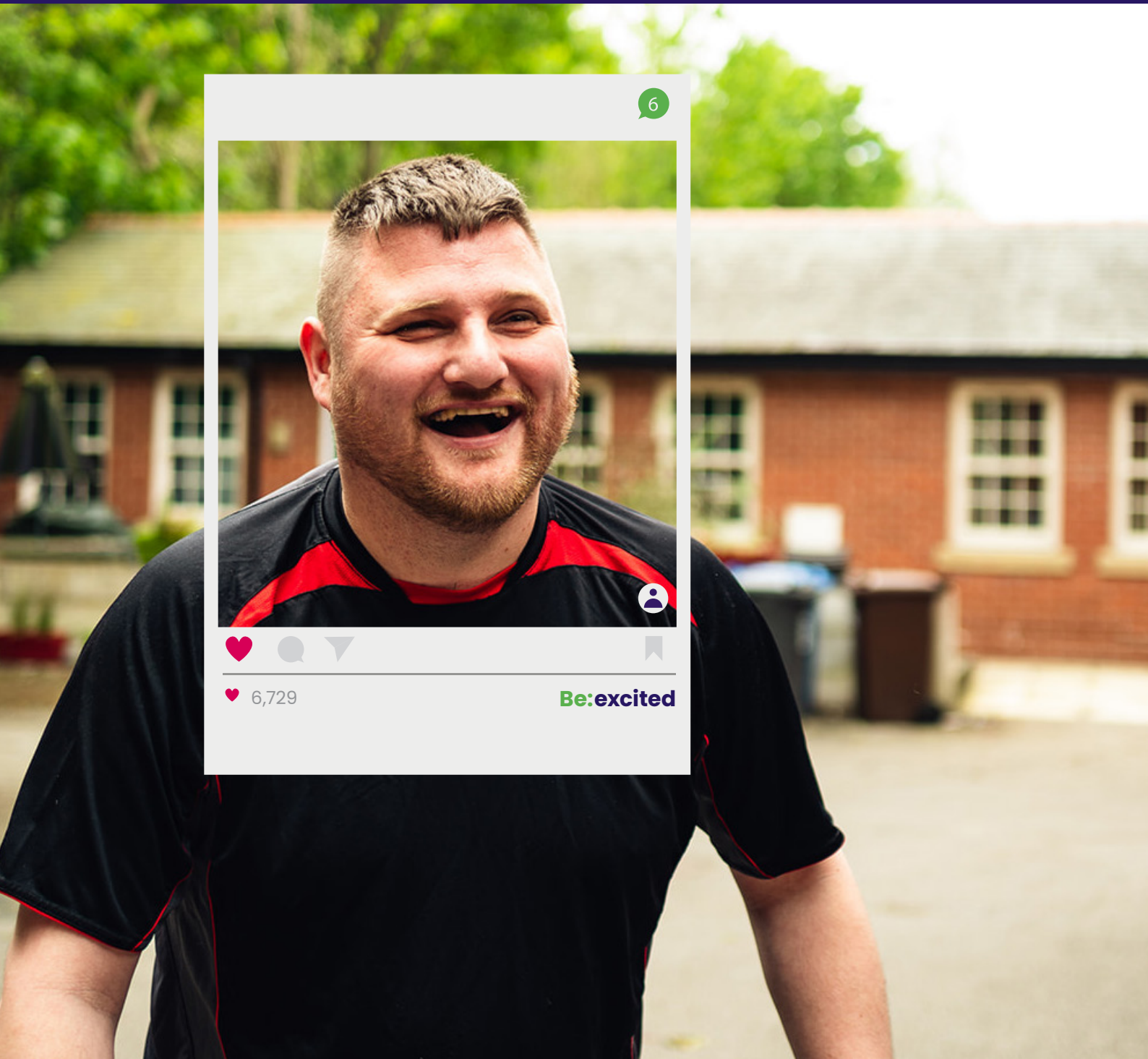


Customers Annual Report 2022-2024



Welcome to your annual report

My name is Steve Fensom, and I joined BeST in February 2024 as our new Chief Executive. I am pleased to present this report to you as part of our responsibility to demonstrate how we have performed as your landlord over an extended 18-month period from October 2022 to March 2024.

In this report, you will find information on our performance for keeping your homes safe and well-maintained, our communication with you, how we handle complaints, and how we keep you informed. We have also included your feedback on what we have done well and where we need to improve.

Over the past 18 months, BeST, like many others, has dealt with the ongoing impacts of the COVID-19 pandemic and the rising cost of living. We have faced challenges in keeping our services running smoothly whilst managing the increasing costs of materials, repairs, and investments.

The Social Housing (Regulation) Act 2023 was introduced last year to protect tenants and improve how social housing is managed. The new law gives tenants more power to hold their landlord to account, ensuring landlords listen and respond better.

In April 2024, new Consumer Standards were introduced that require social landlords to meet specific rules on safety, repairs, tenant involvement, and complaints. These standards aim to make social housing safer and give tenants a stronger voice in shaping their landlords' services. Landlords must measure and

report their performance each year using Tenant Satisfaction Measures (TSMs), so tenants can see how their landlord is performing.

We completed our first TSMs last year, and you can find the results on our website and on page 10 of this report. I would like to thank everyone who completed the survey. The feedback we have gathered has been really useful and will help us improve those areas where we are underperforming.

Despite a challenging period, I am pleased to report that the team at BeST has managed to maintain our service and made progress in some areas. Our service has remained focused on supporting you with your tenancies during this time.

However, it is also clear that we have a number of areas where we must improve our service delivery and our communication. Where we have fallen short and shown areas where we are underperforming in this report, I am pleased to tell you that we have already been working hard to improve this.

Our top priority is to make sure your home is warm, safe and secure. Last year, we didn't complete all our health and safety inspections. However, since March 2024, our Asset Management Team has focused on this and has now completed all outstanding inspections. Going forward, we are committed to keeping this at around 100%. For any repairs or improvements identified during these inspections, we now have a programme in place to complete them by the end of March 2025.

When you complained to BeST during this period, we were not responsive enough or acted quickly enough to resolve your concerns. This year, we have introduced a new complaints policy and procedure and set up a steering group to make sure we perform better. We have also asked a member of our Board to focus their attention on ensuring we put things right and learn from complaints. I am pleased to say that our complaints handling performance has already improved.

During 2023, our repairs service was not good enough. We have since brought in new leadership and changed our repairs processes and service provider. Since then, we have improved our approach to identifying, understanding and responding to repairs and are gathering far better insight into our management of repairs. I am optimistic that this will provide you with ongoing improvements in this area.

