

NEWSLETTER

Welcome From Carl Brazier - Interim Chief Executive Officer

Hi

Firstly, I hope you like our first newsletter. We would love to hear from you what you would like to see in future ones.

I am relatively new to AHS, having started working for AHS in October last year. I have found everyone kind and importantly wishing to deliver a good service to you and all our customers.

AHS has had a challenging time over several years, but I hope we have started to turn the tide to improve our performance and financial position. In the next newsletter we will share with you more about our journey to date, where we hope to go and how we wish to improve the service we provide you.

We will also share with you our core performance and what plans we have to invest in various properties. Importantly, we wish to share how your suggestions on how we can improve have been implemented. Please take the time to provide feedback and become involved if you can. There is an article in this newsletter on how you can undertake this.

Carl

Tenant Involvement:

- We have introduced a 12 week follow up survey after tenants have moved into our specialized supported accommodation properties.
- We have consulted with a small tenants focus group for the newsletter format.
- We are in the process of setting up our first tenant panel. This will enable tenants to have a voice on how decisions are made at Auckland Home Solutions CIC and for tenants to be involved.
- We issued a tenant satisfaction survey alongside the “Transparency, Influence and Accountability” standard as specified by the Regulator of Social Housing. Results will be published in our next newsletter and on our website.



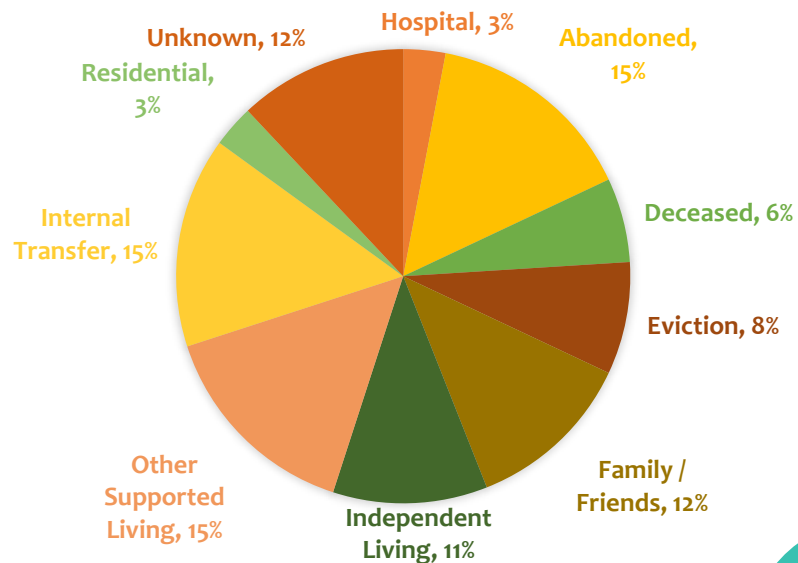
Housing:

- We work with 87 Local Authorities across England.
- We work in partnership with 63 Care Providers who deliver and care and support to our tenants.
- We have worked in partnership with the Local Authority and Accomplish (Care Provider) to provide a specialist supported housing scheme in Northamptonshire. This is a bespoke property, providing 14 self-contained flats and communal area for adults with learning disabilities.
- We have moved 738 new tenants into our properties.
- 713 tenants have moved on from our properties and below is a breakdown of the reasons why:

Core Performance:

Figures will be published in our Summer Newsletter. This will provide information on AHS financial position, building safety and more.

REASONS FOR MOVE OUT



Complaints:

We have received 13 stage 1 complaints with 2 escalating into 2 Stage complaints:

- Stage 1 – 6 related to Housing & 7 related to Repairs.
- Stage 2 – 1 related to Housing & 1 related to Repairs.
- We have worked in partnership with tenants, neighbours, appointees, care providers, contractors, and local authorities. This has enabled measures to be put in place for a positive outcome.
- Housing officers and Housing Manager have all completed two courses to support them in handling complaints:
 - ❖ Dispute Resolution
 - ❖ Applying Dispute Resolution
- We have updated our website to include a link which tenants or appointees can use to make a complaint.



