



Snippets

Edition 16



Bespoke Supportive Tenancies

From the MD

Welcome to our winter edition of Snippets. I hope you are all managing to keep well and looking forward to what should be a better Christmas for us all this year.

We are delighted to announce that we are finally on Facebook, please 'like' our page

www.facebook.com/bespokesupportivetenancies as we will use this to keep you all updated with our latest news and information.

Inside this edition we also have some fantastic tenant stories, information about our new tenant scrutiny sessions, our annual Christmas tree competition and much more!

BeST will be open limited hours during the Christmas period and closed on Christmas Day and bank holidays.

Our Christmas and New Year opening hours are:

Christmas Eve	9.00am to 3.00pm
29th	10.00am to 3.00pm
30th	10.00am to 3.00pm
New Year's Eve	9.00am to 3.00pm

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.

If you need to contact BeST, you can find all the relevant contact information on the back page and also on our website www.bestha.co.uk

I would like to thank everyone for their hard work and support over the past year.

On behalf of everyone at BeST, I would like to wish all our tenants, support providers, contractors, funders, partners and friends a very **Merry Christmas and a Happy New Year!**

*Shelley Hobbs
Managing Director*

Tenants Scrutinise BeST Sessions

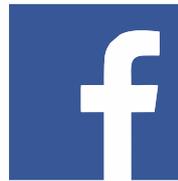


Did you know we hold monthly scrutiny sessions online?



Find out when our next session is on page 5.

'Like' us on Facebook!



We are finally on Facebook!

For our latest news and information, 'like' our page!

See more on page 10.

www.facebook.com/bespokesupportivetenancies

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 tree being our 2022 card!

Find out how to enter on page 6

What's Eric Been Up To?

Ho Ho Ho... 'Tis the season to be jolly! Well, I'm really excited for Christmas this year in my new house. My mummy has a new tree bigger than ever which means only one thing, more presents

under the tree! With my beagle senses, I can smell selection boxes from a mile away. I love rummaging under the tree when mummy isn't looking to find some treats. Though mummy isn't pleased when I tear her wrapping paper, she takes extra special care when she's wrapping. I tend to get a bit mischievous at Christmas; I become over-excited. Hopefully, Santa thinks I've been on his "Good list" this year, so I'll be waiting patiently on Christmas eve to see what I get in my stocking!

Christmas Dinners at our house are the best! My sisters and I usually have a small Christmas dinner each while the family eat during the queen's speech then we all retire to the fire to roast some nuts. Board games come next, but because we can't play with the family, we get to play with our new toys... this usually drives the family insane as all three of us squeak our toys randomly, steal each other's toys and chase each other around the living room. Woof, Woof, oh how I love Christmas.

I do hope it snows this year; I want to play in the snow with my sisters. We love to make paw prints in the fresh snow and steal the snowman's carrot nose! They make delicious treats.

For the New Year, I wish better health and happiness for all, including my fellow woofers. The lack of exercise during COVID means that my pals and I have put on a few extra pounds this year, but that won't stop us from enjoying the festivities Christmas has to offer. Apart from the Santa coat Mummy takes me walking in; it's so not cool! I can tell other dogs laugh at me because I look so silly, but then it's got to be better than the spider outfit she makes me wear at Halloween.

Anyways, here's wishing you a very Merry Christmas and a healthy New Year to all! I hope you have a pawsome time, and I look forward to sharing my adventures in the New Year... I wonder what my resolution will be! No more sausages, perhaps...

Eric, BeST Mascot



Welcome to BeST!



Lucy Golden

Asset Management Coordinator

Hi, I'm Lucy and I'm the asset management coordinator for the Midlands. My role involves working with tenants, their support, and our contractors to organise any repairs and maintenance work at tenants' homes.

Working for BeST can be fun and very interesting on some days in the maintenance department. I am from Birmingham originally but currently live in Central Manchester with a stunning city view. I enjoy being creative and improving my designing skills; I also love to attend events and sometimes organise them myself.