In this period, we also surveyed every home to identify areas where we have been falling behind on our investment into your home improvements. As a result, we have planned a significant increase in the level of investment in your homes over the next three years.

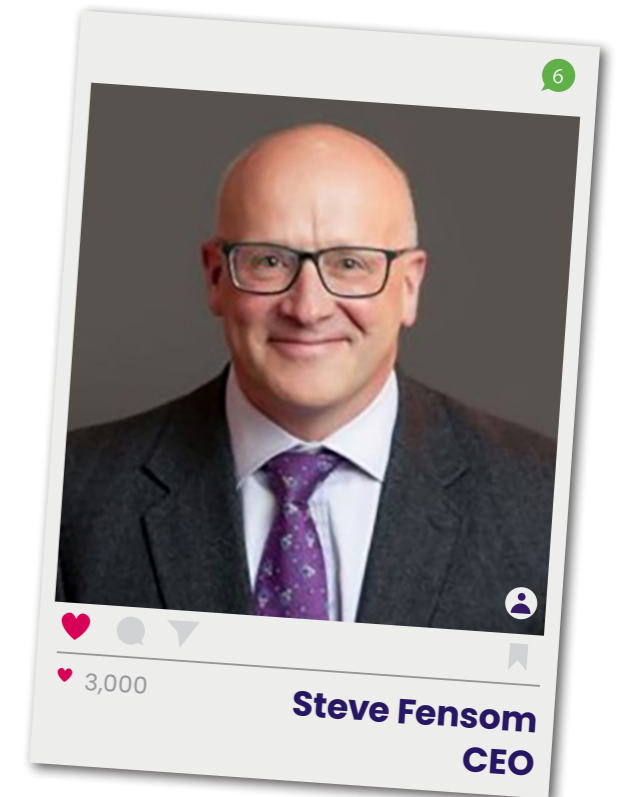
Overall, I would describe our performance in this period as mixed. We have done some things well, but we need to improve in other areas. Thanks to the efforts of the team and the feedback we have received from you, we are making good progress in addressing these issues. With your input and the new regulatory standards to guide us, I am confident you will see positive changes in the coming year.

I would like to say thank you to all our tenants, partners, and other stakeholders who have worked with us, completed the TSMs, and provided feedback on our service. This has been vital in shaping the focus of our improvement plan.

If you have any feedback, questions, or concerns, our team is here to help. Please contact us by email at info@bestha.co.uk or by phone on **0161 786 6000** (option 6).

Thank you for taking the time to read this report.

Steve Fensom, CEO



Who we are

Bespoke Supportive Tenancies (BeST) is a specialised supported housing provider, across England and Wales.

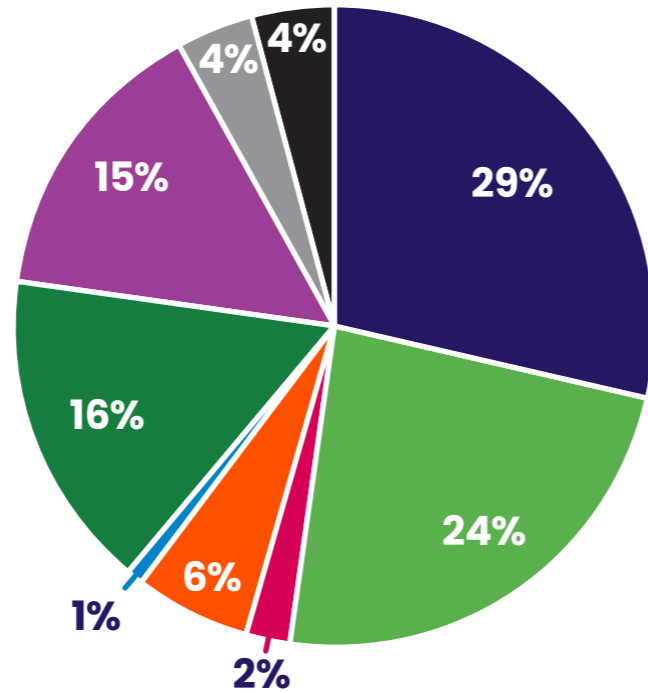
Established in 2010, our mission is to provide bespoke and supportive homes suited to tenants' needs.

We partner with local authorities, commissioners, support providers, families and tenants to provide homes for adults with support needs. A nominated supported provider provides the day-to-day support.

All our properties are leased from a superior landlord.

Our main superior landlords are:

- Big Help Asset Management
- NHS
- Private Landlords
- Triple Point
- Voyage
- WayPoint
- Civitas
- Henley
- Lincs Housing

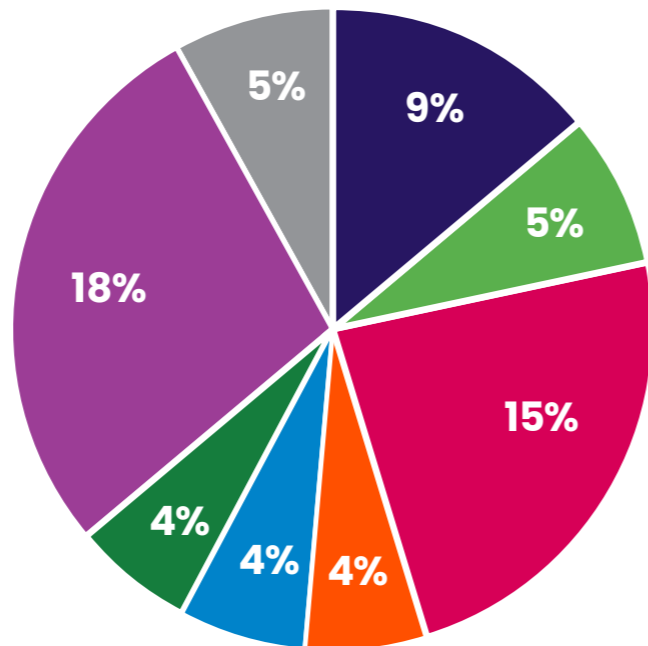


Support Providers

We work with over 50 different support providers, who support tenants in their homes and their daily lives.

