



# Snippets

Edition 12



Bespoke Supportive Tenancies

## From the CEO



- We are about to undertake the 2019 Annual Audit. We've had a mixed year making improvements and more yet to make. Congratulations to all for the hard work undertaken.
- We are continuing to liaise closely with the regulator on further positive scrutiny and overview of our work, taking us long into the New Year and beyond 2020. Undertaking change will bring us back into a compliant position and in agreement with the Regulatory Standards.
- Confirmation on some numbers, due to acquisitions so far, we are all part of a circa £75 million asset-based charity with a circa £20 million turnover that homes 1711 vulnerable adults.
- There is a period of consolidation ahead, with a fixed business pipeline. Our strategy ahead is clear - to ensure our business is efficient and sound. There will be some changes over the coming months with some schemes either being handed back due to lease end or indeed some surrenders where it is geographically advantageous.
- Our re-brand and office move have been put on hold for the time being, as we need to concentrate on getting things right today, so we can progress and improve for tomorrow.
- I expect us to have welcomed all our new faces to the team being Adi, Gary, Gurps, Kim, Linda, Moragh and Sandra. Some team members have moved on to pastures new and we wish them all the best with their future endeavours.
- We are committed and are working closely with our existing and new board members, whom we met at the Q&A day. Like ourselves, they are committed to assist us in achieving our immediate goals and aims, to which they have also welcomed our commitment to ensure we meet the Regulatory Standards.
- May I take this opportunity to wish you all a very **Merry Christmas and a Prosperous New Year.**

*Kevin Appleby*

## Farmer Kev

Thorntree Farm is now complete.

Further details on [page 5](#).



BeST handing the keys over to JPC.

## The Best Christmas Tree Competition

Do you have the best Christmas tree?

You could be in with a chance of winning a £50 gift of your choice and your photo on the front of our 2020 Christmas cards.

Find out how to enter on [page 8](#).



## Rebrand Delayed

In our last edition, we informed you that we're rebranding, and that this edition would feature our new logo and brand. Due to several changes, including new Trustees on our board and our current challenges, we have decided it is more appropriate to put this on hold for now, whilst we focus on our core activities.

We will then rebrand when the time is right, and we will inform you in advance when this will be.

# Welcome to BeST!



**Romaan Basar**  
Accounts Administrator

I joined BeST in November last year and have loved it ever since. Everyone is truly amazing here and it doesn't feel like you're at work when you're surrounded by family. With my confidence and "heads I win, tails you lose" attitude, alongside my driving skills, shows that I'm a car enthusiast, as well as an account administrator.

I am well and truly an outdoor person, proven by my mum saying, "you're never home". From mountain biking to rock climbing to signing my life away deep-sea diving, I'm ready to make memories and experience it all. I've had some of the best memories at BeST, in such a short period of time and I'm almost guaranteed loads more to come!



**Kimberlee Ayodeji**  
Housing Officer

I started my position as a Housing Officer at BeST in March 2019. I provide pro-active support to tenants and help those who are struggling to sustain a tenancy, or guidance to new tenants on maintenance services, community services and access to any other services they may require. I was born and raised in North London, then I was sent off to a boarding school in order to "straighten me out". In the end, I wasn't difficult on purpose, I was diagnosed with inattentive ADD, Dyslexia and Dyscalculia! Thank God for calculators and auto-correct for spelling. I trained as a Paediatric Nurse, but after a few years I decided to work in the Substance Misuse field as a Drugs and Alcohol Worker. I then became a Housing Officer for a Local Authority in London before moving to BeST.



**Nathan MacDonald**  
Maintenance Coordinator

As maintenance coordinator, I ensure all aspects of the properties are properly maintained. My position allows me to oversee all maintenance scheduling, make sure quality standards are maintained, and resolve any related challenges. I was born and raised in London, but I have lived in Manchester for 10 years now.

I enjoy gaming, watching Anime and working out at the gym, while staying fit and healthy in body and in mind. I like to be open minded and inspire people to think outside the box. I'm all about good and positive vibes only!

