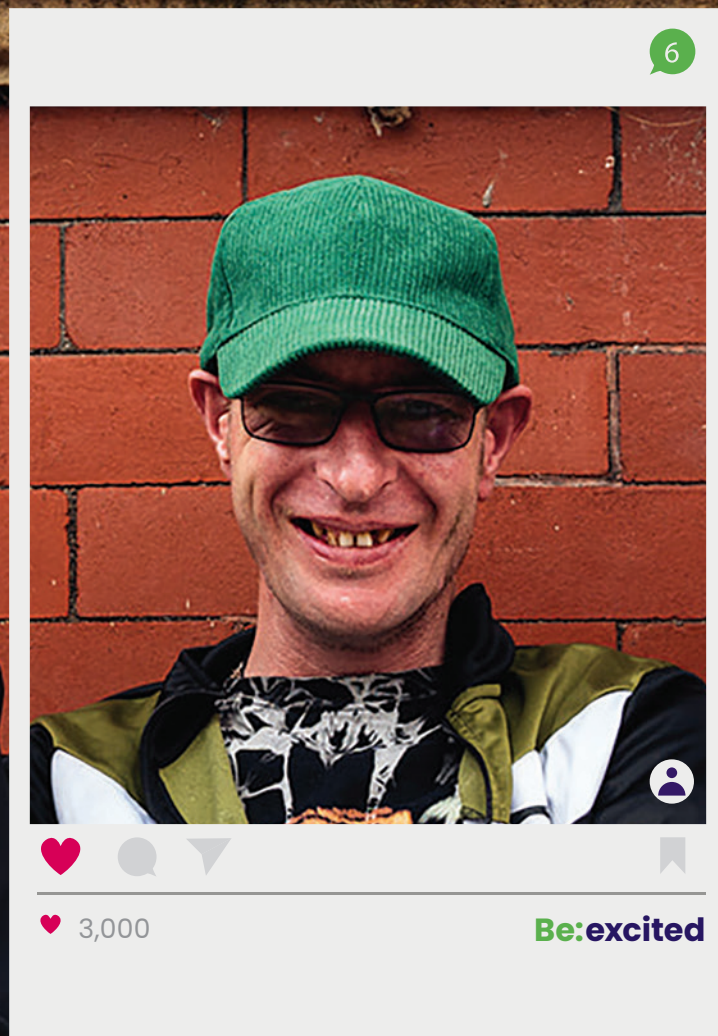


Annual report to tenants 2022



Welcome to our Annual Report to tenants

I am delighted to welcome you to our annual report to tenants, where we reflect on the accomplishments and challenges of the past financial year, which runs from October 2021 – September 2022.

Throughout the year, we have worked closely with local authorities, support providers, and other organisations to provide homes for people with support needs. We welcomed 162 new tenants and currently have 1,259 tenants across 299 schemes. We have made progress towards various initiatives, including:

- Successfully implementing our tenant involvement action plan, which involved introducing our 'you said, we did' framework, having meetings with tenants to gather feedback and suggestions, introducing our Facebook page, and conducting monthly scrutiny sessions on Zoom with tenants and their support.
- Making significant progress across the Charity by enhancing IT systems and improving existing policies and procedures.
- Continuing to work towards full compliance with the Regulator of Social Housing's (RSH) regulatory standards, despite the challenges posed by the pandemic and new conflicts in Ukraine, which have caused significant supply issues in the energy market and led to spiralling costs for us all.
- Addressing the RSH's landlord health and safety compliance concerns, which has resulted in us no longer being in breach of the consumer standards. Our tenants are at the heart of everything we do

and we have worked hard to meet the Regulator's expectations. Thank you for your commitment and support in helping us achieve this milestone. We remain dedicated to providing our tenants with the best services possible to meet their needs.

We are proud of the progress we have made and we remain committed to delivering high-quality services and support to our tenants.

Thank you for taking the time to read our report. We hope you find it informative and we welcome any feedback or questions you may have.

You can find more information on our performance in our Annual Report and Financial Statements 2022, available for download at www.bestha.co.uk/report.php



**Shelley Hobbs
Managing Director**



Welcome from our Tenant Representative

I am honoured to be part of a team that is dedicated to improving the lives and homes of all tenants.

I strive to ensure that the concerns and feedback of fellow tenants are heard and acted upon and that our voices are represented in all decisions that affect us.

During the last year, I have worked closely with BeST and other tenants to review different documents, policies, procedures and worked on the self-assessment for the tenant involvement and empowerment standard. I have also been involved in scrutiny and made recommendations for service and performance improvements.

Our success depends on tenant engagement and involvement, which is why we encourage you to share your feedback. There are lots of different ways you can get involved and you can find out more on pages 14 and 15.