Take care, from Lucy.

Richard West

Property Surveyor

Hi, I'm Richard West and I am BeST's property surveyor for the South of England.

My role involves me working with service providers, compliance teams and contractors to ensure our properties are kept in a safe and comfortable condition for the tenants.

I live in South Oxfordshire and outside of work, I enjoy golf, fishing and cruising along the Cornish coastline in my little boat.

Anoushka Ritchie

Housing Officer



Hello, I'm Anoushka, the new Housing officer for the Southeast. My role involves working with tenants and care providers, supporting them to overcome housing-related issues and making sure tenants are happy and safe in their homes.

I have very much enjoyed my time at BeST so far. No day is the same. I have

travelled up and down the country, seeing beautiful sights, engaging with all the lovely tenants, and trying my best to make a real difference in their lives.

I am from the beautiful city of London. In my spare time, I enjoy watching the Ballet with my children and travelling internationally.

Stay safe and well.

Anoushka

Lauren Downes

Housing Officer

Hi, I'm Lauren and I am the new Housing Officer covering the north. My role is mainly to work with support providers throughout our Yorkshire schemes to oversee property and tenant health and safety.

I've worked in housing for the past 7 years, working with a range of different tenants, each with their individual needs. I hope to continue to make a positive difference and support people to live as independently as possible.

I live in a small valley most people have never heard of called Rossendale. I'm pretty much obsessed with theatre (especially musicals), so in my spare time, I will either be watching a show or rehearsing for one.

I love going to gigs, festivals and I am an advanced PADI scuba diver, so I like to dive whenever I can, preferably somewhere warm! If I'm not doing any of this stuff, I'll be wrapped up in a blanket binge watching another Netflix series.

Cheers!

Lauren



Elvis Tribute



The staff sent in these pictures of some tenants in Wales enjoying an Elvis themed festival party!

Fieldbay



A New Door Means a Better Night Sleep for Jon

Jon, a tenant in Ilkey, has had a new door put in, his parents sent in this lovely message:

“David Sykes arranged for a replacement door for our son’s flat. Jon is absolutely delighted with his new door. It opens into his bedroom and has a tilt and turn window, which means that he can open it at night when it is hot to get fresh air into the bedroom. He struggles to sleep without an open window, so this has made a huge difference for him as he can now sleep better. It looks great as well. Many thanks to David and his team for making this possible.”



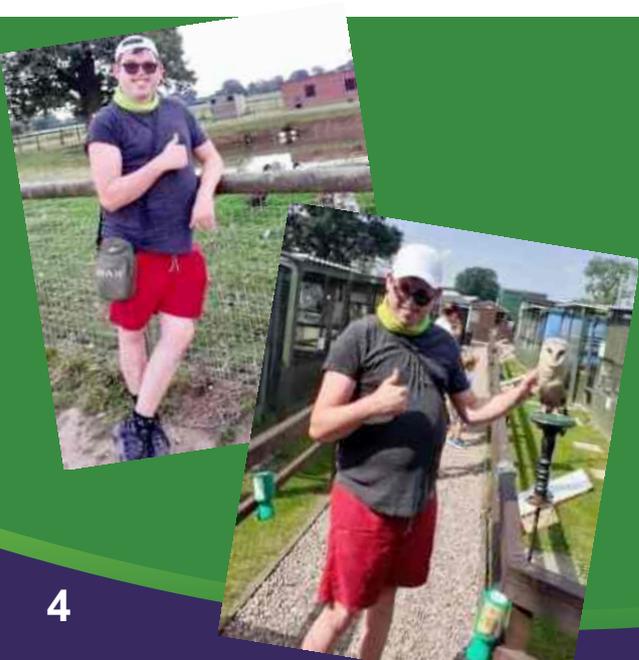
Well Done Leroy!

