



# The 'Comms Club'

## The 'Art of the Possible'

[empowering Comms to influence operational documentation]

James Shand, Executive Chairman, TriPartum

19<sup>th</sup> May 2021



TriPartum

- ◆ Introduction
- ◆ Customer communication issues today
  - ◆ customer expectations
  - ◆ operational frustrations
  - ◆ implications of the Social Housing White Paper
  - ◆ Implications of the Renting Homes (Wales) Act 2016
- ◆ The “Art of the Possible”
  - ◆ Examples
- ◆ How the process works
- ◆ Business opportunity

- ◆ James Shand, Executive Chairman
- ◆ Over 40 decades in digital communications
- ◆ Specialists in CCM (Customer Communications Management)
- ◆ Providing managed services supporting the delivery of business critical documents to customers
- ◆ Expertise in end-to-end delivery - from data through to multiple channel output
- ◆ Housing Associations is one of our market sectors
- ◆ We are NOT printers but DO understand digital print operations
- ◆ Experience and insight across other sectors helps innovation

## Utilities



## Insurance



## Financial



## Vendors



## Retail



Sector experience

## HOUSING PROVIDERS



Working with and trusted by



# Issues today

Reflections on operational business critical documentation

- ◆ Customers are more discerning expecting more 'relevant' information, clarity and quality
- ◆ The tools readily available are limited – WORD merge!
- ◆ Combining text content with accounting tables?
- ◆ Time constraints create pressure to deliver
- ◆ Social media can be a blessing and curse
- ◆ Current disrupted workforce
- ◆ Regulatory requirements
  - ◆ Social Housing White Paper
  - ◆ Renting Homes (Wales) Act 2016

- ◆ Transparency/Openness
- ◆ Customer focus/Customer engagement
- ◆ Cost effective/Value for money
- ◆ Digital transition/Digital transformation



**Service charge issues**

# The 'Art of the Possible'

Solutions today







000001

Mr M  
Limelight  
Shrewsbury Street  
Old Trafford  
Manchester

Date: 25<sup>th</sup> September 2020

Our ref: 8005  
Contact: Mandip Atwal  
Tel: 0300 777 7777

Dear Mr

Subject: Statement for the year ended 31<sup>st</sup> March 2020.

Property: Limelight, Shrewsbury Street, Old Trafford

Please find enclosed your Service Charge Statement for 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020.

This shows what you were charged in 2019/20 and how much the Trust actually spent providing your services.

We have collected £18.62 less for communal services and collected £604.66 more for utility charge than we have charged you in 2018/20.

So, there is an overcharge of £586.04, this will be used to reduce your service charge in 2021/22.

If you have any enquiries, please speak to your Scheme Manager or contact the Customer Hub on the above number.

Yours sincerely,

Barry Wears  
Director of Finance  
Trafford Housing Trust



Trafford Housing Trust Ltd. Sale Point, 126 -150 Washway Road, Sale, M33 6AG  
www.traffordhousingtrust.co.uk Registered in England No: 04631118 Charity No: 1106967

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#### Limelight Rented - Service Charges Statement 2019/20

| Cost Type                                                                                                                 | Budgeted Service Charge | Actual Service Charge | Difference   |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------|--------------|
|                                                                                                                           | 2019/20 £               | 2019/20 £             | 2019/20 £    |
| <b>Direct staff services</b>                                                                                              |                         |                       |              |
| Management Salary Costs                                                                                                   | 36177                   | 23728                 | 6749         |
| External Agencies Supplied Relief Cover Costs                                                                             | 0                       | 0                     | 0            |
| Employers National Insurance Costs                                                                                        | 2316                    | 2261                  | 52           |
| Employers Pension and Healthcare Costs                                                                                    | 5430                    | 3257                  | 2173         |
| Court Office Telephone Costs                                                                                              | 426                     | 0                     | 426          |
| Court Manager Travel & Subsistence Costs                                                                                  | 0                       | 0                     | 0            |
| Court Officer Costs                                                                                                       | 596                     | 0                     | 596          |
| <b>Total Direct Staff Service Costs</b>                                                                                   | <b>45246</b>            | <b>35249</b>          | <b>9997</b>  |
| <b>Repairs and Servicing of Equipment</b>                                                                                 |                         |                       |              |
| Other (incl communal responsive repairs)                                                                                  | 1701                    | 1321                  | 379          |
| Central alarm monitoring, repairs & maintenance Costs upment                                                              |                         |                       |              |
| Costs (PAT,water system, air con/ventilation, emergency lighting, fire detection, sprinkler system, lightning protection) | 18741                   | 19075                 | 334          |
| Lift Costs                                                                                                                | 5018                    | 3511                  | 1507         |
| Door Entry Costs                                                                                                          | 3195                    | 3522                  | -326         |
| CCIV                                                                                                                      | 426                     | 0                     | 426          |
| Maintenance for specialist bathroom and Hoist                                                                             | 651                     | 0                     | 651          |
| <b>Total Repair Costs</b>                                                                                                 | <b>29735</b>            | <b>27433</b>          | <b>2304</b>  |
| <b>Utilities (Residential Communal Area)</b>                                                                              |                         |                       |              |
| Communal Area - Water Rates Costs                                                                                         | 2151                    | 4673                  | -1674        |
| Communal Area - Gas Costs                                                                                                 | 1544                    | 3637                  | -888         |
| Communal Area - Electricity Costs                                                                                         | 4552                    | 12370                 | -7838        |
| <b>Total Utility Charge for Communal Area</b>                                                                             | <b>10227</b>            | <b>11379</b>          | <b>-1152</b> |
| <b>Gardening</b>                                                                                                          |                         |                       |              |
| Gardening Costs - Contract                                                                                                | 0                       | 989                   | -989         |
| Gardening Costs - Other                                                                                                   | 0                       | 0                     | 0            |
| <b>Total Gardening Costs</b>                                                                                              | <b>0</b>                | <b>989</b>            | <b>-989</b>  |
| <b>Cleaning</b>                                                                                                           |                         |                       |              |
| Caretaker/Cleaning Costs - Payroll                                                                                        | 19670                   | 22623                 | -2953        |
| Cleaning of extra Scheme                                                                                                  | 6815                    | 16706                 | -9922        |
| Window Cleaning Costs                                                                                                     | 5622                    | 8321                  | -2699        |
| Cleaning Materials Costs                                                                                                  | 852                     | 0                     | 852          |
| Refuse Collection                                                                                                         | 0                       | 0                     | 0            |
| Pest Control                                                                                                              | 872                     | 0                     | 872          |
| <b>Total Cleaning Costs</b>                                                                                               | <b>33811</b>            | <b>29419</b>          | <b>4392</b>  |
| <b>Other Costs</b>                                                                                                        |                         |                       |              |
| TV Licences                                                                                                               | 170                     | 0                     | 170          |
| <b>Total Other Costs</b>                                                                                                  | <b>170</b>              | <b>0</b>              | <b>170</b>   |
| <b>Administration</b>                                                                                                     |                         |                       |              |
| Management Charges                                                                                                        | 17878                   | 0                     | 17878        |
| <b>Total Administration Costs</b>                                                                                         | <b>17878</b>            | <b>0</b>              | <b>17878</b> |
| <b>Income</b>                                                                                                             |                         |                       |              |
| Miscellaneous Income                                                                                                      | 0                       | 0                     | 0            |
| <b>Total Income Received</b>                                                                                              | <b>0</b>                | <b>0</b>              | <b>0</b>     |
| <b>Renewal of Assets</b>                                                                                                  |                         |                       |              |
| Useful Charge Costs                                                                                                       | 24936                   | 24936                 | 0            |
| <b>Total Renewal of Assets</b>                                                                                            | <b>24936</b>            | <b>24936</b>          | <b>0</b>     |
| <b>Summary</b>                                                                                                            |                         |                       |              |
| Total Service Charge Expenditure                                                                                          | 162003                  | 166664                | -4661        |
| <b>Total Service Charge Costs</b>                                                                                         | <b>162003</b>           | <b>166664</b>         | <b>-4661</b> |

000001

|                                            |       |       |       |
|--------------------------------------------|-------|-------|-------|
| Number of units for service charge         | 69    | 69    |       |
| Service Charge per Property per week/month | 48.91 | 49.29 | -0.38 |

| Utilities Charge (Fuel & Water)                       | Budgeted Utility Charge | Actual Utility Charge | Difference   |
|-------------------------------------------------------|-------------------------|-----------------------|--------------|
|                                                       | 2019/20 £               | 2019/20 £             | 2019/20 £    |
| Tenants Proportion - Gas Costs                        | 20082                   | 14527                 | 5555         |
| Tenants Proportion - Water Costs                      | 8603                    | -18492                | 27095        |
| <b>Total Tenants Proportion Utilities Expenditure</b> | <b>28685</b>            | <b>-3965</b>          | <b>32650</b> |

|                                  |       |       |       |
|----------------------------------|-------|-------|-------|
| Fuel Charge per property (1 Bed) | 8.15  | -1.10 | 9.25  |
| Fuel Charge per property (2 Bed) | 10.87 | -1.47 | 12.34 |

|                                                                                                                           |              |              |             |
|---------------------------------------------------------------------------------------------------------------------------|--------------|--------------|-------------|
| Court Office Costs                                                                                                        | 596          | 0            | 596         |
| <b>Total Direct Staff Service Costs</b>                                                                                   | <b>45246</b> | <b>35249</b> | <b>9997</b> |
| <b>Repairs and Servicing of Equipment</b>                                                                                 |              |              |             |
| Other (incl communal responsive repairs)                                                                                  | 1701         | 1321         | 379         |
| Central alarm monitoring, repairs & maintenance Costs upment                                                              |              |              |             |
| Costs (PAT,water system, air con/ventilation, emergency lighting, fire detection, sprinkler system, lightning protection) | 18741        | 19075        | 334         |
| Lift Costs                                                                                                                | 5018         | 3511         | 1507        |
| Door Entry Costs                                                                                                          | 3195         | 3522         | -326        |
| CCIV                                                                                                                      | 426          | 0            | 426         |

# Current documents

TriPartum

You will see there is a deficit on the income and expenditure account of £2,354.92. An invoice for your proportion of this deficit will be raised and you will see this reflected in your next service charge statement.

### Reviewing your accounts in the COVID-19 pandemic

The safety of our residents is our number one priority and we have taken the decision to suspend all Park Ranger organised meetings while the country faces the unique challenge of dealing with COVID-19. This means we are unable to hold an accounts review meeting as we would normally.

As we can't do this in person, I wanted to take this opportunity to provide a written explanation on how the deficit/surplus has arisen. The major variance to budget on the Income and Expenditure account can be explained as follows:

1. Path Maintenance and repair costs £758.55.
2. Increase in General maintenance costs of £5,640.67.
3. In addition to the above the Development Accounts included adjustments for accrued monies for Electricity of £2,392.65.

### Importance of paying your service charge

The service charge you pay helps us to take care of your development. The money you pay goes into a bank account set up especially for you and your neighbours to make sure there's enough money to pay for the work your building needs.

If you don't pay your service charge on time it doesn't affect Park Ranger's ability to carry out the work.

