



Autumn 2023

Tenants photoshoot

08



Supportive
Living

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Welcome from Shelley



Welcome to our autumn edition of Snippets.

There have been some important changes in how social housing landlords operate. We have been working hard to make sure we are ready for these changes and to make our services better. The Regulator of Social Housing has confirmed that we are no longer in breach of the consumer standards. We want to continue getting better so all our tenants have the best homes.

In this issue, we introduce the new members of our team. You can also see

what we have been up to with our tenants. There are some competitions for you to check out, and you can find out about our scrutiny sessions and how you can get involved with us. We also talk about complaints and share some information about damp and mould.

We are currently carrying out our Tenant Satisfaction Surveys and ask all tenants to please complete them as it will help us get better at what we do.

I hope you enjoy reading this newsletter!

Shelley Hobbs
Managing Director

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Tell us your good news stories!

We are always on the lookout for contributions to our newsletter.

Have you achieved something that makes you super proud? Or maybe you want to tell us about what you like or things you love to do? We love hearing from you and finding out what's been keeping you busy.

If you would like to be included in our future editions, please get in touch with Casey.

Phone: 07525 277308

Email: communications@bestha.co.uk





Tenant Satisfaction Surveys

You should have received a survey in the post to tell us how satisfied you are with our services.

Please complete the survey and return it in the Freepost envelope, or complete it online.

You will then be entered into a prize draw to win £100 in shopping vouchers.

A company called Acuity is doing this survey for us. We want to know what you think about us, how happy you are with the services we provide and what we can do better.

This year, the survey includes some new questions that the Government want us to ask tenants.

If you have any questions, need help with the survey, or need it in a different format, you can email acuity@arap.co.uk.

We will share the survey results on our website and Facebook page in October so you can see what others have said about us. We will also let the Regulator of Social Housing know.

Win a £50 shopping voucher of your choice!

Create a drawing or painting of your BeST home.

To enter, email your artwork to communications@bestha.co.uk or post it to Bespoke Supportive Tenancies, 2a Sentinel House, Albert Street, Eccles, M30 0NJ.

Entries close Friday 10th November 2023.

One winner will be chosen by our tenant representatives and notified within 28 days of the closing date.

Win a £20 shopping voucher of your choice!

To enter, like and follow us on Facebook, then like and share our Facebook competition post and we will enter you into a prize draw to win a £20 voucher!

Entries close on Friday 10th November 2023.

One winner will be chosen at random and notified within 28 days of the closing date.



www.facebook.com/BespokeSupportiveTenancies





Welcome to BeST



Daniel Mold – Senior Surveyor

Hi, my name is Dan. I'm the Senior Surveyor at BeST and have been here since November 2022. I work in the maintenance department and deal with the planned and more complex maintenance projects at BeST. I am frequently visiting schemes and looking to see where we can improve and meet all our lovely tenants. Outside of work, I like taking on new challenges, going for walks with my golden lab, Lola, and travelling to as many places as possible. I am also a big football fan, and you can often find me at weekends cheering on the best team in London, the mighty Arsenal.

Elisha Collett – Asset Management Co-Ordinator

Hi, my name is Elisha, and I am part of the maintenance team at BeST.

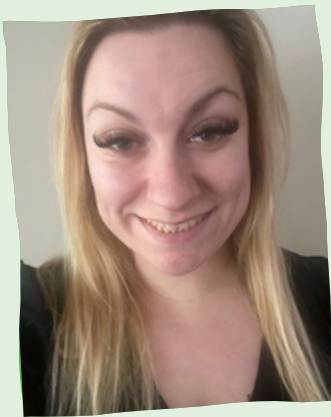
I started working at BeST on a temporary contract in February 2023. In July, I became a permanent member of staff. I am responsible for the North West properties to log and chase repairs along with some other responsibilities. I have recently been out on visits to see our lovely tenants and staff at our properties within my area. I find my job so rewarding to be able to help support and resolve issues to make tenants' homes more suitable for their needs. In my spare time, I enjoy my hobby of Morris dancing. I have been dancing since I was 4. I now train our baby line, which is so rewarding. I look forward to working and building relationships with the tenants and support providers within my area.