I look forward to meeting and working with more tenants and I hope you enjoy reading this report.

Shawn Loydall
Tenant Representative



Be:involved

Meet our staff

Our Executive Team

BeST is led by our Executive Team, which oversees our day-to-day operations and reports to our Board members.



Shelley Hobbs
Managing Director



Steve Boyd
Commercial Director



Irene Bailey
Finance Director

Our Management Team

The Management Team oversees BeST's six key departments.



Richard Lowthian
Head of Housing



Peter Whitehead
Head of Revenue
and Benefits



Denise Jolley
Head of Human
Resources

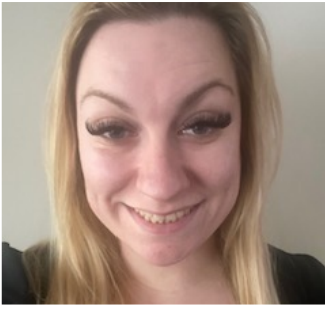


Matthew Fay
Senior Portfolio
Manager

Vacant – Head of Asset Management / Vacant – Financial Controller

Our Housing Officers

BeST's has 6 housing officers, 1 senior housing officer and 2 regional housing managers.



Tara Barr – Housing Officer (North-East)

M: 07436 253 688

E: tara.barr@bestha.co.uk



Tim Bray – Housing Officer (East)

M: 07525 277 307

E: tim.bray@bestha.co.uk



Jay Johal – Housing Officer (Midlands)

M: 07384 513 198

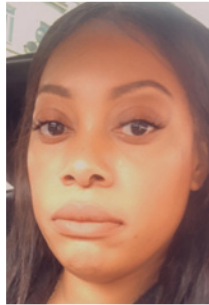
E: jay.johal@bestha.co.uk



Lauren Downes – Housing Officer (North)

M: 07392 197 479

E: lauren.downes@bestha.co.uk



Anoushka Ritchie – Housing Officer (South East)

M: 07384 513 199

E: anoushka.ritchie@bestha.co.uk



Rachael Sands – Housing Officer (South West)

M: 07387 413022

E: rachael.sands@bestha.co.uk



Hannah Mansfield – Regional Housing Manager (North)

M: 07471 997 976

E: hannah.mansfield@bestha.co.uk



Rosie Garnett – Regional Housing Manager (South)

M: 07471 994 889

E: rosie.garnett@bestha.co.uk



Siobhan Boyd – Senior Housing Officer

M: 07921 844 364

E: siobhan.boyd@bestha.co.uk

Tenant Engagement and Communications

As your Communications and Tenant Engagement Lead, my role is to ensure that all communications between BeST and you are open, effective and that we are actively listening and engaging with you. I am committed to making sure that your voices are heard, your concerns are addressed, and that you have the resources and support you need to live happy and comfortable lives. I look forward to working closely with all of you in the next year to learn more about your needs and expectations and to ensure that our services and communications are of the highest standard. If you are interested in getting involved and helping us improve our services or have any questions or concerns, please don't hesitate to reach out to me at any time!

M: 07525 277 308
E: casey.willis@bestha.co.uk



Casey Willis
Tenant Engagement and Communications Lead

Meet our Board

Our Board, also known as our Board of Trustees, is a group of dedicated individuals responsible for making decisions about BeST to make sure everything we do is within the law and regulations.



Tom Miskell
Board of Trustees Chairman



Andrew Bailey
Board member



Steve Close
Board member



Paul Carhart
Board member



Phil Elvy
Board member

Performance overview

In the past financial year we:

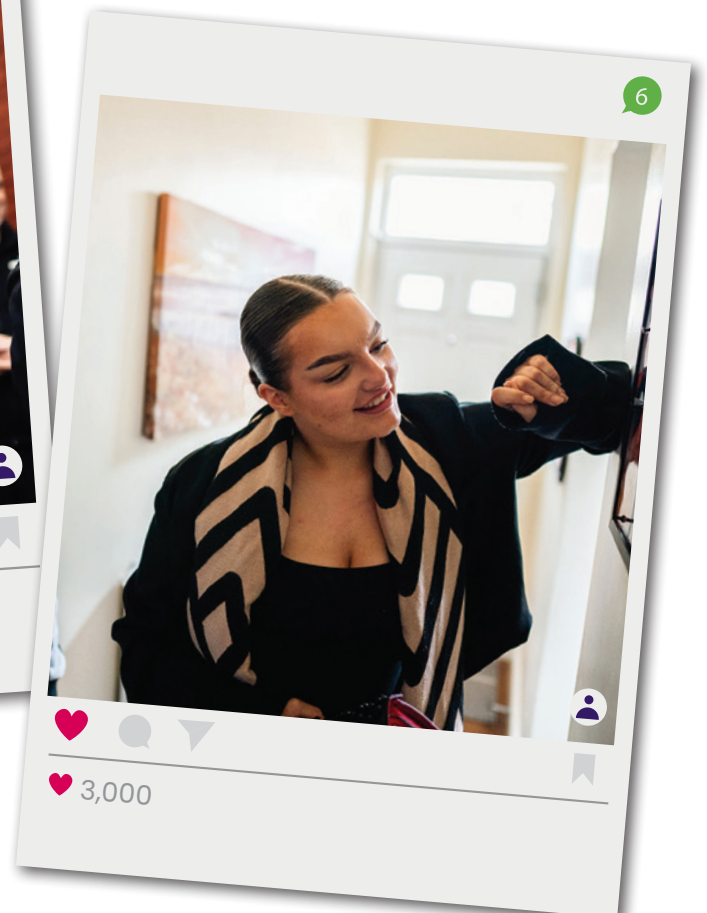
- Spent over £4.5 million on repairs and maintenance.
- Supported 162 new tenants moving into their BeST home.
- Collected 95.4% of the rent that was owed.
- Upgraded our systems and invested in technology to improve our reporting accuracy and make things more efficient.
- Introduced new ways for you to communicate with us and provide feedback, including our 'You said, We did' framework.



**Spent more than
£4.5m on repairs
and maintenance.**



**Supported 162 new
tenants moving in
their BeST home.**



Customer service

We have been working towards improving our standards, enhancing our processes and delivering the highest level of customer service and satisfaction to our tenants.

We launched our Facebook page in December 2021 to make it simpler for you to stay updated. It's a place where we share important information, updates and interact with our tenants and partners. You can join us there to stay connected and receive the latest news about our services: www.facebook.com/bespokesupportivetenancies

We carried out tenant satisfaction surveys to understand how satisfied you are with our services. Your feedback is crucial to us, as it helps us identify areas where we're doing well and areas where we can improve. We value your input and want to ensure that we're meeting your needs.

Following the suggestion from one of our tenants, we introduced our 'You said, We did' framework that ensures we take action based on your feedback. It's important to us that your feedback is not only collected but also acted upon. This framework allows us to track the feedback we receive from tenants and make the necessary changes to address any concerns or issues raised. We want to continuously improve and meet your expectations.

Our goal is to provide the best services for all our tenants. We encourage you to reach out to us through our Facebook page, surveys, or any other means to share your feedback. Your voice matters, and we are committed to making your experience with us as positive as possible.

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

You can call 0161 786 6000 and select the relevant option for your inquiry.

Repairs and maintenance – Option 1 – To report a new repair.

Repairs and maintenance – Option 2 – To discuss a repair that has already been reported. (Please have your reference number ready.)

Housing – Option 3 – To discuss a housing or tenancy-related issue.

Accounts – Option 4 – To discuss an invoice.

Revenue and Benefits – Option 5 – To discuss your rent account balance or for help claiming housing benefit.

Enquiries – Option 6 – For all other enquiries.



Our average wait time for calls answered was 21 seconds. We received 11,634 calls, of which 76% or 8,845 calls were for repairs and maintenance.



Email us:

Repairs and Maintenance – maintenance@bestha.co.uk

Housing – housingteam@bestha.co.uk

Accounts and Finance – finance@bestha.co.uk

Revenue and Benefits – revenueandbenefits@bestha.co.uk

Enquiries – info@bestha.co.uk

Report a repair through our website

www.bestha.co.uk/report-a-repair.php

Please only email or use the website for non-urgent issues; if you require an immediate response, please call us.

Feedback and suggestions

Leave feedback and suggestions through our website.

www.bestha.co.uk/feedback-and-suggestions.php

Communications and tenant engagement

Make a complaint or leave a compliment through our website.

www.bestha.co.uk/complaints-and-compliments.php

If you would like to talk to us about the different ways you can get involved or give feedback, you can:

Email – communications@bestha.co.uk

Phone or WhatsApp – 07525 277 308



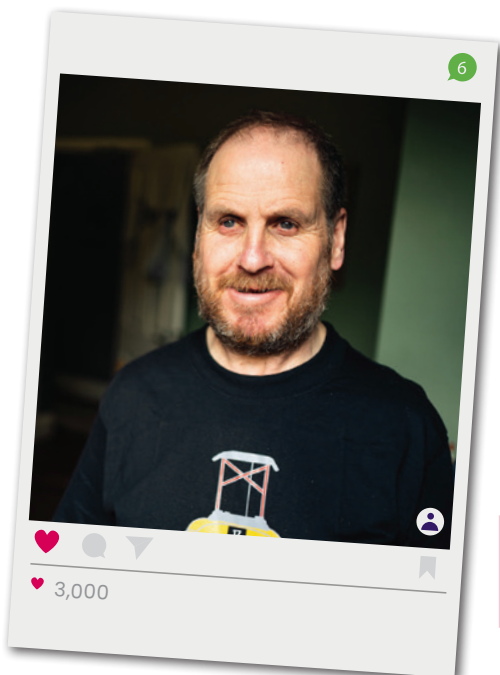
We have 32 likes and 37 followers on Facebook.