**Irene Bailey**  
Finance Director

As Finance Director I have responsibility for the Finance and Revenue & Benefits teams. Originally from Northern Ireland, I trained in practice in Liverpool before moving into industry. I have worked in finance across a number of sectors including financial services, manufacturing, pharmaceuticals and telecoms. I joined BeST in April 2019.

**Adi Lindsay**  
Maintenance Coordinator

Hi, I started BeST in June 2019 as a Maintenance Coordinator and I'm really enjoying it so far. Still a lot to learn but I am settling in well as we are a friendly bunch. I try live by my motto "work hard, play harder", have fun and keep smiling!

# Meet Our Tenants



## From Despair to Success & Happiness

### BeST welcome four new tenants after Redhill re-opens!

BeST, together with the local authority and support provider, CIC, have worked tirelessly to get this property back open and in fantastic condition, after it was severely damaged by the previous tenant. Fortunately, the previous tenant has managed to find another home which is more suitable to their individual needs and we wish them all the best in their new home.

The support staff could not thank and praise BeST's contractor enough during the work and stated that "the contractor had been exceptional during the completion of works, even when the tenant arrived home earlier than expected. He worked with the staff and the tenant to ensure he vacated the property when the tenant became agitated and returning when everything had settled down again". Huge thank you to everyone involved, and especially SPH Property Maintenance, who have been fantastic, we hope our new tenants settle in well and enjoy their first Christmas in their lovely new home!

*Alan Winstanley, Head of Repairs and Maintenance*

## Adrian Visits Kirksyde and Carpenter



Having worked at BeST for a number of years, it was great for me to get out there and visit some of our properties and see our tenants.

It gave me an insight and better understanding into the daily routines and lifestyles that our tenants lead. I also got to see some of our long serving support providers, who I've known for years. It was fantastic to put a face to the name of people I've only spoken to on the phone. I recommend all our staff visit our properties when they get the chance, as it allows us to get out there and meet our tenants and reinforces what we are achieving as a charity.

*Adrian Evans, Housing Administrator*

## Welcome Station Road



The sun briefly came out for us in Bradford to welcome some new properties to the BeST family.

I recently visited all the lovely tenants of at one of our properties in Bradford. Before coming over to BeST as supported living, Station Road was previously a care home which had been open for the last 26 years. Many of the support staff supporting the tenants have been there from day 1, how amazing is that?! Everyone was so warm and welcoming, I had a great time getting to know everyone and I can't wait for my next visit.

## Welcome Cuthbert's Close



A short distance away from Station Road is Cuthbert's Close, another care home which has recently deregistered into supported living. Cuthbert's Close was purpose built in 2005 for the tenants who are still living there today. Very much like Station Road, it had a very warm and welcoming atmosphere and I enjoyed spending time getting to know the residents and staff.

Moving from residential care to supported living can be quite daunting, especially with all the changes, not just for the tenants but also their family members and care staff. We hope that the transitions have all gone smoothly and everyone has settled well with the new changes in place. We will continue to support all those involved.

*Sharna Wild, Housing Officer*

## Our Very Own Artist, Vivienne!



While carrying out a routine flat inspection at Cranleigh Court in Atherton, I came across Vivienne's immense collection of paintings. For as long as she can remember, Vivienne has always had a passion for painting and artwork. As you can see, her paintings are beautifully vibrant with incredible detail.

Vivienne's dream is to exhibit her artwork in galleries across the world and would love to share her artwork as far as possible. She recently received a letter from the Director of the Tate Modern, congratulating her on her pieces!

She said: "I've wanted to be an artist since I was four years old. I went to Leigh College but apart from that I have just taught myself.

"I imagine things in my head and doodle first before I start making a new piece. I work on different pieces at the same time so it can take a few months for me to finish one."

Vivienne also dreams of building her own car or motorbike one day. She is currently designing a bike, which she hopes one day someone can take her ideas and make them a reality.

I wish I could share more of Vivienne's amazing paintings with you, but we would probably take up all the pages if we did, so we included a couple of favourites. I'm looking forward to going back to visit Vivienne soon to see her latest project completed.