Tracy Moynihan – Financial Controller

Hi, my name is Tracy and I am the new Financial Controller. I look after the monthly financial reporting and the year end statutory audit. I have been made to feel very welcome and I am loving learning all about the business and how we can help people. My previous role was in education and I have recently been elected a Governor at a local Primary School which allows me to continue to support young people in my local area. In my spare time I enjoy running with friends, going on long walks with my family and dog, Loki, and when I get any quiet time, I love to read.



Tara Barr – Housing Officer (North East)

Hi, my name is Tara. I am the Housing Officer for the North East.

I started working for BeST in December 2022 and thoroughly enjoy my role. One of the best parts of my job is visiting the schemes and our tenants.

I like to socialise with friends and family in my spare time and enjoy visiting new places as much as possible.



Rachael Sands – Housing Officer (South West)

Hi, I'm Rachael, the Housing Officer for the South West and I started working at BeST in May 2023. I love my role, from supporting Support Providers with referrals and the application process, to liaising with tenants and providing specialist housing support, offering solutions, supporting tenants to maintain their tenancies, and generally working closely to build strong working relationships. I am supported by a great team and enjoy working with the different staff at BeST to overcome problems. It keeps the role interesting. No two days are the same.

I love to swim in my spare time and have just heard about an open-air pool that plays loud music! Music is a passion; I always have a song in my head and I love listening while driving to tenants or working from home. I have a lovely Cockerpoo called Meg, and I enjoy walking her in the Hampshire countryside or at the beach. I got into meditation in 2020 and love to practise where I can. Family and friends are really important to me and I enjoy meeting up and having a good catch up over food with them.





Welcome to BeST (continued)



Martin Pratt – Housing Officer (South East)

Hello, I am Martin, the Housing Officer for the South East. I started working at BeST in August 2023 and look forward to meeting all the tenants on my patch. I love Ballroom Dancing in my spare time.

Joe Finn – Reactive Repairs and Maintenance Manager

Hello, I am Joe, the Reactive Repairs and Maintenance Manager. My role is to ensure standards are maintained and we are getting value for money when it comes to the repairs and maintenance of our properties. I started working at BeST during the last week of August 2023 and want to achieve a reliable, transparent and quality repair service that is trusted and respected by our tenants and colleagues. I am empathetic and have a good understanding of the needs of our tenants, which is influenced in part by my remarkable daughter, who has additional needs, and my background as ex-military. In my spare time, I enjoy cooking, and I love learning and passing on valuable knowledge to others. I go for a run every morning before work and I try to get at least 3 miles (5k) in - anything else is a bonus.



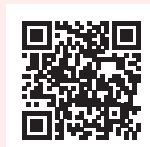
Damp and mould

Sometimes, you might notice damp and mould in your home. It looks like dark spots on your walls and ceilings.

Damp and mould aren't good for your home or your health.

In our campaign about damp and mould, we sent out leaflets to all our tenants. These leaflets explain how to prevent and report damp and mould. To learn more, scan the QR code or visit our website for a copy.

If you're worried about damp and mould, please email maintenance@bestha.co.uk or call us on **0161 786 6000**.





How to report a repair

If you find something that needs fixing, please let our maintenance team know right away.

For repairs that aren't urgent, you can send us an email at maintenance@bestha.co.uk.

For emergency repairs, please call us on 0161 786 6000.

You can also report non-urgent repairs through our [website](#).

Our office is open from 9am to 5pm, Monday to Friday. If you have an emergency repair outside these hours, call our office number and press option 1. You'll be connected to our out-of-hours service. Remember, this service is only for real emergencies after office hours. Please don't use it for following up on reported repairs or non-urgent issues, as it is an external company.