One of our tenants, Leroy, has secured two voluntary jobs, the first being at Back 2 Bikes where he helps fix bikes, replace tyres, answer the phone and deal with customers.

The second voluntary job is at the owl and bird sanctuary based on the outskirts of Stafford. Leroy helps clean the cages and aviaries, helps to feed the birds and again deals with customers. The birds at the sanctuary have taken to Leroy and often sit on his shoulders.

Since Leroy has secured these placements, he has gained confidence, raised his self-esteem, and is encouraged to strive.

Eden Futures



Meet Our Tenants



Shawn Loydall

I have been a tenant representative since May 2021. I began by working with Casey to edit Snippets, and since the last newsletter, I have co-chaired scrutiny sessions, created walkabout surveys for tenants, and had weekly meetings with Casey. In the weekly meetings, Casey and I discuss Snippets, how to get other tenants involved (we have another tenant on board called Tilly) and plan scrutiny sessions. Casey and I have done two scrutiny sessions so far, which have gone really well and we look forward to the next one.

I really enjoy being a tenant representative and so much has changed since I started and I look forward to working more with Casey and Tilly. I very much hope that by the next edition of Snippets, even more tenants will want to become involved; it is definitely worthwhile.

Shawn Loydall, Tenant Representative

Tilly Rogers

I have been working with Casey to edit Snippets and I have also met Shawn, who is another tenant, who also works with BeST.

Shawn is a lovely person and makes me so happy to be working with BeST. I really do enjoy working with BeST and I have met two lovely people who have made my day since I have started.



Scrutiny Sessions

To kick start National Scrutiny Week, we held our first ever scrutiny session with tenants.

We invited tenants and their support staff who had previously expressed interest in getting involved with us. Our tenant representative, Shawn, co-chaired the meeting. Six tenants and their support joined us on Zoom to talk about communication and customer service issues. The session was a great success and we have since held two more sessions, where we discussed the repairs and maintenance information on our website and the service in general.

We decided to continue with these sessions and they are held on the last Monday of every month.

Due to the Christmas period, our next scrutiny session will be on **Monday 31st January 2021 at 1 pm.**

If you would like an invite, please email casey.willis@bestha.co.uk





Tenant Area

Prize Draw!

Out of the 321 tenants that completed our tenant profiling survey, we have 6 winners from the prize draw. Congratulations to **Leah Mann, Geoffrey Pegg, Iain Lees, Kelly Eaves, Lisamarie Somers, Luke Lawford** who have all won a £20 shopping voucher each!

And thank you again to everyone who participated, your feedback means a lot to us and really helps us make the changes needed to improve.



The BEST Christmas Tree Competition

**Do you have the best Christmas tree?
Then we would love to see!**

To enter, send a photo of your tree, along with your name, address and telephone number and a short description to **communications@bestha.co.uk**

The winner will receive a £50 gift of their choice and your tree will be on our 2021 Christmas card!

Entries close January 7th, 2022

Good luck everyone and Merry Christmas!

Good Luck everyone!

This year's Christmas card will be digital again, so keep a look out in your emails... the card has last year's winner on the front cover!

It was a close call as the entries were fantastic, but the winners were Skipton Place with their Grinch themed Christmas tree.



From left to right: Skipton Place, North Farm Cottages, Rookery Road and St Patricks Close.

Mince Pie Recipe



Ingredients

225g cold butter, diced
350g plain flour
100g golden caster sugar
280g mincemeat
1 small egg, beaten
icing sugar, to dust

STEP 1

To make the pastry, rub the butter into the flour, then mix in the golden caster sugar and a pinch of salt.

STEP 2

Combine the pastry into a ball – don't add liquid – and knead it briefly. The dough will be fairly firm, like shortbread dough. You can use the dough immediately, or chill for later.

STEP 3

Heat the oven to 200C/180C fan/gas 6. Line 18 holes of two 12-hole patty tins, by pressing small walnut-sized balls of pastry into each hole.