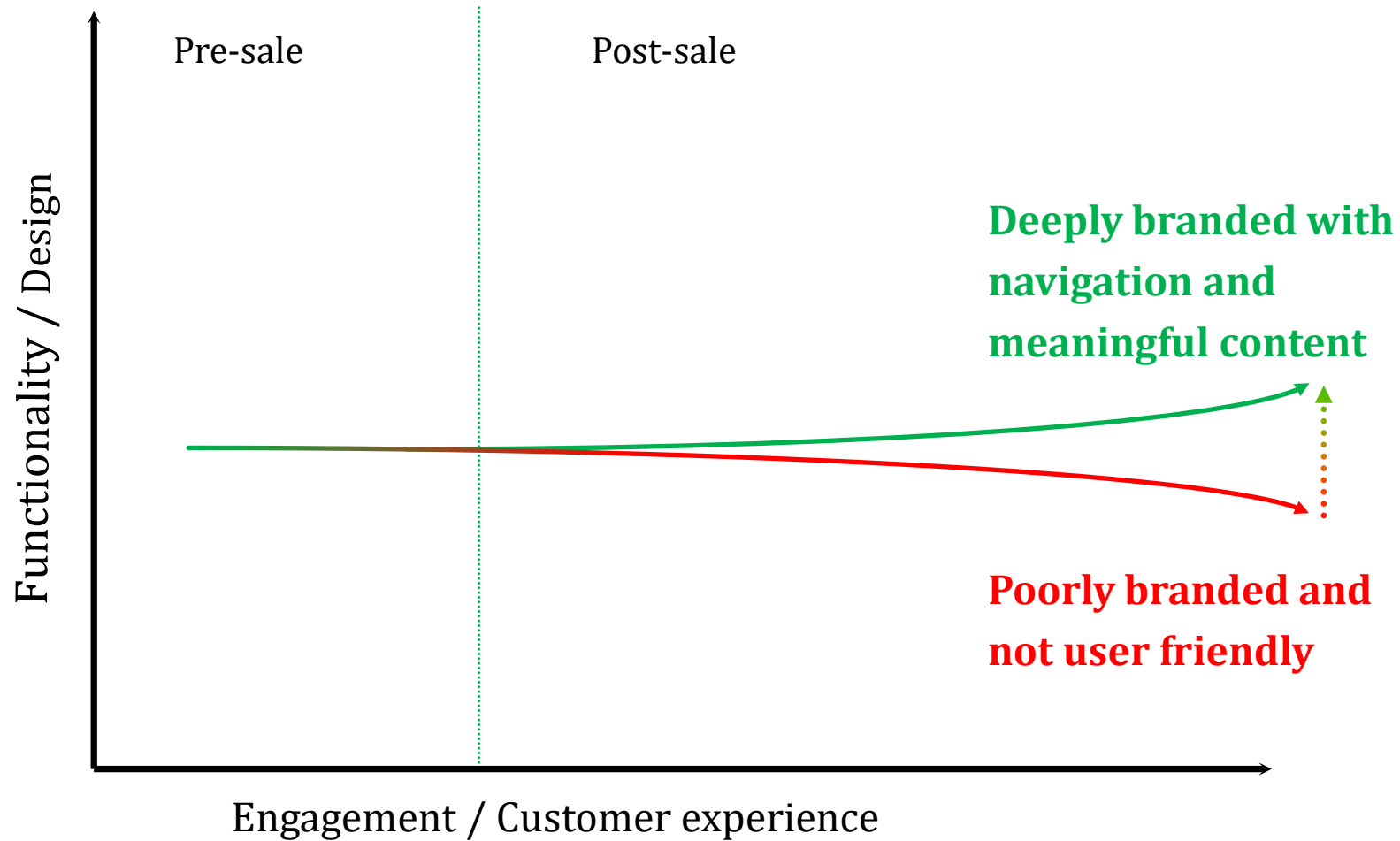
#### 12233 Yew Tree Lodge Notes to the Accounts for Year Ended 31 March 2020

of Kingston Lodge (2019)

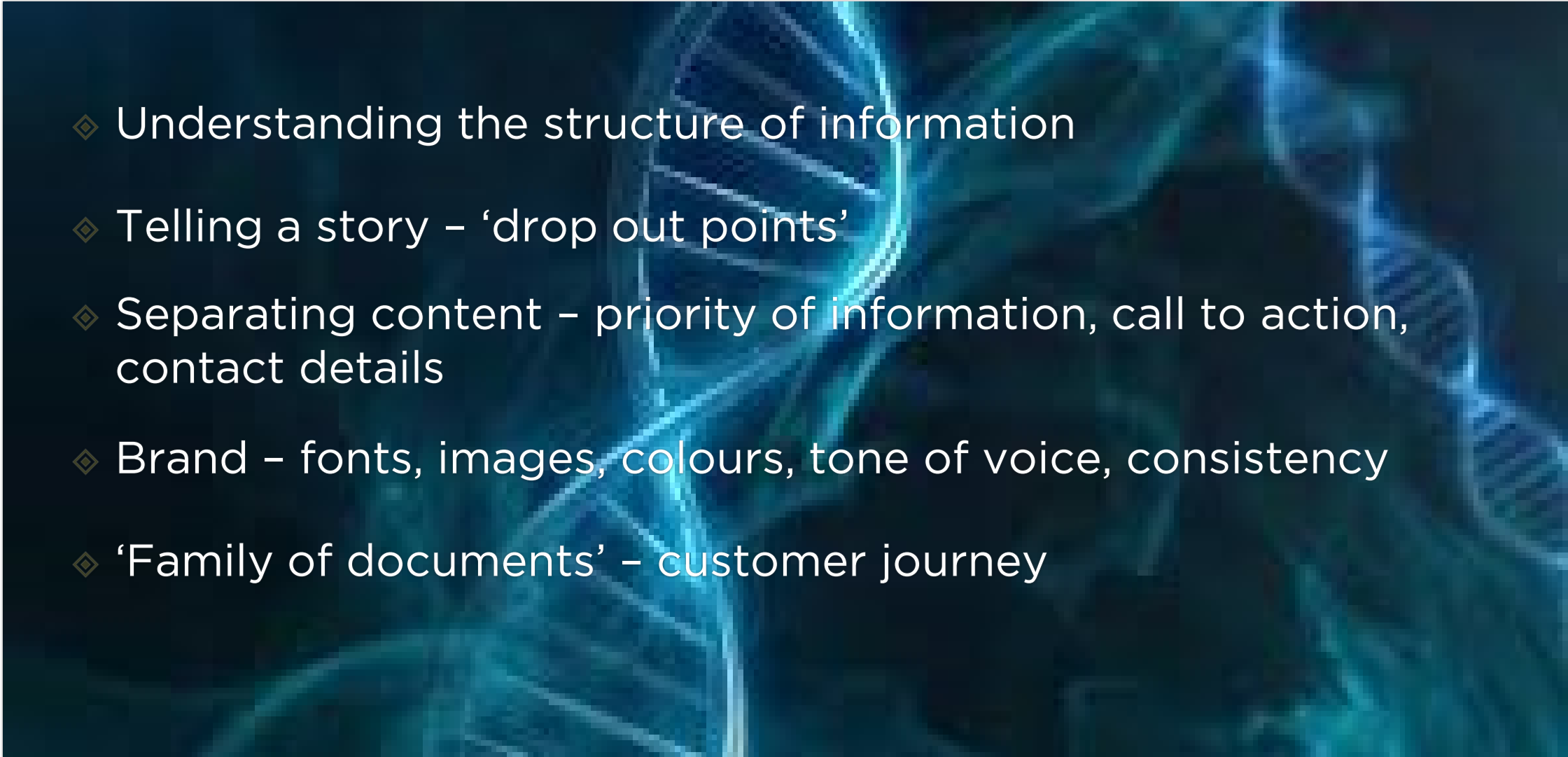
Notes of Kingston Lodge for the year ended 31 March 2020, which comprise the year then ended, the balance sheet as at 31 March 2020, and the notes to the accounts, have been prepared by the Managing Agent in accordance with the provisions of the Lease and the service charge regulations.

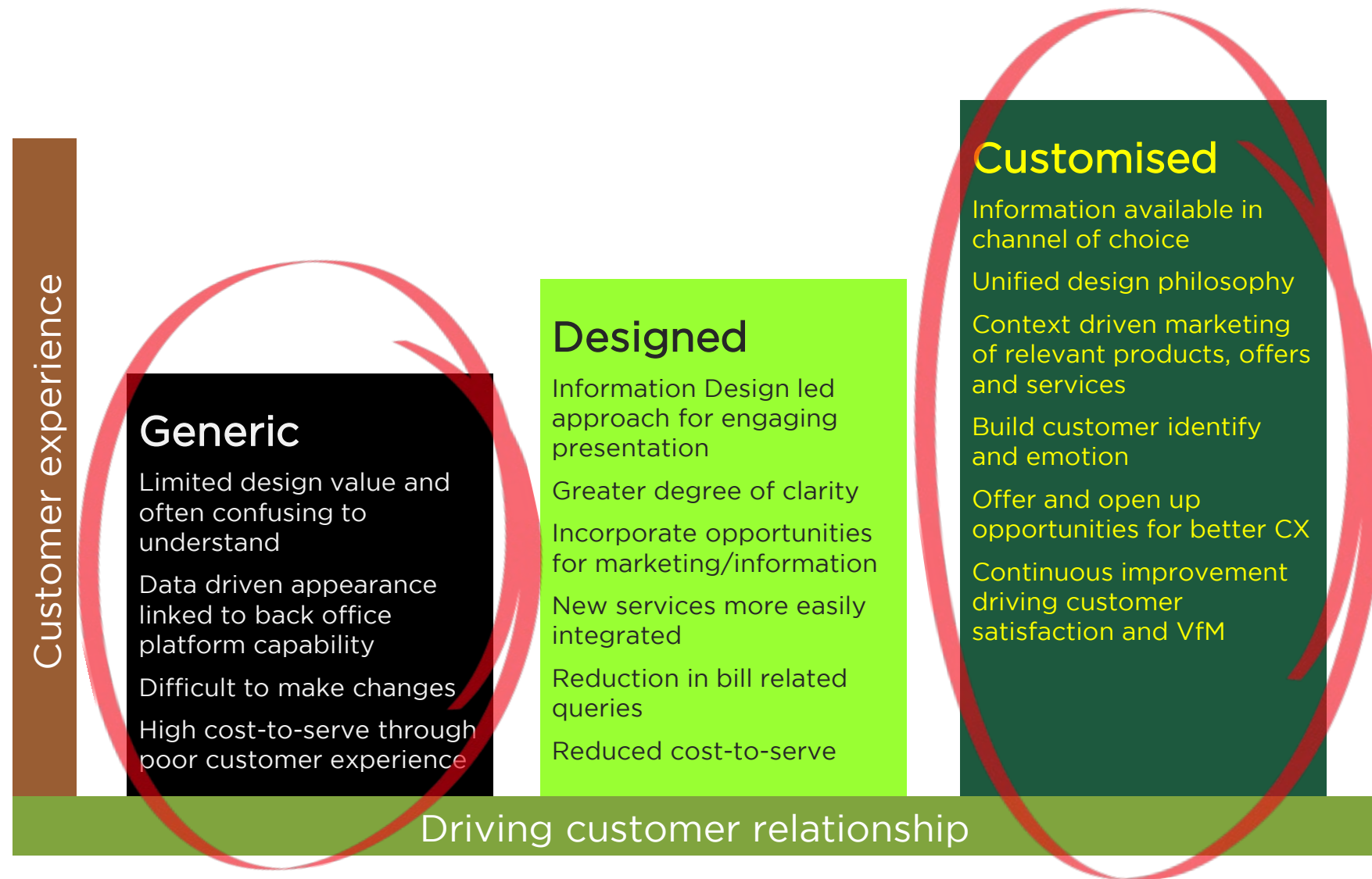
|            | CONTINGENCY FUND                                   |                   |                |
|------------|----------------------------------------------------|-------------------|----------------|
|            | Health & Safety                                    | 600.00            | 600            |
| 245.83     | Council Tax                                        | -                 | -              |
| 5,200.00   | Electricity                                        | 4,880.41          | 5,200          |
| 426.79     | Water & Sewerage                                   | 447.62            | 450            |
| 2,484.00   | Window Cleaning                                    | 2,241.12          | 2,534          |
| 4,578.00   | Communal Area Cleaning                             | 4,482.80          | 4,932          |
| 4,734.49   | Grounds Maintenance                                | 4,951.87          | 4,564          |
|            | <b>REPAIRS &amp; MAINTENANCE</b>                   |                   |                |
| 2,495.44   | Lift                                               | 2,308.55          | 1,550          |
| 3,041.20   | Fire Systems Maintenance                           | 2,599.92          | 2,275          |
| 2,099.13   | Door & Emergency Systems                           | 2,349.18          | 2,360          |
| 6,663.76   | General Maintenance                                | 10,640.67         | 5,000          |
| 1,618.35   | Planned Maintenance                                | 1,366.43          | 1,500          |
| -          | Insurance Excess                                   | -                 | 150            |
|            | <b>RESERVE FUND</b>                                |                   |                |
| 8,000.00   | Redecoration Contribution                          | 8,000.00          | 8,000          |
| 18,000.00  | Contingency Contribution                           | 18,000.00         | 18,000         |
|            | <b>PROFESSIONAL SERVICES</b>                       |                   |                |
| 17,177.00  | Management Fees                                    | 17,734.76         | 17,735         |
| 555.00     | Audit Fees                                         | 575.00            | 556            |
|            | Prior Year Items                                   | (2,932.65)        | -              |
| 109,491.99 | <b>TOTAL EXPENDITURE</b>                           | <b>113,823.77</b> | <b>110,414</b> |
| (6,772.99) | <b>SURPLUS/(DEFICIT) ON INCOME AND EXPENDITURE</b> | <b>(2,354.92)</b> | <b>-</b>       |

Human error!