Health and Safety

If you ever feel like something in your home isn't safe, it's important to reach out for help.

Talk to BeST and your support if you need a repair or if you're unsure about your safety.

You can give us a call on **0161 786 6000** or find more ways to contact BeST on page 20.



Maintenance Coordinators areas

Our team is now divided into four regions: South, Midlands, North West and Wales, and North and North East. The coordinators for each of these areas are:

Taylor Miller – South

Oliwia Krusztofiak – Midlands

Elisha Collet – North West and Wales

Keenan Chambers – North and North East

Getting to Know You Better, Coordinators Visits

Keenan and Elisha recently visited some schemes to meet tenants and support providers, and we're planning more visits. We want our coordinators to visit more frequently. This way, we can strengthen our relationship with tenants and support providers while also improving our service and understanding within our group. We believe it's important for you to get to know the person handling your request.



Tenants photoshoot

We did a photo shoot with our fantastic tenants at one of our schemes in Wigan.

Our tenants were the stars of the show, with their cool and natural poses. While there, we discovered it was one of the tenants birthday. The tenants and staff got together and threw a party to make his day really special. A big thanks to the Mediline Supported Living support staff and Maxmedia for helping us make this happen!



Annual Report to Tenants

Our Annual Report to Tenants 2022 is available on our website! Scan the QR code or visit our website to see it. The report was created in collaboration with our tenants and showcases our progress and what's been happening throughout the last financial year. You should have received a paper copy in the post. If you haven't and would like one, please email us at communications@bestha.co.uk.



Thank you to everyone for your continued support! Please let us know if you want to help us with next year's report. We'd love to have you on board!



Coronation celebration parties

Thanks to everyone who took part in our coronation competition and for sharing your wonderful photos!

We really enjoyed seeing everyone's celebrations. Our tenant representative picked Gerrard's Terrace as the winner. He was impressed by all the hard work and really liked the decorations and the history of the monarch's wall!



Gerrard's Terrace





Spot the difference

Find 6 differences





We have lots of ways you can give feedback

'You said, we did!'

As part of our ongoing commitment to improving the way we engage with tenants, our tenant representatives have created a 'you said, we did' feedback framework. We want to hear and allow people to share their thoughts on how we can improve our services to tenants.

Do you have a suggestion on how we could improve?

If so, email it to communications@bestha.co.uk.

Be involved!

Would you like to get involved and share your thoughts on what's important to you and help us improve our services for you and other tenants? You can get involved however you like – there are many ways. Pick what suits you best based on what you're interested in and how much time you have. To learn more about how you can get involved, contact our tenant engagement lead, Casey Willis, for a chat!

Email casey.willis@bestha.co.uk

Call or WhatsApp [07525 277308](tel:07525277308)



We want to hear your feedback and suggestions

We want to know what you think of our services! Whether you have ideas for improving our housing services, suggestions for better maintenance, or simply want to share your experiences, we would love to hear from you!

Visit our [feedback and suggestions page](#) to leave a comment or scan the QR code.



You said you wanted more information, so we made more leaflets.



You told us about repair concerns and the lack of communication. So, we visited the schemes and set up regular meetings to improve communication, build better relationships and give more frequent updates.



You suggested we create a poster to help you know who's in our team. We did that, so you can easily recognise and contact the people you need to.



Some schemes asked us to change their gardeners because they weren't happy. We want you to have the best gardens, so we changed the gardeners.



September

Week 39

25

Scrutiny sessions

These sessions are held on the last Monday of every month. The sessions allow tenants, staff, family and friends to come along, give feedback and openly discuss our services and performance.

TO DO LIST

NOTES

26

The sessions are held on Microsoft Teams from 1-2 pm.

For the link to join, please email communications@bestha.co.uk.



Staff away day

We all got together recently at our Company Briefing to talk about important things.



It was nice to see everyone as a team, especially since some of us work from home and in different parts of the country.