Our main support providers are:

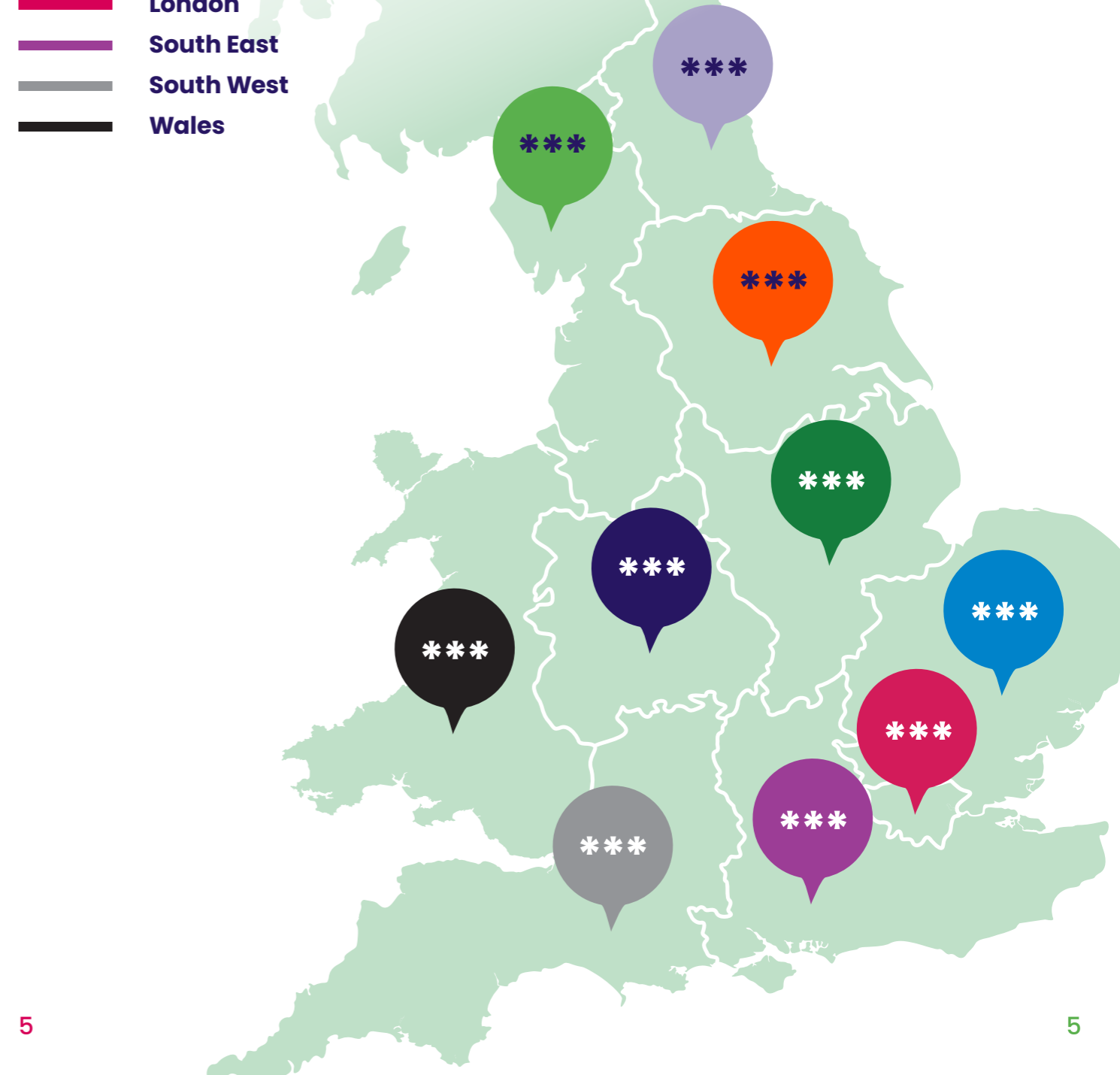
- Achieve Together
- Turning Point
- Autism Together
- UBU
- Eden Futures Group
- Voyage
- Wigan Council
- Rehabilitree



Where we operate

We provide homes in 109 local authorities across England and Wales.

- North East
- North West
- Yorkshire and Humber
- East Midlands
- West Midlands
- East of England
- London
- South East
- South West
- Wales



Meet our board members

Our board members, also called our Board of Trustees, are the group of people who make the final decisions. They help us plan and make sure everything we do is with our tenants at the heart of it, and within the regulations.

One of our board members, Paul Carhart, is our Member Responsible for Complaints (MRC). Paul's role is to make sure the board reviews complaints information during board meetings. This allows the board to ask questions, confirm we are handling complaints properly, and hold us accountable to improve our services.



Tom Miskell
Board Chairman



Andrew Bailey
Board member



Phil Elvy
Board member



Steve Close
Board member



Paul Carhart
Board member and MRC

Social housing regulation

The Social Housing (Regulation) Act 2023 introduces changes to how social housing must be managed, focusing on safety and tenant involvement. On 1st April 2024, the Regulator of Social Housing (RSH) introduced new Consumer Standards and will be inspecting landlords to make sure they follow the rules.

Under the new standards, we need to:

- **Keep tenants safe** in their homes
- **Listen to tenant complaints** and fix issues quickly
- **Be accountable** to tenants and treat them with respect and fairly

- **Understand the condition** of each home and the needs of the people living there
- **Use information effectively**, especially for repairs

For more information on the new standards, visit www.gov.uk/government/collections/regulatory-standards-for-landlords

Meet our executive team

Our executive team works closely with our board. It leads our teams and is responsible for the day-to-day running of BeST.



Steve Fensom
Chief Executive Officer

Steve has over 30 years of experience in business leadership and transformation in different sectors. He has worked in the housing sector for five years and founded the Specialised Supported Housing Network.



Shelley Hobbs
Managing Director

Shelley has worked in the housing sector for 23 years, working as a Property Acquisition Specialist and Residential Property Director. In 2011 she transitioned to Specialised Supported Housing as a Chief Operating Officer and then her current position as Managing Director.



Irene Bailey
Finance Director

Irene is a qualified Chartered Accountant with over 30 years experience in both large multi national companies and owner managed businesses. She held several senior finance positions before becoming Finance Director in an owner-managed leasing company. Irene brings her commercial finance experience to BeST, which has resulted in greater financial understanding and control.

Meet our tenant representative

Hi everyone, I'm Owen, but you can call me OB. I'm originally from Worcester, but now live in Hereford with Richard, Alex, and Jeff, we all get along well.

As a tenant representative, I want to help improve the service BeST delivers for everyone. Being part of the team gives me a purpose and helps me learn new skills. I am confident and always ready to speak up for myself and others.

One of my main concerns is how slow maintenance can be. I often joke that I have seen snails move faster!

I am passionate about addressing complaints and I am involved in the complaints steering group. I recently completed the Housing Ombudsman's Complaints Handling Code course to help develop my understanding. I also want to help make BeST's website more user-friendly and with more information that tenants need.