**Making documents work**

- 
- ◆ Understanding the structure of information
  - ◆ Telling a story – ‘drop out points’
  - ◆ Separating content – priority of information, call to action, contact details
  - ◆ Brand – fonts, images, colours, tone of voice, consistency
  - ◆ ‘Family of documents’ – customer journey



- ◆ Generic with personalisation
  - ◆ dropping 'data' in spaces
  - ◆ merging content from source into 'templates'
  - ◆ using multiple templates to manage variations
- ◆ Customised data driven
  - ◆ structuring the content and page
  - ◆ managing content and rules based on data
  - ◆ managing change in content once for many
  - ◆ page flow, keep together and continuations
  - ◆ tone of voice to manage relationship
  - ◆ customer preference – language, age, channel etc.

## 1. IT CONTAINS USEFUL INFORMATION

Contains information that keeps customers up to date, tells them something new and explains what, if anything, they need to do.

44% of people feel better informed by mail they value.

## 2. IT MAKES YOU THINK

Makes people consider – or reconsider – their perceptions about the brand or product and its relevance to them.

57% of people who received mail they valued felt more positively about the brand that sent it.

## 3. IT CREATES FEELINGS

Creates real feelings. Some are personal, some are purely transactional and some arise due to the relationship between the recipient and the sender.

45% of people feel happy when they receive mail they value.

## 4. IT LEADS TO ACTION

Perhaps most importantly of all, valued mail drives actions that create commercial value for the advertiser. Valued mail engages customers on a personal level because they either already had a relationship with the brand or because they received mail that was timely or relevant.

92% of consumers who reported feeling something in response to valued mail also said they acted on that feeling.

*Royal Mail MarketReach, Valued Mail, Quadrangle, 2014.*

# What makes a piece of mail valued?

✕ TriPartum

# Examples

**Solutions delivered today**

Reference : 24990  
29 May 2019

Elizabeth House  
341 High Road  
Wembley  
HA9 6BF

Dear Mr [REDACTED]

**Notification of rent and estimated service charge**  
**Elizabeth House, 341 High Road**

Under the terms of your lease, the Index [RPI] plus 0.5%. For the writing to let you know that from

Your estimated service charge will be collected from 1 April 2020 amount will be collected automatically any additional payments these standing order, please ensure payments are made on time; missed payments. Please find

- A schedule of estimated 2020 with notes explain.
- An information sheet on
- A summary of your right

For more information about our [www.octaviahousing.org.uk](http://www.octaviahousing.org.uk) for further queries please call our

Yours sincerely

**Andy Warman**  
Assistant Director – Home Ownership



Name  
Address 1  
Address 2  
Address 3  
Address 4  
Post Code

Dear Name,

**Annual Service Charge Account: 01/04/2016 to 31/03/2017**  
**Address:** Address 1 Address 2 Address 3 Address 4

**Payment Reference: Tenancy**

Please find enclosed the statement of money spent on service and repair communal areas which you need to

The enclosed service charge statement will show you, or surplus, the amount SHG owes you, for your home

**If you are due a refund:**

If your account is in arrears we will use this to clear

If your account is not in arrears, your November 2017 the credit

If you do not pay by direct debit, or if the credit is for more than you have used your surplus to clear arrears and there is no balance by cheque made payable to the lead resident within 30 days

**If you have an amount to pay:**

An invoice will be enclosed.

If you have less than £300 to pay and you pay by direct debit to take the full amount that is due.

If the amount to pay is more than £300 we will collect monthly until the full amount has been repaid starting with

If you do not have a direct debit please call us to set up a direct debit amount shown on your invoice.

**Changes cannot be made to these arrangements**

**Our Reference:** 2017Leasehold  
**Cost Centre:** SD0001

2 Langley House Dodsworth Avenue  
York  
YO31 7TR

11 July 2017

Dear [REDACTED]

**SERVICE CHARGE ESTIMATE – 2 Langley House**

We hereby give you notice pursuant to Section 48(1) that the address for service of notices upon the Landlord (proceedings) is: Coppen Estates at 15 Hickmott Road BQF

Please find enclosed your Service Charge invoice for the forthcoming year. The new amount is payable as set out in the invoice.

If you make payment by standing order, please contact payment to the new amount. If you pay by direct debit, please contact your bank to set up a direct debit payment amount. Should you wish to set up a direct debit service team. The contact details are given below.

Also enclosed is the Summary of Rights and Obligations

Yours sincerely

*[Signature]*  
Signed on behalf of  
**Accent Housing Limited**

[www.accentgroup.org](http://www.accentgroup.org)



<<date>>

<<Tenant Name>>

<<Correspondence Address>>

Correspondence:

Leasehold Services  
A2Dominion Housing Group  
113 Uxbridge Road  
Ealing  
London W5 5TL

T: 0800 432 0077  
E: [leasehold@a2dominion.co.uk](mailto:leasehold@a2dominion.co.uk)  
[www.a2dominion.co.uk](http://www.a2dominion.co.uk)  
Rat: 18 Accounts – Freehold

Dear <<Tenant Name>>,

**Your Service Charge Income and Expenditure Account for <<fund\_sc\_from>> - <<fund\_sc\_to>>**

**Property Address:** <<Property Address>>

**Property Reference:** <<property reference no.>> - <<Tenant Statement Type>>

**Agreement Reference Number:** <<Tenant reference no.>>

Please find enclosed your Service Charge Income and Expenditure Account for the financial year <<fund\_sc\_from>> - <<fund\_sc\_to>>. This shows the actual costs we have incurred for providing services to your estate during the year, together with, where applicable, any amounts we have charged you based on the estimated service charge we sent you in February 2017.

The balance for your home is:

| Schedule title                                                     | £                 |
|--------------------------------------------------------------------|-------------------|
| <<Recovery Heading Description>> e.g. Water - Block                | <<Charge Amount>> |
| <<Recovery Heading Description>> e.g. Sinking Fund - Block         | <<Charge Amount>> |
| <<Recovery Heading Description>> e.g. Service Charge - Block       | <<Charge Amount>> |
| (If SUM B2:B7 < 0) The credit balance due to you for your home is: | SUM B2:B7         |
| (else) The balancing charge due to us for your home is:            |                   |

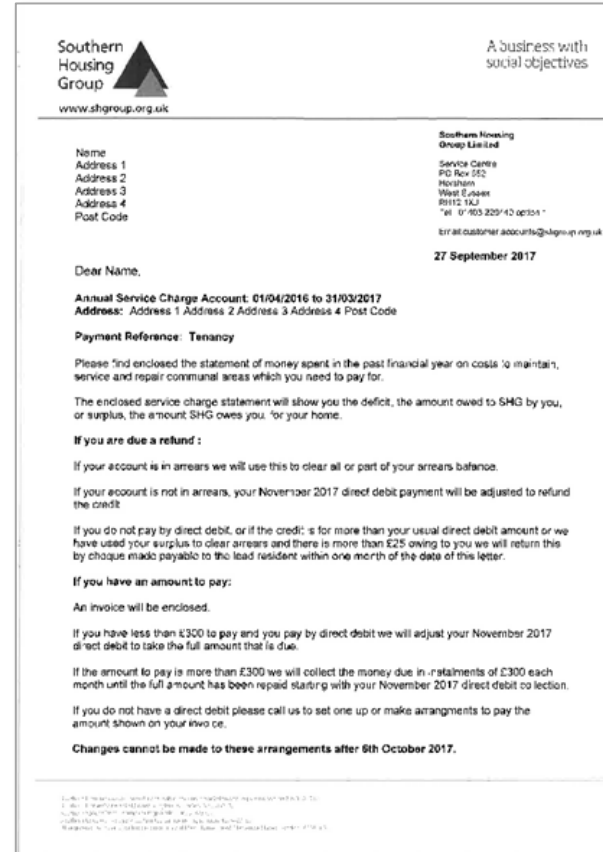
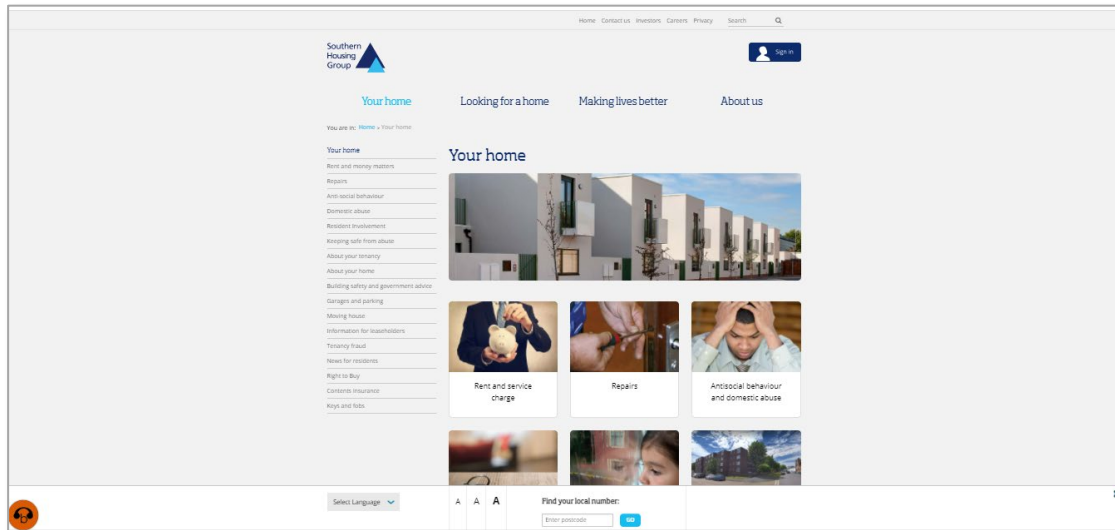
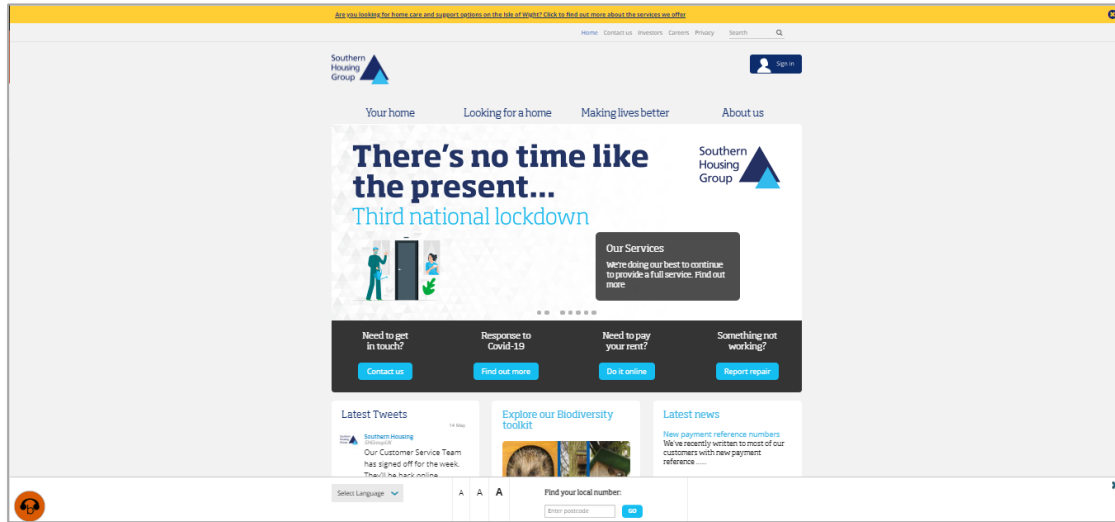