We discussed our plans to improve our services, like our maintenance. We also did a workshop on improving our company culture and our team had great ideas about how to improve our way of working.

Regulator of Social Housing

Good news! The Regulator of Social Housing has confirmed that we are no longer in breach of the consumer standards.

We care a lot about our tenants and have been working hard to fix things.

Thank you for your support in helping us to achieve this important goal. We are still working hard to ensure we provide you with the best services and homes.





Complaints

We recently did a complaints awareness campaign to make sure all our tenants know how to tell us if they are not happy with us.

We wrote to all tenants and sent a leaflet with information on how to give a compliment or make a complaint. We also changed our email signatures so everyone knows we take complaints seriously and how to make one.

Since our campaign, we have been getting more complaints than before. We aim to reply to your complaint within five working days, but it might take a bit longer than usual at the moment. Your complaint is important to us, and we are working really hard to fix things. We are also sorry if you used our website to complain and we didn't write back – we had some problems with our website form.

We like hearing good and not-so-good things from you because it helps us improve our services. We try our best to do things right, but we want you to tell us if we mess up. We will listen and try to fix things.

What is a complaint?

If you are not happy with something we did, or if we made a mistake, you can tell us about it by making a complaint.

How can you make a complaint?

The best way to complain is by emailing our complaints team at complaints@bestha.co.uk.

You can also:

Phone **0161 786 6000** and press option 6
Complete our online form on our website www.bestha.co.uk/complaints-and-compliments.php



Write to us:

Complaints Team
Bespoke Supportive Tenancies
2a Sentinel House
Eccles, M30 0NJ

Who can help you make a complaint?

- ✓ A member of staff
- ✓ A friend or family member
- ✓ A support worker
- ✓ Somebody who helps you make decisions

2022

Total 30

Repairs and maintenance
25 (83%)



Tenant services
4 (13%)



Other issues
1 (3%)



Stage 1 30
Stage 2 0
Stage 3 0

2023

Total 64

Repairs and maintenance
51 (80%)



Tenant services
10 (16%)



Other issues
3 (5%)



Stage 1 61 (95%)
Stage 2 3 (5%)
Stage 3 0

Resolved 35 (55%)

Outstanding 29 (45%)



What is Specialised Supported Housing?

Specialised Supported Housing (SSH) is a type of housing where extra support or care is given to help people live more independently.

The main aim is to create a real home environment. This term is used to describe homes that don't follow the Government's rules for setting rents on Social Housing. That's why the rent for SSH homes might be higher than other social housing options.

You should have already received easy read leaflets that explain what SSH is, how BeST decides who gets housing, and how to apply.

You can also find these on our website: www.bestha.co.uk

Spotlight on the Housing Admin Team (HAT)

Introducing the HATs, like Batman but for paperwork!



Siobhan Boyd
Senior Housing Officer – (SSH)

Hi, my name is Siobhan – you say it Sha-Von or Shi-Vawn –

I've been at BeST since April 2022. I like reading books and watching science fiction TV shows when I'm not at work. If I had a superpower, it would be to teleport – think of all the holidays!

What do I do:

I manage the Bespoke Supportive Tenancies Specialised Supported Housing (SSH) portfolio to ensure we are meeting our regulatory requirements, along with our Housing and Lettings process to

ensure our tenants and applicants receive a fair and efficient service from our team. I also work with our Council Tax and Utilities Officer to help develop our processes for a tenant-focused service.

How to get in touch with me:

-  0161 786 6000 option 3
-  07921844364
-  siobhan.boyd@bestha.co.uk
-  CAF@bestha.co.uk



Georgia Dawson
Housing and Lettings
Administrator

Hi! My name is Georgia, I have been at BeST since 2017, and when I am not

working you will usually find me with my Kindle in hand, chilling out with my cats! I have five, by the way!

