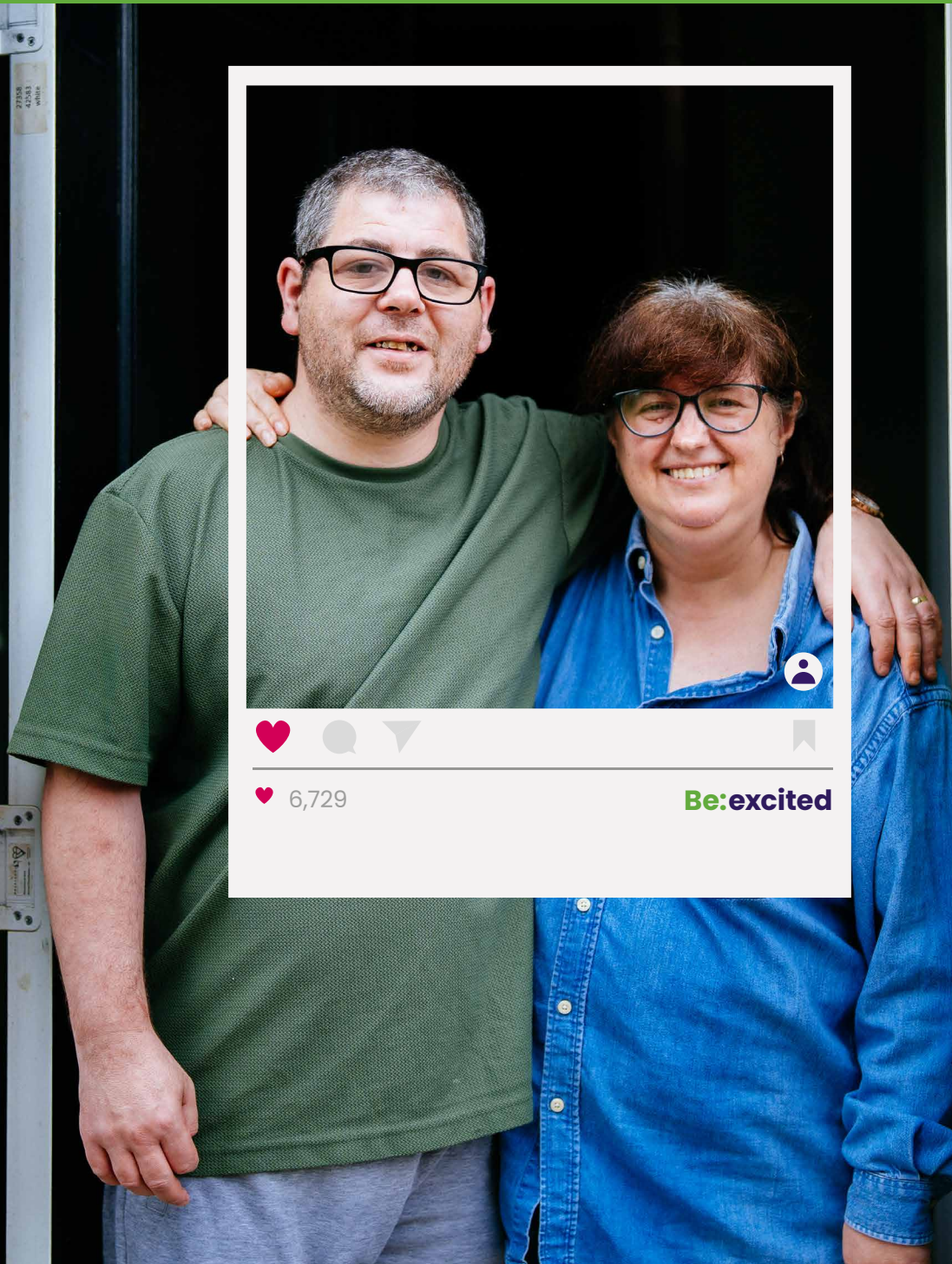


Customers' Annual Report 2024–2025



Welcome from our Chief Executive

I am pleased to share this report, which looks back at what we have achieved together over the past year and sets out our priorities for the year ahead. It will also be our last annual report as Bespoke Supportive Tenancies (BeST). From 1 December 2025, we will merge with Westmoreland to form a new, stronger organisation with more resources to improve services for you. While our name will change, our commitment to listening to you and delivering better services will remain the same.

Your feedback through the tenant satisfaction survey has been central to this. Overall satisfaction has risen from 62% in 2023 to 68% in 2024. Our biggest improvement this year was in how tenants feel about making a positive contribution to their neighbourhood, up by 12%. We also saw strong progress in treating tenants fairly and with respect, rising from 61% to 72%. Complaints handling has improved too, increasing from 31% to 42%. This is progress, but complaints remain our lowest score and an area where we must improve. Tenants also told us they feel safer in their homes, that more homes are better maintained, and that more tenants feel listened to and treated with respect. These are positive changes, but repairs, communication and complaints remain our biggest challenges, and that is where we are focusing our efforts.

When we asked for your views on the merger, most of you said that you were hopeful it would lead to better repairs and services. At the same time, you also made it clear how important good communication and familiar staff are during this change. I want to reassure you that when the merger takes place, your rent, and support will not

- change. Services will continue as usual, but over time, they should improve as we bring in more staff, resources, and greater control over repairs. In response to what you have told us, we are:
- Trialing a new repairs management system to improve how repairs are managed and delivered.
 - Improving how we communicate with you and keep you updated.
 - Making sure staff you know remain part of your service wherever possible.
 - Introducing monthly visits from housing officers, giving you regular opportunities to raise issues and get support from us directly.

We are proud of the progress we have made so far, including achieving 100% compliance in our safety checks, responding to complaints more quickly, and stronger tenant involvement. However, we recognise that there is still more to be done.

Your feedback helps us shape our services to meet your needs. Thank you for your patience and for continuing to share your views. If you would like to give feedback on this report, you can **scan the QR code** or email us at **communications@bestha.co.uk**

Steve Fensom
Chief Executive



Welcome from our Tenant Committee

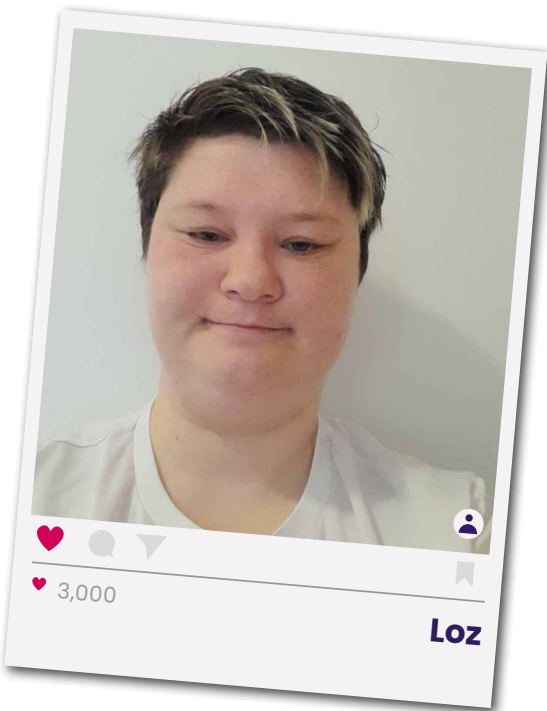
We are proud to welcome you to this year's Annual Report to Tenants. As tenant representatives on the Tenant Committee, our role is to make sure your voices are heard at the very top of the organisation.

In March 2025, we co-created and launched the Tenant Committee. Since then, we have been meeting with BeST staff every week to challenge decisions, share our experiences, and push for improvements where they are needed most. We have also reviewed the complaints self-assessment, the annual complaints report, and contributed to producing this report.

From our own experiences, we know how important it is to feel listened to and respected. That is why we are committed to keeping the tenant voice strong as BeST prepares to merge and move forward as a new organisation. We want more tenants to get involved through surveys, focus groups, or by joining the Tenant Committee or becoming a tenant representative. Every voice matters and every story helps shape positive change.

We look forward to working with even more of you in the year ahead. If you would like to get involved, email **communications@bestha.co.uk** or speak to your housing officer.

Loz and Phoebe
Tenant Committee Representatives



Be:involved

Who we are

Bespoke Supportive Tenancies (BeST) is a nationwide specialised supported housing provider.