Members of A2Dominion Housing Group Ltd (an exempt charity registered under the Co-operative & Community Benefit Societies Act 2014 Sec. No. 28889L, HCA Reg. 14240)  
A2Dominion Developments Ltd (Co. No. 2888921, registered in England & Wales)  
A2Dominion Housing Ltd (an exempt charity registered under the Co-operative & Community Benefit Societies Act 2014 Sec. No. 28889L, HCA Reg. 14240)

Charlestown House 1, Acorn Park Industrial Estate  
Chesham, Bucks HP8 4JH  
T: 0494 578 0655 E: [customerservices@accentgroup.org](mailto:customerservices@accentgroup.org)

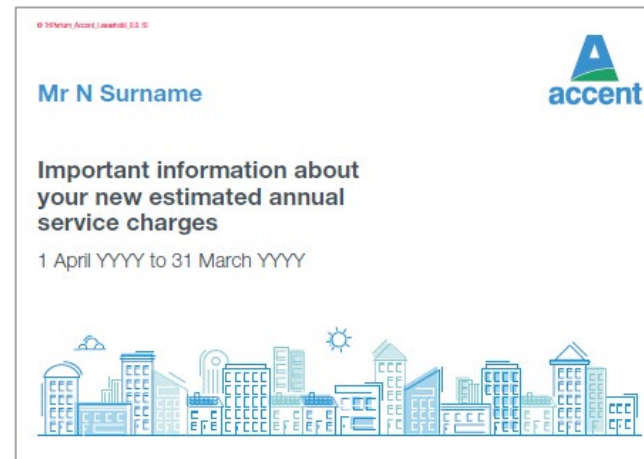
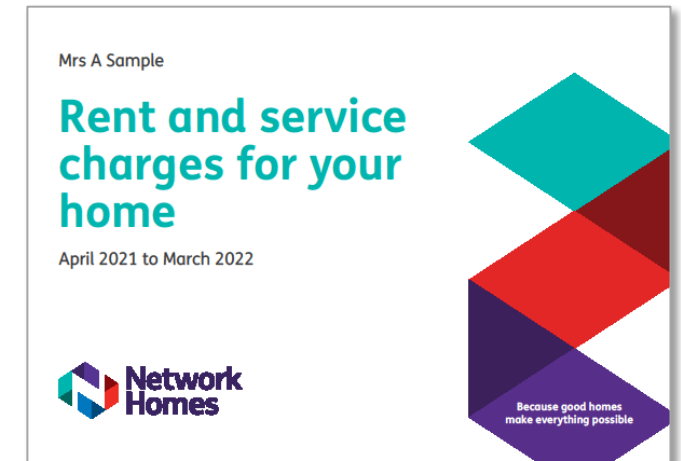
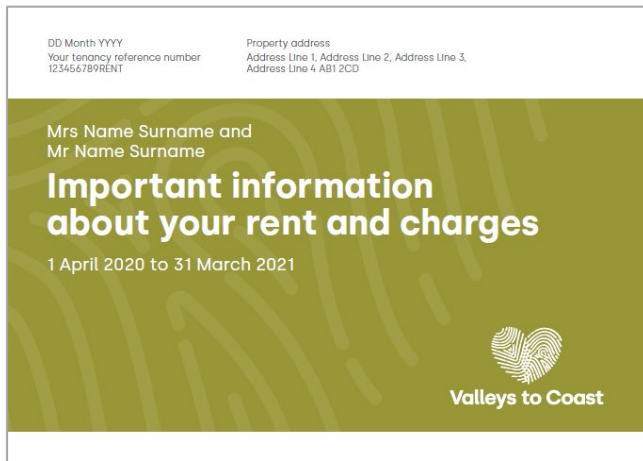
Accent Housing Ltd is a limited liability company registered in England & Wales. Registered office: 1, Acorn Park Industrial Estate, Chesham, Bucks HP8 4JH.





Comms vs operational

TriPartum



Same but different - covers

DD Month YYYY  
Your tenancy reference number  
1234

Property address  
Address Line 1, Address Line 2, Address Line 3,

## Need some advice

Our **Money Matters Team** can give free and confidential advice on all matters relating to money and have lots of experience helping people to budget, save, deal with debt and claim the correct welfare benefits. You can get in touch by  
Phone 01656 762582  
Email MoneyMatters@v2c.org.uk  
Webchat v2c.org.uk

You can also seek independent advice and support from  
**Bridgend County Borough Council**  
Phone 01656 643643  
Housing Solutions Team  
Civic Offices, Angel Street,  
Bridgend CF31 4WG  
**Citizens Advice Bureau**  
Phone 0344 477 2020  
26 Dunraven Place,  
Bridgend CF31 1JD

## What your rent and charges pay for

Here is a breakdown of how we spent the income we receive.

|                                       |        |
|---------------------------------------|--------|
| Housing Management                    | 19.56% |
| Housing Services                      | 12.62% |
| Maintenance reactive                  | 21.58% |
| Maintenance - cyclical                | 2.32%  |
| Planned Maintenance and Major Repairs | 19.57% |
| Depreciation of Housing Properties    | 21.20% |
| Depreciation of Other Fixed Assets    | 2.25%  |
| Rent loss from bad debts              | 0.90%  |

**The legal stuff**  
In accordance with Section 13 of the Housing Act 1988 and Welsh Statutory Instrument 2016 No. 174(W.2), your landlord duly gives you 28 days' notice of the rent increase. A copy of the Notice is provided in this booklet.  
For the purposes of S.48(1) of the Landlord and Tenant Act 1987 your Landlords address for Service of Notice (including Notices of Proceedings) is as follows:  
Valleys to Coast Housing Limited, Tremains Business Park, Tremains Road, Bridgend CF31 1TZ.

Miss A B Sample

From 6 April 2020 the new amount you need to pay each week is **£112.59**  
Please make arrangements to pay using one of the options below.

Your weekly rent for the year is £78.43  
Your weekly service charge amount is £34.16  
The table on the next page shows how this has been worked out

**Housing Benefit**  
- amount eligible £110.15  
- amount not eligible £2.44  
**Universal Credit**  
- amount eligible £97.58  
- amount not eligible £15.01

Dear Miss A B Sample  
This booklet is personalised to you and provides important information about your rent and service charges for the coming year.  
In accordance with the terms of your tenancy agreement we review your rent, service and other charges each year and as your landlord we have to send you a Prescribed Statutory Notice required by Section 13(2) of the Housing Act 1988 which is provided in the following pages. You should read this notice as it contains important information, including details of all the charges for your property.  
**Do you get Housing Benefit?**  
If you receive Housing Benefit we'll tell all Local Authorities of your new rent charges and your housing benefit should be adjusted automatically.  
**Do you get Universal Credit?**  
If you're on Universal Credit it is your responsibility to tell the Department for Work and Pensions (DWP) of your new charges but do not do this before 6 April 2020. If you need help telling them just call the Income Team on 01228 635492 who will be happy to help you.  
**Do you need some advice?**  
Please let us know as soon as possible if you're in financial difficulties so that we can help you work out a way to pay. To speak to the Income Team about arrears, or discuss how you pay your rent you can call us Monday to Friday 9.00am to 5.00pm on 01228 635492. We also have a dedicated Money Advice & Financial Inclusion Service that can help you with:  
- benefits checks to help you claim everything you're entitled to  
- budgeting advice to help you manage and prioritise your finances effectively.  
If you would like to make an appointment please text FT to 07554 654900 or email income@castlesandcoasts.co.uk and we'll arrange to call you back.

Mrs A Sample

## How we use your rent

Where does our money come from?  
We are a not for profit housing association and build, sell, rent and manage affordable homes across London and Hertfordshire. We currently own and/or manage nearly 21,000 homes.  
All the proceeds from the rent and sale of these homes are invested into delivering our social purpose of building more affordable homes. The income from rents and sales also goes towards covering our direct business costs in terms of management and maintenance of our existing homes and debt servicing. In addition, as part of the Government's Affordable Homes Programme, we receive grant funding which helps us to build and deliver some of the new homes we provide for social and affordable rent, and shared ownership.  
To try and reduce the potential impact of a more challenging financial environment we aim to operate as efficiently as we possibly can; we think about how we spend our money to add the most value for our customers; and we aim to limit the amount of money we have to borrow to build new homes.

Our income comes from a variety of sources

|                                                         |                 |              |
|---------------------------------------------------------|-----------------|--------------|
| Social housing income (rent, service charge and grants) | £14,4464        | 73%          |
| Surplus on sales of properties                          | £7,886          | 4%           |
| Interest on bank deposits                               | £510            | Less than 1% |
| Other social income                                     | £29,588         | 15%          |
| Non-social income                                       | £14,739         | 7%           |
| Revaluation of investment properties                    | £569            | Less than 1% |
| Restructuring of loans                                  | £94             | Less than 1% |
| <b>Total income</b>                                     | <b>£196,712</b> |              |

## How all the income we collected last year was spent

|                         |     |        |
|-------------------------|-----|--------|
| Services                | 19% | £6.8m  |
| Void and bad debts      | 3%  | £0.7m  |
| Investment in new homes | 6%  | £2.5m  |
| Mortgage repayments     | 17% | £5.9m  |
| Major improvements      | 10% | £3.7m  |
| Day to day maintenance  | 13% | £5.8m  |
| Staff costs             | 32% | £11.3m |

## Getting help with paying your rent

We are here to help. If you need advice call our Customer Service Team as soon as possible at help@clwydaiyn.co.uk or call on 0800 163 5757. There's also lots of helpful information about rent and payments in the Residents Handbook. Guidance Notes document available on our website clwydaiyn.co.uk

## Housing Benefit and Universal Credit

Many residents will be entitled to help towards their rent through Housing Benefit or Universal Credit.  
The amount you qualify for will depend on your personal circumstances such as the size and age of your family, how much money you have coming in and your rent. If there are any changes in your circumstances, such as your wages going up or down, you must tell your local authority (Housing Benefit) or DWP (Universal Credit) as any amount you do receive may need to be adjusted.

## Housing Benefit Direct

This can be paid directly to us by the Housing Benefit Department if you request this. Residents who receive Universal Credit will receive a payment towards their housing cost (rent) as part of their Universal Credit entitlement, which will be paid direct to the resident. You will therefore, need to make payment arrangements for your rent.

## Rent statement

Payments you have made over the year and the balance on your account are shown on your statement which is available on the Resident Portal or call us to request a copy.

Mr M

From 1 April YYYY the amount you'll need to pay for this year is **£000.00**  
Please make arrangements to pay this by one of the options shown and use your account number 12345678 as the reference.  
This amount does not reflect any arrears or credit on your account with us.