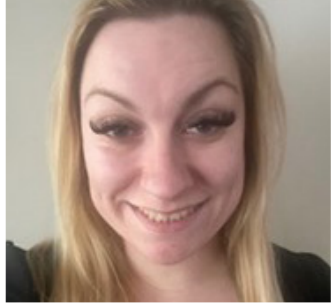
In my free time, I love gaming, and my favourite game is the PC Building Simulator.

I am excited to be working with BeST and I hope to meet some of you soon.



Owen Butler
Tenant Representative

Our housing officers



Tara Barr
Housing Officer (North East)



Lauren Lockett
Housing Officer (North)



Tim Bray
Housing Officer (East)



Jay Johal
Housing Officer (Midlands)



Lauren Brooker
Housing Officer (South West)



Najmur Rouf
Housing Officer (London and South East)



Hannah Mansfield
Regional Housing Manager (North)



Rosie Garnett
Regional Housing Manager (South and Wales)

BeST at a glance

We are focused on three main goals:

- To make our services for tenants better and more efficient
- To follow the rules and regulations that apply to us
- To be financially stable

 **1,431** specialised supported housing units

 **254** specialised supported housing schemes

 **1,249** tenants

 **182** voids

 **28** non-social housing units

 **62%** tenant satisfaction with overall service

 **65%** tenant satisfaction with repairs service

April 2023 to March 2024

Spent £6.6 million on property maintenance

Total arrears £1.1m out of a target of £1.2m

Average weekly rent £349.87

99.3% rent collected

85.6% occupancy

170 new tenants

7,882 emergency responsive repairs

2,854 non-emergency responsive repairs were completed

83% emergency repairs attended to within 24 hours, target 100%

84% routine repairs completed within 7 days, target 90%

Completed stock condition surveys on all our properties

October 2022 to March 2023

Spent £2.8 million on property maintenance

Total arrears £945k out of a target of £945k

Average weekly rent £298.12

99.1% rent collected

84% occupancy

75 new tenants

2,480 emergency responsive repairs

2,796 non-emergency responsive repairs were completed

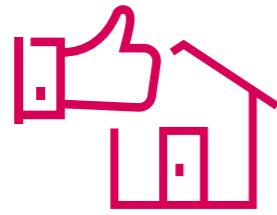
82.9% emergency repairs attended to within 24 hours, target 100%

88% routine repairs completed within 7 days, target 90%

Tenant satisfaction measures

There are 22 TSMs. Twelve come directly from tenant surveys, while 10 come from the information we measure and hold ourselves. The following performance data is for April 2023 to March 2024.

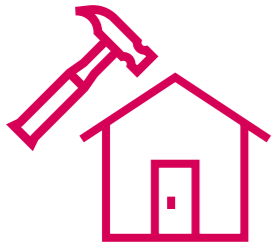
The measures focus on five key themes:



Maintaining building safety



Effective handling of complaints



Keeping properties in good repair



Respectful and helpful engagement



Responsible neighbourhood management

Every year, we will ask you how you think we are performing. We will do this via a postal or telephone survey and record how you feel about our services.

The results show us what is going well and what changes and improvements we need to make. This helps you keep track of how well we are performing as your landlord.

We will share this information with you and the Regulator of Social Housing. Our first TSM results are below. You can also find a detailed report and an easy read version on our website at **Reports - Bespoke Supportive Tenancies (bestha.co.uk)**

In September and October 2023, 350 out of 1,252 tenants (28%) took part in our annual tenant satisfaction survey conducted by Acuity Research and Practice, an independent company.



Be:satisfied

Overall satisfaction

62% satisfied with the **overall service** (5% lower than the previous year)

Satisfaction levels vary by region, **74%** satisfied in the North, while **50%** satisfied in the South West

60% satisfied with the overall service provided by your housing officer.

The top impacts on overall satisfaction and areas for improvement are:

- Day-to-day repairs
- Property condition
- Customer services and contact
- Communications and information

Maintaining building safety



61% satisfied your home is safe



93% gas safety checks (target 100%)



95% fire risk assessments carried out (target of 100%)



55% asbestos safety checks (target of 100%)

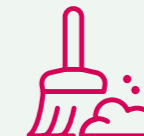


95% legionella risk assessments carried out (target of 100%)



87% lift safety checks (target of 100%)

Responsible neighbourhood management



50% satisfied communal areas are kept clean and well maintained



47% satisfied we make positive contributions to neighbourhoods



52% satisfied with our handling of anti-social behaviour (ASB)



23 ASB cases





16 ASB cases per 1,000 homes



0 hate incidents

Keeping properties in good repair


 **82%** said you had a repair carried out in the last 12 months


 **65%** satisfied with the overall repairs service over the last 12 months

 **51%** satisfied with the time taken to complete your repair


 **53%** satisfied your home is well maintained


 **88%** homes meet the Decent Homes Standard (target of 100%)


 **83%** emergency repairs attended to within 24 hours (target 100%)

 **84%** routine repairs completed within 7 days (target 90%)

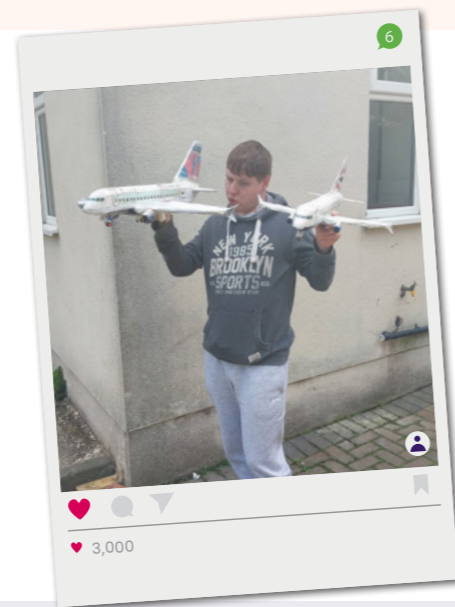
Respectful and helpful engagement

 **46%** satisfied we listen to your views and act on them

 **54%** satisfied we keep you informed on things that matter to you

 **61%** agree we treat you fairly and with respect

 **57%** agree we are easy to deal with




Effective handling of complaints


 **31%** satisfied with our approach to handling complaints

 **3** stage two complaints received per 1,000 homes

 **74** stage one complaints

 **14%** stage one complaints responded to within 10 working days

 **4** stage two complaints

 **25%** stage two complaints responded to within 20 working days

 **52** stage one complaints received per 1,000 homes

Improving services

We asked what one thing we could do to make our services better, 233 tenants shared their thoughts.