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

We provide homes to **1,243** tenants
1,381 specialised supported housing units, across 252 schemes.
28 non-social housing units, across 5 schemes

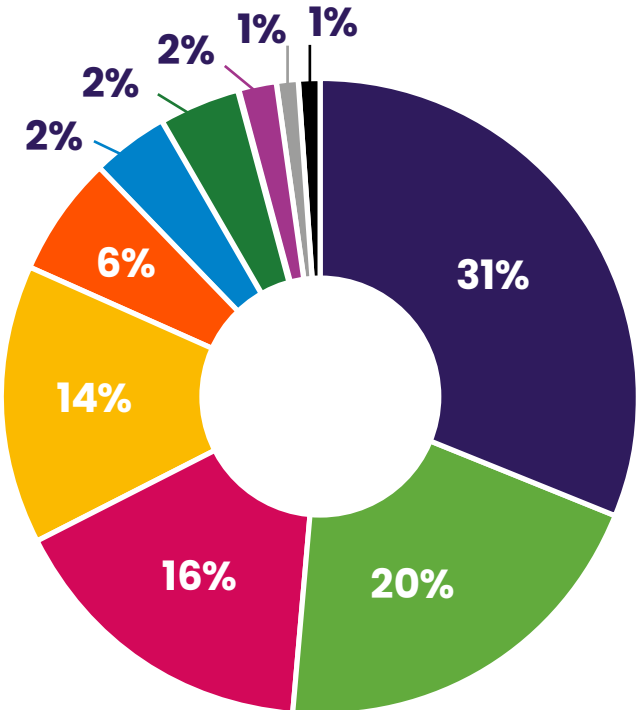
All our properties are leased from a superior landlord.

The Big Help Group is our biggest, with 41% of our total stock.



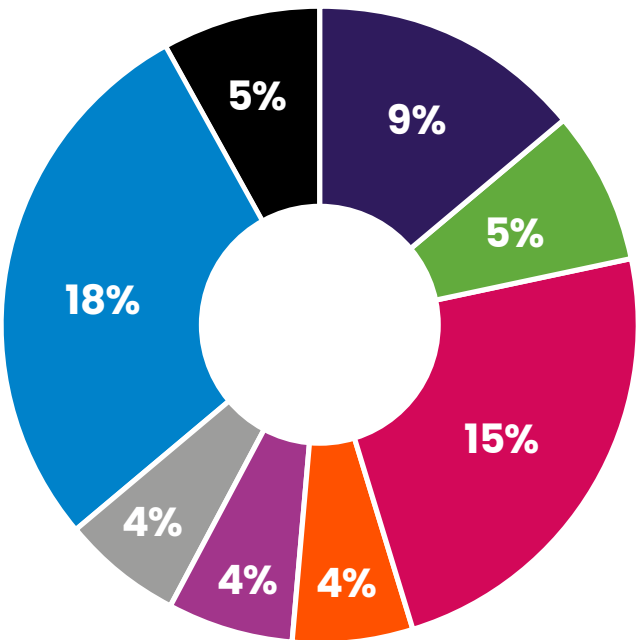
Some of our homes have been returned to the superior landlord (the building owner). This means the percentages for landlords and support providers have changed.

*Formerly known as Triple Point



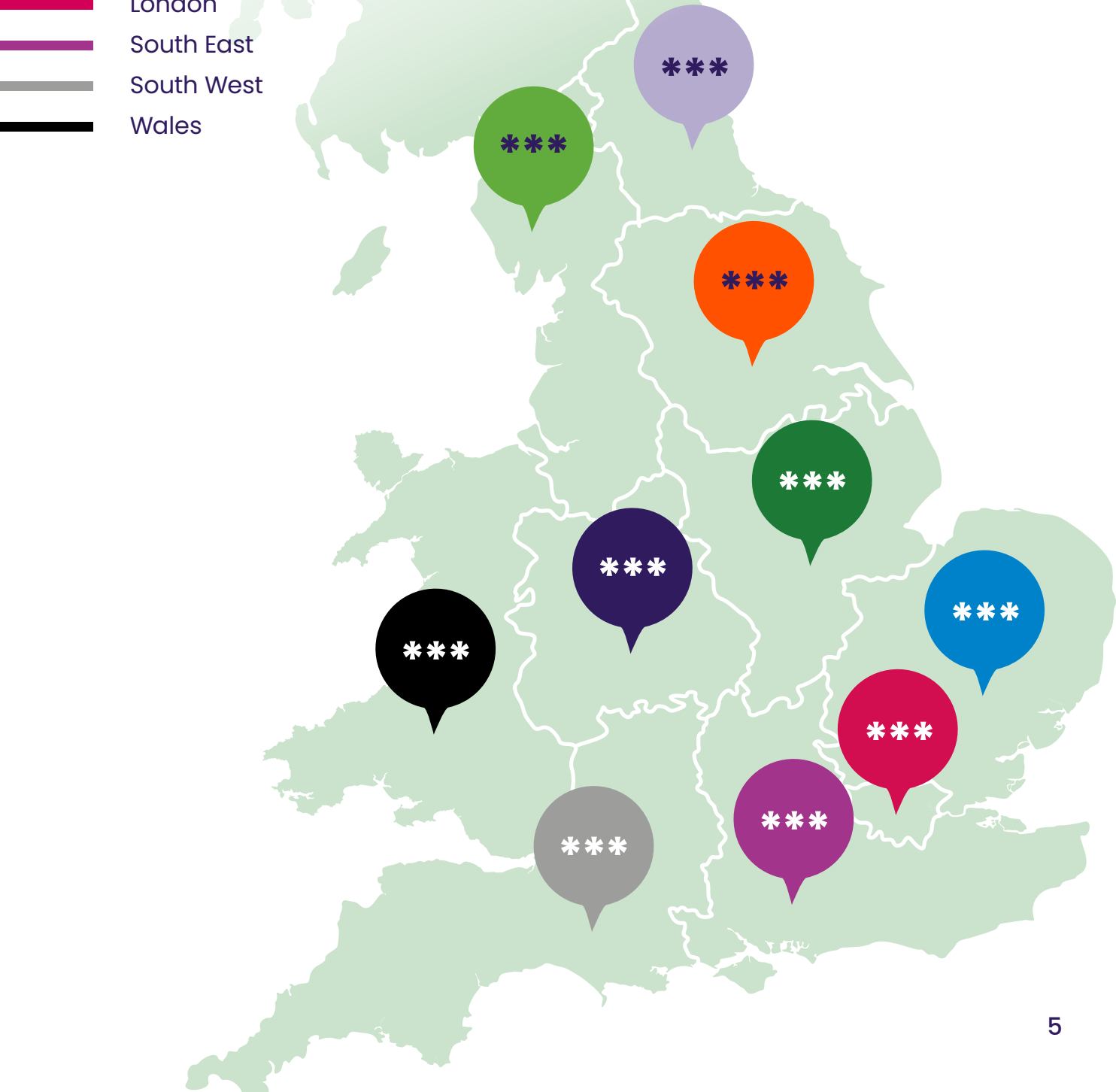
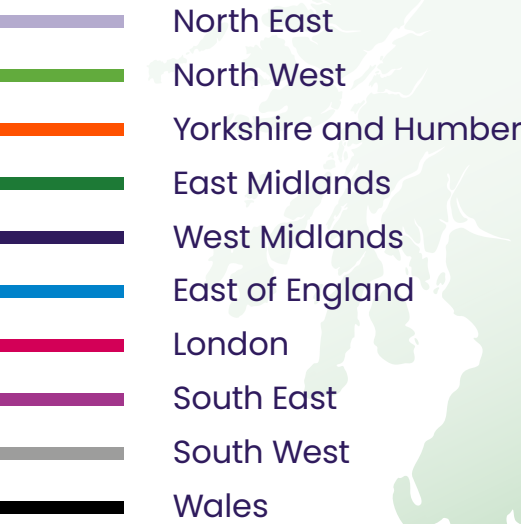
Support Providers

All our schemes have support staff. We work with over 50 support providers.



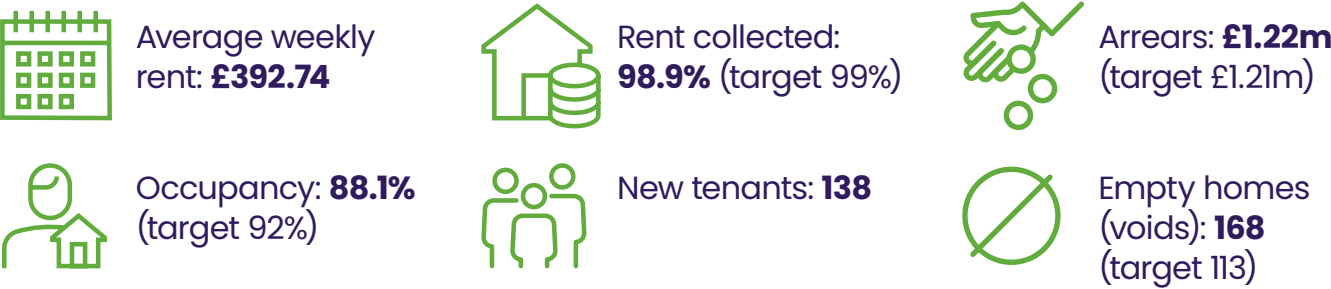
Where our tenants live

We provide homes in over 90 local authorities across England and Wales.



