

A warm welcome from your new Chief Executive, Paul Lees:

As you will know, from 1st November 2006, all tenants or leaseholders of Quest Housing Association have become tenants or leaseholders of Beech Housing Association. You are now part of a growing Housing Association with a stock of just over 1000 spread throughout the North West, which in turn is part of the Adactus Housing Group.

This newsletter gives you everything you need to know about Beech Housing Association including information about the staff managing the Association and how they fit into the bigger picture of Adactus Housing Group. As part of this merger process, we are also pleased to launch a new, updated corporate logo for Beech Housing Association.



Chief Executive, Paul Lees

Here's a handy checklist for what you need to remember following the merger:

- ✓ **GENERAL NEEDS NEW CONTACT DETAILS:** Carol Hewitt (Housing Officer)
82 Railway Road, Leigh, Lancs, WN7 4AN. **Tel 01942 832 650**
- ✓ **SHELTERED HOUSING NEW CONTACT DETAILS:** Claire Mathias (Sheltered Housing Officer)
Turner House, 56 King Street, Leigh, Lancs, WN7 4LJ. **Tel 01942 608 715**
- ✓ **NEW REPAIRS HOTLINE:** **Tel 01942 262 438** (line open 8am – 6pm, Mon-Fri)
- ✓ **NEW ORBIS OUT OF HOURS EMERGENCY REPAIRS LINE:** **Tel 0845 345 7808**
(line open 6pm- 8am and all weekend/holidays) Calls to this number will be charged at the local rate.
- ✓ **THE FORMBY OFFICE HAS NOW CLOSED**
- ✓ **RENT PAYMENTS:** Continue to use the same payment methods as before.
(unless instructed otherwise by your Housing Officer).



This document is available in other languages, larger text and on audio cd or cassette.

A who's who of Beech Housing Association



Sarah Cloughton

Assistant Director of Housing Management
Overall responsibility for management of Beech Housing Association

XTRACARE: SHELTERED HOUSING

Turner House, 56 King Street, Leigh, Lancs, WN7 4LJ



Eva Holt

Head of Extracare Services
01942 608715



Usha Arya

Assistant Head of Extracare Services
01942 608715



Clare Mathias

Sheltered Housing Officer
(Sefton / Lancaster / Warrington)
01942 608715

SCHEME BASED STAFF

WEST AREA OFFICE: GENERAL NEEDS

82 Railway Road, Leigh, Lancs, WN7 4AN



Suzanne Bullock

Area Housing Manager
01942 263630



Stephanie Roberts

Assistant Area Housing Manager
01942 263630



Carol Hewitt

Housing Officer (General Needs)
(Sefton / Lancaster)
01254 832650

CUSTOMER CARE STAFF

REPAIRS & MAINTENANCE



Les Oakes

Repairs Service Manager



Iain McInnes

Property Officer

Repairs (Office Hours) 01942 262438, Repairs Emergency Out-Of-Hours 0845 345 7808

Staff delivering services for Beech Housing Association are organised into four main directorates: **Housing Management, Finance, Development and Corporate Services.**

Staff are either employed by Adactus Housing Group or by Adactus Housing Association. Staff employed by Adactus Housing Group provide services to both Beech and Adactus Housing Associations. Relevant staff employed by Adactus Housing Association provide services to Beech via a management agreement between the two associations.

Example 1: Members of staff in the Resident Involvement Team are employed by Adactus Housing Group to provide services to both Beech and Adactus Housing Associations.

Example 2: Staff managing Beech general needs stock (e.g. Suzanne Bullock) are employed by Adactus Housing Association but spend a proportion of their time managing Beech Housing Association properties.

Adactus Housing Group Executive team:



Chief Executive: **Paul Lees**



Deputy Chief Executive and Group Director of Development: **Hilary Roberts**
Development Teams, Regeneration & Sustainability



Group Director of Housing Management: **Annabelle Robinson**
Area Housing Teams 4, Supported Housing Team, Xtracare Division, Asset Management, Planned Maintenance, Cyclical Maintenance, Responsive Maintenance



Group Director of Finance: **Cris McGuinness**
Payroll, Tax, Invoices, Rent accounting, Budget Management, Service charges, Development Finance, Treasury Management, Insurance



Group Director of Corporate Services: **Brian Moran**
Resident Involvement, IT, Business Improvement, Equality & Diversity, PR & Marketing, Administration, Customer Care

Customer Involvement Panel update

The Customer Involvement Panel has been in operation for just over two years. During this time we have looked at some of the policies and procedures and hopefully we have been influential in bringing about some changes for the better.