Like and follow us:

 www.facebook.com/bespoke-supportivetenancies



6,798 people visited our website. 85.9% were new visitors, 14.1% were returning visitors.



Be:satisfied

Customer service (continued)

Voicescape

In July 2022, we teamed up with Voicescape to introduce automated surveys to hear your thoughts about recent repairs. In the 3 months following the launch, we made 452 calls and around 4% of people answered and shared their feedback.

If you've had a repair done recently, you might get an automated call asking you to complete a short survey. This is a chance for you to give us your thoughts straight away to help us fix any problems quickly and improve our services.

We understand that some people might be hesitant about answering calls from unfamiliar numbers. Please remember that we will never ask for your card or bank details during the automated call. If you have any worries, please call us on 0161 786 6000. We are always happy to help with any questions or concerns you have.

Tenant satisfaction

During the summer of 2022, 381 tenants participated in our tenant satisfaction survey.

We wanted to know how satisfied you are with the services we provide and how well we maintain your homes. The survey was anonymous, meaning your name was not attached to your responses. We worked with an independent company called Acuity to conduct the survey. We appreciate everyone who took the time to participate and share their thoughts. You can find the results of our survey, including in an easy-read format, on our website: www.bestha.co.uk/all-reports.php



Overall services

67% of tenants are satisfied with the services they receive from BeST.



The home

67% of tenants are satisfied that BeST provides a home that is well-maintained and safe for them to live in.

70% of tenants are satisfied that the communal areas associated with their homes are clean, safe and well maintained.

65% of tenants that had a repair completed in the last 12 months are satisfied with the service they received.

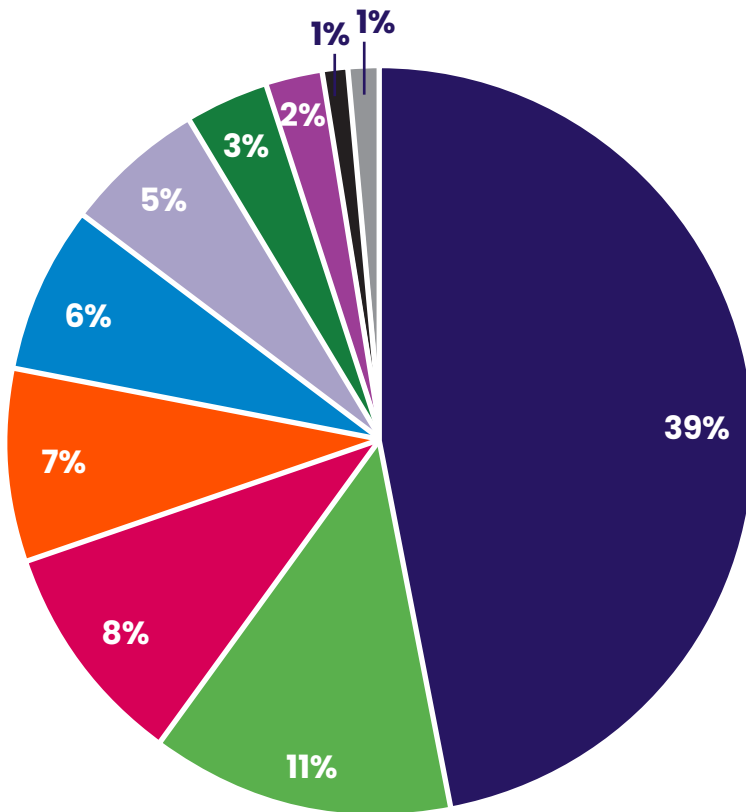
56% of these tenants are satisfied with the time taken to complete this repair.



Be:satisfied

Improving services

We asked tenants to share what they would like to see us improve about our services. We received 361 comments with a variety of suggestions for improvement which are summarised in the chart below.



- Day-to-day repairs
- Property condition
- Grounds maintenance
- Customer service and contact
- Home improvements
- Communal areas
- Safety and security
- Neighbourhood problems
- Tenant services and management
- Organisational policies



Neighbourhood

87% of tenants are satisfied with their neighbourhood as a place to live.