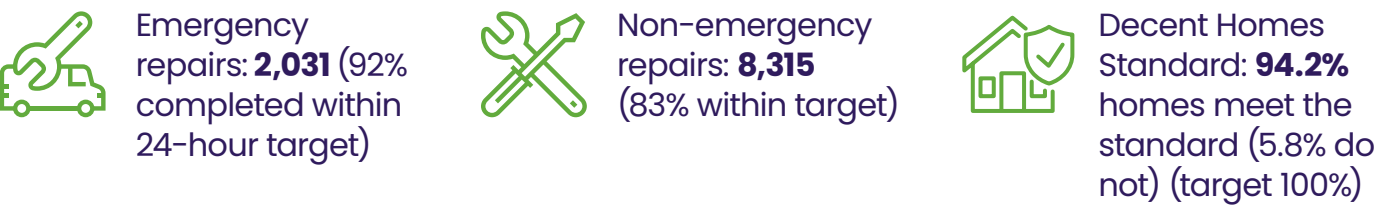
BeST at a glance 2024–2025

Your homes and rent

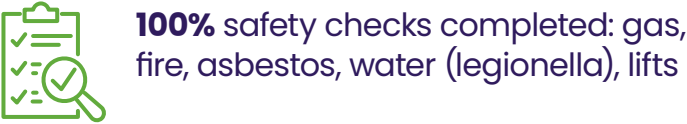


We spent **£5.8 million** on property maintenance.

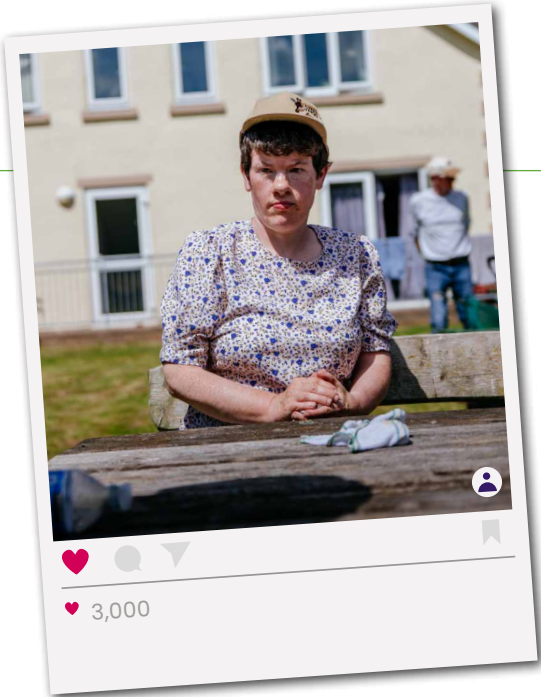
Repairs and maintenance



Health and safety



Tenant voice and involvement

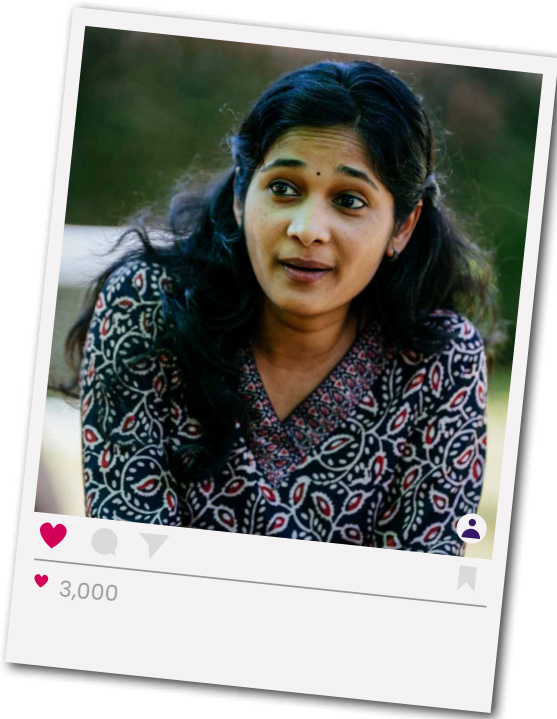
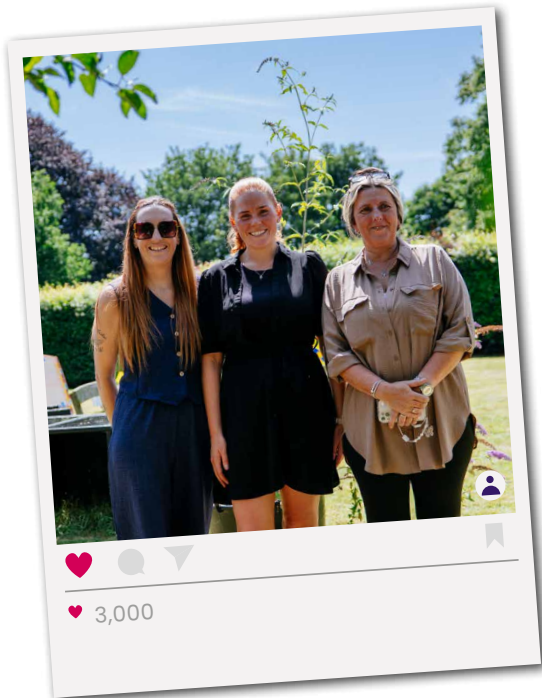


Your rights under the Consumer Standards

All social housing landlords must meet four **Consumer Standards** set by the Regulator of Social Housing. These standards are designed to protect tenants and make sure landlords are accountable.

They give you the following rights:

- **Safety and Quality Standard**
The right to a safe, decent, and well-maintained home.
- **Transparency, Influence and Accountability Standard**
The right to clear information, to be listened to, and to have a say in decisions that affect you.
- **Neighbourhood and Community Standard**
The right to live in a safe, well-managed neighbourhood where anti-social behaviour is dealt with.
- **Tenancy Standard**
The right to fair treatment, a suitable home, and support to help you maintain your tenancy.



Be:protected

Tenant Satisfaction Measures (TSMs)



Each year, we report on Tenant Satisfaction Measures (TSMs), which are set by the Regulator of Social Housing.

These measures show how satisfied you are with our services, including repairs, safety, complaints, and how we communicate and treat you.

In autumn 2024, we worked with Acuity Research & Practice, an independent housing research company, to run our

annual tenant survey. Every tenant was invited to take part by post or online, and **360 of you** shared your views. We are pleased to see improvements across most areas compared to last year, especially in how you feel listened to, respected, and treated fairly. Some areas, such as repairs and complaints handling, still need more focus, and we are acting on this feedback.

Tenant Perception (TP)	Description	2023/24	2024/25
TP1	% satisfied with the overall service	67%	67%
TP2	% satisfied with repairs in the last 12 months	65%	60%
TP3	% satisfied with the time taken for the last repair	51%	54%
TP4	% satisfied that their home is well maintained	53%	61%
TP5	% satisfied that their home is safe	61%	69%
TP6	% satisfied that BeST listens and acts upon views	46%	55%
TP7	% satisfied that BeST keeps them informed	54%	58%
TP8	% satisfied that BeST treats them fairly and with respect	83%	72%
TP9	% satisfied with complaints handling	31%	42%
TP10	% satisfied that communal areas are maintained	50%	58%
TP11	% satisfied that BeST makes a positive contribution to neighbourhoods	47%	59%
TP12	% satisfied with the handling of anti-social behaviour	52%	60%



Scan the QR code with your phone to view the full survey results.
Or visit www.bestha.co.uk/tsm.php
Thanks to those of you who took the time to give us your views.

Performance results

Alongside the tenant satisfaction survey, we also monitor performance through management data. This helps us check how well we are meeting our responsibilities and where we need to improve.

What we will do next



CH01 Complaints relative to the size of the landlord
Stage 1: **93** (67.3 per 1,000 homes);
Stage 2: **8** (5.8 per 1,000 homes)



CH02 Complaints responded to within Complaint Handling Code timescales
Stage 1: **90%** (84 out of 93);
Stage 2: **88%** (7 out of 8)



NM01 Anti-social behaviour cases relative to the size of the landlord
10 cases (7.2 per 1,000 homes);
0 hate-related



RP01 Homes that do not meet the Decent Homes Standard
5.8% (80 out of 1,381 homes)



RP02 Repairs completed within target timescale
Non-emergency: **83%** (8,587 out of 10,346 repairs);
Emergency: **92%** (1,868 out of 2,031 repairs)

Our target timescales:
Non-emergency repairs:
Maximum 20 working days
(range 5 to 20 working days)
Emergency repairs =
Maximum 24 hours



BS01 Gas safety checks
100%



BS02 Fire safety checks
100%



BS03 Asbestos safety checks
100%



BS04 Water safety checks
100%



BS05 Lift safety checks
100%

We will use your feedback and our performance results to:

- Make repairs quicker and keep you better informed about progress.
- Improve complaints handling and learn from them so services improve.
- Keep every home safe, well-maintained, and up to standard.