**Online**  
You can also pay online by using the alipay link on our Customer Portal  
https://login.accentgroup.org

**Direct Debit, credit or debit card**  
With a Direct Debit the agreed amount is collected automatically from your bank or building society on the date you have arranged. Your payments are also protected by the Direct Debit Guarantee.  
To set up a Direct Debit or make a payment using your credit or debit card call us on 0345 678 0555

**Online banking or standing orders**  
For online banking or standing orders, our bank details are shown below:  
Bank: Bank Name  
Account Number: 12345678  
Sort Code: 90-00-00  
Reference: 12345678

Title

DD Month YYYY

Property address  
Address Line 1  
Address Line 2  
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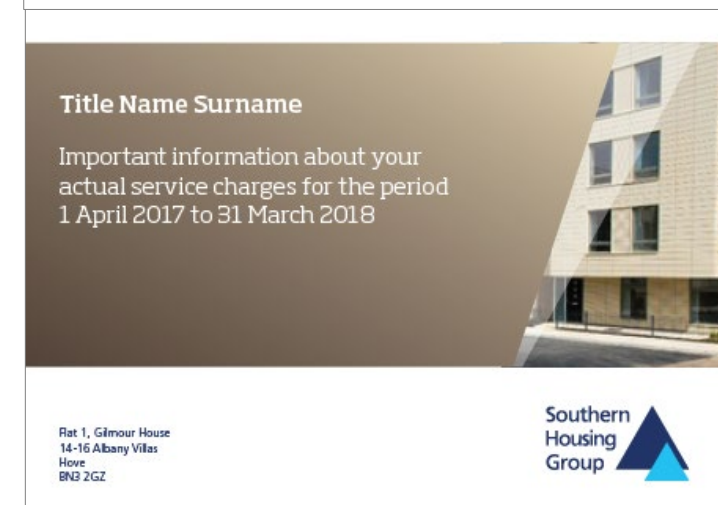
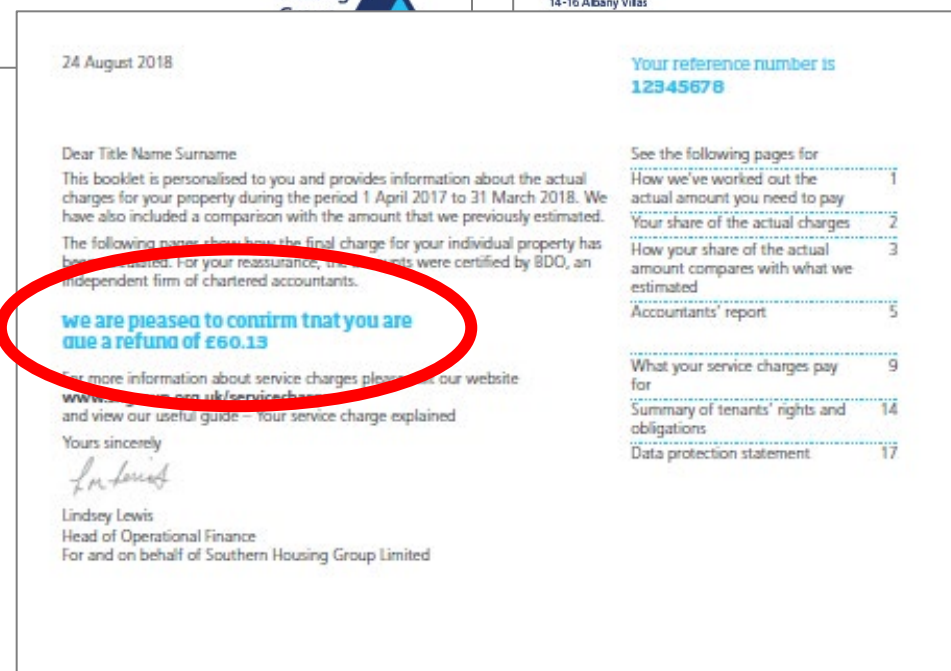
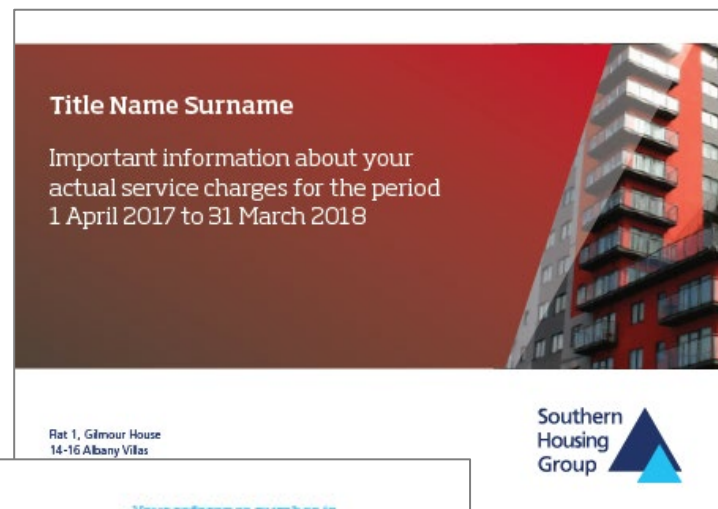
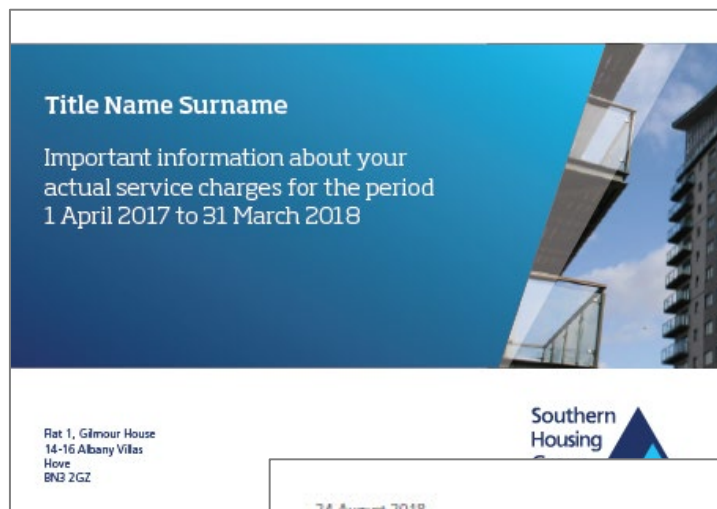
Dear Title Name Surname  
Your service charge for April 2021 to March 2022 will shortly change and the following pages show how we've worked out the new amount you need to pay.  
**From April 2021 the new amount you need to pay each month is £000.00**  
The estimated charge for the year is £0,000.00  
This is a formal demand asking you to pay the amount shown which is subject to change following audited final year end accounts.  
Please make arrangements to pay the new amount. We recommend Direct Debit as this is convenient, safe and backed by the Direct Debit guarantee. Call us and we can set this up. Alternatively we provide other ways to pay which are shown overleaf.  
Yours sincerely  
K.McArdell-Broome  
Kate McArdell-Broome  
Head of Customer Operations

**What your pack includes**

|                                                              |    |
|--------------------------------------------------------------|----|
| Paying us and the options available                          | 3  |
| How we've estimated your service charge                      | 4  |
| What your service charge pays for                            | 7  |
| Your questions answered                                      | 8  |
| Service Charges - Summary of tenants' rights and obligations | 10 |

# Same but different - inside

TriPartum



Customised 'look and feel'

TriPartum

**If you are due a refund :**

If your account is in arrears we will use this to clear all or part of your arrears balance.

If your account is not in arrears, your November 2017 direct debit payment will be adjusted to refund the credit

If you do not pay by direct debit, or if the credit is for more than your usual direct debit amount or we have used your surplus to clear arrears and there is more than £25 owing to you we will return this by cheque made payable to the lead resident within one month of the date of this letter.

**If you have an amount to pay:**

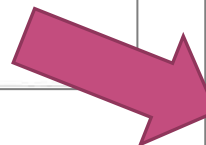
An invoice will be enclosed.

If you have less than £300 to pay and you pay by direct debit we will adjust your November 2017 direct debit to take the full amount that is due.

If the amount to pay is more than £300 we will collect the money due in instalments of £300 each month until the full amount has been repaid starting with your November 2017 direct debit collection.

If you do not have a direct debit please call us to set one up or make arrangements to pay the amount shown on your invoice.

**Changes cannot be made to these arrangements after 5th October 2017.**



## How we've worked out the actual amount you need to pay

The following tables show your share of the actual service charges and a comparison with the amount that we previously estimated for the period 1 April 2017 to 31 March 2018

| You are due a refund of | The amount we estimated was | Your share of the actual charges is |
|-------------------------|-----------------------------|-------------------------------------|
| <b>£60.13</b>           | <b>£1,264.59</b>            | <b>£1,204.46</b>                    |

As you are due a refund we will send a cheque for the amount made payable to the lead resident by 24 September 2019.

Our calculations are based on your account as at 5 September 2019.

### Direct Debit

Direct Debit is the easiest way to pay, or receive refunds, for your rent or service charge and you can pay weekly, fortnightly, four-weekly or monthly on the day or date of your choice. You are also protected by the Direct Debit guarantee.

To set up a Direct Debit please call us on 0300 303 1063



2 March 2020

Your reference number is

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**Property electricity charges**  
This is where we supply electricity to your individual property. The cost of the electricity and any standing charges and VAT are passed to you.

**Property heating**  
Where we provide heating to your property, we pass on the cost of maintaining, repairing and servicing the heating system. The cost of fuel used to run the system is also included in this charge.

**Property water charges**  
The water supplier charges us for the water provided your property and we pass the cost on to you.

## Landlord's Notice proposing Periodic Tenancy of premise

Housing Act 1988 section 13(2), as amended by the Regulations (Rent Increases) Order 2003. The following notes give guidance to both landlords and tenants.

To Mr A Sample  
Of Street, Town, County, POSTCODE  
From Southern Housing Group Ltd, PO Box 643, Horsham, West Sussex, PO18 8JH  
1. This notice affects the amount of rent you pay. Please note the Landlord is proposing a new rent of £94.29 per week.  
2. The first rent increase date after 11 February 2003 is 6 April 2020.  
3. The starting date for the new rent will be 6 April 2020.  
4. Certain charges may be included and separately identified. The amounts of the charges (if any) are:

| Charges              | Amount included and separately identified (if appropriate) in the existing rent | In  |
|----------------------|---------------------------------------------------------------------------------|-----|
| Council Tax          | £4.05                                                                           | £4  |
| Water Charges        | £0.73                                                                           | £0  |
| Fixed Service Charge | nil                                                                             | nil |

6. If you accept the proposed new rent, you should make arrangements to pay it. If you do not accept it, there are steps you should take before the starting date in paragraph 4 above. Please see the following notes for what to do next.

Signed Southern Housing Group Limited [Landlord]. (See note 13 over the page).  
Date: 2 March 2020

## Please read these notes carefully

### Guidance notes for tenants

What you must do now  
1. This notice proposes that you should pay a new rent from the date in paragraph 4. If in any doubt or need about any aspect of it you should immediately discuss it with your landlord or take it to a citizens' advice centre or a solicitor.  
2. If you accept the proposed rent, please make arrangements to pay it. If you pay by standing order through your bank, you should inform them that the arrangement has changed. You should also inform your local authority if you are claiming Universal Credit or the for Work and Pensions claiming Universal Credit. Gov.uk website provides advice: <http://www.gov.uk> worried that you might not pay your rent, you should contact your landlord.

advice from a citizens' advice or housing advice centre.

• one month for a tenancy which is monthly or for a lesser period, for instance weekly or fortnightly  
• six months in all other cases  
16. The second in most cases two exceptions (a) the start of the proposed tenancy was later than the date of the notice (b) that would be the date of the notice starting more than 53 weeks on which

landlord could reasonably expect for the property if it were let on the

This allows rent increases to take effect on a fixed day each year where the period of a tenancy is 15 and 18 must still be observed. 18. The third requirement, which applies in all cases, is that the of your request, where the accounts are made up for 12 month periods, or cover the 12 month period ending with the date of your

15 and 18 must still be observed.