66% of tenants are satisfied with BeST's approach to handling anti-social behaviour.



Communications and engagement

59% of tenants find BeST easy to deal with.

53% of tenants feel that BeST listens to their views and acts upon them.

56% of tenants are satisfied with BeST's approach to complaints handling.

67% of tenants feel they are kept informed about things that might affect them.

71% of tenants feel that BeST treats them fairly and with respect.





Customer service (continued)


Complaints


We trained all our staff on how to handle complaints and reviewed our complaints process to make it easier for you to make a complaint.

You can choose any of the following ways to complain:

 Website: Visit www.bestha.co.uk/complaints-and-compliments.php and fill out the form.

 Facebook: Message us on our Facebook page at www.facebook.com/BespokeSupportiveTenancies.

 Email: Send your complaint to complaints@bestha.co.uk

 Phone: Give us a call on 0161 786 6000 to talk to someone directly about your complaint.

We received 20 complaints.

17 were related to repairs and maintenance.

2 were related to housing.

1 was related to revenue and benefits.

19 complaints were resolved at stage 1.

1 complaint was resolved at stage 2.

16 complaints were resolved within our 28 day target.

The number of complaints we received is relatively low due to only being recorded on our new database from February 2022. We expect to see this number increase following our complaints awareness campaign.

You can read our self-assessment against the Housing Ombudsman’s new Complaint Handling Code on our website: www.bestha.co.uk/all-reports.php.

Looking forward: We are running a complaints awareness campaign and reviewing our complaints policy and procedures. If you would like to get involved in the review please get in touch by emailing complaints@bestha.co.uk



We received 20 complaints.



17 were related to repairs and maintenance.



19 complaints were resolved at stage 1.

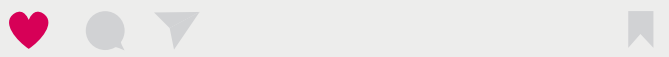


16 complaints were resolved within our 28 day target.





6



♥ 3,000

Be:satisfied

Feedback allows us to understand tenants wants and needs better so that we can improve our services.

Be:satisfied

Tenant involvement

We worked together with our tenants to revamp our newsletter, Snippets. We made changes to our website to make it more helpful for you. You can now find useful documents there, give us your feedback and suggestions and make a complaint or leave a compliment.

We understand that the cost of living is going up, so we created a leaflet with practical advice on how to manage your money.

We made things more fun too! We organised quizzes and competitions for you to enjoy and participate in. We also had meetings where we talked with you about the things that are important to you and how we can make things better.

Get involved

We are always looking for tenants to get involved and help us make our services better for you and other tenants. We have different ways you can get involved based on what you like and when you're available. You can:

- Attend meetings and share your ideas and concerns.
- Take part in surveys to give us your feedback.
- Join our scrutiny panel as a member.
- Become a tenant representative.
- Join activities and events that interest you.
- Review policies, procedures and services.
- Help write, edit and produce our newsletter and other publications.
- Talk to our friendly staff about your experiences and how we can improve.

Your opinions are important to us, and we want to make sure you have a say in how things are done.



12 scrutiny sessions on Zoom.



95 people attended the scrutiny sessions.



38 tenants said they were interested in getting involved.



22 tenant meetings in person.



74 tenant meetings online.



As well as helping us improve our services, getting involved brings many other benefits such as learning new skills, gaining work experience and gaining new friends. We will give you free training and support and pay for your expenses if you need to come to meetings or groups. Plus, there are opportunities to attend fun tenant events, enter prize draws and join exciting competitions. We will make sure you have all the information you need about BeST and how we work. We will also keep you updated about tenant meetings, activities and events.

To find out more about getting involved, email us at communications@bestha.co.uk or call, text, or WhatsApp us on 07525 277 308.



3 tenants enrolled onto a training course.



17 new publications produced.



2 snippets newsletters.



3 schemes took part in a photoshoot.



5 competitions.



Be:involved

Tenant involvement (continued)

Tpas – Tenant Engagement Experts

We are proud to be members of Tpas, a network of landlords 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.