Most of the comments were about the repairs service, especially the time it

takes to complete repairs and issues with repairs that haven't been done. Some tenants also mentioned communication and information, including how well we listen to them, and suggested home improvements they would like to see.

What tenants said we need to improve on



24% day-to-day repairs – time taken to complete repairs



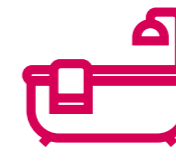
10% decoration or poor maintenance of communal areas



4% complaints handling



18% day-to-day repairs – outstanding or forgotten repairs



4% home improvements – new kitchen or bathroom



4% day-to-day repairs – quality of work



12% happy with services, no issues



4% communication and information – listen carefully and show interest



What tenants said they like about their homes

"I like my bedroom, lounge and kitchen. Nice garden and I like the other clients and staff"

"I like everything in my home, and I feel safe"

"Clean, tidy, comfortable and well maintained"

"My home is safe. I have all my things around me. I have nice neighbours and a garden. The staff can stay with me"

"I like the new kitchen; I like the size of it and the garden"

"Very homely"

"Nice and clean. It's very close to nice cafes and shops"

"Nice location, brilliant support staff, my flat is my home"

"Nice lounge and garden. Having easy access to the communal area"

"It's a beautiful building and very spacious, nice location, nice garden"

Future plans

We know repairs are important to you and we are working with our contractor, Renov8, to put plans in place to improve.

We will:

- Work closely with Renov8 to review performance regularly
- Improve communication about repairs
- Make changes and improvements based on your feedback
- Focus on a tenant-first approach with staff through a new culture change programme
- Create a new communications strategy and plan

- Involve tenants in decisions
- Train staff on customer service and understanding tenants' needs
- Train staff to handle complaints better

Our 2024 survey has been sent to all tenants in September and October 2024. Please complete the survey and return it in the freepost envelope or complete it online. You will receive a link in the post. If you have any questions, need help with the survey, or need it in a different format, please contact us.

Repairs and maintenance

Between April 2023 and March 2024, we spent **£6.6 million** on property maintenance.

We completed 10,736 responsive repairs.

We spent £3.4 million on day-to-day responsive repairs.

7,882

emergency responsive repairs

2,854

non-emergency responsive repairs

84%

emergency repairs attended to within 24 hours

83%

routine repairs completed within 7 days

Earlier this year, we partnered with Renov8 as our new responsive repairs contractor. We also introduced a new policy on asset, repairs, recharges and void management.

We reviewed and revised our repair priorities into three categories:

- **12 hours** for urgent emergencies
- **24 hours** for less urgent emergencies
- **7 days** for routine repairs
- **28 days** for planned works



October 2022 to March 2023



We spent **£2.8 million** on property maintenance



We completed **5,276** responsive repairs



We spent **£1.4 million** on day-to-day responsive repairs



2,480 emergency responsive repairs were completed



2,796 non-emergency responsive repairs were completed



83% emergency repairs attended to within 24 hours (target 100%)



88% routine repairs completed within 7 days (target 90%)

Damp and mould

In line with the proposed Awaab's Law, we are improving our approach to tackling damp and mould to protect you and your home. We are taking proactive steps to ensure these issues are dealt with effectively and promptly.

How to report damp and mould

If you notice any damp or mould in your home, please contact us:

 Phone **0161 786 6000** (Option 1)

 Email **repairs@renov8.uk**

Home improvements

We carried out stock condition surveys on all our properties to check their condition. From this, we found that 12% of homes do not meet the Decent Homes Standard. Fixing these homes is our priority, and we have created a plan to bring them up to standard.

The necessary repairs started in April 2024 and will continue through to 2025 for the homes that require works to meet the Decent Homes Standard.

Over the next three years, we will be significantly increasing the amount we invest in your homes.

In the past year, each property has had a stock condition survey done to assess the condition inside and out, helping us shape a 30-year investment plan.

Our goal was to inform everyone by September about what work would be done and provide timelines. While there have been some delays, we are now

Gardening and window cleaning

We are now working with Westmoreland who are providing our gardening service. If you use this service, between March and October gardeners will visit your home once a month.

Window cleaning visits are twice a year during March and April and in October and November.

To speak to us regarding your gardening or window cleaning, please contact us:

 Phone **0161 786 6000** (Option 2)

 Email **propertyservices@bestha.co.uk**



securing funding and have started work on some properties. We are still waiting on the final approvals from some funders and we will be in touch once they have been finalised.

If you would like to know the planned work for your property, please contact your housing officer. Please note that the information available is currently limited, and timescales may change due to factors like funding, contractor availability, and emergency repairs.

Thank you for your patience and we are sorry for the further delays.

 Phone **0161 786 6000** (Option 2)

 Email **propertyservices@bestha.co.uk**

Health and safety

April 2023 to March 2024

We carried out health and safety inspections and spent £1.1 million on keeping tenants' homes safe.

We have new contractors for health and safety work. SAFE are now doing PAT testing, fire risk assessments, fire alarms, firefighting equipment, legionella and emergency lighting checks. Renov8 are doing gas safety, lifts, and hoist checks. We hope these changes will help us to improve our health and safety compliance.



Current position as of October 2024

Since March 2024, we have made significant improvements and are 100% compliant with all the health and safety checks, and we will maintain this.

Be:safe

Customer services

There are many ways that you can get in touch with us.

Phone

0161 786 6000 and choose the relevant option:

Option 1: Repairs and Maintenance

For responsive repairs and emergency out of hours.

Option 2: Property Services

For compliance and health and safety inspections (e.g. fire safety, gas, electrical, legionella), gardening, window cleaning, white goods, adaptations, specialist equipment, voids, and planned works.

Option 3: Housing

For housing or tenancy-related issues and furniture enquiries.

Option 4: Finance

For questions about an invoice.

Option 5: Revenue and Benefits

For rent account balance enquiries or help with claiming housing benefits.



Email

You can also contact us via email:

Repairs: repairs@renov8.uk

Property Services: propertyservices@bestha.co.uk

Housing: housingteam@bestha.co.uk

Finance: finance@bestha.co.uk

Revenue and Benefits: revenueandbenefits@bestha.co.uk

General enquiries: info@bestha.co.uk

Complaints: complaints@bestha.co.uk

Online

You can also report a repair, make a complaint or give a compliment on our website www.bestha.co.uk

Communications and tenant engagement

We value your feedback and want to work with you. If you are interested in discussing ways to get involved or share your thoughts, you can:

 **Email:** communications@bestha.co.uk

 **Phone/WhatsApp:** 07525 277 308

 **Facebook**
We have 43 likes and 52 followers.
Like and follow us www.facebook.com/bespokesupportivetenancies

Tenant involvement and engagement

From April 2023 to March 2024, we organised tenant quizzes, competitions and held meetings with tenants to discuss their concerns and ideas for improvement.