**Vivienne, BeST Tenant and Sharna Wild, Housing Officer**

## My Bluebell Story

In June 2017, I moved from residential into a supported living flat with my cat Lucy. When I first moved, I was very shy and stayed in my flat a lot of the time and didn't like accepting staff support. Often, I would not answer my door to staff, or I would refuse to let them in to support me, and I would sleep in until the very late afternoon. I also lacked the independent living skills to maintain my flat. This is partly because when I lived in residential, there was a cleaner and cook, so I didn't have the opportunity to develop these skills before I moved. Initially, my flat was very untidy and unclean, and I wasn't washing my clothes.

However, my CareTech support staff helped me understand the importance of accepting staff support, and with a lot of encouragement and prompting from staff, I was able to develop these skills. Staff have helped me complete activity planners so that I can use my support hours effectively, and now I am very accepting of staff support on a daily basis. I am now able to maintain my flat to a good standard. My staff help me with cooking and cleaning every day, but even outside of my support hours, I keep my flat tidy, wash the dishes and do my laundry. I also attend a cooking group every Wednesday morning, which has helped me develop my cooking skills and build my confidence around groups of people. It has also helped me get into a routine of waking up earlier than I was used to. I also wake up early to attend any meetings or appointments, which staff support me with.

While living here, I was able to gain the confidence to attend a job interview. Although I did not get the job, it was an eye-opening experience for me. I have made lots

of new friends since living here, such as other residents in the flats and service users at another service. I now regularly attend activities with my friends supported by staff, and my favourite activity is bowling. I also like to go to the cinema, discos and day trips. I also enjoy going on holiday, which I do independently. I have gone to lots of birthday parties and every year I attend Christmas dinner with CareTech service users and staff in Nuneaton. Last Christmas, I won an award for Curious Man of the Year because I am very inquisitive and love asking people a lot of questions about things that interest me. Recently, I bought lots of new clothes as I am trying to put an effort into being well-presented. I am also making sure that I do my laundry regularly so that I can keep my new clothes clean.

My support worker has been recently assigned as my keyworker because we have a really good working relationship and I am very pleased with this. He is helping me plan new activities, and I plan on starting to go swimming and to the allotment. I am also looking at returning to college to do a full-time course, but I haven't decided what I am going to do yet. My staff will help me look at all the different options.

I have improved since moving into my flat, but I know there is always room for improvement. I am going to continue working really hard and learning new skills with the support of my staff. I look after Lucy and make sure that she is fed every day and that her cat litter tray is clean every day. I have become more independent and I like to learn new things staff support me to do this every day, I often find new facts out on the internet and like to tell the staff about things I have learnt. I am very happy here and enjoy everything I do.

**Ben Newman, BeST Tenant and Jay Johal, Housing Officer**

## Welcome JPC at Thorntree Farm



BeST have teamed up with JPC to deliver our amazing flagship property, Thorntree Farm, also known as, JPC Community Farm.

The farm has officially been handed over to the support provider, JPC. We can't wait to see it when it opens to the public. See what our staff thought when they visited, below...

You can also find out more and read about JPC's incredible story at [www.jpccommunityfarm.co.uk](http://www.jpccommunityfarm.co.uk)



## Staff Visit Thorntree Farm

From working in the supported living sector for the past 10 years, I thought I had seen it all, but was I wrong! My first visit to Thorntree Farm, a flagship scheme in the making, was truly an eye opener of where supported living and respite services are heading. BeST, together with our project partners, funders and JPC, have been working closely on the development of Thorntree Farm for some time and I had vague ideas of what was being designed and developed, but my ideas paled in comparison to the reality. Upon arrival, I saw the gorgeous old stone farmhouse with beautiful autumn leaves climbing up its face, surrounded by fields of sheep bleating and grazing away.

I was warmly greeted by Paul and Julie from JPC before I was shown around with my colleagues. The respite and supported living studio flats built in a refurbished barn were beautifully designed with large open spaces and modern technology to provide maximum independence to anyone who moves in. High-low work tops, intercom systems, wet rooms and state of the art fire systems really gave each flat a very polished feel. I could already see people thriving in these properties and imagined the excitement that a guest would feel, arriving at Thorntree Farm for their annual holiday, as they drove down the gravelled driveway. We were soon shown the biomass boiler and taught how this

incredible machine will provide energy for the property whilst also helping the planet and reducing costs for the tenants and guests.