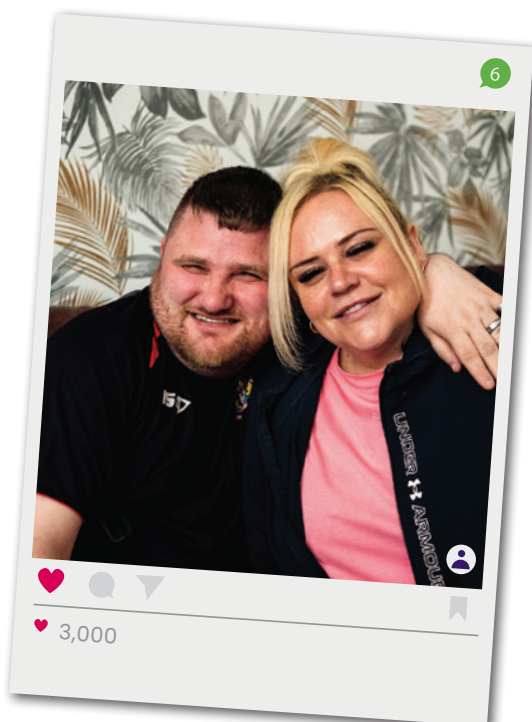
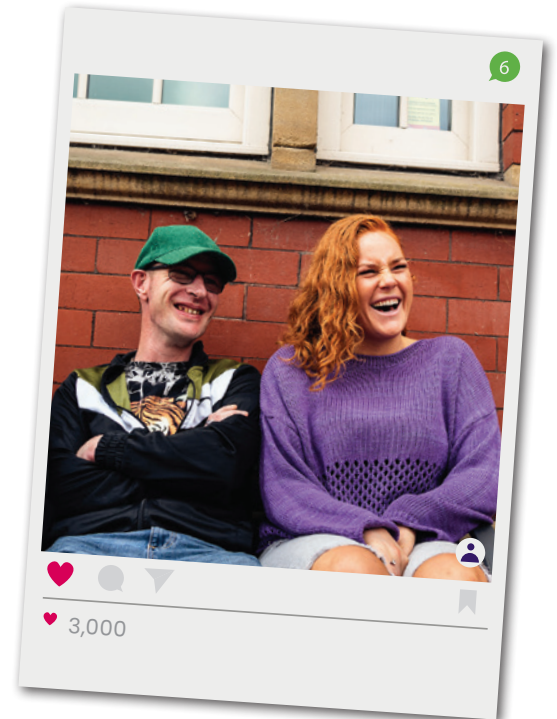
A Tpas membership means you have access to all the advice, support, guidance and practical resources you need to make sure your voice is heard.

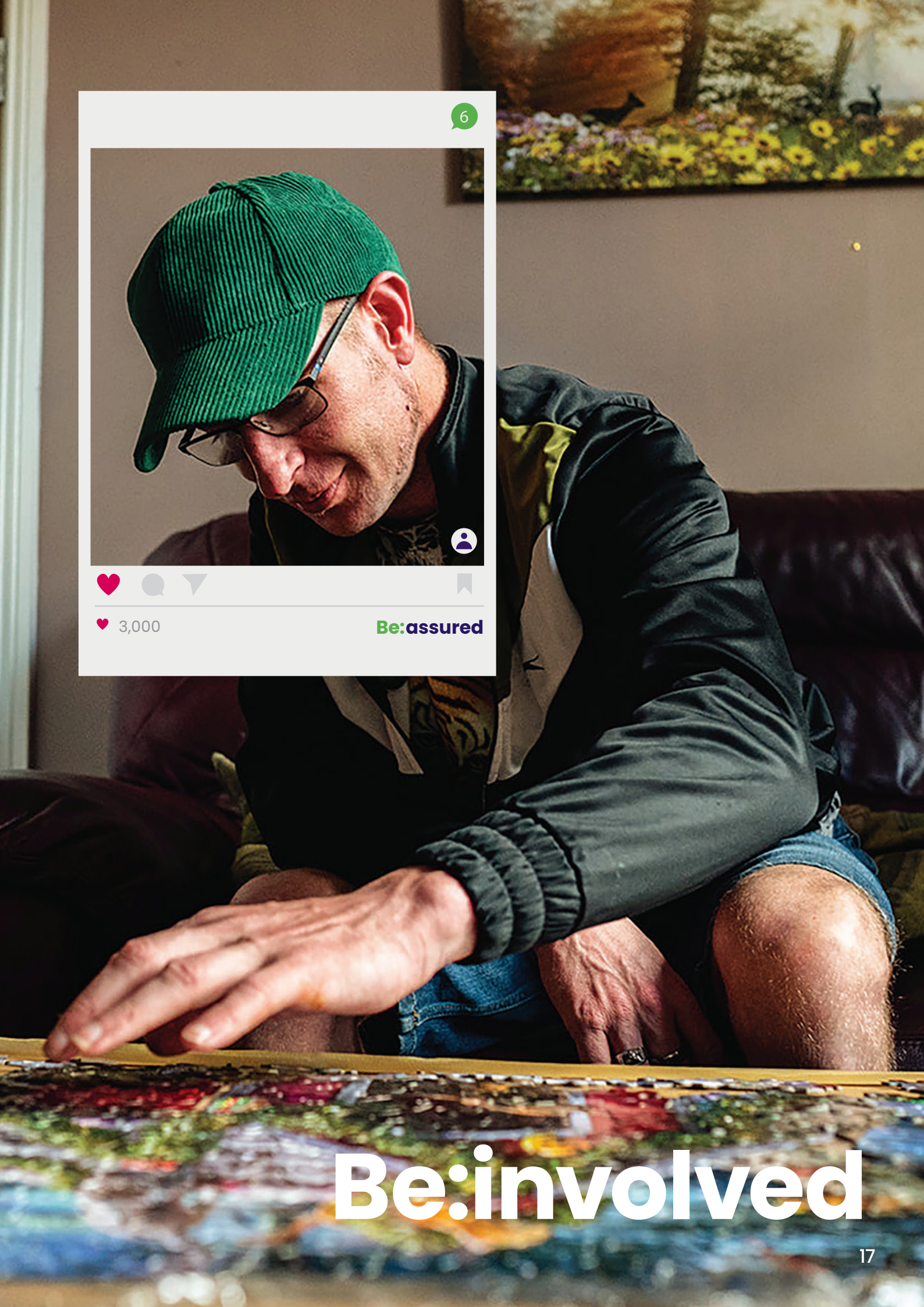
Want to find out more?