18. The third requirement, which applies in all cases, is that the of your request, where the accounts are made up for 12 month periods, or cover the 12 month period ending with the date of your

## Data protection statement

Sending the notification in this new format does not affect the way the Group processes your personal data. The legal basis for this processing is to uphold your tenancy agreement or leasehold. We consider the information we hold about you is what you would reasonably expect us to hold. The categories of personal data we process about you are your name, tenancy number and correspondence address.

## Notes

Your reference number is 1111111

If you have any questions there's lots of helpful information about service charges on our website [shgroup.org.uk](http://shgroup.org.uk)

You can call us Monday to Friday, 8am to 6pm on 0300 303 1772

0300 numbers are charged at the same rate as standard landline numbers, whether you make a call from a landline or mobile.

Email us at [customer.accounts@shgroup.org.uk](mailto:customer.accounts@shgroup.org.uk)

Chat to us online with webchat [www.shgroup.org.uk/contact-us](http://www.shgroup.org.uk/contact-us)

Write to us at Service Centre Southern Housing Group PO Box 652 Horsham RH12 1XJ

# Estimates content

TriPartum

## HOW WE'VE WORKED OUT YOUR ESTIMATED SERVICE CHARGE

This shows how much we think it will cost us to provide services such as gardening or repairs in shared areas to your home and estate during the year.

### Estimated estate service charges

| Description                           | The amount we estimated last year was | The amount we estimate for this year is | The proportion that applies to you is | Your share of this year's estimate is |
|---------------------------------------|---------------------------------------|-----------------------------------------|---------------------------------------|---------------------------------------|
| Bulk refuse removal - see notes below | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Grounds maintenance                   | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Communal repairs                      | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Total estimated charge for the year   | £00,000.00                            | £00,000.00                              |                                       | £00,000.00                            |
| Monthly estate service charge         |                                       |                                         |                                       | £00,000.00                            |

### Estimated block service charges

| Description                         | The amount we estimated last year was | The amount we estimate for this year is | The proportion that applies to you is | Your share of this year's estimate is |
|-------------------------------------|---------------------------------------|-----------------------------------------|---------------------------------------|---------------------------------------|
| Block cleaning - see notes below    | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Bulk refuse removal                 | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Communal repairs - see notes below  | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Insurance                           | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Lighting and electricity            | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Management fee                      | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| TV Aerial or Satellite system       | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Total estimated charge for the year | £00,000.00                            | £00,000.00                              |                                       | £00,000.00                            |
| Monthly block service charge        |                                       |                                         |                                       | £00,000.00                            |

### Estimated sinking fund contribution

| Description                               | The amount we estimated last year was | The amount we estimate for this year is | The proportion that applies to you is | Your share of this year's estimate is |
|-------------------------------------------|---------------------------------------|-----------------------------------------|---------------------------------------|---------------------------------------|
| Sinking funds                             | £00,000.00                            | £00,000.00                              | 00.0000                               | £00,000.00                            |
| Total estimated contribution for the year | £00,000.00                            | £00,000.00                              |                                       | £00,000.00                            |
| Monthly block sinking fund                |                                       |                                         |                                       | £00,000.00                            |

### About the proportion that applies to you

You may notice that you appear to be paying a higher proportion for some charges, such as Examination fees, Insurance and Management fees. This is due to there being rented properties in your block. These charges still apply to all tenants, but are included as part of their rent and are not shown as a separate service charge - this is why the proportion that applies to you for some charges appears to be higher on your statement.

## WHY THE ESTIMATED CHARGES HAVE GONE UP OR DOWN

### Estate charges

#### Description

Commentary text to go here ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi.

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### Block charges

#### Description

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## WHAT YOUR SERVICE CHARGE PAYS FOR

The following notes provide an explanation about the services we provide at the block or estate where you live.

### Block cleaning

Cleaning shared areas of blocks. This may include washing stairs and floors, sweeping and dusting indoor shared areas, cleaning windows (usually only the internal surfaces of common area windows) and the cost of the cleaning materials. Other costs associated with keeping the block clean may also appear here for example where we clean the external surfaces of all windows.

### Bulk refuse removal

The cost of dealing with fly tipping or removing dumped bulky items will appear under this heading.

### Communal repairs

Carrying out day-to-day responsive repairs in shared areas.

### Grounds maintenance

This charge covers our contractors' fee to look after the outside areas of estates, such as gardening, mowing grassed areas and litter picking. Other costs to maintain the estate may also appear here, such as the cost of dealing

with abandoned vehicles.

### Insurance

Arranging buildings insurance for our properties. The cost included in this figure includes separate insurances for Public Liability insurance - which covers injury or death to anyone on or around your block or estate - and Terrorism insurance - which covers potential losses and liabilities that might happen due to terrorist activities. Note: This does not include home contents insurance. You are responsible for arranging this to cover your personal belongings.

### Lighting and electricity

Providing outside lighting at estates and blocks, and on estate roads. It also includes the cost of providing lighting in shared areas and includes the electricity costs of running all electrical equipment, such as lifts.

### Management fee

Managing our estates, such as carrying out site visits, dealing with queries and requests, and arranging contracts for services. This only applies to

freeholders, leaseholders and shared owners.

### Sinking fund

A fund you may pay into to build a reserve sum of money. This is used to pay for more expensive work to shared areas of your property, such as replacing a roof or repairing a lift or the cost of cyclical works. This is only payable by leaseholders (including shared owners) and freeholders.

### TV aerial or satellite system

Service providers' fees for any shared TV, digital, cable, or satellite system installed for the estate or block. This is separate to any fees residents pay to providers for subscriptions to particular services.

Mr E Shand

Important information about your actual service charges for the period 1 April 2019 to 31 March 2020

Unit 12, Gateway 1000  
Arlington Business Park  
Widley Way  
Sutton Coldfield  
B40 2EP

## How we've worked out the amount you need to pay

The following tables show your share of the comparison with the amount that we provided 1 April 2019 to 31 March 2020

There is an additional amount to pay of

£70.68

The amount we estimated was

£1,107.33

As your account is in arrears we will add the amount to your arrangements to pay the full amount due. If you would like to arrange an alternative arrangement you must let us know by 9 November 2020. Our calculations are based on your account as at 31 April 2020.

Our 'Ways to Pay' brochure describes a number of payment options from [www.shgroup.org.uk/your-home/rent-and-maintenance](http://www.shgroup.org.uk/your-home/rent-and-maintenance)

### Contacting us

If you think you will have difficulty paying, please contact us as soon as possible to arrange a suitable payment plan.

Call us on 0300 303 1063  
Chat to us online with webchat [www.shgroup.org.uk](http://www.shgroup.org.uk)  
Email us at [customer.accounts@shgroup.org.uk](mailto:customer.accounts@shgroup.org.uk)

## Your share of the actual charges

These costs have been calculated in accordance with the terms of your lease. You have the right to inspect any invoice used to prepare these accounts within the next six months.

Please get in touch with our Customer Accounts Team if you have any queries. We would like to do this.

| Description                        | The actual costs and other charges for where you live | The proportion of the actual costs and other charges for where you live |
|------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Actual estate costs</b>         |                                                       |                                                                         |
| Bulk Waste Removal                 | £2,011.14                                             | £120.67                                                                 |
| CCTV Costs                         | £22.77                                                | £1.37                                                                   |
| Cleaning - Communal                | £1,324.92                                             | £79.50                                                                  |
| Door Entry System Repairs          | £279.07                                               | £16.74                                                                  |
| Electricity - Communal             | £344.63                                               |                                                                         |
| Fire Equipment Service Contract    | £263.94                                               |                                                                         |
| Landscape and Gardening - Communal | £899.76                                               |                                                                         |
| Service Materials                  | £465.36                                               |                                                                         |
| Window Cleaning                    | £100.56                                               |                                                                         |
| Day to Day Repairs - Communal      | £1,980.69                                             |                                                                         |

| Description                                     | Your share of the estimated costs and other charges | These have gone up / down by | Your share of the actual costs and other charges |
|-------------------------------------------------|-----------------------------------------------------|------------------------------|--------------------------------------------------|
| <b>Estate costs</b>                             |                                                     |                              |                                                  |
| Bulk Waste Removal                              | £87.43                                              | £33.24                       | £120.67                                          |
| CCTV Costs                                      | £0.00                                               | £1.37                        | £1.37                                            |
| Cleaning - Communal                             | £80.28                                              | £0.78                        | £79.50                                           |
| Door Entry System Repairs                       | £8.27                                               | £8.47                        | £16.74                                           |
| Electricity - Communal                          | £20.25                                              |                              |                                                  |
| Fire Equipment Service Contract                 | £79.44                                              |                              |                                                  |
| Landscape and Gardening - Communal              | £55.99                                              |                              |                                                  |
| Service Materials                               | £0.00                                               |                              |                                                  |
| Window Cleaning                                 | £6.09                                               |                              |                                                  |
| Day to Day Repairs - Communal                   | £53.15                                              |                              |                                                  |
| <b>Other charges: Individual property costs</b> |                                                     |                              |                                                  |
| Management Fee                                  | £181.69                                             |                              |                                                  |
| Buildings Insurance                             | £134.74                                             |                              |                                                  |
| Reserve Fund Contribution                       | £400.00                                             |                              |                                                  |
| <b>Total</b>                                    | <b>£1,107.33</b>                                    |                              |                                                  |

| Description                                | Date       | Amount           |
|--------------------------------------------|------------|------------------|
| rectify ground floor cupboard and F82 lock | 01/04/2019 | £163.81          |
| secure damaged front door                  | 02/07/2019 | £46.80           |
| repair & replace communal light fittings   | 26/07/2019 | £196.14          |
| repair faulty communal light               | 12/09/2019 | £56.56           |
| SHG87004 replace 3 faulty light fittings   | 09/10/2019 | £1,008.00        |
| SHG870039 replace 1 faulty light fitting   | 09/10/2019 | £372.00          |
| at concrete spur to boundary fence         | 28/10/2019 | £44.02           |
| repair loose light switch by entrance      | 29/10/2020 | £93.36           |
| <b>Total</b>                               |            | <b>£1,980.69</b> |

| Description                        | The actual costs and other charges for where you live | The proportion of the actual costs and other charges for where you live |
|------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Actual estate costs</b>         |                                                       |                                                                         |
| Bulk Waste Removal                 | £2,011.14                                             | £120.67                                                                 |
| CCTV Costs                         | £22.77                                                | £1.37                                                                   |
| Cleaning - Communal                | £1,324.92                                             | £79.50                                                                  |
| Door Entry System Repairs          | £279.07                                               | £16.74                                                                  |
| Electricity - Communal             | £344.63                                               |                                                                         |
| Fire Equipment Service Contract    | £263.94                                               |                                                                         |
| Landscape and Gardening - Communal | £899.76                                               |                                                                         |
| Service Materials                  | £465.36                                               |                                                                         |
| Window Cleaning                    | £100.56                                               |                                                                         |
| Day to Day Repairs - Communal      | £1,980.69                                             |                                                                         |