Be:satisfied

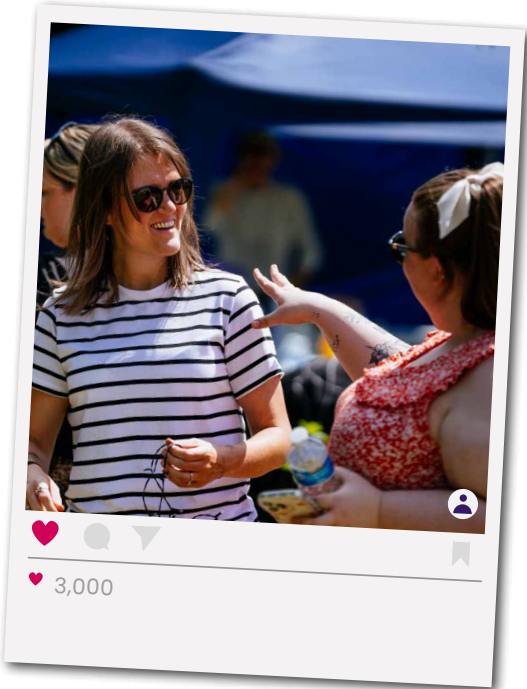
Health and safety

Keeping tenants safe is our top priority. We achieved **100% compliance** with all essential safety checks, including gas, fire, asbestos, water, electrical and lifts.

How we keep you safe:

- Annual gas checks are completed every year, for properties with a gas supply.
- Water safety (legionella) checks are completed every 2 years.
- Fire risk assessments are completed every 1-3 years.
- Asbestos checks are completed every 1-3 years.
- Electrical safety checks are completed every 5 years.
- Lift inspections are completed every 6 months.

Every tenant should have a copy of their latest safety certificate. If you do not have one, you can ask us at any time by emailing compliance@bestha.co.uk or calling our team on **0161 786 6000**.



Damp and mould

Damp and mould can have a serious impact on health and wellbeing, so we treat every case as a priority.

In 2024/25 we recorded:

- **171** cases of damp and mould
- **26** of these were repeat cases
- **170** cases have been resolved, with 1 still open, where works are underway

We have improved how we deal with damp and mould and introduced a new damp and mould policy.

If there is damp and mould in your home, we will:

- Attend and make safe within 24 hours to 5 working days. Depending on the severity and risk.
- Within 10 working days, we will have completed the initial investigation and advise on any further works needed.
- Arrange the repairs needed and let you know how long they will take.
- Provide advice on how to help prevent damp and mould in the future.

Awaab's Law

From 27 October 2025, a new law, known as Awaab's Law, will apply for all social landlords in England. This law was created to make sure damp and mould and other health hazards are dealt with quickly and do not put tenants at risk.

We are preparing for this change by putting better systems in place to report and track cases. This will help us fix problems quickly and prevent them from happening again. Repairs is one of the services that matters most to you, and it is central to the Safety and Quality Consumer Standard, which requires us to provide safe, decent and well-maintained homes.

In 2024/25, we:

-  Spent **£5.8 million** on property maintenance
-  Completed **2,031** emergency repairs, with 92% completed within 24 hours
-  Completed **8,315** non-emergency repairs, with 83% completed within target timescales
-  Continued investment plans to bring the **80** homes not yet at the Decent Homes Standard up to standard

The Decent Homes Standard

The Decent Homes Standard (DHS) is a set of criteria designed to ensure that social housing providers meet a minimum level of quality. As of 31 March 2025, 94.2% of our homes met the Decent Homes Standard, with the remaining 80 units, (5.8%) of homes scheduled for completion by April 2026. Out of these 80 homes, 14 are empty properties. Every five years we carry out a stock condition survey so we can plan what upgrades your home may need, such as new kitchens and bathrooms.

What tenants told us

Through the Tenant Satisfaction Measures (TSMs):

-  **61%** of tenants said their home is well maintained (up 8% from last year)
-  **69%** said their home is safe (up 8%)
-  **61%** were satisfied with our repairs service overall (down 4%)
-  **54%** were satisfied with the time taken for their most recent repair (up 3%)

The results show we are making homes safer and slightly improving repair times. But overall satisfaction with repairs has dropped, so we need to do more to improve our repairs service.

Be:safe

Last year we said... and this year we did

- We said we would **review contractor performance more closely**. This year we set tighter KPIs, increased post-inspections, and appointed new compliance contractors.
- We said we would **make changes based on tenant feedback**. This year we prioritised faster quoted works, clearer standards for contractors, and investment to tackle damp and mould.
- We said we would **put tenants first through staff training and culture change**. Over the past year, we have updated key policies, delivered staff training on complaints, and carried out more tenant surveys to listen to your views. We have also improved how we make and record reasonable adjustments to make sure individual needs are met. This is just the start, and we are continuing to develop this work so your voice shapes everything we do.
- We said we would **involve you more**. In March 2025 we launched the new Tenant Committee, giving you a direct say in repairs and performance monitoring.
- We said we would **invest in home improvements and planned works**. A new multi-year investment programme is underway to improve homes.

How to report a repair

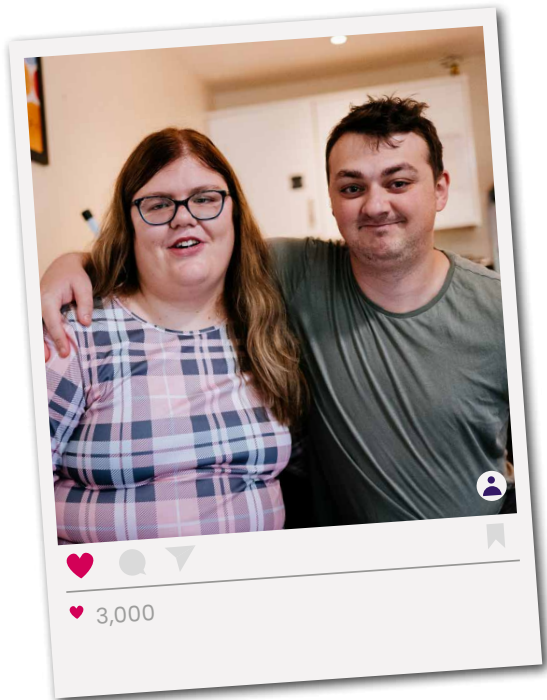
 Call **0161 786 6000** (Option 1)

Prefer email?

- Repairs: **repairs@renov8.uk**
- Property services: **propertyservices@bestha.co.uk**
- Compliance: **compliance@bestha.co.uk**

Online

 Report a repair: **www.bestha.co.uk/report-a-repair.php**



Adaptations

We know that having a home that is safe, accessible and suited to your needs makes a big difference to daily life. If you are disabled, you may be able to get financial help through a Disabled Facilities Grant (DFG) from your local council.

A DFG can fund essential changes such as:

- Ramps and stairlifts
- Level-access showers or adapted bathrooms
- Widened doors or other access improvements
- Kitchen alterations to make cooking easier
- Safer heating, lighting or controls
- Other works agreed with the council

The aim of the grant is to:

- Improve safety and independence
- Make everyday tasks easier
- Help you stay in your home

The council will usually carry out a home assessment, and an occupational therapist may recommend the right changes.

How much help is available?

In England, the grant can be up to £30,000. A means test may apply and the council will decide whether to award all or part of the costs.

How to apply

- Speak to your Housing Officer, who can give initial advice and signpost you to the right council team.
- Apply through your local council's Housing or Adaptations team.
- The council will arrange a home visit and assessment.
- Complete an application form with your details and finances.
- The council will decide if you qualify, approve the works, and confirm the grant.
- Approved contractors will complete the work, and the council will sign it off.

Important to know

- You must apply before any work starts. Grants cannot cover work already done.
- You'll need our permission, as your landlord, before works can take place.
- Councils should make a decision within 6 months of receiving a full application.

For more information, contact your Housing Officer or the team on **0161 786 6000**, email **housingteam@bestha.co.uk**, or visit **www.bestha.co.uk**. Independent advice is also available from Citizens Advice or local disability support groups.

Be:safe

Tenant involvement and engagement

Your voice makes a difference. We want every tenant to have opportunities to share their views, get involved, and help shape how services are delivered.

In 2024/25, tenants took part in:

-  **6** scrutiny sessions, with **42** schemes taking part
-  **44** online meetings and focus groups, making it easier for you to join in from anywhere
-  **3** tenant events across different regions, bringing people together to share views and experiences
-  **2** merger consultation sessions, giving you the chance to ask questions and influence how we move forward with our merger

A major step forward this year was the launch of the **Tenant Committee in March 2025**. This group, co-created with tenants, meets regularly with staff to review performance, challenge decisions, and hold the organisation to account. Tenant Committee members are involved in reviewing performance, complaints, contributing to service improvements, and shaping this report.

Looking ahead

We want to involve more of you. We will work with the Tenant Committee to design a new Tenant Engagement and Involvement Strategy and Policy. This will set out how we communicate with you, listen to your feedback and create opportunities for you to get involved in a way that suits you.

Get involved – your voice matters

We want more of you to help shape services, challenge us, and make sure we are doing the right things. There are lots of ways to get involved, from joining the Tenant Committee or a scrutiny session, to taking part in forums, focus groups, surveys, online meetings or local events.

You do not need any experience, just a willingness to share your views. You can get involved in any way that suits you, as little or as much as you like.

If you would like to get involved or are interested:

-  Email **communications@bestha.co.uk**
-  Call us on **0161 786 6000** (option 6)
-  WhatsApp or text us on **07525 277308**
-  Speak to your **housing officer**

Together, we can make services better for everyone.