Garden Competition

This competition has kindly been sponsored by:



ARE YOU A BUDDING GARDENER?

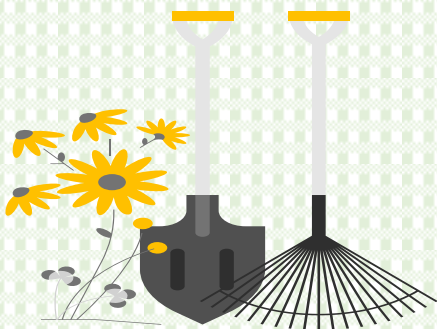
Would you like to show off your skills to everyone? Do you like competing with your friends and neighbours?

We have an exciting competition for you to enter: send your photographs to info@ahscic.co.uk. The closing date for entries is 31st July 2024.

Your entry can be anything from a small hanging basket to a large garden project.

There are prizes for the top three entries:

- 🏆 1st place – a £200 voucher for B&Q
- 🏆 2nd place – a £100 voucher for B&Q
- 🏆 3rd place – a £50 voucher for B&Q

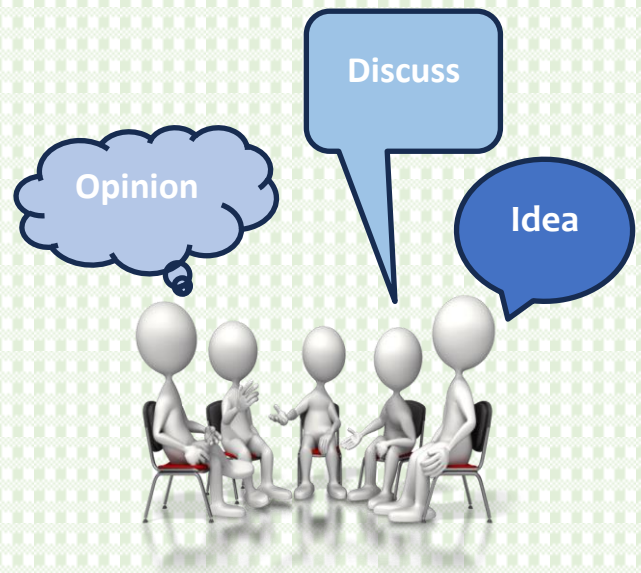


TENANT PANEL

Tenant Panel

- Would you like to have a say in what decisions are made on matters and issues that may affect YOU?
- Would you like to contribute to decisions made?
- Do you WANT YOU to be involved in the decision-making process.

We are looking for our Tenants to be part of our decision-making process and if this is something you are interested in and would like to be involved in please speak to your Housing Officer to register your interest.



Congratulations

to one of our very own, Cameron, on passing his apprenticeship (Business Administrator Level 3) with Distinction.

Cameron has now secured employment with AHS as an Office Administrator.

WELL DONE

Cameron



Who is your Housing Officer?

North-East	Nichola Hall
North- West	Ssentumbwe Nsereko Kyaana
Midlands	Stewart Chew
South	Terence Vuma
South-East	Mary Akinhanmi
South-West	Martyn Histed

Housing Officers will visit your home to make sure you are happy and safe in your community, on a minimum of a monthly basis.



If you want to contact us, you can write, call, or email us...



Auckland Home Solutions, First Floor, Severn House, Mandale Business Park, Durham DH1 1TH

Call: 0191 5870848

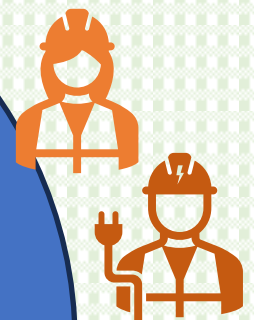
E-mail: info@ahscic.co.uk

To report a repair:

Call: 0191 6500 988

The above is also for out of hours emergencies.

E-mail: auckland@ilex-compliance.com



FUN ACTIVITY

Find the **9** images listed below in the picture and colour them in

SUN FLOWER BUTTERFLY BEE CAT
TREE OWL CLOUDS