What do I do:

I manage the new lettings process for the Southern Regional Housing Officers. I am responsible for collecting, vetting and auditing all new applications and producing the new tenancy documents for our new tenants. This is done in line with Housing Law and the

General Data Protection Regulations. I also work to help get new applications in so that empty rooms and properties can be re-let quickly and generally complete other administrative functions for the Housing Officers.

How to get in touch with me:

- 0161 786 6000 option 3
- applications@bestha.co.uk
- housingteam@bestha.co.uk



Callum Riley
Housing and Lettings
Administrator

Hi, my name is Callum. I've been at BeST since April 2023. When I'm not working, I like to go to gigs and the football and occasionally go to the gym. I only have one pet, a tail-less cat named Lamprey, who is an absolute handful!

What do I do:

I am responsible for the same activities as my colleague Georgia, whose duties are shown above. However, I support the Northern Regional Housing Officers, whilst Georgia covers the Southern Regional Housing Officers.

How to get in touch with me:

- 0161 786 6000 option 3
- applications@bestha.co.uk
- housingteam@bestha.co.uk





Spotlight on the Housing Admin Team (HAT) (continued)



Daniel Webster
Council Tax and Utilities Officer

Hi, my name is Daniel, and I joined BeST in 2023. In my spare time, I love to read

and play guitar. I have two cats at home named after pasta, one is called Hetti – short for spaghetti, and the other is Ravi – short for Ravioli.

What do I do:

I manage Bespoke Supportive Tenancies utility billing and council tax monitoring service for our tenants, support providers and the housing operations team. This includes timely and accurate processing of utilities and council tax bills, payments and reductions.

I am also reviewing, monitoring and rewriting all council tax and utility processes to ensure we are providing a good service for our tenants.

How to get in touch with me:

-  0161 786 6000 option 3
-  counciltax@bestha.co.uk
-  utilities@bestha.co.uk



Amy Payne
Housing Assistant (SSH)

Hi, my name is Amy. I've worked at BeST since November 2022 and I love it! Outside of work, I enjoy

cooking and spending time with friends and family. My favourite animal is a dog; I don't have one, but if I did, I would have a blue staff.

What do I do:

I assist with coordinating and evidencing Bespoke Supportive Tenancies Specialised Supported Housing (SSH) portfolio. I review and collect documentary evidence from various sources, such as commissioners and support providers, and ensure all SSH documents

are scrutinised carefully and correctly filed. I also cover other administrative duties in the team and work with Casey, our communications and tenant engagement lead, on our social media presence and communications.

How to get in touch with me:

-  0161 786 6000 Option 3
-  CAF@bestha.co.uk
-  communications@bestha.co.uk



Pizza Party

A few months ago, we began major repairs on the roof at one of our schemes.

We had a few challenges during the process and had to move one of our tenants out for ten weeks. Once the repairs were done and the tenant returned home, we celebrated with a fun pizza party to welcome them back. We enjoyed talking to the tenants, hearing about their experiences and discussing how we can improve things in the future.



Spring Bulbs

Last October, we took on a challenge to plant 250 spring bulbs at some of our schemes in Blackpool. When spring came around, we went to see how they were doing. The flowers have grown beautifully and brightened up the outdoor areas.



Matthew's LEGO Aeroplanes

One of our tenants, Matthew, really loves aeroplanes.

He builds the most amazing aeroplane models using LEGO and adds the airliner logos, wheels, engines, and other compartments. When we visited him recently, he proudly showed us two of his inventions. He knows everything about aeroplanes and we learned so much about the different kinds of planes, especially the Dreamliner, his favourite!





Meet Eamon, the artist!

One of our tenants, Eamon, is an artist from Wales. Eamon loves to draw and spends a lot of time drawing.

When Rosie first visited the scheme to say hello to the tenants, Eamon said he was an artist and drew an amazing portrait of Rosie. Next time Rosie visited, Eamon gave us a canvas which he painted for our Manchester Head Office. It's amazing and everyone in the office loves it! Thank you, Eamon, you star!