STEP 4

Spoon the mincemeat into the pies. Take slightly smaller balls of pastry than before and pat them out between your hands to make round lids, big enough to cover the pies.

STEP 5

Top the pies with their lids, pressing the edges gently together to seal – you don't need to seal them with milk or egg as they will stick on their own. Will keep frozen for up to one month.

STEP 6

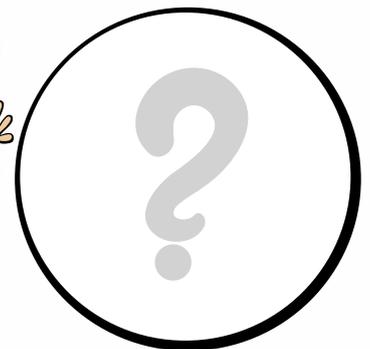
Brush the tops of the pies with the beaten egg. Bake for 20 mins until golden. Leave to cool in the tin for 5 mins, then remove to a wire rack. To serve, lightly dust with the icing sugar. Will keep for three to four days in an airtight container.

Find more recipes at

<https://www.bbcgoodfood.com/recipes/>



HOW
MANY
SANTAS
DO YOU SEE?



Join Us For Our Christmas Quiz!

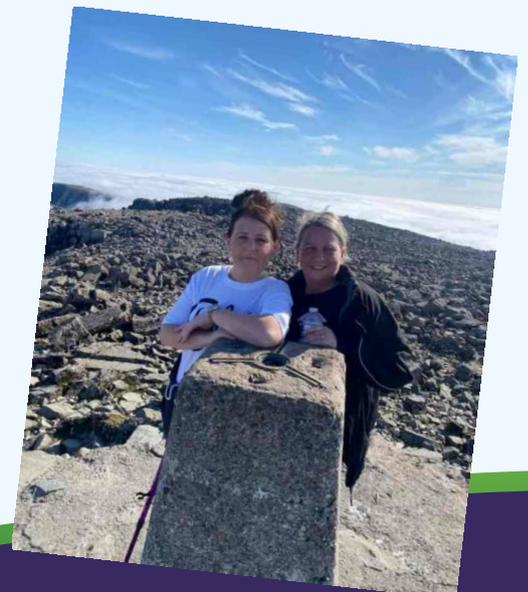
Join us for some festive fun and come along to our Christmas Quiz on **Friday 17th December at 1 pm**. Everyone is welcome!

The quiz will be on Zoom and invites will be sent to all contacts on our mailing list two weeks before. If you are not on our mailing list and would like an invite, please email casey.willis@bestha.co.uk

Simone Takes On Ben Nevis!

In September, Simone took a week off work and traveled up to Scotland for her first ever mountain climb! She had been training hard to climb Ben Nevis, the UK's highest mountain. Simone smashed her goal by taking just over 4 hours to get to the top. This is a true testament to Simone's endurance and never-give-up attitude. What an incredible achievement!

Chris Dale, Head of Asset Management and Simone Cassidy, Senior Asset Management Co-ordinator



Housing

We are incredibly pleased to announce that we have two new housing officers that have joined our team. Anoushka Ritchie has joined us from Sanctuary Housing Association. Anoushka has brought a wealth of experience as the new housing officer for the South East patch and joined us in October. You may have already met Anoushka as she has hit the ground running, catching up on various visits and issues in the South East.

We have also welcomed a new housing officer for our North Region, Lauren Downes, who previously worked for My Space Housing Solutions. Lauren started in November and has brought a great amount of knowledge and experience to the team. Finally, we have also appointed a new Regional Housing Manager for the South; John Saunders will be joining us in January 2022. John joins us from Sanctuary Housing Association. I am sure you will offer a warm welcome to all our new team members who have recently joined us.

Staff Safeguarding Training

To develop further our safeguarding policy and process, we have been working with the Ann Craft Trust.