Email communications@bestha.co.uk

Phone us on 0161 786 6000

Visit Tpas www.tpas.org.uk





6

3,000

Be:assured

A white rectangular overlay mimicking a social media post. It features a circular notification bubble with the number '6' in the top right corner. The main image within the overlay shows the man from the background, wearing a green corduroy cap and glasses, looking down at his work. Below the image are icons for a heart, a comment bubble, a share arrow, and a bookmark. Underneath these icons, the text '3,000' is displayed next to a small heart icon. In the bottom right corner of the overlay, the text 'Be:assured' is written in a green and blue font. A small profile icon is visible in the bottom right corner of the image area.

Be:involved

Repairs and maintenance

We worked with our key partners to deliver our repairs and maintenance service.



We issued 5,959 of repair jobs including:



1,510 of same-day emergency.



1,391 of 24-hour emergency.



3,058 of routine 3-10 working days.

Key performance indicators (KPIs) and what has been achieved against the target.



97% of same-day emergency repairs were attended on time, out of a target of 99%.



95% of 24-hour emergency repairs were attended on time, out of a target of 95%.



94% of routine repairs were attended on time, out of a target of 99%.



95% of repairs fixed first time, out of a target of 95%.



Health and Safety

We carried out annual safety inspections in all of our properties and spent £1.2 million on compliance and keeping tenants' homes safe.

Asbestos

90 homes are on our asbestos list and all of them have had an annual inspection.

Electrical safety

490 of our homes have current electrical safety certificates.

Portable appliance testing

We have 415 PAT testing certificates for our homes.

Water safety

We carried out 293 legionella risk assessments.

Fire safety

We completed 270 fire risk assessments.

Gas safety

All of our homes that have a gas supply have up-to-date gas safety certificates.

Specialist equipment

There are 13 items of specialist equipment in tenants' homes. We inspected and ensured the safety of all the specialist equipment in our homes.



Key performance indicators (KPIs) and what has been achieved against the target.

Asbestos certification - 100% out of a target of 100%.

Legionella certification - 97% out of a target of 100%.

Fixed wire certification - 99% out of a target of 100%.

CP12 (Gas) certification - 100% out of a target of 100%.

Portable appliance testing (PAT) - 96% out of a target of 100%.

Fire risk assessment - 99% out of a target of 100%.

Value for Money

We remain focused on three key objectives:

- To meet and maintain compliance with the Regulatory Standards.
- To improve operational efficiency whilst delivering a quality service to tenants.
- To establish and maintain a financially viable position.

Rent collection and arrears

Total arrears of £907,000 out of a target of £945,000.

Current arrears of £890,000 out of a target of £948,000.

Units in full payment 96% out of a target of 98.5%

Rechargeable repairs

We collected over £48,000 in recharges.

The most common rechargeable repairs we have encountered this year are lost keys, broken windows and holes in walls.

We want to remind you of your responsibilities as a tenant and the potential costs associated with damage to your home.

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, willfully, 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.

Rent collection and rent arrears



We collected 99.2% of rent owed.



The average rent was £298.29 per week.



We spent more than £4.5m on repairs and maintenance.



We helped tenants get over £200k of extra benefit income they were entitled to.

