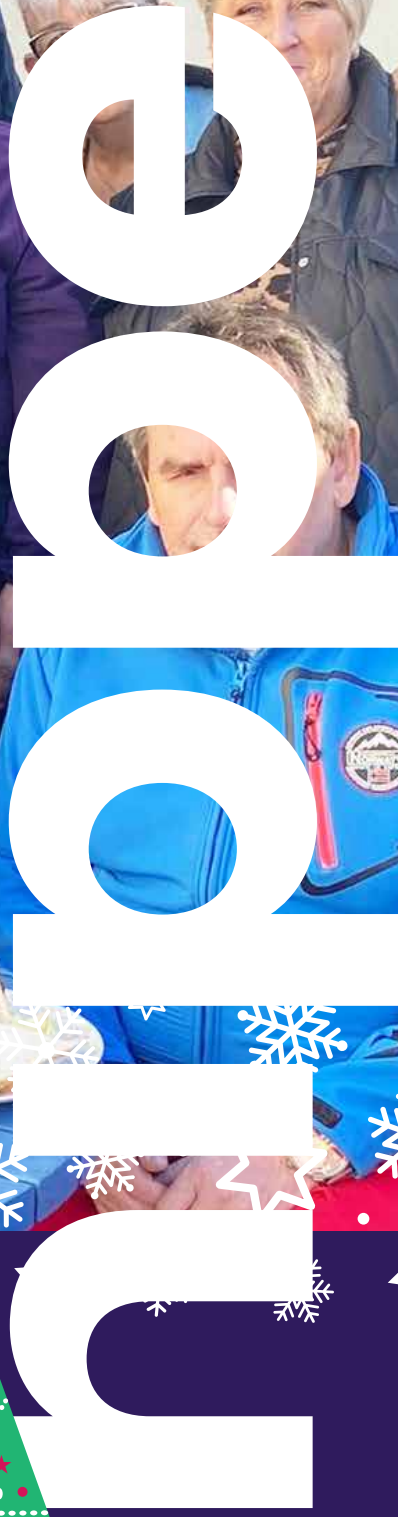




Winter 2022

BeST & Eden Futures 250 Spring Bulb Challenge



What's inside

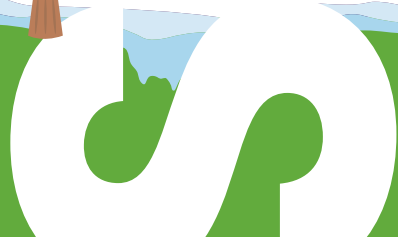
Tenant Satisfaction
08

Christmas tree competition
10

Complaints & compliments
12



Like and follow us on Facebook
www.Facebook.com/BespokeSupportiveTenancies





Welcome from Shelley



Welcome to our Christmas special, winter edition of Snippets.

Firstly, a huge welcome to our new tenants and staff who have joined us. I hope you are having the best experience so far!

Over the past 12 months, we have been developing our Support Provider Handbook. This has now been sent to all our support providers. We work with over 30 support providers nationally and together we enable people with support needs to integrate and live independently within communities. We provide homes for over 1200 tenants across 70 local authority areas in England and Wales. The handbook provides information about BeST, how we operate, what our support providers can expect from our housing officers and the services

we provide including repair and maintenance guides, health and safety, tenancy matters, safeguarding and financial matters. It also advises on how to complain. We hope it will be a useful tool for support providers to ensure we provide improved services.

In this issue, we have shared our results from our recent Tenant Satisfaction Survey and included some information on our 'cost of living – help and support' leaflet and top tips to reduce your energy bills this winter.

We have our annual BeST Christmas tree competition inside, and photos from our Halloween competition entries, as well as our 250 Spring Bulb Challenge at two of our schemes in Blackpool.

You will also hear from Shawn our tenant representative, who is



Contents

Welcome to BeST	04
Tenant satisfaction	08
Competition time	10
Feedback	12
Team updates	13
Energy efficiency	15
Contact details	16

on the look our for some more tenants to join our Tenant Scrutiny Panel.

On behalf of everyone at BeST, I would like to wish you all a very Merry Christmas and a Happy New Year.