BeST firmly believe that everyone has a right to be treated with respect and dignity and everyone deserves to be safe. With the Ann Craft Trust, we delivered specific adult safeguarding training for staff during October 2021.

Ann Craft Trust are a leading national authority in safeguarding adults and young people at risk. Through pioneering training, practice reviews and contributing to world-leading research, they support organisations like us to safeguard adults and young people at risk and minimise the risk of harm.

Further safeguarding training will commence again in January 2022 to continue the development of our skills, knowledge and experience in this area.

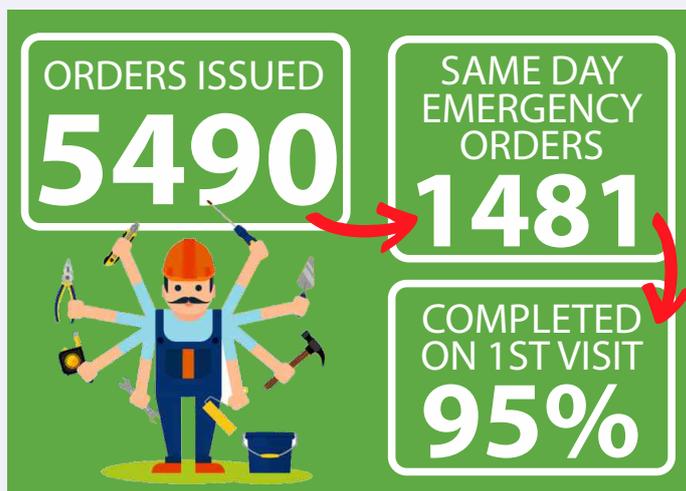
ann craft trust
acting against abuse

Team Updates

Repairs and Maintenance

As its our end of year there are some numbers of what we have delivered on behalf of our customers.

During the year working with our partnering contractors have achieved some remarkable figures:



Compliance

We have completed the first internal audit of our Gas Servicing to ensure our customers are being kept safe in their homes in relation to the risks that the service provides. We are happy to announce that no significant weaknesses were identified in how BeST deliver the service area.

Planned Investment

Working with one of our key partners Achieve Together we have commenced planned investment works to 20 of our schemes, covering a mix of refurbishment and key component replacements.

Promotion Spotlight!

We are delighted to announce that Simone has been promoted to Senior Asset Management Co-ordinator. Simone has been with us for 18 months and her role involves:

- Managing the Asset Management co-ordinators team to deliver an excellent repair and maintenance service.
- Controlling our empty properties whilst in maintenance
- Asset Management lead on compliance areas such as gas, electrical, and fire risk management

Get Involved

We are looking for tenants who want to help us improve for you

This could involve being on a Tenant Board, attending focus groups, events, or just simply letting us know how you feel about us, our services and your home.



If you are interested, or would like more information please get in touch:



Write to Casey at:

Casey Willis
Bespoke Supportive Tenancies
2a Sentinel House
Albert Street
Eccles
M30 0NJ



Phone / Text / WhatsApp Casey on:
07525 277308



Or email Casey at:
casey.willis@bestha.co.uk



Tenant Profiling Surveys

Thank you to everyone that took part in these surveys and a special thank you to Acuity for conducting them. We are incredibly grateful for your time and support and the information you have provided. Your feedback is important to us and helps us to understand your needs and expectations better. With your help, we can continue to improve our services and your experience with us. Your comments will be analysed, and we will explore the changes that may be needed.

If you would like to get involved in these improvements or if you have any comments on the survey or anything else you would like to discuss, please phone, text, or WhatsApp Casey on **07525 277308**.

You can also email **casey.willis@bestha.co.uk**.

Casey Willis, Tenant Engagement Lead Officer

We Are Finally on Facebook!

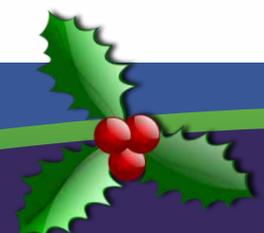


Find out our latest news and information by liking our Facebook page!
www.facebook.com/BespokeSupportiveTenancies/

We are excited to announce that we are now on Facebook! We will use our page to keep you informed and signpost helpful information, services and things going on.