Easter fun

We had a great afternoon decorating Easter bonnets and eggs with tenants and staff at one of our properties in Sunderland. Our Housing Officer, Tara, looks very pleased with her eggcellent Easter Bonnet!





Service Level Contract Visits

Our housing officers recently completed 232 visits to our schemes as part of our Service Level Contract (SLC) visits.



What are Service Level Contract visits?

The visits are about keeping all our tenants safe and comfortable and ensuring our minimum standards are met. During these visits, we check that the support providers we partner with are following our agreement with them. We focus on safety, including checking fire safety records, drills and fire alarm testing and we make sure important things like gas, electrical, fire risk assessments and legionella checks are

up to date. We also see if there are any empty properties or rooms and discuss any possible referrals.

Hannah Mansfield, our Regional Manager for the North, said, **“We are really pleased with how these visits turned out. Our support providers are doing an excellent job in supporting the tenants at the schemes they live in.”**

What’s your name and what do you do at BeST?

I’m Rosie Garnett. Some of you might remember me as the previous Housing Officer for the South West. Now, I’m the Regional Housing Manager for the South. I oversee three housing officers in the South of England and the Midlands: Rachael Sands, Martin Pratt and Jay Johal. I also manage the schemes in Wales.

What’s the best part of your job?

I love my job because every day is different! My favourite thing is visiting the tenants.

What do you enjoy doing in your free time?

When I’m not working, I like trying out new hobbies. Recently, I tried to play golf, but I have to admit, I wasn’t very good at it.





Communications and Tenant Engagement

M: 07525 277 308

E: communications@bestha.co.uk

If you would like to talk to us about the different ways you can get involved or give feedback, please get in touch.

BeST contact details

Registered Office: Bespoke Supportive Tenancies, 2A Sentinel House, Albert Street, Eccles, Manchester, M30 0NJ

Phone Number: 0161 786 6000

Facebook:
[BespokeSupportiveTenancies](https://www.facebook.com/BespokeSupportiveTenancies)

Website: www.bestha.co.uk

Repairs and Maintenance

maintenance@bestha.co.uk

Please only email non-urgent issues; if you require an immediate response, please call us.

You should report any repairs to us as soon as you notice them.

If you are reporting a new repair, please call **0161 786 6000** and press option 1.

If you are calling about a repair that has already been reported, please have your reference number ready and press option 2.

You can also report a repair through our website www.bestha.co.uk/report-a-repair.php

Our emergency repairs team are available 24 hours a day, 7 days a week.

Housing
housingteam@bestha.co.uk

To discuss a housing or tenancy-related issue, email us or call and press option 3.

Housing officers

Lauren Downes (North)

M: 07392 197 479

E: lauren.downes@bestha.co.uk

Tara Barr (North East)

M: 07436253688

E: tara.barr@bestha.co.uk

Tim Bray (East)

M: 07525 277 307

E: tim.bray@bestha.co.uk

Jay Johal (Midlands)

M: 07384 513 198

E: jay.johal@bestha.co.uk

Martin Pratt (South East)

M: 07384 513 199

E: martin.pratt@bestha.co.uk

Rachael Sands (South West)

M: 07387 413 022

E: rachael.Sands@bestha.co.uk

Siobhan Boyd – Senior Housing Officer (SSH)

M: 07921 844 364

E: siobhan.boyd@bestha.co.uk

Regional Housing Managers

Hannah Mansfield (North)

M: 07471 997 976

E: hannah.mansfield@bestha.co.uk

Rosie Garnett (South)

M: 07471 994 889

E: rosie.garnett@bestha.co.uk

Accounts and Finance

finance@bestha.co.uk

To discuss an invoice, email us or call and press option 4.

Revenue and Benefits

revenueandbenefits@bestha.co.uk

To discuss your rent account balance or for help claiming Housing Benefit, email us or call and press option 5.

Enquiries

info@bestha.co.uk

For all other enquiries, email us or call and press option 6.