Paul explained his ideas and plans for the surrounding land and the wonderful work opportunities they were looking to provide for the future tenants and guests of the property. From home-grown vegetables to an education centre to help people develop their independent living skills. I was guided into the Orangery, which will become a small onsite restaurant for visitors and guests to visit during their time at Thorntree and grab a hot meal, made with fresh home-grown ingredients. Again, I found my eyes were expanding to the opportunities this scheme could provide individuals with complex needs, this place was truly going to have it all. JPC and BeST have outdone themselves in their vision to provide something special for individuals with complex needs. A property which brings people together, a place where people can learn and grow but most importantly have fun and live happily in peace.

I have been working at BeST for 4 years and have visited most of our properties, but Thorntree will provide something special which I have not seen before. Thorntree is not just going to be somewhere for people to live, it is going to build a community which changes life. I cannot wait to see Thorntree Farm in a years' time, open and filled with people and making a true difference to everyone involved in this amazing place.

**Matthew Fay, Head of Housing**

I was looking forward to seeing the work that had been carried out so far at Thorntree Farm.

The dedication from the team was clearly on show when we visited, it was fantastic to see such passion for what they were trying to achieve. I really respected the layout and design of the rooms, including the bespoke style which catered to individual tenant requirements.

I am looking forward to the further developments and final stages of this property as it should flourish and hopefully one day, be a benchmark standard for our properties.

***Adrian Evans, Housing Administrator***



After hearing so much about Thorntree Farm, I was just a tad excited when I was given the chance to visit. I am very much a girl from the town, but I have to say, from the moment we hit the long road leading up to the farm, I couldn't help but get excited by the large grassy fields and the sheep... I have to say very clean looking sheep.

The project was in the process of having building works completed, and as well as the sheep, there were also plenty of work men around, all in good spirits. I met with Neil, who has been a chef for 32 years and a local restaurateur, who has worked all over the world and has a very large following for his cooking.

Four and a half years ago, Neil was introduced to Paul from JPC, through his charity, Teesside Family Foundation, who provide funding for local people to receive respite. The charity recently bought a caravan to provide respite for families. Last year, his charity provided £30,000 to Kirklatham School to help build a sensory room.

Neil and Paul share a vision and are building an onsite restaurant where they will work with local colleges to train students with learning difficulties and help them gain qualifications and life skills to work in the restaurant industry, as Neil said "giving value back to a person's life with special needs."

I have come away motivated that there are lots of people still wanting to help others, and who have a belief that you can achieve and help others achieve their dreams.

I did tell Neil that on my bucket list was milking a cow, he has offered to take me down to the local dairy to fulfil my dream, how chuffed am I!

***Zoe Davies, Revenues and Benefits Officer***



# Christmas Special

## Get your bake on!

Try make these Christmas pudding cake pops.



### What you need

- 200g madeira cake
- 140g-160g white chocolate
- 1 orange, zest finely grated

### To decorate

- 300g dark chocolate, broken into chunks
- 50g white chocolate, broken into chunks
- Edible holly decorations or red and green writing icing

## Method

1. Pulse the madeira cake in a food processor until you have fine crumbs
2. Melt the white chocolate in a bowl over just simmering water or in the microwave. (Shop-bought madeira cake can vary in texture so you may need to add a little extra melted white chocolate to make the mixture stick into balls).
3. Stir the orange zest into the chocolate, then work the chocolate into the crumbs using your hands.
4. Form into 10 small truffle-sized balls, then roll gently in your palms to smooth the surface.
5. Arrange the balls on a baking parchment-lined dinner plate.
6. Refrigerate for 30 minutes to allow the mixture to set.
7. Melt the dark chocolate in a microwave or over a bowl of just simmering water.
8. Dip a lolly stick into the melted chocolate about 1.5cm in and poke halfway into a cake ball. Repeat with the remaining balls. Put them back on the plate. Return to the fridge for five minutes.
9. Dip the cake pops one at a time into the melted chocolate, allowing any excess chocolate to drip off and spin the pops to even out the surface. Poke the pops into a piece of polystyrene or cake pop holder if you have one, keeping the pops apart. Allow to set for about half an hour.
10. Heat the white chocolate in a microwave or over a pan of simmering water. Allow to cool for a few minutes until it has a thick, runny consistency. If the chocolate is too hot, it will melt the dark chocolate underneath so make sure you do not overheat it. Spoon a small amount on top of the cake pops and tip them back and forth so that it runs down the sides a little. If you have holly decorations, set one on each pop. If using writing icing, wait for another 20 minutes or so until the white chocolate has set. To avoid a bloom on the chocolate, cover the cake pops in chocolate on the day you want to eat them – or the day before at the earliest.
11. Pipe on holly leaves with the green icing and two little dots for berries using the red. Once finished, store them in a cool place, though not the fridge.