7 scrutiny sessions on Microsoft Teams



We did arts and crafts and baking with tenants in Nuneaton



48 schemes attended the scrutiny sessions



We attended Voyage's Christmas party for tenants in Hartlepool



43 schemes visited to discuss tenant involvement and engagement



We held an afternoon tea for tenants in Surrey



68 online meetings with schemes



We had a Christmas party for tenants in Wigan



13 quizzes with tenants



1 Snippets newsletter



We did a photoshoot with tenants in Wigan



7 Competitions



We did Halloween arts and crafts and face painting at three schemes in Bradford

October 2022 to March 2023

3 scrutiny sessions on Microsoft Teams

24 schemes attended the scrutiny sessions

15 schemes visited to discuss tenant involvement and engagement

42 online meetings with schemes

1 Snippets Newsletter

4 Competitions

Held a coffee morning for tenants in Blackpool

Egg decorating with tenants in Stokesley and Sunderland

Attended an inclusion and involvement network event with other specialised supported housing providers

Participated in National Scrutiny Week and attended Tpas annual conference in Nottingham

Tenant involvement and engagement

We introduced feedback cards to leave at schemes for tenants to give feedback.

We began “You said, we did” to improve the way we listen and act on your feedback.

We know that when something goes wrong, how we handle it can make a huge difference. The most important thing about giving feedback is knowing that you have been listened to. By letting us know how we are doing, we can provide a service that is designed around you.

Here are some of the lessons we learnt:

You said...

“To take into account our preferences when it comes to the interior”

We did...

Created a choice brochure for home improvements.

We received 13 comments on our complaints handling in our tenant satisfaction survey.

You said...

“Deal with complaints better”

“Act quicker when dealing with complaints and stop passing to other departments”

“Listen to complaints and act upon them”

“Act upon complaints and keep us updated on the progress”

“Have a more responsive approach to resolving issues in a complaint”

We did...

We created a new policy, improved our complaints processes, trained our staff and put together a complaint steering group to deal with and resolve complaints.

You said...

“Improve gardening service”

We did...

Partnered with Westmoreland to provide our gardening service and created a new system to monitor the performance.

You said...

“Leave feedback cards so we can give feedback on different things”

We did...

We created feedback cards, and our housing officers drop them off on their visits.

If you have feedback about our services, good or bad, we want to hear from you. You can email, phone or write to us.

Get involved

We value your opinions and want you to get involved in shaping the services we provide to you and other tenants.

There are many ways in which you can contribute, tailored to suit your interests and schedule. Your involvement can include:

- Participating in focus groups, either in person or online
- Joining our scrutiny panel as a member
- Becoming a champion or tenant representative
- Assisting with planning and organising events
- Providing feedback through surveys or discussions
- Offering your expertise in writing, editing, or reviewing our newsletter
- Sharing your thoughts and feelings about our services and your home
- Or anything else that you think could help us improve

Benefits of getting involved include:

- Developing valuable skills
- Gaining work experience
- Meeting new people
- Having a direct impact on improving our services

We also offer free training and support and reimbursement for expenses related to attending meetings and events, prize draws, and competitions.

We will provide you with all the necessary information about BeST and how we operate, as well as keep you informed about tenant meetings, activities, and

events. We will help you in preparing for meetings and work with you to develop your skills.

To learn more about how you can get involved, please email communications@bestha.co.uk or phone, text, or WhatsApp our tenant engagement lead at **07525 277308**. Choose what best suits you based on your interests and availability, and let’s work together to improve our services for all tenants.

Tpas – tenant engagement experts

We are proud to be Tpas members and part of a network of landlords who are committed to listening, understanding and being accountable to tenants.

Did you know that as a tenant with BeST you have free access to a Tpas membership?

Through Tpas England you can gain new skills, attend free events and even help shape national housing policy.

A Tpas membership means you have access to all the advice, support, guidance and practical resources you need to make sure your voice is heard.

Want to find out more?

Email communications@bestha.co.uk

Phone us on 0161 786 6000



Complaints

We want to give you the best service, but we know things can go wrong. When that happens, we want to put things right. We recognise that this has not always happened in the past, and we are sorry. We are working hard to improve how we handle complaints, and we are listening to your feedback to make our services better. The Housing Ombudsman’s Complaints Handling Code became statutory on the 1st of April 2024, which means we are obliged by the law to follow its requirements. We completed our self-assessment against the code and implemented a new and improved way of handling complaints.

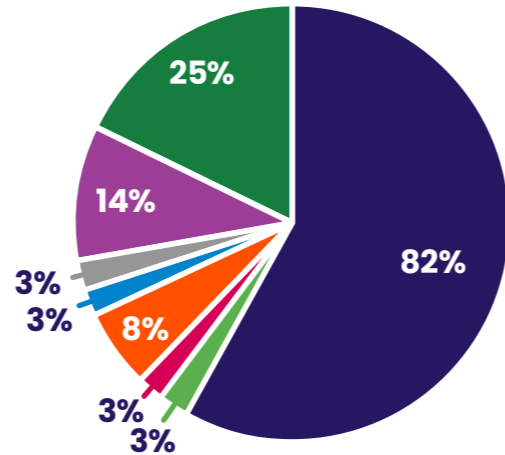
Complaints awareness campaign

We ran a campaign from January to March 2023 to help you understand how to make a complaint.