Tenant committee

**Phoebe Louise Farnsworth,
Tenant Committee Representative**

Hi everyone, I am Phoebe Louise Farnsworth, and I live in Hereford. There are four flats at my scheme, and I live here with Rich, who is pictured with me below. I joined the tenant committee because I believe that safe, supportive housing starts with clear and open communication and that tenants deserve to feel empowered in their homes.

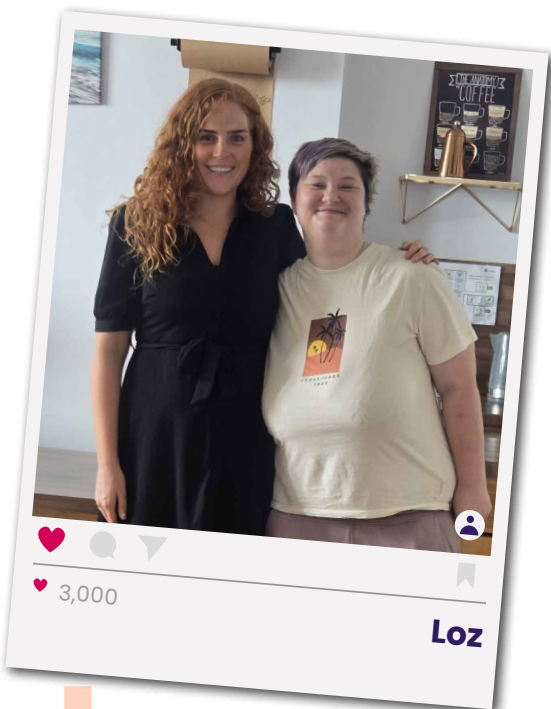
I am passionate about making communication clearer and more accessible. Whether it's understanding tenancy rights, knowing who to contact when something goes wrong, or improving services so they better serve people for who they are. I want tenants to feel informed, confident, and supported.



Since joining, I have been involved in committee meetings, co-developing foundational documents, and supporting efforts to strengthen the relationship between tenants and BeST. I believe that positive change comes when tenants are included and listened to.

Outside of the committee, I am reading law books on housing regulations, social work, and equality law. My goal is to become a qualified solicitor specialising in family and housing law. I plan to achieve this by earning my law degree and taking the Solicitors Qualifying Examination (SQE). I am really passionate about making a difference in people's lives through legal advocacy and support.

I am excited to continue working with BeST and to help shape services that truly reflect the needs and rights of tenants. I look forward to meeting more of you and learning from your experiences, too.



Loz, Tenant Committee Representative

Hi, my name is Loz and I live in a specialised supported living home in South Wales. I have been there for about a year and three months and it has been the best decision I have made. I enjoy woodwork and gardening, and I am very creative. I just love learning about anything that comes my way.

Growing up, I faced a lot of adversity, and this gave me first-hand experience of the issues people face during vulnerable times. This led me to work in the health care sector, then social care, then Citizens Advice, and later in domestic abuse

services. I now need care myself for various reasons, and joining the Committee lets me look into the housing sector and see what vulnerabilities people face there.

I feel my main role as part of the committee is to work with people who feel vulnerable and show them they have a voice, that they are not alone, and that they can still live their best life. During my time on the committee, I want to make changes to the terminology used so there is a more person-centred approach. I want to spend my time making sure people understand that in order to make change, we need to work together to reduce people's vulnerability and make sure they are happy.

You said, we did

You said

You wanted clearer information about when gardening and grounds maintenance take place.

We did

We created a new leaflet and calendar explaining when and where maintenance will be carried out, so you know what to expect and when.

You said

Our void process was not good enough.

We did

We reviewed our existing approach, developed a new voids policy, and

introduced an improved process and system to make sure properties are ready more quickly and to a higher standard.

You said

Quoted works were taking too long to be completed.

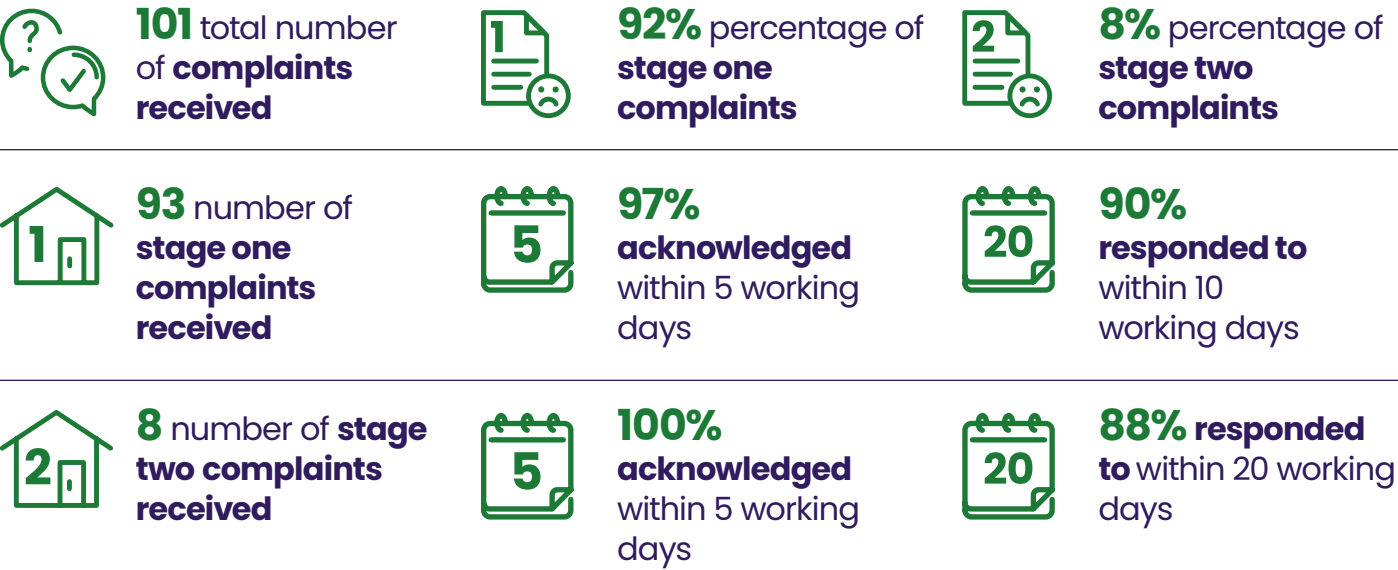
We did

We are trialing a new system to manage quoted works and implemented a faster approval process to reduce waiting times and improve communication with contractors.

Complaints

When things go wrong, we want to put them right and learn from them. Every complaint matters because it represents a tenant whose experience was not as it should have been. We follow the Housing Ombudsman’s Complaints Handling Code, and each year we report how we are performing, what we have learnt and what improvements we are making as a result.

Complaints performance

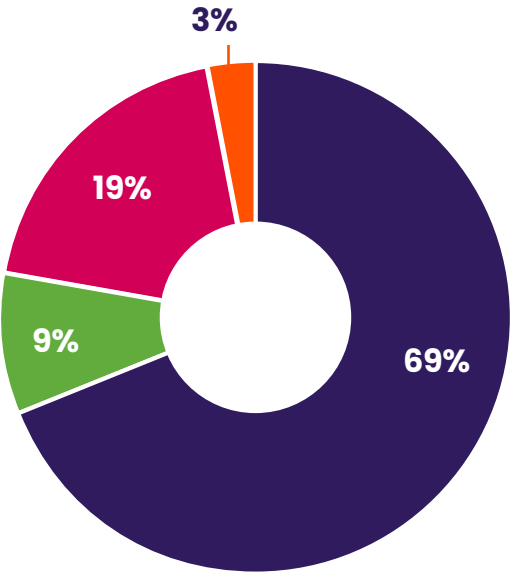


101 complaints received
(Stage 1: 93, Stage 2: 8)
29% more than last year

Outcomes

- Upheld (we were at fault)
- Partially upheld
- Not upheld
- Resolved at first contact

From 2025/26, complaint outcomes will be recorded simply as ‘upheld’ or ‘not upheld’ for greater clarity on accountability.



Be:improved

On time

90% Stage 1
88% Stage 2
Huge improvement from last year: only 14% and 25% were on time.