Shelley Hobbs
Managing Director

Our Christmas and New Years opening hours are:

Boxing day – Closed	30th December – 10am–3pm	Our out of hours emergency repairs team will still be available 24 hours a day. If you have an urgent repair, you can phone them on 0161 786 6000 .
27th December – Closed	2nd January – Closed	
28th December – 10am–3pm	3rd January – 9am–5pm	
29th December – 10am–3pm		

Welcome from Shawn

Hello my name is Shawn and I am a tenant representative.

We are currently looking for 2-4 tenants to join our Tenants Scrutiny Panel, please see below for more information on this.

We are also wanting tenants to help us make improvements or get involved in different tenant groups. Our involved tenants help us make better decisions and improve our services and performance. If you would like to talk to us or want more information on how you can get involved, please contact **communications@bestha.co.uk** or call/WhatsApp **07525 277308**.

We now have another way to give feedback with our 'you said, we did' framework on page 7. You can now have your say and make a real impact on improving services for tenants.

Did you know, as a tenant of BeST, you have access to Tpas membership? Tpas are tenant engagement experts and believe that when tenants and landlords work together to improve services, they can bring lasting change to communities. Being a Tpas member means you have access to lots of different resources and free events that bring tenants and landlords together to debate, learn and share ideas. Scan the code to sign up and



access your free account and enjoy the benefits of Tpas membership.



I look forward to meeting and working with more tenants and BeST to improve services.

Shawn Loydall
Tenant Representative

Join our Scrutiny Panel!

We are looking for two and four tenants to join our Tenants' Scrutiny Panel.

BeST is looking for tenants to join our Scrutiny Panel which examine the work we do and has a say on how we can improve.

The panel meets online every 3 months, with weekly and monthly meetings available for those that want to be involved more often. We also have the option for in-person meetings if preferred.

If you would like to have a chat and find out more information, please get in touch by:

-  **communications@bestha.co.uk**
-  **07525 277308**





Welcome to BeST



Tayler Miller – Asset Management Coordinator

Hi, my name is Tayler, I work in the Maintenance Department at BeST.

I started with BeST in August 2022, so I am still pretty new to the company and the role, although with this amazing team it feels as if I'm already part of the furniture!

In my spare time I enjoy reading and listening to music and spending time with friends and family.

I am looking forward to visiting and getting to know the tenants in the future!



Michelle McGee – Asset Management Team Leader

Hi, my name is Michelle McGee, I am the Team Leader in the Asset Management Department. I started in this role on 31st October following a short time as a Housing Officer covering the North West.

As I have worked in the Maintenance Department previously, I am now able to look at everything from both a housing and a maintenance perspective which helps immensely. I have been at BeST for two years now and I really enjoy working for the company, I have enjoyed my time going out visiting tenants and support providers and being in the office with my team in maintenance. In my spare time I love to travel as often as I can and at weekends I go down to North Wales, rain or shine to spend time in my caravan and visit my brother.



Lois Hodgins – Asset Management Coordinator

Hi, my name is Lois (as in Lois Lane from superman) I have worked at BeST for three months now in the Asset Management Department and I find my job so rewarding knowing I'm helping all the tenants and staff at our properties. I am still learning on the job each day and getting to grips with things, but with the amazing team I work with this has been a breeze. In my spare time I love to go on road trips with my little family! I have three dogs who I love taking on walks I also love eating out and trying new places. I look forward to visiting some properties in the future, as I would like to learn more about our properties, tenants and staff!



Maxine Bowden – Credit Control Officer



I have worked for BeST since Feb 2020 and really enjoyed my time with the Asset Team, no day was the same and it was lovely to chat to other members of the team, Support Providers and tenants.

The time had come for a change and when the position of Credit Control came up I thought I'd give it a try. My knowledge of our properties and maintenance comes in handy when liaising with support providers and tenants to ensure payments come through smoothly and I am on hand to answer any queries they may have. My new team are very supportive and have been super patient as I'm getting to grips with everything.

Be involved!



Our monthly scrutiny sessions are held online on Zoom, on the last Monday of every month.

These sessions are for tenants and their support network to come and examine BeST's performance and services. It is a platform where tenants can give feedback and let us know where they think we can improve. These sessions enable tenants and staff to work together to improve performance

and services for tenants and influence our policy and procedure changes.