1st April 2023 to March 31st 2024

Total complaints: 78

- 64** repairs and maintenance
- 2** staff and customer service
- 2** anti-social behaviour
- 6** tenancy management
- 2** tenant services
- 2** other issues
- 10** complaints responded to within 10 working days
- 1** complaint responded to within 20 working days

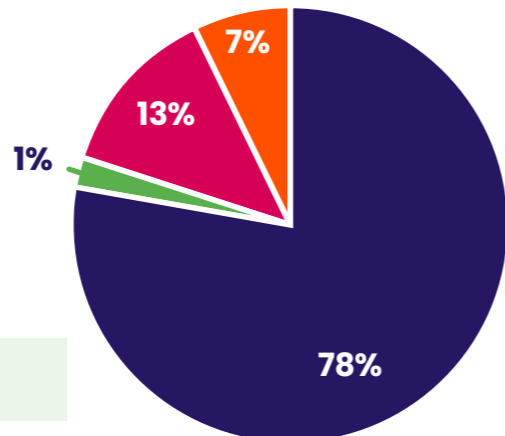


74 stage one complaints **52** stage one complaints received per 1,000 homes **3** stage two complaints received per 1,000 homes.
4 stage two complaints

1st October 2022 to 31st March 2023

Total complaints: 45

- 35** repairs and maintenance
- 1** staff and customer service
- 6** tenancy management
- 3** other issues



40 stage one complaints **4** stage two complaints

The most common themes were:

- Delays in repairs and time taken to complete repairs
- Failure to do something
- Lack of or poor communication

- Service quality
- Property condition
- Health and safety
- Contractors and third parties

Learning from complaints

We have made changes to improve our complaint handling. These include setting up:

- A Complaints Steering Group that manages and deals with complaints
- A new complaints policy with a two-stage process
- Staff training focused on our policy and procedure, creating a positive complaints culture and listening to tenants
- A new complaints system to improve how we record and deal with complaints and learn from them

Future plans

- A continued focus on improving performance and communication
- Improving our oversight and support for our contractors to make sure repairs are completed on time and to the best standard
- Roll out a planned works programme in 2024/25
- Faster turnaround times for quoted works
- More staff training using the Housing Ombudsman eLearning
- Further improvements to complaints processes and learning from complaints

You can find more details on our complaints policy and process, and read our self-assessment on our website www.bestha.co.uk/complaints

How to make a complaint

Visit our website and complete our online form: www.bestha.co.uk/complaints

Phone: **0161 786 6000** (option 6)

SMS/WhatsApp: **07525277308**

Email: complaints@bestha.co.uk

Send us a Facebook message www.facebook.com/bespokesupportivetenancies

Write to us at: **7a Sentinel House, Albert Street, Eccles, M30 0NA**

You can also tell your housing officer and they will raise complaint on your behalf.

Housing Ombudsman

You are entitled to refer your complaint to the Housing Ombudsman Service at any time. The contact details are:

Phone: **0300 111 3000**

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Value for money

Rent collection and arrears

April 2023 to March 2024

Total arrears of £1.1m out of a target of £1.2m

Collected 99.3% of rent owed

The average rent was £349.87 per week

We reviewed and updated our Rent Policy

October 2022 to March 2023

Total arrears of £945,000 out of a target of £945,000

Collected 99.2% of rent owed

The average rent was £298.12 per week

Rechargeable repairs

We collected over £34,000 in recharges from April 2023 to March 2024 and £23,758.94 from October 2022 to March 2023.

The most common rechargeable repairs included damage to windows, doors, kitchens and bathrooms.

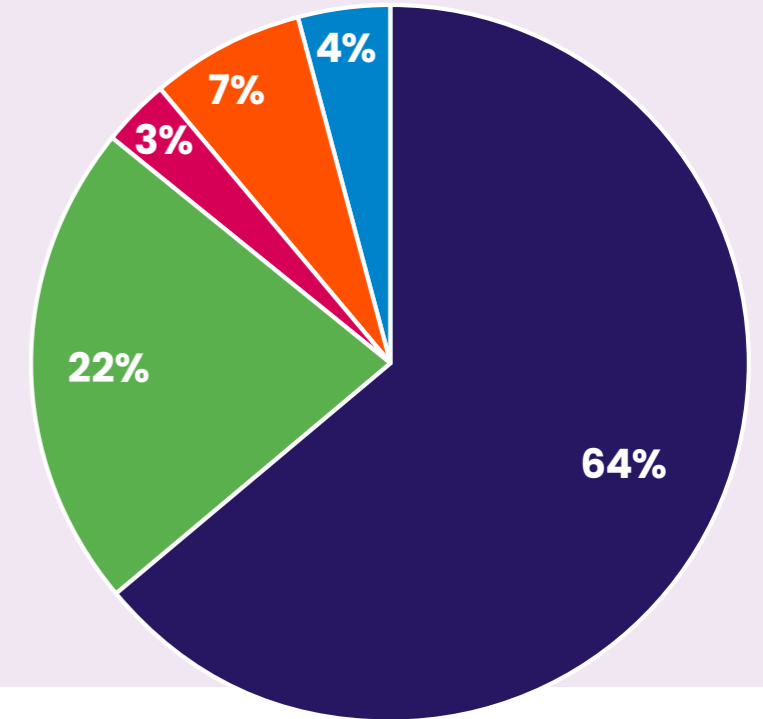
While we understand that accidents can happen, we encourage you to do your best to avoid any damage to your home.

Your tenancy agreement outlines your responsibilities as a tenant, including the requirement to care for the property and avoid causing damage. If damage has been caused deliberately, wilfully, or through a lack of care by either you or your visitors, we reserve the right to recharge the cost of the repair to you.



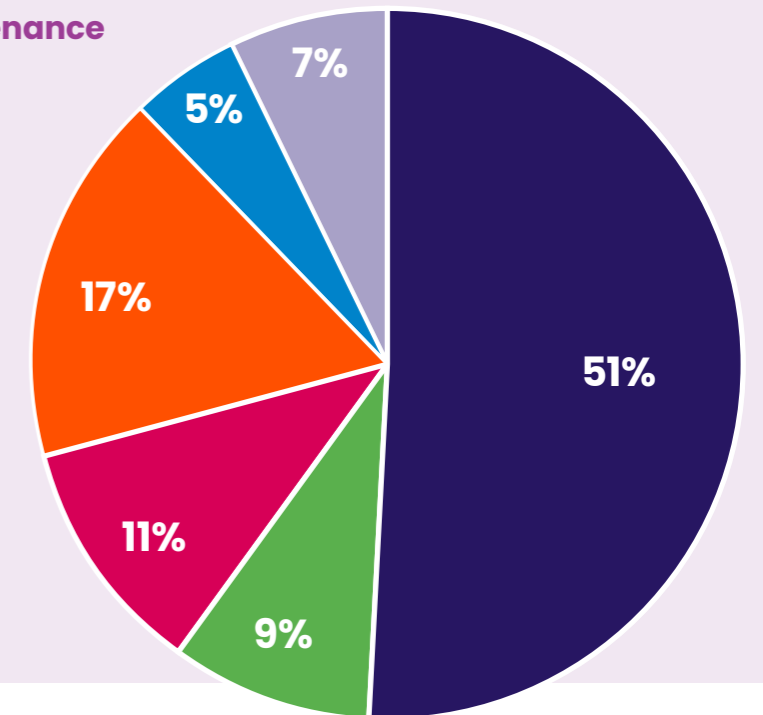
How we spend each £1

- Lease costs
- Property maintenance
- Utilities and other costs
- Staff costs
- Other overheads



How we spend each £1 on maintenance

- Void works
- Responsive repairs
- Internal decoration
- Service costs (window cleaning, gardening etc.)
- Health and safety / testing
- Major works



Be:supported

Housing management

Between April 2023 and March 2024, we carried out 423 service level contract (SLC) visits. During these visits, housing officers ensure all schemes follow health and safety rules. We check fire safety records, drills and certificates. We also check for any empty rooms, discuss any referrals and encourage tenants to share any concerns.