## Merry Christmas Word Search

Search for the words going up, down, left and right.



tinsel  
sack  
lights  
Rudolph  
glitter  
angel  
stocking

presents  
Santa  
tree  
sleigh  
Christmas  
twinkle  
star



# The Best Christmas Tree Competition

**Do you have the best Christmas tree?  
We want to see!**

Send your pictures to [communications@bestha.co.uk](mailto:communications@bestha.co.uk) to be in with a chance to win!

The winner will receive a £50 gift of their choice and be on the cover of next year's Christmas card.

**Entries close January 6th, 2020.**

Good luck everyone and Merry Christmas!



Look out for Emily, Loz and Jo on your Christmas card this year!

## Last year's winners

We entered the competition for the best Christmas tree and decided we would go for a homemade theme, so we set about making everything to go on the tree, we made gingerbread ornaments and knitted stockings and hats. We were delighted when we won.

We decided to go to West Midlands Safari Park. It was brilliant! The weather was good and we arrived just as the park was opening. Emily, Loz, and Jo were keen to see all the animals, so we set off in the car around the safari park.

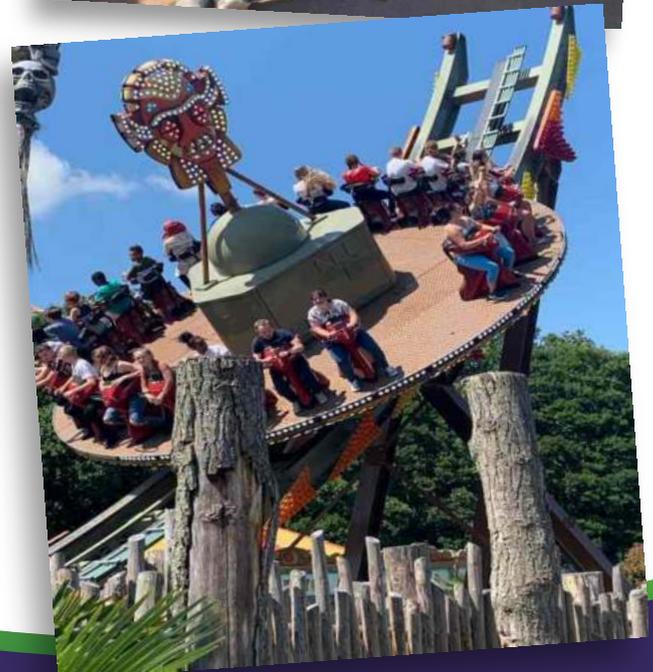
We had the windows down so all the animals came right close to us. Emily said "we weren't scared at all", but then it was windows up time, as we entered the lion enclosure, as Loz said, "They might eat us".

By the time we had seen all the animals it was time for our picnic - Jo loves a picnic. Then after, we ventured into the bat cave, it was very dark and smelly and bats were flying above our heads, so we had to duck. We then went into the reptile house and looked at the snakes, turtles, bearded dragons, iguanas and big hairy spiders.

We walked around the aquarium and saw lots of fish before watching the sea-lion show, the sea-lion was called Callum and he waved at us.

Our day still wasn't over there, we then collected our wristbands for the fair rides, Emily and Loz got soaked on the log flume and screamed on the ghost train. Jo was happy on the carousel and giant swings, and we all went on a dumbo ride.

We finished our day with a drink and ice cream, we had a fabulous day, so thank you very much for our fab prize, we all enjoyed making fabulous memories.



**Jo, Loz and Emily, BeST Tenants**

# Macmillan Coffee Morning



We had fun teaming up with the Manchester Milton Hotel for our first ever Macmillan Coffee Morning. We raised £141.57, thanks to all that donated.