Please get in touch if you want more information on the sessions or want to discuss anything further.

Email communications@bestha.co.uk

Phone/WhatsApp **07525 277308**

Meet Lee

One of our tenants in Christchurch

Hello, my name is Lee. I was born in Jersey and I now live with my two housemates in a lovely house in Christchurch. I enjoy going out on trips, shopping and watching films. I like to help with the housework and get on well with everyone at home.





Meet our Maintenance Team

Keenan Chambers – Asset Management Coordinator

How long have you been working at BeST?

Since March 2022

What is your main role?

Asset Management Coordinator. This involves taking calls from staff and tenants at schemes, along with speaking with contractors and responding to email queries. I also process invoices that we receive from contractors on repairs and grounds maintenance such as gardening and window cleaning.



What do you enjoy the most about your role?

I enjoy managing invoices and managing the maintenance inbox. I like liaising with tenants

and staff because it's different to dealing with just emails. You can have a conversation with them and it's great to speak with people.

Whats the challenges?

The most challenging thing is chasing orders, mainly due to when it's out of our hands, such as manufacturing issues, especially when parts are needed. It can be frustrating when I know it is an urgent issue but not being able to help further.

What would a typical call be?

Someone reporting a repair or asking for an update on a repair.

So when that call comes through what do you, if it's a new repair?

I will take the address and postcode and ask if it's a communal or room/

flat issue. If it's a room/flat, then I will ask for the tenant's initials. I'll also ask for the name of the person calling and their contact details. Then once confirmed, I'll log it under the tenant or scheme account. I will ask what the issue is, its location in the property and how long it's been an issue. If something is broken, I will ask if it's due to tenant damage. I then select the job type, whether it's plumbing or electrical etc. I will then let the customer know the time frame, give them the repair reference number, and send the job to the relevant contractor.



Lois Hodgins – Asset Management Coordinator

How long have you been working at BeST?

Since August 2022

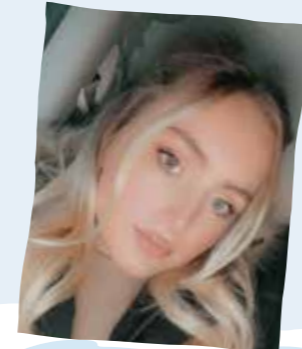
What is your main role?

I work on recharges but also book in maintenance repairs. I take calls from tenants and staff on repairs and compliance. I also liaise with the

contractors to ensure jobs are done efficiently and on time. When I take the call, I will log it onto the system and send it off to the contractor. I will get as much information as possible on the repair and see if it's something the staff at the property can do, such as topping up the pressure on a boiler. I will identify what the priority is based on the type of repair and what additional information I am given.

What do you enjoy the most about your role?

It's rewarding, knowing that I'm helping people by making sure where they live is safe and in good repair.



Would you like to help us review our website?

We are reviewing our website in the new year. Is there anything you would like us to change on our website or any ideas on what you would like to see or documents that you would find helpful? Please let us know your thoughts or if you would like to get involved in the review.

Email communications@bestha.co.uk

Phone/WhatsApp [07525 277308](tel:07525 277308)



You said, we did!



To improve the way we engage with tenants, we have introduced our 'You said, we did' feedback framework. We want to hear your thoughts on how we can improve our services to tenants.

Do you have a suggestion on how we could improve? If so, email communications@bestha.co.uk Phone/WhatsApp [07525 277308](tel:07525 277308)

You said	We did
Re-issue communication on how to report repairs.	We created two posters and an easy read leaflet on how to report repairs and distributed them to all properties and put them on our website.
Make it easier to find repairs information on the website.	We added a specific repairs page with a drop down menu to the website and a tenant's responsibility page.
Make Snippets newsletter more about tenants.	We involved tenants in the rebranding of Snippets and worked with tenants to write the newsletter and asked them what we should include.
Provide feedback cards for tenants to have at their home, where they can write their thoughts on BeST's services.	We created feedback cards for tenants. These will be given to every property by their housing officer. You can post them back to us for free or take a photo of the card and email it to us.