We welcomed 170 new tenants and helped people apply for any housing benefit they were entitled to.

We handled 26 safeguarding incidents, working closely with support providers and commissioners to keep everyone safe.

We dealt with 23 anti-social behaviour cases (ASB) but had no reports of hate incidents.

If you need to report ASB, you can talk to your housing officer or email us at housingteam@bestha.co.uk

Staff training and development

Two staff members completed Level 3 Chartered Institute of Housing qualifications.

Two staff members completed Level 4, with two currently studying level 4.

In June 2023, our housing team received training on conflict management and lone working with Safety Solutions Training.

In September 2023, our housing team learned more about hoarding with training from Hoarding UK.

In January 2024, our housing staff received Level 3 safeguarding training provided by the Social Care Institute for Excellence.

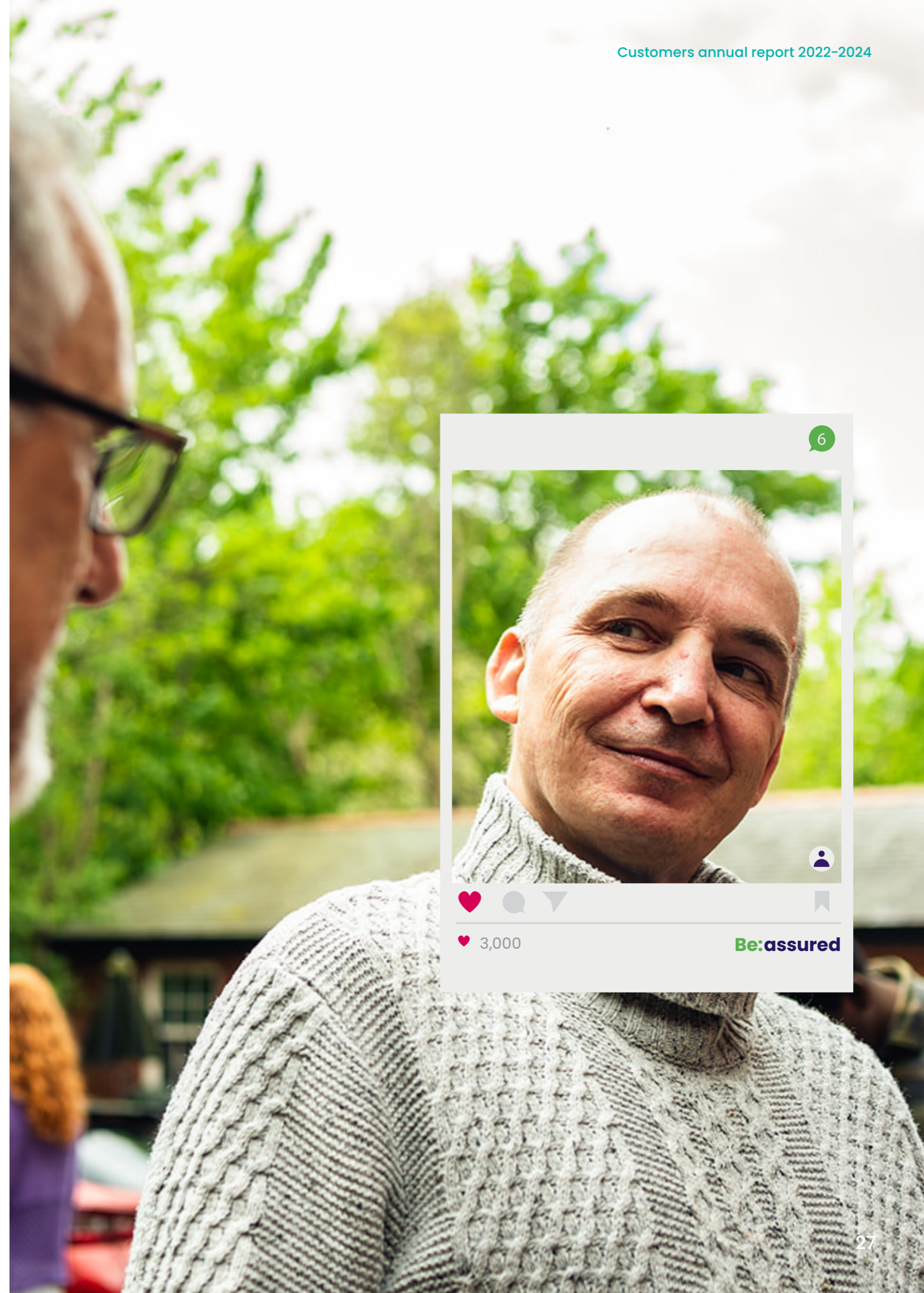
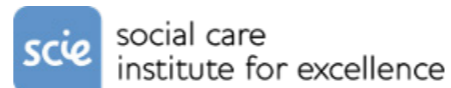
October 2022 to March 2023

.....
We carried out 234 SLC visits
.....

.....
We handled Number safeguarding incidents, working closely with support providers and commissioners to keep everyone safe.
.....

We are proud members of the Housing Quality Network, TPAS, Northern Housing Consortium, Chartered Institute of Housing and Learning Disability England.

We also work in partnership with Acuity Research and Practice and Maxmedia. We would like to say a special thank you to Acuity for doing our tenant satisfaction surveys and Maxmedia for producing this report.





Thank you for reading this report, we hope you found it useful.

If you have any feedback or would like to get involved in the production of next year's report, please contact our Communications and Tenant Engagement Lead, Casey Willis on 07525 277308 or email communications@bestha.co.uk

Telephone: 0161 786 6000

Email: communications@bestha.co.uk

Facebook: www.facebook.com/bespokesupportivetenancies

www.bestha.co.uk

Registered Office: **Bespoke Supportive Tenancies, 7a Sentinel House, Albert Street, Eccles, M30 0NA.**



We are proud members of the Housing Quality Network, Tpas, Northern Housing Consortium, Learning Disability England and Acuity.