In the future, we will be looking at the policies and procedures of Beech Housing Association (see panel, opposite) as all policies and procedures will need to be looked at in preparation for the transfer of engagement to Beech.

Hugh McGarry
CIP member

Policies we will be reviewing:

- Complaints
- Performance Indicators
- Anti-Social Behaviour
- Domestic Violence
- Customer Care
- Rent Payments
- Resident Involvement

Adactus Housing Group Resident Involvement Strategy

At the September meeting of the Customer Involvement Panel, Mark Greenhalgh, Group Resident Involvement Manager, gave a presentation on the Adactus group strategy for Resident Involvement. Mark explained that seven key aims underpin all the Resident Involvement activities and projects that are initiated and supported by Adactus.

These aims (see panel) are the starting point for agreeing an action plan for Resident Involvement that will incorporate the specific interests and needs of the former Quest tenants and leaseholders.

The Resident Involvement team will be working with Customer Involvement Panel members and other new Beech tenants & leaseholders over the coming months to develop a full menu of Resident Involvement opportunities that will build on the success that Quest residents have already achieved.

Seven Key Resident Involvement Aims

1. Accountability & Representation

Providing a clear framework of opportunities for involvement and participation.

2. Influencing Service Standards & Improvements

Ensuring that all tenants are consulted appropriately and can influence service standards and improvements.

3. Equality Of Access To Involvement

Ensuring equality of access and widening involvement.

4. Information & Learning Opportunities

Keeping tenants and communities informed and providing opportunities for tenants to learn and develop new skills.

5. Community Development

Supporting development of community-based residents' groups and developing partnerships to bring improvements to communities.

6. Resources

Providing adequate staff & other resources to support resident involvement and looking for external funds.

7. Performance Monitoring & Review

Ensuring that performance of the Adactus Group in this area of work is measured, monitored and progress is reviewed on a regular basis.

For more information on the Customer Involvement Panel, go to www.adactushousing.co.uk and click 'ways to be involved'

Contact our Resident Involvement team if you want to get involved:



Mark Greenhalgh, Resident Involvement Manager

Tel: 01457 762 735 (answering machine outside office hours)

Email: mark.greenhalgh@adactushousing.co.uk



Suzannah Ford, Resident Involvement Officer

Tel: 01942 608 715

Email: suzannah.ford@adactushousing.co.uk



Charlene Barlow, Resident Involvement Officer

Tel: 01942 608 715

Email: charlene.barlow@adactushousing.co.uk

Adactus Residents Away Day 2006

Hugh Barker, a member of the Customer Involvement Panel reports on the very first Adactus Residents Away Day which was held on 28th September 2006.

Quest Housing Association Ltd did not officially become part of the Adactus subsidiary Beech Housing Association until 1st November this year therefore I was most agreeably surprised when our Operations Manager presented me with the opportunity to attend the Adactus "Away Day".

The proceedings commenced with a welcome and presentation from Adactus Chief Executive, Mr Paul Lees. I made up my mind that Paul is very "hands on". He spoke to us about Adactus and then introduced us to his quiz which was very clever: the answers to all the questions were the names of places where Adactus have properties.

Each delegate was asked to write on a document any suggestion which we thought to be worthy of consideration for inclusion in the Adactus business plan. Later in the day all the suggestions had been put into a computer and all delegates were presented with a voting system to discover which ideas were the most important and should be placed the highest on the list. This idea worked very well and we were assured that every idea would be considered for inclusion in the Adactus business plan.



Residents enjoying the Away Day

When delegates were originally invited to the "Away Day" they were given a choice of four workshops and I opted for "Maintenance" and "Resident Involvement". In the maintenance workshop, I put forward my ideas about how residents in Sheltered Housing could report repairs through the internet, either themselves or through the scheme manager. This could result in a gross saving on the cost of telephone calls etc. and emails are quick and can be printed off. My second workshop concerned Resident Involvement where I spoke about our C.I.P (Customer Involvement Panel) and the co-operation between the panel and staff.