Tenant Satisfaction Surveys



Our 2022 Tenant Satisfaction Survey was carried out over the summer and the results have been analysed. Thank you to everyone who took the time to complete the survey.

We reported the outcome to our board in November 2022 and developed a detailed action plan to enable us to make further improvements over the next 12 months.

We will provide an update on this in our Tenants Annual Report.

Some of the key findings are:

67% of tenants are satisfied with the overall services provided by BeST

67% are satisfied with the safety of their home and **70%** with the upkeep of the communal areas around their homes

87% of tenants are satisfied with their neighbourhood as a place to live, although **66%** are satisfied with the way BeST handles issues of anti-social behaviour

88% of tenants had a repair to their home carried out in the last 12 months and, of these, **65%** are satisfied with the repairs service over that time but just **56%** are satisfied with the time taken to complete their most recent repair, **32%** being dissatisfied

71% of tenants feel they are treated fairly and with respect

67% of BeST's tenants are satisfied with being kept informed about things that might affect them

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

Our report and an easy read version is available on our website.



Tenant Satisfaction Measures



The Regulator of Social Housing is creating a new system for assessing how well social housing landlords like us at Bespoke Supportive Tenancies are doing at providing good quality homes and services.

This will involve a set of Tenant Satisfaction Measures that social housing landlords must report on. In 2020, the government published The charter for social housing residents: social housing white paper, which sets out ways to improve things for people living in social housing. One of those steps is bringing in a set of Tenant Satisfaction Measures (TSMs). TSMs are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to

account. There are 22 tenant satisfaction measures, covering five themes.

Ten of these will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant satisfaction surveys.

These measures should:

- Let tenants see how well their landlord is doing
- Give the Regulator of Social Housing an idea of which landlords might need to improve things

We will keep you updated on the plans we have for ensuring we meet this standard.



BeST & Eden Futures 250 Spring Bulb Challenge

In October, we were proud to support the **250 Spring Bulb Challenge**. This was a perfect opportunity for some of our office-based staff to get out of the office and meet some of our tenants and support staff at two of our schemes in Blackpool. It was great for staff to make a difference and brighten up the small courtyard at Burlington Heights and the front drive of

Third Avenue. With the help of the staff from Eden Futures and our tenants, well over 250 spring bulbs were planted at the schemes along with a tidy up of the garden pots and planters. We are looking forward to spring 2023 when we revisit to see the results and flowers in full bloom. A big thank goes out to our tenants, staff, and Eden Futures for their efforts and contribution.



How to protect your home from damp, moisture and mould growth

Did you know a build-up of moisture in the home can cause a range of problems and can potentially damage the fabric of the building if allowed to continue?

And if mould starts to grow, this can even affect the health of the occupants.

- Make sure vents remain uncovered and extractor fans are working in your kitchen and bathroom
- Keep your windows open when you can to allow good ventilation
- Put lids on your pans to stop steam from escaping when you are cooking

- Don't leave your kettle boiling constantly
- Dry your clothes outside where possible
- Keep your household heating on a low setting for longer periods
- Wipe down windows and windowsill with a dry cloth to remove excessive moisture regularly
- Leave internal doors open so air can circulate

If you have a problem with mould and you're following our tips but it's not getting any better, please report this to our repairs and maintenance team maintenance@bestha.co.uk or telephone **0161 786 6000** (option 1) and we will come out and inspect to see what we can do.



BeST Christmas tree competition

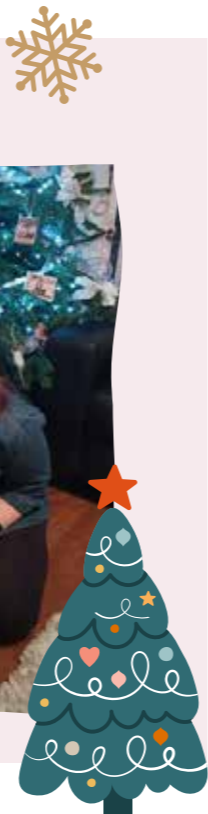
Win a £50 shopping voucher of your choice and your photo on our Christmas card next year!

Do you have the best Christmas tree?