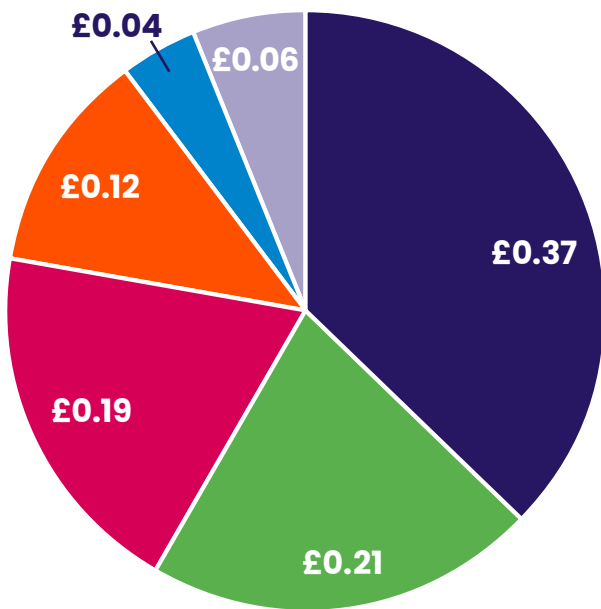


Be:supported

However, we want to remind you that you have the option to source key replacements or repair work yourself. This may be a more cost-effective solution and we encourage you to explore this option where possible.

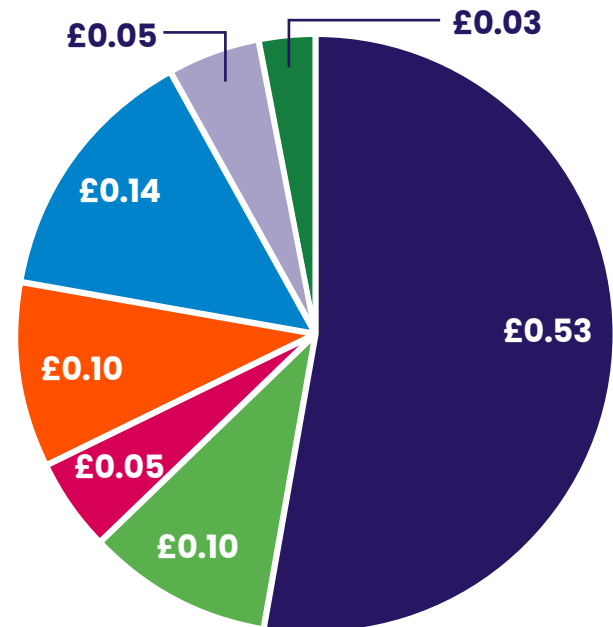


How we spend each £1



- Rent to another landlord for leased properties
- Finance lease payments and interest
- Property maintenance including major repairs and compliance work
- Staff costs
- Property services - window cleaning, gardening etc.
- Overheads

How we spend each £1 on maintenance



- Emergency repairs and callouts
- External window cleaning, gardening, internal decoration and furniture
- Pest control, health and safety, fire fighting equipment, waste disposal and cleaning
- Major works
- Statutory compliance testing/contracts and servicing
- Void works
- White goods

Housing management

We are committed to ensuring the health and safety of all our tenants. We carried out 164 service level contract (SLC) visits at our schemes to ensure that our minimum standards are met.

During these visits, we inspect the properties for compliance with health and safety regulations, including fire safety records, drills, fire alarm testing and certificates. We also use this opportunity to check for any empty properties or rooms and discuss any possible referrals. Furthermore, we encourage tenants to bring up any concerns they may have with our housing management team.

Over the past twelve months, we welcomed 162 new tenants to our properties and we are proud to have a successful housing benefit application process. We work closely with all our tenants to ensure that they receive any housing benefit they are entitled to and are able to claim it on time. We processed 162 housing benefit claims, with an average turnaround time of just 5 days.

We take safeguarding very seriously and have introduced a new safeguarding policy and process. We have logged, monitored and investigated 26 safeguarding incidents at our schemes over the year, working closely with our support providers and commissioners to ensure the safety of all our tenants. To ensure that our staff are equipped with the necessary knowledge and skills, we have had continuous comprehensive training in adult safeguarding, with the help of the Ann Craft Trust (www.anncrafttrust.org.uk), a trusted expert in this field.



We welcomed 162 new tenants.



We averaged a housing benefit application turnaround time of 5 days.



We processed 162 housing benefit claims.



We logged, monitored and investigated 26 safeguarding incidents.



ann craft trust
acting against abuse



Be:assured

Thank you for reading this report. We hope you enjoyed it and found it useful.

If you have any feedback or would like to get involved in the production of next year's report, please contact us.

Telephone: **0161 786 6000**

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

Facebook: **www.facebook.com/bespokesupportivetenancies**

www.bestha.co.uk

Registered Office: **2a Sentinel House, Albert Street, Eccles, M30 0NJ.**



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