Complaints per 1,000 homes

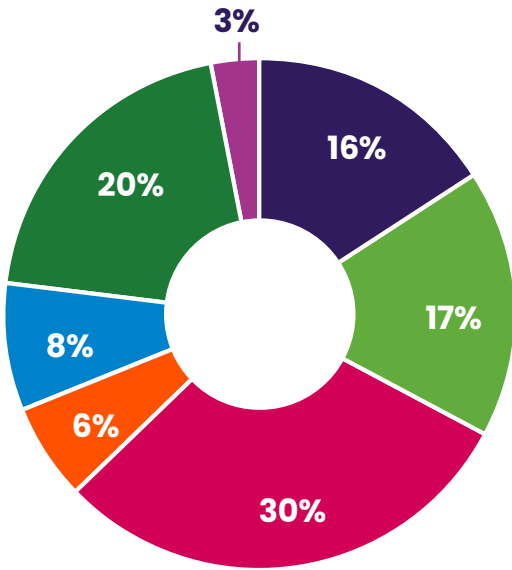
Stage 1 – 67.3
Stage 2 – 5.8

Compensation paid

£6,816

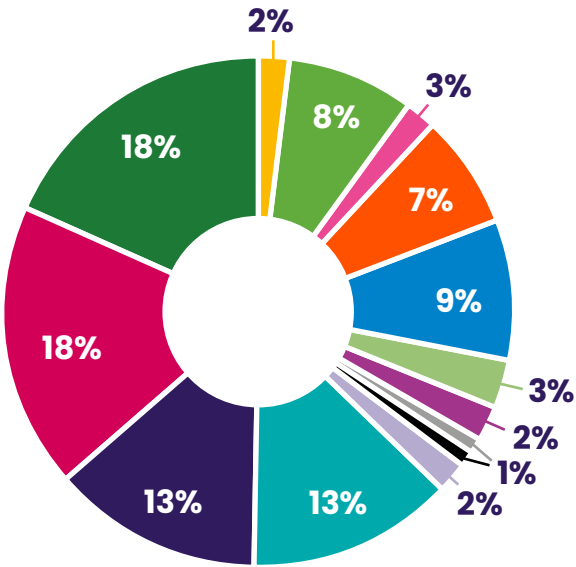
Complaints by region

- North
- Northwest
- Southeast
- Southwest
- East
- Midlands
- Wales

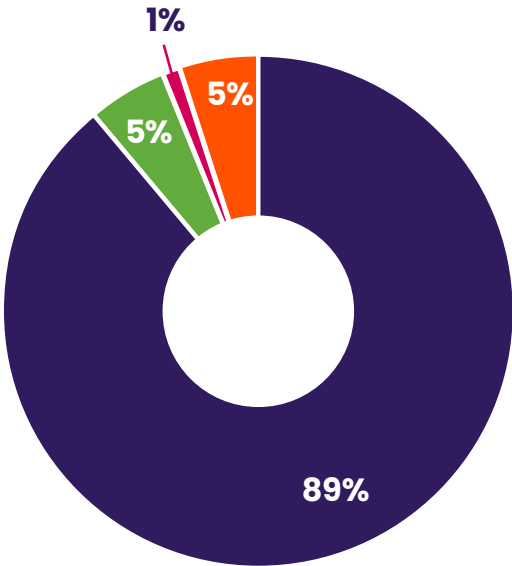


Complaints by theme

- Gardening
- Health and safety
- Planned or quoted works
- Contractors and third party
- Property condition
- Fire safety
- Damp and mould
- Disagree with policy
- Disagree with charge or payment issue
- Staff conduct and behaviour
- Service quality
- Lack of or poor communication
- Failure to do something
- Delays in service delivery/timescales



Complaints (continued)



Complaints by type

- Repairs and maintenance
- Tenancy management
- Tenant services
- Other issues

Learning and improvements

In response to your feedback and complaint trends, we made a number of changes to improve how complaints are handled and how we learn from them.

- A new complaints system was launched in July 2024. This helps us record, track and monitor complaints, follow up on actions, and capture learning.
- Named case handlers were introduced so you and your support always know who to contact when you make a complaint.
- A complaints steering group was set up to oversee cases.

- The Member Responsible for Complaints (MRC) now reviews performance with us every quarter at board level.
- Staff training was rolled out across the organisation. So far, 83% of staff have completed the Housing Ombudsman’s Complaint Handling Code training, and 60% have completed Dispute Resolution training. Internal training has also focused on creating a positive complaints culture and recognising complaints early.
- New policies were introduced, including the Compensation Policy, Unreasonable Behaviour Policy, and Reasonable Adjustments Policy.
- We appointed new contractors to improve landlord compliance services, covering gas and oil boilers, fire alarms, firefighting equipment, emergency lighting, lifts, and asbestos. We also set clearer performance standards and introduced a new system to manage health and safety compliance.
- Our response to damp and mould has improved. We now attend emergency cases within 24 hours and make safe any issue within 7 days, supported by a new damp and mould policy.
- To improve accountability, from 2025/26 every staff member will have a complaint-related performance objective. This will help embed learning across the organisation and keep the focus on getting things right first time.

Complaints process what you can expect

How to make a complaint

You can complain by:

- Completing our **online complaint form**
- Phone: **0161 786 6000**
- SMS / WhatsApp: **07525 277308**
- Email: **complaints@bestha.co.uk**
- Social media**
- In writing** (address: 7a Sentinel House, Albert Street, Eccles, M30 0NA)
- In person**

More information and the form to report a complaint are available at www.bestha.co.uk/complaints.php

Stage 1

- We log and acknowledge your complaint within **5 working days**, telling you what we are going to do and how long it will take.
- We gather all relevant information, clarify what you want us to do, and investigate the complaint.
- We aim to provide a full response within **10 working days**. If we can’t, we will tell you the reason and agree with you a new timescale.

Our response will include:

- A summary of your complaint
- The findings of our investigation
- Whether the complaint is upheld or not
- What actions we will take (or have already taken)
- Explain you can ask for a review if you are still not happy

Stage 2

- If you are unhappy with the Stage 1 outcome, you can request a Stage 2 review within **28 days** of the Stage 1 response.
- We will log and acknowledge your request within **5 working days**.
- A senior manager (who was not involved at Stage 1) will review the complaint.
- We aim to issue the Stage 2 decision within **20 working days**.

If, after Stage 2, you are still not happy, you can refer your complaint to the **Housing Ombudsman** for free, independent advice and investigation.

- Phone: **0300 111 3000**
- Email: **info@housing-ombudsman.org.uk**
- Online complaint form:** via their website
- Postal address:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Find out more

You can find full details about complaints on our website: www.bestha.co.uk/complaints.php

Scan the QR code to:

- Log a complaint online**
- View our complaints page**, including the Complaints Policy, Self-assessment against the Code and our Annual Complaints and Service Improvement Report.



Anti-social behaviour

 **10 ASB cases**
(of which 0 hate related)

This year we received **10 reports of anti-social behaviour (ASB)**. None of these were recorded as hate-related incidents.

ASB can include behaviour such as noise nuisance, harassment, intimidation, or damage to property. We know that ASB can cause real distress and we take it seriously. Our policy sets out how we investigate reports, support those affected, and work with partners to resolve cases as quickly and fairly as possible.

During the year, we introduced a **new policy and procedure** which allows us to capture more information and monitor trends in ASB more effectively. Alongside this, we launched an **improved reporting system** including a direct online form that both tenants and support providers can use to report ASB quickly and easily. These changes mean we can respond more efficiently and provide better support to tenants experiencing issues.

How to report ASB

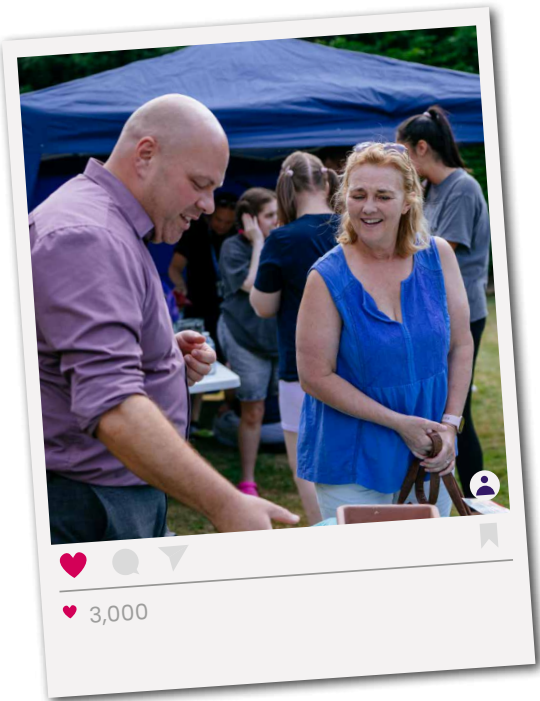
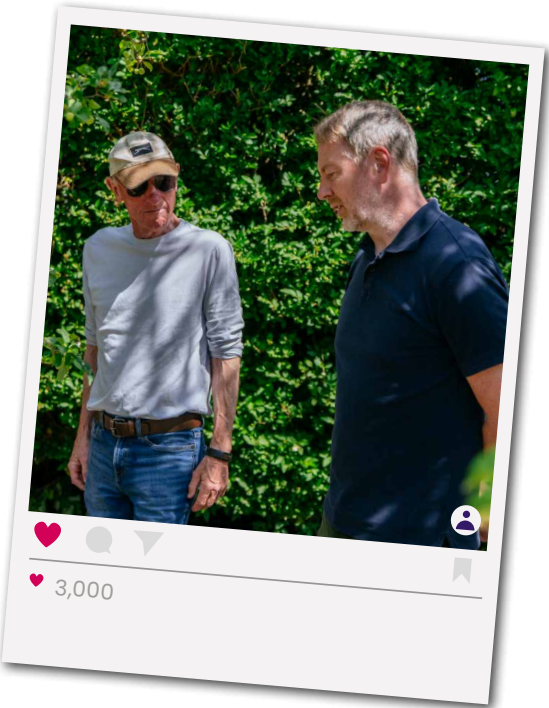
 **Online:** complete our online form by scanning the QR code.