| Description                                     | Your share of the estimated costs and other charges | These have gone up / down by | Your share of the actual costs and other charges |
|-------------------------------------------------|-----------------------------------------------------|------------------------------|--------------------------------------------------|
| <b>Estate costs</b>                             |                                                     |                              |                                                  |
| Bulk Waste Removal                              | £87.43                                              | £33.24                       | £120.67                                          |
| CCTV Costs                                      | £0.00                                               | £1.37                        | £1.37                                            |
| Cleaning - Communal                             | £80.28                                              | £0.78                        | £79.50                                           |
| Door Entry System Repairs                       | £8.27                                               | £8.47                        | £16.74                                           |
| Electricity - Communal                          | £20.25                                              |                              |                                                  |
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| Service Materials                               | £0.00                                               |                              |                                                  |
| Window Cleaning                                 | £6.09                                               |                              |                                                  |
| Day to Day Repairs - Communal                   | £53.15                                              |                              |                                                  |
| <b>Other charges: Individual property costs</b> |                                                     |                              |                                                  |
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| Reserve Fund Contribution                       | £400.00                                             |                              |                                                  |
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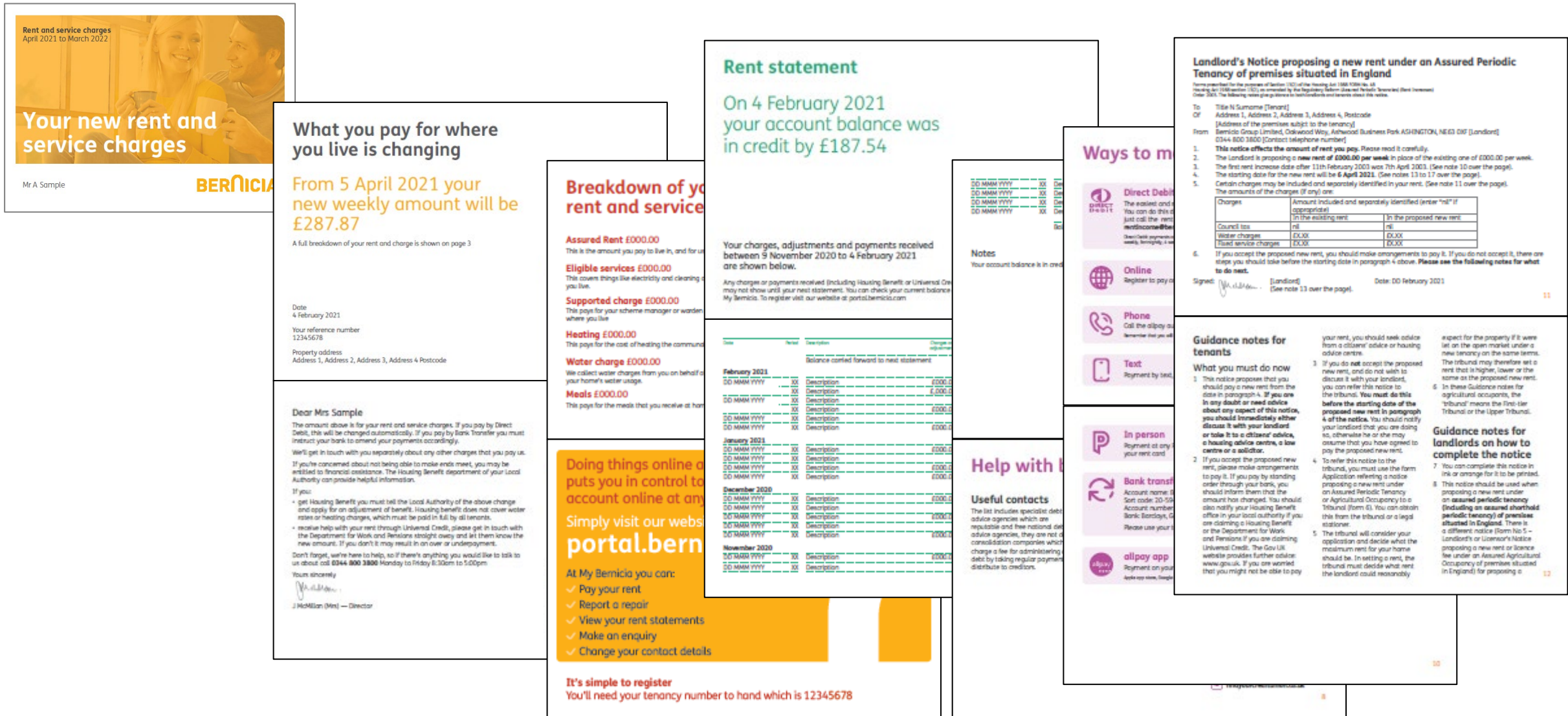
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Evolving

TriPartum

## YOUR PERSONAL STATEMENT

Mr D [REDACTED] & Mrs M [REDACTED]



2020-21

Dear Mr D [REDACTED] & Mrs M [REDACTED]

I'm James [REDACTED], your Homeownership Specialist. It is my job to make sure your living environment is safe and comfortable. I joined Accent in 2017. Previously I worked for some of the largest and most respected property management companies in the UK and Australia. I have over 10 years' experience of managing a wide range of portfolios including residential, commercial, commonhold and mixed-use developments.

Personal highlights have included delivering high quality property management services to prestigious city centre apartments Box Works and Timber Wharf in Manchester and luxury developments in the heart of Sydney's Central Business District.



### Get in touch for

- ✓ Queries about your service charge accounts and budget
- ✓ Queries about your lease
- ✓ Support and advice with service charge matters
- ✓ Estate management concerns, (grounds maintenance, clearing etc.)
- ✓ Health and safety concerns (fire safety, hazards etc.)

## YOUR PERSONAL STATEMENT

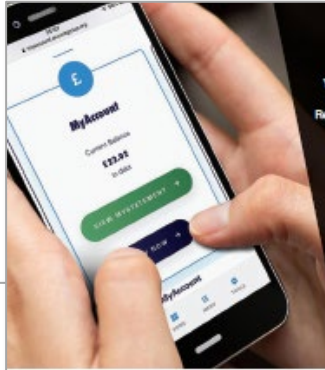
We have consistently heard that customers like to be kept informed about estates, their neighbourhoods and their communities – which is why we with a 'personal statement' to let you know about the activity that has in your area. We hope you find this useful.

### HELLO FROM ROB BLOOM OUR SALES DIRECTOR

More than 3,000 Accent customers (one in six) are leaseholders or homeowners. Accent's commitment to help fix the housing crisis by developing new homes means that more leasehold and shared ownership properties will be added to our portfolio every year. It is time to focus our attention on this important and valued group of customers.

Customer satisfaction has not been as high as we would like in some areas. We know we can improve and we're working hard to turn things around. We are confident you will see improvements being made.

Delivering these improvements in the current circumstances will allow us to think more creatively. Your health and safety has always been our top priority.



## MYACCOUNT

You can now manage your tenancy or lease online 24/7. Registering for MyAccount only takes a few minutes, and once registered you'll be able to:

- Pay your rent or service charges online with ASPI
- Check your account balance
- Report a repair to your property or in a communal area
- Update your personal details
- Report anti-social behaviour

## CONTACT DETAILS

Please check that the contact details we hold are up to date in case we need to get in touch with you.

If it needs updating, visit [myaccount.accentgroup.org](http://myaccount.accentgroup.org) or call 0345 678 0555

Mr [REDACTED]  
Home number: 016 [REDACTED]  
Mobile number: 079 [REDACTED]  
Email address: [REDACTED]@hotmail.com  
Contact preference: Not Specified

Mrs [REDACTED]  
Home number: [REDACTED]  
Mobile number: [REDACTED]  
Email address: [REDACTED]  
Contact preference: [REDACTED]

## RESPONDING TO YOUR FEEDBACK

### Estate Services

In some areas we've moved away from the 'one size fits all' grounds maintenance service and on some estates tailored specifications to fit the way they are landscaped. Contact management is now overseen by someone who works locally and is familiar with your area.

### Contact Centres

We have appointed Quality Coaches who provide advice and guidance to our Customer Service Advisors as to how we can best meet your needs.

### Complaints

We've done away with the language 'formal' and 'informal' as all complaints deserve to be taken seriously and properly recorded. You'll receive a text message inviting you to give feedback on how your complaint was handled.

Our customer service on the grounds will help them respond more effectively. We've appointed our larger estate grounds maintenance

To ensure our staff are able to respond promptly, we are implementing processes

Complaints are a valuable tool to understand what we do well at and where we need to improve. We will prevent future

## FIRE SAFETY

You may have received a leaflet from us describing what to do if there's a fire in your building.

If you've not yet received a leaflet, or you need a reminder about which evacuation procedure applies please visit [www.accentgroup.org/fire-safety](http://www.accentgroup.org/fire-safety)

For a free fire safety visit contact your local fire and rescue service, details of which can be found at [fireservice.co.uk](http://fireservice.co.uk)

## IF THERE'S A FIRE

The priority is to get everyone out of your building or home out and phone 999. Do not try and put the fire out yourself.

Make an escape plan and practice it regularly to make sure everyone knows how to get out safely, especially if someone in your household would have difficulty making their way out of the building.

Keep your keys in the same place so you can get them quickly when you leave and close doors behind you to stop the spread of fire.

The best route is the normal way in and out of your home. Make sure you keep exits clear of anything that might slow your escape. This includes shared areas.

Never use the lift as part of your plan, no matter how tempting it may be.

## SERVICES

Your local Estates Services Officer is responsible for making sure these tasks are carried out as per the schedule. You can help us by taking part in our email and text message surveys.

For more information visit [www.accentgroup.org/estate-services](http://www.accentgroup.org/estate-services)

Your grounds maintenance service is provided by: **Greenfingers**



## GROUND MAINTENANCE FOR THE YEAR

| Task                                         | Frequency |
|----------------------------------------------|-----------|
| Grass cutting                                | 16        |
| Edging of beds                               | 3 to      |
| Hard surface clearance                       | 20        |
| Removal of weeds and moss from hard surfaces | 2 to      |
| Collect litter and fallen leaves             | 20        |
| Remove weeds from beds                       | 4 to      |
| Maintenance of shrub beds                    | 8 to      |
| Pruning of shrubs and hedges                 | 3 to      |
| Strimming                                    | 2 to      |
| Clearing brambles and gorse                  | 2 to      |

All frequencies and timings are subject to change, based on weather conditions.

## PLANNED IMPROVEMENTS

Some of the improvements scheduled to take place over the next few years are shown below.



**External Decoration**  
Scheduled for 2023



**Boundary Walls/Fences**  
Scheduled for 2026



**External Lighting**  
Scheduled for 2026

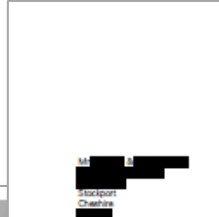
Please note that improvements are subject to achieve accounts being up to date.

## GET INVOLVED

Accent 500 is a collective of Accent customers who we consult with on a regular basis to better understand your priorities and preferences, and to find out what you think about the services we provide.

You can join our online community, or find out more about the improvements we have made by acting upon your feedback on our website.

[www.accentgroup.org/get-involved](http://www.accentgroup.org/get-involved)



# Personal statement - after

TriPartum

For help with translation, or if large type, Braille or a taped summary would be useful, please contact your local service centre: [www.shgroup.org.uk/servicecentre](http://www.shgroup.org.uk/servicecentre)

إذا كنت بحاجة إلى مساعدة، أو إذا كان من الأسهل لك أن تكون النص مطبوعاً بالحرف كبير، أو بلغة برايل المتكفون أو مخصصاً على  
هاتف سمعي للأفراد أن تصل بمركز الخدمة المحلي في منطقتك: [www.shgroup.org.uk/servicecentre](http://www.shgroup.org.uk/servicecentre)

**Bengali** অনুবাদ করুন সাহায্য, অথবা বড় হরফেরে ছাপা, ক্লিক ই বা একটি ব্রটপ করা সংকেশিতসার স্বক্য়দ কাকো  
লাফে, ভাফফল দয়া ককর 0300 303 1882 নমুবকর আপনার স্থানীয় সাক্ষ্যন্ত স ব্রটপটিফকর সাফথ  
বরখা-ফফা করফকন।

**French** Pour obtenir de l'aide avec vos traductions, ou si un résumé en gros caractères, Braille ou audio s'avère nécessaire, merci de contacter votre Centre de Service: [www.shgroup.org.uk/servicecentre](http://www.shgroup.org.uk/servicecentre)

**Somali** Si aad gargaar uga hesho burjumaadda, ama haddii ay waxtar kuu yeelanayaan farta waawee, Braille ee dadka indhaha la' ama soo koobid la duubay, fadlan la xiriir xarunta adeegga xaafi

**Spanish** Para recibir ayuda con una traducción o escrita en letras más grandes o en Braille o si un res grabado le sería de ayuda, por favor póngase en contacto con su centro local de servicio:

**Türkçe** Çeviri konusunda yardım için ya da büyük baskılı olarak, Braille (kör alfabesi) ve sesli format

özet yardımcı olacaksa, lütfen 0300 303 1883 numaralı telefondan yerel servis merkezimize

www.chgroup.org.uk/servicecentre: رابطہ کریں اپنے

In accordance with the terms of your Assured Tenancy we are sending you this information to let you know that from 2 April 2018 the amount you need to pay will change.