Adactus laid on morning coffee for all the delegates, a buffet lunch and afternoon tea for which we were all truly grateful, the quality was superb, many thanks to those concerned.

I can say to Quest residents, go forth in this merger with Beech with confidence and cheerfulness. All the staff were most friendly and helpful and I think there is a marvellous future ahead for all of us. The word "ADACTUS" is derived from the Latin which is translated as "JOINING TOGETHER". What a good idea.



Hugh Barker, Customer Involvement Panel Member

Welcome to two new Scheme Managers



*Scheme Manager
Linda Caravan*

Linda Canavan joined Quest in September and is the new Scheme Manager at Aindow Court, Birkdale.

Linda has over 12 years experience in sheltered housing, managing schemes in Liverpool and Blundellsands. Linda enjoys spending time with her family, and her hobbies include walking in The Lake District, reading, films, the theatre and dining out.

“I would like to thank all the residents at Aindow Court for their warm welcome, and I look forward to developing the friendly, sociable atmosphere there” said Linda.



*Scheme Manager
Pauline Strain*

Pauline Strain, who has spent the last seven years working at Aintree Hospital, was appointed Scheme Manager at Sandon Lodge, Seaforth, in September.

Pauline told us that she has been made to feel very welcome at Sandon Lodge and she is looking forward to working closely with all the residents.

In her leisure time, Pauline enjoys singing and dancing, reading books by the authoress Martina Cole, watching films - including her all time favourite “Grease”.

Memento of Quest



As Quest Housing Association merges with Beech Housing Association and moves into a new era, there is an opportunity to get a souvenir padlock keyring with the Quest logo.

These keyrings have been given out to new tenants over the last few years, but some of those tenants who have been with Quest longer may not have had them.

If you would like a keyring please either ask your Scheme Manager, or ring **Linda Canavan on 01704 564536**. There are a limited number of these and this will have to be on a first come first served basis.

A Special Day At Grundy Close, Southport

On a lovely sunny day on 26th July 2006, the residents of Grundy Close, Southport, came out in force to celebrate the life of Denis Dean who lived at the scheme until his death in July 2005.

The event was sponsored by a close family friend of Denis's, Ronnie Courtinho, who kindly donated a miniature Japanese Maple that was planted in memory of Denis. A buffet lunch was also enjoyed by everyone there. A number of the residents spoke about their fond memories of Denis and raised a glass to him. All the residents commented on how much they had enjoyed the get together.

The winner of the last newsletter competition also lives at Grundy Close. Mrs Gabrielle Hutchinson was presented with her gift voucher by Ronnie Courtinho at the same event.



Mrs Gabrielle Hutchinson receiving her prize



A Reason to Celebrate at Sandon Lodge, Seaforth

On the 28th of September at Sandon Lodge, Seaforth, a celebration was held for the 80th birthday of Mary Bailey. Friends, relatives and neighbours all joined together to celebrate Mary's 80th. Memory Lane provided the entertainment and they were wonderful.

Mary's daughter, Jennifer, provided a lovely buffet and also a variety of beverages. Everybody joined in the celebration and a good time was had by all.



Farewell to Quest Staff

Quest's Operations Manager, Karen, will be moving on after 1 November. On behalf of Quest residents may I thank her for all her help and kind co-operation with our Customer Involvement Panel. We all wish her well in her new role with Adactus Housing Group as Quality Manager. We also wish Nick well in his new role with the Adactus Finance Team.

I would also like to express residents' thanks to Kim in the Formby office who has been most helpful in putting together our Quest newsletters. Kim is staying with R.D.H.S. and so good luck and thank you very much for all your splendid hard work.

Hugh Barker, CIP member

New Emergency Repairs Line: 0845 345 7808

This is the new number for emergency repairs that fall outside of normal office hours (8am-6pm Monday – Friday). You can use this number to let us know about any emergency repairs such as:

- Complete power failure
- Burst water pipes
- Blocked drains / toilets
- Failure of door entry systems
- Failure of call systems
- Complete failure of all heating and hot water
- Dangerous structures
- Broken windows, doors etc. that make your home insecure
- Lift Breakdown

For all other repairs or emergencies that occur in office hours, please report them on the **NEW repairs hotline 01942 262 438**