 **By phone:** contact your housing officer or our team on 0161 786 6000

 You can find out more about our ASB policy by **scanning the QR code**.

Find out more about ASB



Value for Money

The Regulator of Social Housing requires us to share some key figures each year. These show how much it costs us to run our services and provide your homes.

Directors pay compared to organisation size

We spent **£238 per home, per year** on our Executive Team’s salary. This shows the overall cost of the Executive Teams pay when spread across all the homes we manage.

Management costs compared to organisation size

We spent **£2,956 per home, per year** on management costs. This covers things like running offices, staff to support services, and the systems we need to manage homes and tenancies.

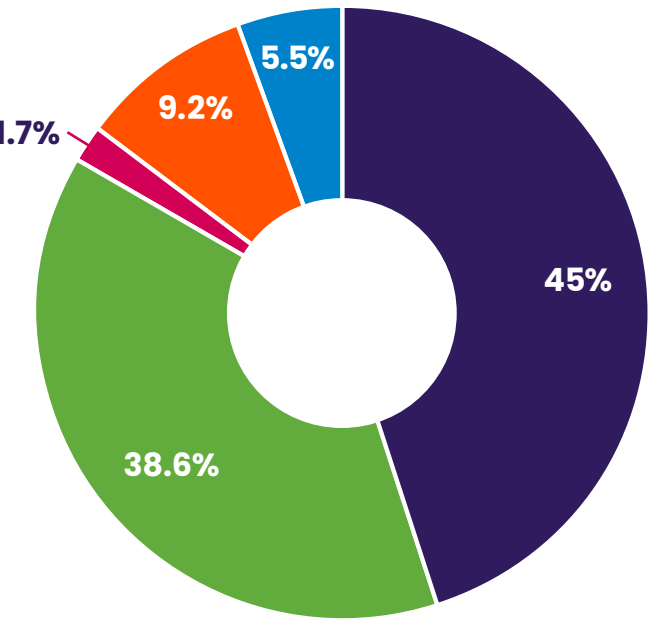
Overall cost per home

The total cost of providing and managing each home was **£15,939, per year**, including repairs, management, and other running costs.

These figures are part of a set of measures that all housing associations must report. They help tenants, the regulator, and the public see how we are using money and delivering value for money.

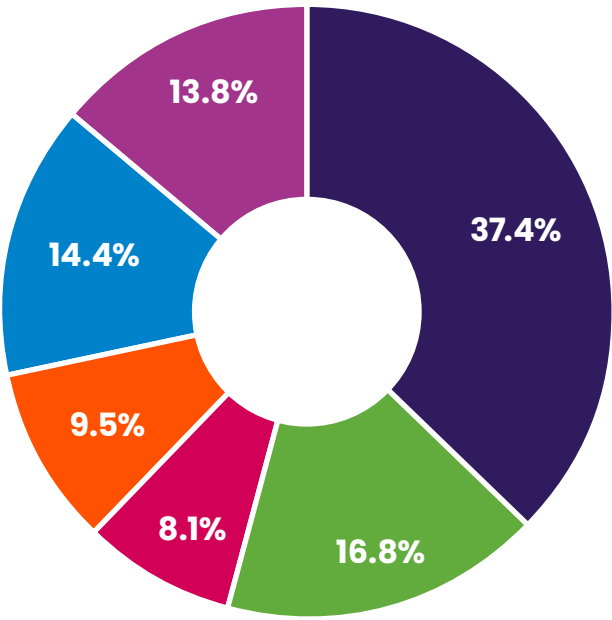
How each £1 is spent

We know that every pound of rent matters. Our aim is to use money responsibly, keep services running smoothly, and invest in safe, well-maintained homes. Each year we share how we spend your rent so you can see where it goes and how it supports the services you receive.

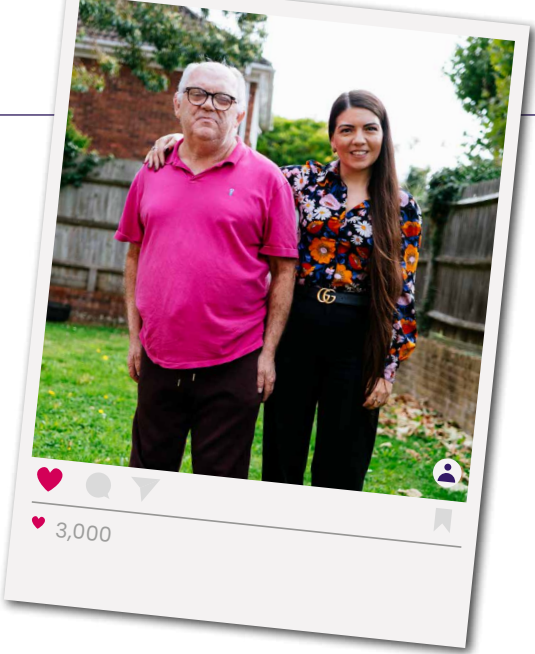


- Lease costs
- Property maintenance
- Utilities
- Staff costs
- Other overheads

How each £1 is spent on maintenance



- Responsive repairs
- Void works
- Internal decoration
- Service costs (gardening/cleaning)
- Health and safety
- Major works



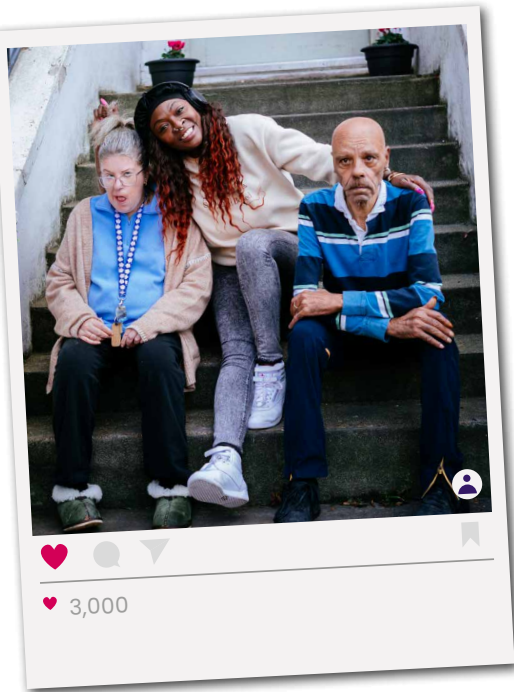
Rechargeable repairs

We collected £82,082 from rechargeable repairs during the year. These are repairs that were needed because of damage, neglect, or where tenants were responsible rather than the landlord. By recovering these costs, we can make sure rent money is used fairly and focused on maintaining and improving everyone’s homes.

You can avoid being recharged by:

- Taking care of your home and reporting repairs as soon as you notice them.
- Not carrying out DIY or alterations without permission.
- Making sure you or your visitors do not cause damage.
- Keeping keys and fobs safe so locks do not need to be replaced.
- Leaving your home in good condition if you move out.

If you are ever unsure whether something counts as a rechargeable repair, you can ask your housing officer or call our office on **0161 786 6000**.



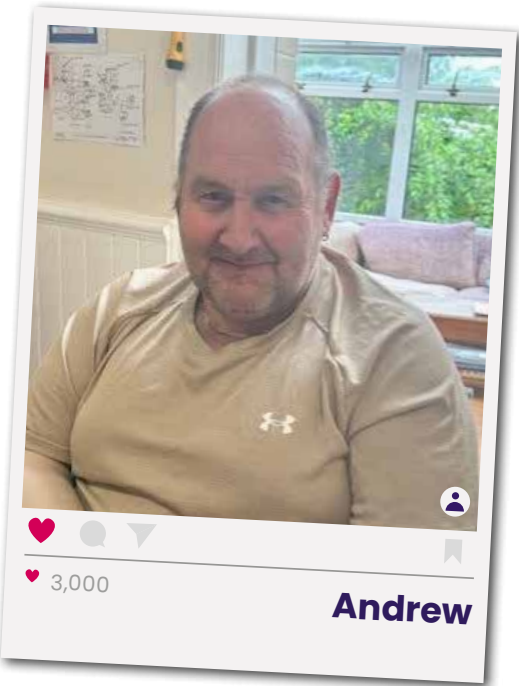
Tenant stories

Harry's growing independence

"I have been living at my home for seven years and my independence has grown massively. I have learnt to cook and moved from a room to a flat. I am really happy here."