*BeST Staff*



## Universal Credit – What to expect 2019-2023



Hi Folks,

In an earlier edition of Snippets, we discussed Universal Credit (UC) and the implications of what changing from a 'Live Universal Credit Area' into a 'Universal Credit Full-Service Area' would mean to the customer. To re-cap, transitioning into a full-service area, basically means that UC claims and the administration of the claims will be paperless, in respect of new claimants.

New claimants are required to open an online Universal Credit account and submit an online application, however, the initial appointment can be made by phone or at the local Job Centre, where you will need to submit proof of ID (which can also be done online). Correspondence from both parties (both the DWP and claimant) is conducted remotely. No letters or statements will be sent out to the customer. Rather, the customer can ask questions, arrange or cancel appointments, and read DWP mail, including Job Centre directions online. Mandatory reconsiderations and appeals will be initiated online. The progress of Universal Credit claims and monthly statements are expected to be monitored online by the claimant, and the statements can be printed out.

From July 2019 to 2023, all legacy benefit claimants (benefits which have been replaced by UC) were scheduled to transition – i.e. move across, onto Universal Credit. The Government has had a rethink on this matter and has decided that **only 10,000 individuals will transition across**, as part of a managed migration pilot to monitor

how smoothly or otherwise this process runs. The DWP will track unsuccessful Universal Credit applications under this pilot, to learn as much as possible, and to increase numbers as gradually as necessary, to ensure safeguards will be put in place so that no-one is left behind. A report will be generated on the findings before bringing forward legislation to extend managed migration. The criteria for deciding who move across to UC first, at the time of writing, is unknown, but is likely that the pilot will affect a minority of our tenants, until such time as the managed migration is extended to cover all groups.

What is known, is that the Government has agreed to put transitional protection in place for claimants, to ensure that there will be no financial loss to the claimant, as a result of the change. For those of our tenants who are in receipt of ESA and who are included in the pilot group, it will be necessary to submit a claim for Universal Credit.

Those tenants who are in receipt of the SDP (Severe Disability Premium) will be excluded by the DWP from moving across to Universal Credit, until after the transitional arrangements have been put in place, date to be confirmed. If anyone is uncertain about this, please contact your local welfare rights agency, CAB, or Housing Officer for further advice. Further updates will follow.

*Patricia Mokhberi, Compliance Manager*



## A Message From the Chair

I am delighted to once again be invited to contribute to Snippets through this latest edition. I benefit tremendously from our in-house communication platform and have been impressed at the variety of contributors across the whole range of our stakeholders.

Organisations are not static, and change is an important part of positive development. I have noted across many of the charities I have represented, that at times of their greatest success, there can also be a failure to communicate adequately, not out of intention but through a lack of time given to consider how information is being collated, assessed and distributed.

We recently had a meeting at our head office in Sentinel House, where staff were able to meet with trustees, old and new, to express their views on how BeST is progressing and how the regulatory intervention will impact on our future. I would like to state on behalf of our Trustee Board, that we see this as a clear opportunity

to embed throughout the organisation; systems, processes and policies which ensure we have excellent governance which matches, if not exceeds, our regulatory duty.

Historically, as a charity, rather than a housing provider, we focused on board diversity, something which is welcomed by the Charity Commission. However, as we have grown, it has become evident that with the complexity of the social housing sector, there is a great need that we have a board with suitable knowledge and experts from that sector, to ensure we are compliant, through good governance going forward.

I am therefore delighted and excited that we have been joined by Tom Miskell, Paul Carhart, Phil Elvy and Steve Close, all of whom bring a breadth of expertise. I am confident these additions will strengthen our board and lead us to a bright and successful future which will build on the huge success we have already achieved in providing desperately needed bespoke homes for 1711 tenants.

We have already made considerable progress since our first meeting with the Regulator for Social Housing, who have been positive about the progress we have already achieved. I hope that all of our stakeholders can celebrate that success and feel excited and positive about our future. It will be challenging and will demand effort but as the ex-President of the United States, Theodore Roosevelt, once said **"Nothing worth having was ever achieved without effort"**.