To enter, send your photo to communications@bestha.co.uk or WhatsApp on 07525 277308 or post it to Bespoke Supportive Tenancies, 2a Sentinel House, Albert Street, Eccles, M30 0NJ.

Entries close on Friday 6th January 2023

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



Halloween photo competition

For Halloween we held a competition and asked tenants to send in their best Halloween photos. Here are some of the entries.



1st place



Well done to Kirsty, Julie, Janet, David and Trevor who won a £30 voucher.



2nd place



Well done to Matthew, Regwinder, Ben and Lukas who came second and won a £20 voucher.



3rd place



Well done to Kelsey, Gillian, Paul, Janet, June, Lee, Lynn, Andrew, Anthony, Stephen and Harold who came third and won a £10 voucher.



Christmas

word search puzzle

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

CHRISTMAS
HAPPY
JOY
BRIGHT
WINTER
HOLLY
SNOW



DECEMBER
ELF
EVE
SANTA
COOKIE
BELLS
BIRTH
TREE

Complaints and compliments

To make a complaint or give a compliment, you can fill in a form on our website.



You can also:

Speak with your housing officer or member of staff

Email: info@bestha.co.uk

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

Write to us: Bespoke Supportive Tenancies, 2a Sentinel House, Eccles, M30 0NJ

We have an easy read version of our compliments and complaints procedure on our website.



- **Stage 1** We will aim to resolve your complaint as soon as possible. If we need time to look into it, we will let you know that we have received your complain within five working days. We will then write to you with a response within 10 working days. If you can't get back to you within that time, we will explain why and tell you how long it will take. If you are still not happy then you can ask for your complaint to be escalated to stage 2.
- **Stage 2** Depending on the nature of your complaint, we will determine the most appropriate manager to review your complaint. We will then write to you with a response within 20 working days. If you are still not happy then you can ask for your complaint to be escalated to stage 3.
- **Stage 3** The head of department will then look into this for you and we will then write to you with a response within 20 working days.



Housing Ombudsman Service

If you are still unhappy you can tell the Housing Ombudsman Service and they will check how we listened and acted. You can contact them at:

The Housing Ombudsman Service
81 Aldwych London WC2B 4HN

0300 111 3000

info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

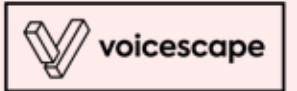
Help us review our complaints process

We are looking for tenants who would like to help us review our complaints policy and procedure. If you are interested, please get in touch.



Housing
Ombudsman Service

Voicescape – Repairs service feedback



We are working with Voicescape to collect feedback on our repair and maintenance service. We have posted a video which explains how the automated call surveys work on our Facebook page.



Scan to watch the video

If you've had a repair done recently, you may receive an automated call or text asking you to do a quick survey.

You will be able to give instant feedback and have any concerns or compliments known and dealt with quickly

Your feedback will help us make better decisions and service improvements where necessary.

We will never ask you to give out any financial information such as card or bank details.

If you have any questions or concerns regarding an automated call, you can always call us on **0161 786 6000**.

Repair and maintenance works

We instructed our partnering contractor, Renov8 to carry out internal and external improvement works at one of our schemes in Nuneaton, including decoration and realignment of all the doors and windows.

The tenants' families are really happy with the improvements. Some have bought new curtains and bedding to complement the new carpets and redecoration work. Outside, the complex has been freshened up with tenants saying how proud they are of their bungalows. It has given the entire scheme a new lease of life. We are very grateful for all the work completed and the way the work was carried out. It's been a pleasure.

The team leader at the scheme gave the following feedback.

The tenants needs were paramount to all of the workmen that carried out the works and they were very communicative, advising on when the works would be carried out and what disruption we could expect. With the nature of the tenants, it was inevitable that they may have to be changes at short notice and these were all accommodated resulting in all tenants being happy during and with the work completed.





Rechargeable repairs

The main rechargeable repairs by our repairs and maintenance team are blocked toilets and lost or broken keys.

Your tenancy agreement gives you important information about what your responsibilities are as a tenant. An increasing challenge for the team is rechargeable repairs. This is where damage to a property has been caused deliberately, willfully or by lack of care by either the tenant, the lawful occupiers, or

visitors. BeST will carry out the repair works and then recharge the for the cost of the repair.