3,000 Harry



3,000 Andrew

Catherine's building confidence

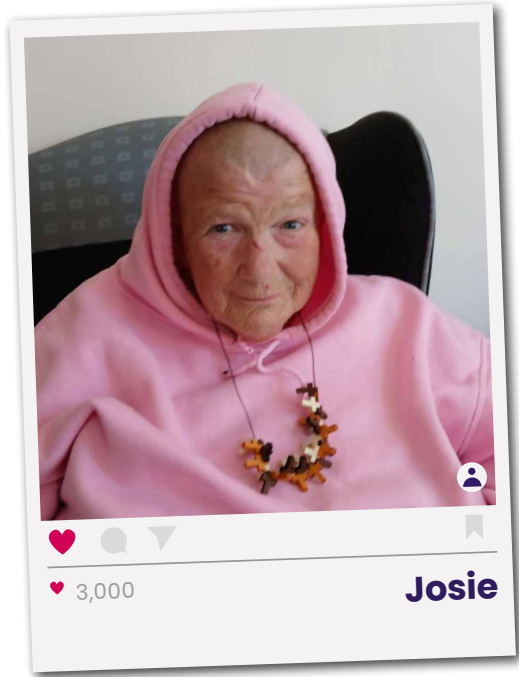
"I wasn't able to do or make anything, but now it is the opposite. I have lived at my home for four months and I have made friends and get on really well with staff. The one-to-one support is great."



3,000 Catherine

Andrew's feeling welcome

"I have just moved in and it is like I have been on holiday and just come back. It feels so nice and I hope it stays that way. I told staff that if I need help I would ask, they made me feel welcome straight away. You have got a good team here."



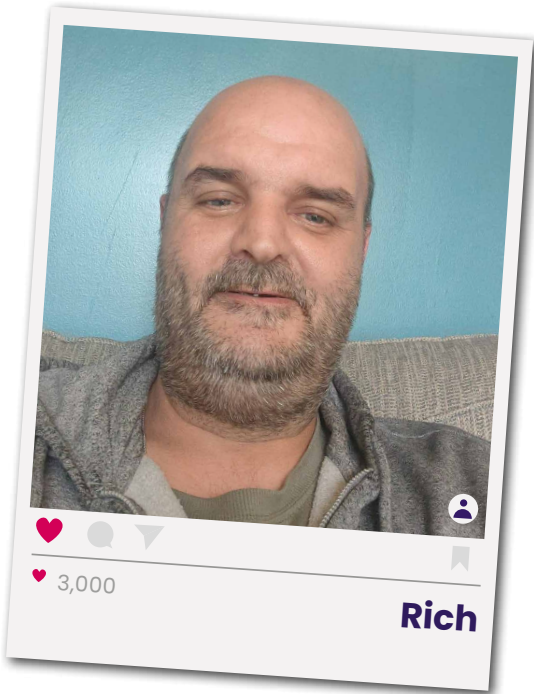
3,000 Josie

Josie's new favourite snack

Josie recently discovered Greek yoghurt for the first time and she absolutely loves it! She now enjoys it as part of her daily routine, as it helps her feel healthier and supports her wellbeing. Josie has also been making great progress in her recovery following a recent fall. With the support of staff, she has gained confidence in asking for help, particularly when out shopping, and continues to build her independence day by day.

Rich's freedom and safe place

"The thing I like most about living at my home is that I have my independence. I can choose when and what to cook and eat, and when to go to bed, unlike in residential. I have nice gardens and my flat is comfortable, it's my safe space."



3,000 Rich

Be:inspired

Looking ahead to 2025/26

We want to be clear about what we will focus on next year. Your feedback through complaints, surveys and consultations, alongside our duties to the Regulator of Social Housing, has shaped our priorities.

Repairs and maintenance

We know repairs remain your top concern. Next year we will:

- Improve response times for day-to-day repairs.
- Set higher standards for contractors, with more checks on quality.
- We are trialing a new repairs management system to improve how repairs are reported, scheduled and tracked. The trial will help us understand if it can deliver faster repairs, reduce costs, improve first-time fix rates, and allow photos to be shared for more accurate diagnosis.
- Increase tenant satisfaction with repairs.

Complaints

We have improved complaints handling this year, but there is more to do. In 2025/26 we will:

- Respond to complaints more quickly and keep tenants updated at every stage.
- Publish the learning from complaints in our newsletter and the annual report.
- Simplify outcomes so all complaints are either upheld or not upheld, giving a clearer picture of where we accept fault.

Voids and lettings

Too many homes are currently empty. We will:

- Speed up the process of getting homes ready to let.
- Work with support providers to match tenants to homes more quickly.
- Reduce the number of empty homes.

Tenant voice

Your voice matters. We will:

- Bring together Westmoreland's Customer Committee and BeST's tenant committee and involved customers to create a stronger customer voice for our new organisation.
- Publish regular "You said, we did" updates so you can see how your feedback is being used.
- Create more ways for you to get involved, including surveys, focus groups, and tenant representatives.
- Get more of you directly involved in shaping services.

Damp and mould

We take damp and mould seriously and have prepared for Awaabs law. We will:

- Carry out faster investigations where issues are reported.
- Make homes safe within 24 hours to 5 working days, depending on severity and risk.
- Strengthen monitoring and prevention to stop repeat problems.



Merger with Westmoreland Supported Housing

On 1 December 2025, Bespoke Supportive Tenancies (BeST) will merge with Westmoreland Supported Housing to form a new organisation called **Portus Supported Housing**. Both Boards formally approved the merger after tenant consultations and careful consideration of the benefits.

We know that change can feel unsettling. That is why we have consulted with you through letters, surveys, and discussions, to understand what matters most to you. The message was clear: tenants want better repairs, more reliable communication, and staff they know and trust. These priorities are built into our merger plans.

What will not change:

- Your rent, and support will stay the same.
- Services will continue to run as they do now.
- The housing officers you know will remain part of your service, wherever possible.

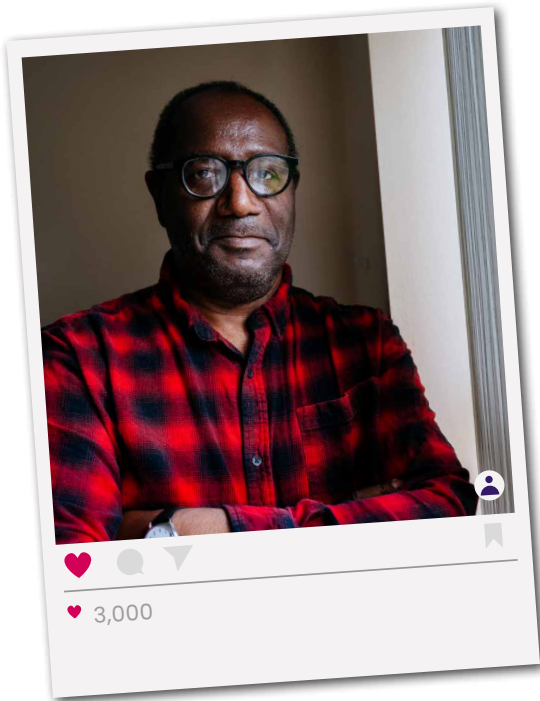
What the merger will bring:

- More housing officers, surveyors and customer-facing staff to give you a better service.
- A stronger, more responsive repairs service with better value for money.
- Greater financial resources, allowing us to invest more in your homes and services.

- Wider choice and opportunity, with over 2,400 homes across England and Wales.
- A new customer strategy, giving tenants, carers and appointees more opportunities to shape how services are delivered.

The merger creates a stronger housing association with more resources and capacity to improve homes and services. For you, this means more investment in repairs and maintenance, and greater opportunities to influence decisions.

If you have any questions about the merger, you can call us on **0161 786 6000** (option 6) or email **mergerconsultations@bestha.co.uk**



How to contact us

 **Phone: 0161 786 6000**

When you call, choose the right option:

Option 1: Property services and repairs

1. Gas and oil boilers (Robert Heath Heating)
2. Fire alarms, equipment, emergency lighting (SAFE)
3. General repairs and electric boilers (Renov8)
4. Lift repairs and servicing (Ace Lifts)

 **Email contacts**

General repairs: **repairs@renov8.uk**

Property services: **propertyservices@bestha.co.uk**

Health and safety compliance: **compliance@bestha.co.uk**

Housing queries: **housingteam@bestha.co.uk**

Finance and invoices **finance@bestha.co.uk**

Rent and benefits: **revenueandbenefits@bestha.co.uk**

Complaints: **complaints@bestha.co.uk**

General enquiries: **info@bestha.co.uk**

Communications and tenant involvement: **communications@bestha.co.uk**

5. Gardening, window cleaning, adaptations, white goods, equipment, planned works (BeST Property Services)

Option 2: Tenancy, housing and furniture queries

Option 3: Invoices, council tax and utility bills

Option 4: Rent, recharges and housing benefit support

Option 5: Merger queries

Option 6: Complaints and anything else

 **Online**

Report a repair: **www.bestha.co.uk/report-a-repair.php**

Make a complaint: **www.bestha.co.uk/complaints.php**

 **WhatsApp / text**

07525 277308 – for queries and tenant engagement.

 **Social media**

Facebook: **@BespokeSupportiveTenancies**

Other important numbers

Emergency repair (24/7): **0161 786 6000**

Housing Ombudsman Service: **0300 111 3000**

**Thank you for reading this report,
we hope you enjoyed it.**

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**



Phone: **0161 786 6000**



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



Instagram: **www.instagram.com/bespokesupportivetenancies**



Website: **www.bestha.co.uk**



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



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

We also work 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 the design and artwork of this report.