We will promote messages around health and safety, competitions, announcements and events. We will also provide advice on welfare, benefits, paying rent, repairs and maintenance and general housing services.

We will update and monitor our page during office hours, Monday to Friday, 9am–5pm, except for public holidays.



A Message From the Chair

The Board

The Board are grateful for all the hard work staff have been doing to keep the service going in these difficult times.

We are continuing to work with the Regulator of Social Housing. Whilst they recognise the progress that has been made we still need to satisfy them in two areas. One is that we are charging the correct rents. We need to show evidence to support this, and it has been hard to get. There is a continued push on achieving this.

The other area is the split of risks between ourselves and our funders. We are still trying to work with the

funders to agree on something that will satisfy the Regulator.

Meanwhile, we should never forget that as a charity, our prime aim is to look after our tenants and it is essential that we continue to deliver a good service.

Thank you again for all the hard work.

I hope you all have a nice Christmas and some well-earned rest ahead of the New Year.

Tom Miskell
Board of Trustees Chairman



Complaints

Changes to the Housing Ombudsman Scheme introduced last year included a new Complaint Handling Code, setting out clear expectations for landlords on handling housing complaints.

The Housing Ombudsman Service (HOS) looks at complaints about registered providers of social housing that includes us at BeST.

We have introduced a new complaints policy and process. This was adopted by Board in July 2021 BeST will accept complaints made by legal representatives or advocates authorised to act on behalf of a tenant or group of tenants

Complaints can be made verbally, in writing, by email, telephone, or via the reporting facility on our website.

To improve our skills knowledge and experience we are working with the Housing Quality Network to develop training for all staff. The first training session is in November 2021, and this will run into January 2022. A new tenants complaints leaflet will be published in January 2022.

A complaint shall be defined as 'an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'

COMPLAINTS POLICY

The Housing Ombudsman has issued new Complaints Handling Code, providing a framework for high-quality complaints handling across landlord's complaint procedure.

We recently revised our policy and procedures to ensure this meets the complaints handling code of practice.

We have completed a self-assessment against the code in December 2020 and published our results on our website.



You can now make a complaint through our website

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

or by phoning 0161 786 6000 option 6

You can also email info@bestha.co.uk



Contact Information



Registered Office:

Bespoke Supportive Tenancies
2a Sentinel House
Albert Street
Eccles
M30 0NJ



Phone:
0161 786 6000



Website:
www.bestha.co.uk



Facebook:
BespokeSupportiveTennancies

Team emails

Please only email with non-urgent issues, if you require an immediate response, please phone 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 phone **0161 786 6000** and press **option 1**

If you are phoning 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 issues you can email or phone us and press **option 3**.

HOUSING OFFICERS

Lauren Downes
Housing Officer (North)
M: 07392 197479
E: Lauren.Downes@bestha.co.uk

Tim Bray
Housing Officer (East)
M: 07525 277307
E: tim.bray@bestha.co.uk

Jay Johal
Housing Officer (Midlands)
M: 07384 513198
E: jay.johal.bestha.co.uk

Hannah Mansfield
Housing Officer (North West)
M: 07471 997976
E: Hannah.mansfield@bestha.co.uk

Anoushka Ritchie
Housing Officer (South East)
M: 07384 513 199
E: Anoushka.ritchie@bestha.co.uk



ACCOUNTS
accounts@bestha.co.uk

To discuss an invoice you can email or phone us and press **option 4**.



REVENUE AND BENEFITS
revenueandbenefits@bestha.co.uk

To discuss your rent account balance or for help claiming Housing Benefit you can email or phone and press **option 5**.



ENQUIRIES
info@bestha.co.uk

For all other enquiries you can email or phone us and press **option 6**.