The team will ask what happened to cause the need for a repair to determine whether it is due to general wear and tear or damage caused by the tenant. This information will allow the team to determine the facts and decide if a recharge should be made and an invoice raised to repay the costs.

Rent increase update

In line with the terms of your tenancy agreement, your rent and service charges will generally increase annually. We will always write to tenants about any rent and service charge increase, usually in March of each year. Over the past 12 months, we have been reviewing our processes to ensure that we meet the Regulator of Social Housing Rent Standard in this area and have the correct rent and service charges for our

properties. We also liaise closely with housing benefit teams in different local authorities about any increases that may be applied to ensure they have all the correct rent increase information.

Zoe Davies – Revenue and Benefits Officer

Check out our cost of living help and support leaflet

With the rising cost of living, many people worry about their finances.

There is help and support available. We have put together an information leaflet about what the government and other agencies are doing to help. Everyone should have now received one in the post. You can also view the leaflet on our website.

We also have an easy read version available on our website.



Please get in touch with us if you would like a copy of the easy read version sent in the post. Our revenue and benefits team are always happy to chat and discuss any concerns or provide further information on the support that is available.

You can contact them by:

revenueandbenefits@bestha.co.uk

0161 786 6000 (option 5)



Top 10 winter energy saving tips

by the www.energysavingtrust.org.uk

1. Let the sun in during the day

There's a reason the cat likes to nap in sunbeams – the sun is a fantastic source of free heat. By opening your curtains and blinds during the daytime, you take advantage of the greenhouse effect and allow the sun to heat your home naturally.

2. But close the curtains at night

Unfortunately, windows can also be a source of heat loss, as they are not as well insulated as your walls. Close your curtains and blinds when the sun goes down to prevent cold chills from cooling your home. Consider purchasing insulated curtains to maximize the energy efficiency of your windows.

3. Close doors and vents in unused rooms

If you have a room in your house that people rarely enter, you're wasting valuable energy heating it in the wintertime. Close off all vents in the room and shut all doors. This will prevent you from paying to heat uninhabited space.

4. Stay warm with clothes and blankets

It's much more cost effective to warm your body than your house. Keep the thermostat low and compensate by wearing a nice sweater and warm socks around the house. Stay toasty at night under a thick blanket, comforter, or duvet.

5. Reset your water heater thermostat

After heating and cooling systems, water heaters are the second highest source of energy usage in the home. It takes a lot of energy to heat water, and most people have the thermostat on their water heater set way too high.

6. After using the oven, leave the door ajar

Heating your home entirely with your oven would be an impractical waste of energy. However, if you're using it anyway, there's no sense in letting that heat go to waste. If safe for you to do so, after taking dinner out of the oven, leave the door cracked open and allow that extra heat to escape and warm your kitchen.

7. Lower the temperature in your home

Lowering the temperature in your home by just a couple of degrees can result in significant long-term savings. Turn your thermostat down to the lowest temperature you find comfortable. It is advised that 18°C is enough for healthy adults.

8. Turn the thermostat down when you go to sleep

You can save money on your energy bill by turning your thermostat down for eight hours a day. Turn down your thermostat when no one is home and when everyone is asleep.

9. Don't leave your gadgets on standby


There are limits on standby power consumption of more recent electronics but take more care with older gadgets. Turning appliances off could save you £65 a year, according to figures published in March 2022 by the Energy Savings Trust.

10. Energy efficient lighting helps

lower electricity bills and carbon dioxide emissions, all without reducing the quality of light in our homes. If you replace all the bulbs in your home with LED lights, you could reduce your carbon dioxide emissions by up to 40kg a year.




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



Team contact details

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

 **Repairs and Maintenance**
maintenance@bestha.co.uk

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.



Accounts

accounts@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.

Housing officers

Lauren Downes – Housing Officer (North)

 M: 07392 197 479

 E: lauren.downes@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

Anoushka Ritchie – Housing Officer (South East)

 M: 07384 513 199

 E: anoushka.ritchie@bestha.co.uk

Rosie Garnett – Housing Officer (South West)

 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