving assistance to the young woman.

One witness said: "We saw them by the old railway bridge in Torksey. They had stopped to give assistance to the young woman who needed emergency care."

"They had alerted emergency services and were waiting for them to arrive, having placed her in recovery position and covered her with a blanket."

The witness contacted Acis Group to give praise to the engineers. She said: "There were two Prime repairs vans parked at the scene and I want to commend them for their compassion and thoughtfulness."

Our Head of Repairs and Delivery, Jason Broughton, comments on their act of kindness: "As we come out of a time where keeping our distance from people has become the norm, the compassion and dedication to helping someone in our community at a time when they need us is a testament to their character."

"They uphold our values as an organisation and are a shining example to Acis Group."

Work on £20 million Gainsborough development officially underway

We have teamed up with West Lindsey District Council to build 138 new homes with a mix available for affordable rent, shared ownership and outright sale, as part of our wider regeneration programme in Gainsborough.

The new development, to be built by Vistry Partnerships, has the financial backing of Homes England and the Greater Lincolnshire Local Enterprise Partnership (GLLEP).

The official ceremony took place in August and saw the ceremonial cutting of the sod by Sir Edward Leigh MP.

Sir Edward Leigh said: "I am absolutely delighted to see this project now beginning to come to life. This housing development is a major boost to the town - £20 million is a huge investment and commitment and I am very grateful to everyone involved, including Acis, Homes England and the Greater Lincolnshire Enterprise Partnership, as well as everybody else, for making it possible."

Greg Bacon, Acis Group Chief Executive, said: "We're delighted to officially begin

work on the site. For Acis this is one of the largest new homes projects we've undertaken and are very grateful for the support of all our partners involved in making this happen.

"We are proud to be building these homes in support of the Invest Gainsborough initiative, and to play our part in the regeneration of the town we call our home."

Alongside the new housing development, work is continuing to create an uninterrupted riverside walk, creating an accessible walking and cycleway with access to the town centre and onto the Trent Bridge.

As well as the investment from us, a £2.27 million grant was awarded by the Greater Lincolnshire Local Enterprise Partnership (GLLEP) to enable this development.

The site is one of the previously developed sites which forms



part of the Greater Gainsborough Housing Zone designation and bringing it forward for development has been supported by Homes England.

A Homes England spokesperson said: "These new homes will provide crucial affordable accommodation for local families and we're pleased to have played a part in kick-starting this fantastic project."

The development was given planning permission by West Lindsey District Council in January 2020.



Customers satisfied that we did
what we said we would do

80%



Target: 74%
2021/2022

Donations to YMCA Lincolnshire help the local community



Our Prime team has kindly donated kitchen units to YMCA Lincolnshire for their hostel facility in Lincoln.

YMCA Lincolnshire is a local charity which supports more than 400 vulnerable people each year, who are all suffering from trauma, homelessness, mental health and/or addiction challenges.

Our Planned Maintenance Manager, Mark Parker, who helped with the donation said: "Their current facilities were in need of updating."

"As this is a charity that is local and in line with what we do, we have donated some old kitchen units and worktops to them for repairs and potential upgrades."

The donation has allowed YMCA to upgrade their kitchen facilities earlier than expected, giving people a safe place to stay.

YMCA Lincolnshire's Director of Housing, Sarah Turner, said: "We were delighted when Acis Group approached us to donate some kitchen units and worktops."

"This kind gesture will help us to upgrade two of our hostel rooms earlier than we would have ordinarily."

"This upgrade is part of our normal programme of renewals alongside supporting people who are suffering homelessness on their journey to recovery, taking them one step closer to independent living."

It was a pleasure to donate and contribute to making a difference to peoples' lives.

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.

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

**COLD
SNOW
GLOVES
SHOVEL**

**ICE
COAT
FREEZING
DARK**

**HIBERNATION
HAT**

Words can go in any direction and can share letters as they cross over each other.

Name:

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.....

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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: Friday 3 June 2022.

Helping your wallet this winter

Feeling out of control when it comes to money can be scary, especially if you don't know whether you've got enough to live on. Below we've included some handy tips from MoneyHelper to help you manage your money.

- Create a monthly budget so you know how much money you have coming in and how many payments you need to make. You can create a budget planner on the MoneyHelper website.
- Check for other benefits you might be entitled to such as the Warm Home Discount.
- Be aware of how much rent your Universal Credit pays.
- Make sure you know what bank accounts you have and how they work.
- Contact your energy supplier if you are struggling to pay your energy bill as they may be able to help you find a solution.
- Talk to someone if you need help:
 - Citizens Advice **0808 800 9060**
 - StepChange **0800 138 1111**
 - National Debtline **0808 808 4000**
 - Christians Against Poverty **0800 328 0006**

For more information follow the QR code:



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stay happy in your home
with the Acis HomePlus
winter package.



Create a package of solutions for
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Prices start from £40 a month.

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- Washing windows (every two months)
- Easing and adjusting windows and doors to avoid drafts and make sure they are shutting properly

And much more...

Get in touch to find out how we can help
www.acishomeplus.co.uk
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