BeST has met the challenge of providing bespoke accommodation to adults, who face their own challenges, since its founding. We will continue to face challenges and overcome them with positivity leading to success.

## Regulatory Update

In October we held a Q&A at our head office in Eccles, this was a chance for all our staff to ask any questions regarding our position.

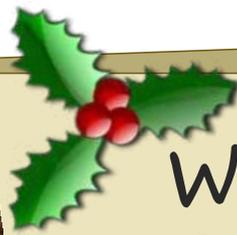
Some key points from this were:

- Our main focus is on governance, together with Health and Safety (H&S) compliance and making sure our tenants are happy, safe and secure in their homes
- We have strengthened our board with new trustees, experienced in the housing sector
- We are working with external parties who are well practised at working with the Regulator



We ask for patience during this time, we will get there, we will have the **BeST Homes, with the BeST Kit** and the **BeST people**, because vulnerable people must have the BeST homes!

*Shelley Hobbs, Managing Director*



## What's Eric Been Up To?

Well, it's been some time since I updated you on my latest adventures. My sister, Pearl and I have spent lots of time at the beach over the summer and walking in the woods with the family. I love finding scents and different trails in the woods, it's so exciting. Pearl follows at my heels but I do have to keep an eye on her as she's only small and sometimes I lose her in the trees and vines. She tries her best to keep up with me, but my legs are longer than hers.



We play in the sea and dad throws stones and sticks that we fetch back. We love to paddle and splash in the waves, it's so much fun but I'm not sure mum likes the mess too much when we get home. We're always mucky pups afterwards and can't get on the couch. 😞

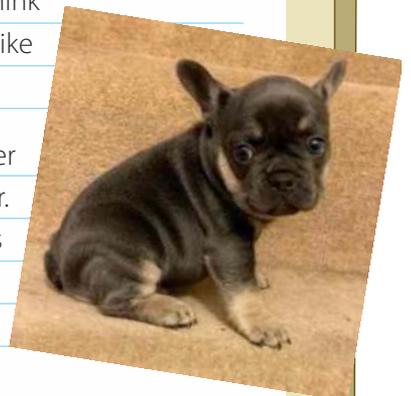


Pearl recently had her first birthday, I helped her open her presents and eat her treats... they were scrumptious. I even helped her eat her birthday cake as it was a bit difficult for her little Peggy's. Big Brother to the rescue!



Halloween was a fun time, I loved playing with the cobwebs and eating the pumpkin carvings left from when we made our pumpkins. Mum was a little cross with me because I ate a pumpkin while she was out at the shop. I couldn't help myself as it was so delicious, silly me, I thought they were for eating not for putting candles in... they smelt so good. Mum also bought us two new coats for Halloween, she said they would keep us warm for trick or treating, but I think it was a punishment for eating her pumpkin... I felt so silly, but people seemed to like our coats and gave us lots of attention.

My mum tells me, I will be getting a new little sister soon to look after. She's another French Bulldog like Pearl, so only a small package, I'm sure I can keep her in order. Her name will be Coco, as she's chocolate and tan coloured. I think my mum is animal mad to be honest, we pretty much have a zoo at home. It does keep me and the rest of the family entertained though.



I can't wait for Christmas, I'm on count down! I love smelling the presents under the tree to see if there are any 'Doggy Stockings' for us. I just hope I don't get too tempted to eat them early, as I don't want to wear a silly Christmas outfit. . .

Have a pawsome festive season!

**Eric, BeST Mascot**



# Talk To Us

We want to hear from you!

We want your views -  
What is working?  
What is not?

*You can help us improve!*

If you want to get involved, or just simply let us know how you feel towards us then please get in touch.

Feedback



## You can



Phone us on:  
**0161 786 6000** and select option 1  
and ask for Casey Willis



Write to us at:  
**Bespoke Supportive Tenancies**  
**2a Sentinel House**  
**Albert Street**  
**Eccles**  
**M30 0NA**



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



We are also in the process of sampling our Tenant Satisfaction Surveys and will be rolling this out over the next few months. If you would like a copy then please get in touch, otherwise you should expect one through your door over the next 12 months.

*Casey Willis, Communications Officer*

*Merry Christmas!*