The table below shows how this has been calculated and details of the changes for owners are shown

Yn unol â tholerau eich Tenantiaeth Sicr, rydym yn anfon yr wybodaeth hon atoch i roi gwybod ichi y bydd y swm y byddi angen i chi ei dalu, o 2 Ebrill 2018, yn newid.

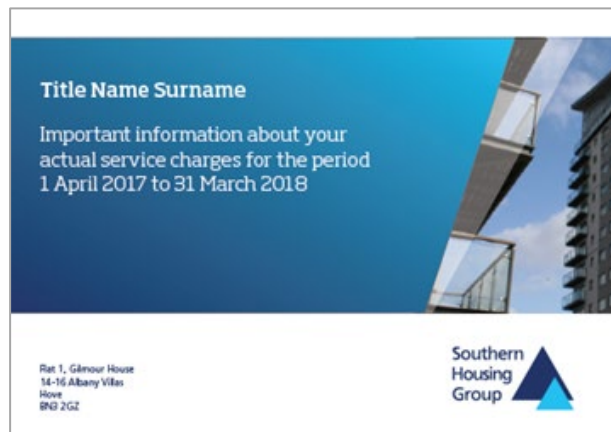
Mae'r tabl isod yn dangos sut y cafodd hyn ei gyfrifo a dangosir manylion y taliadau am wasanaethau a gewch ar y tudalennau canlynol.

| New Amount | Cyfradd Personol                            | Cyfradd Newydd |
|------------|---------------------------------------------|----------------|
| \$000.00   | Phernt                                      | \$000.00       |
| \$000.00   | Tŷl Gwasanaeth                              | \$000.00       |
| \$000.00   | Costiau Caroline y'n/au Warden              | \$000.00       |
| \$000.00   | Credyd Cefnogi Pobl                         | \$000.00       |
| \$000.00   | Taliadau Dwr                                | \$000.00       |
| \$000.00   | Y swm y mae angen i chi ei dalu bob wythnos | \$000.00       |

Os ydych yn derbyn elfen tal o'r credyd cynhwysol rydych

**Iwazne informacje na temat faktycznych  
oplat za uslugi w danym okresie  
1 Kwiecien 2017 do 31 Marsz 2018**

Southern  
Housing  
Group



Equality Act 2010 - 'visual impairment'

- ◆ Based on Law Commission's 2006 'Renting Homes' report
- ◆ Single legal framework for social and private renting
- ◆ Enables 'single social tenancy' for Wales
- ◆ Clarity on rights and responsibilities through written contracts
- ◆ **Model contracts freely available to all**
- ◆ Secure Contract: high level of security protected by law; **replaces Secure and Assured Tenancies**; can also be used by private landlords.
- ◆ Standard Contract: low level of security under law; greater security can be agreed through fixed terms; replaces Assured Shorthold, Introductory and Demoted Tenancies
- ◆ **A legal basis for supported housing**

- ◆ Essential that landlords have easy access to contracts that comply with the law.
- ◆ Welsh Government will produce model contracts for use by landlords. These will include all relevant fundamental and supplementary terms.
- ◆ A 'Key Matters' template for setting out details specific to the let, e.g. landlord and tenant details, address and rent, plus any additional terms.
- ◆ Landlords will be able to produce their own versions - but the models will be freely available to download.



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Renting Homes - secure contract

Renting Homes - secure contract



Renting Homes - secure contract



Renting Homes - secure contract

**Do not destroy this document**

This document is important. It sets out your rights and responsibilities before agreeing to it. It should be kept for the lifetime of the contract. In the future, please see the guidance booklet provided with this contract from your local citizens advice bureau, your local housing advice centre website ([www.rentedhomes.gov.uk](http://www.rentedhomes.gov.uk)).

This contract means that:

- you cannot be evicted without a court order, unless you abandon the premises;
- before a court will make an eviction order your landlord will have to show that:
  - you have broken the contract and it is reasonable to evict you;
  - your landlord needs to move you, suitable alternative accommodation is reasonable to evict you;
- you have important rights as to how you use your home, although consent of your landlord;
- you are responsible for the behaviour of everyone who lives in and on the premises;
- your landlord must give you a free written statement of your occupation weeks of the effective date: for each day it is late, you do not have a maximum of two months' rent.

Many of the technical words and phrases used in this contract have a definition in the Rented Homes Act 2006. Please see the guidance booklet accompanying this contract for the definitions of these words and phrases.

This contract contains different types of terms. Whether a term may be left out of this contract or changed depends on which type it is. To make the contract easier to understand, symbols have been used for the different types of terms—



a fundamental term which cannot be left out of the contract or changed



a fundamental term which can be left out of this contract or changed, but only if that gives you greater protection than you are entitled to under the Rented Homes Act 2006



a supplementary term which can be left out of this contract or changed



11. Before the end of the period of 14 days starting with the day on which the deposit is paid, the landlord must give you (and any person who has paid the deposit on your behalf) information—
  - (a) identifying the authorised deposit scheme which applies,
  - (b) confirming the landlord's compliance with the initial requirements of the scheme, and
  - (c) explaining your (or that person's) rights in relation to the deposit.
12. "Deposit" means money paid as security.

**B. PROHIBITED CONDUCT****Prohibited conduct**

13. You may not use or threaten to use violence against a person lawfully living in the premises.
14. You may not do anything which creates a risk of significant harm to a person lawfully living in the premises.
15. You may not engage or threaten to engage in conduct that is capable of causing nuisance or annoyance to a person—
  - (a) living in the locality of the premises, or
  - (b) engaged in lawful activity in the premises or in the locality of the premises.
16. You may not use or threaten to use the premises, or any common parts that you are entitled to use under this contract, for criminal purposes.
17. You may not allow, invite, or encourage any person who is living in or

**C. CONTROL OF THE PREMISES****Use of the premises by you**

20. You must use the premises as a private residence and you may not run a business at the premises or allow anyone else to do so.

**Only or principal home**

21. You must occupy the premises as your only or principal home during the whole of the life of this contract. If there are joint contract-holders, at least one of you must occupy the premises as your only or principal home.

~~22. You must inform the landlord in writing if you are going to be away from home for more than one month.~~

**Protection of right to occupy**

23. The landlord may not, by any act or omission, interfere with your right to occupy the premises.
24. ~~The landlord does not interfere with your right by reasonably exercising his rights under this contract.~~  
~~Explanatory note: An example would be where the landlord uses his power to reasonably inspect the premises under term 27.~~
25. The landlord does not interfere with your right merely because he fails to comply with his repairing obligations, which are—
  - (a) his obligations to repair (or keep or deliver up in repair), or to maintain, renew, construct or replace any property, and
  - (b) his obligations to keep any property fit for human habitation,

**Form of notices**

175. Any notice or other document required or authorised to be given or made by this contract must be in writing.

**N. ADDITIONAL TERMS**

**DRAFT**



## Important information for the attention of Title Name Surname

DD Month YYYY

This booklet is the secure contract between  
Target Housing

and

Title Name Surname

relating to the following address

Address line 1

Address line 2

Address line 3

Address line 4

Address line 5

Reference Number  
1234567890

### The information in the following pages sets out your responsibilities and right to occupy this property for an indefinite period until it is b

The terms and conditions in this contract  
review and reassure yourself that you  
you need any clarification.

The information in this contract may

- you cannot be evicted without
- before a court will make an order  
either:
  - you have broken the terms
  - your landlord needs to move  
available, and it is reasonable
- you have important rights as to  
require the consent of your landlord
- you are responsible for the boiler
- your landlord must provide you  
contract within two weeks of the  
– If your landlord does not provide  
occupation contract after 2 weeks  
rent for each day that it is in

Once you have reviewed this contract  
to us.

You may need to refer to this information  
for the lifetime of the contract.

The booklet provided with this contract  
have along with a definition of the terms  
which have a specific meaning under  
You can get further advice from your  
advice centre or the Renting Homes

Secure Contract DD Month YYYY Reference Number 1234567890

### Please review and sign below

This secure contract is between  
Name of Landlord and  
Name of contract-holder

Secure Contract DD Month YYYY Reference Number 1234567890 Page 1

### Contents

SECTION A  
Rent and other charges

PAGE 2

Page 2 Secure Contract DD Month YYYY Reference Number 1234567890

#### SECTION A Rent and other charges

##### Rent

1. You must pay the rent in full and on the dates agreed.

##### Right of set off

2. If the landlord is liable to pay you compensation under section 34 of the Renting Homes Act 2016, you may set off that liability against rent.

**Explanatory note:** You need not pay a day's rent for each day the landlord does not provide you with a written statement of your occupation contract, or of a variation to it. The guidance booklet provided with this contract explains this further.

##### Variation of rent

3. The landlord may vary the rent payable by giving you a notice proposing a new rent to take effect on the date specified in the notice.
4. The period between the day on which the notice is given to you and the specified date may not be less than two months.
5. Subject to that –
  - (a) the first notice may specify any date, and
  - (b) subsequent notices must specify a date which is not less than one year after the last date on which a new rent took effect.

##### Council tax and services

6. You must pay the council tax.
7. You must pay for all gas, electricity, water, sewerage, telephone and other services supplied to the premises.
8. You must arrange to be billed for the taxes and services mentioned in terms 6 and 7, and you must pay the amounts in full and on time.

##### Deposits

###### Form of security

9. The landlord may not require security to be given in any form other than –
  - (a) money, or
  - (b) a guarantee.

###### Requirement to use deposit scheme

10. If you pay a deposit (or another person pays a deposit on your behalf), the deposit must be dealt with in accordance with an authorised deposit scheme.
11. Before the end of the period of 14 days starting with the day on which the deposit is paid, the landlord must give you (and any person who has paid the deposit on your behalf) information –
  - (a) identifying the authorised deposit scheme which applies,
  - (b) confirming the landlord's compliance with the initial requirements of the scheme, and
  - (c) explaining your (or that person's) rights in relation to the deposit.
12. "Deposit" means money paid as security.

Secure Contract DD Month YYYY Reference Number 1234567890 Page 3

#### SECTION B Prohibited conduct

##### Prohibited conduct

13. You may not
14. You may not in the premises
15. You may not or annoyance
16. You may not or engage:
  - (a) living in
  - (b) engage
17. You may not to act as mor
18. You may not
19. The landlord anyone else i

Address Line 1  
Address Line 2  
Address Line 3  
Address Line 4  
Address Line 5

#### SECTION C Control of

##### Use of premises

20. You must use premises or e

##### Use Only of pri

21. You must oc of this contra premises as i
22. You must info than one mor

##### Protection of n

23. The landlord premises.
24. The landlord contract. Exp reasonably in
25. The landlord repairing obli:
  - (a) his oblig construct
  - (b) his oblig include i
26. The landlord

Organisation Name  
Address Line 1, Address Line 2, Address Line 3,  
Address Line 4 POSTCODE

Call us on  
01234 567890  
Our office is open 9am to 6pm Monday to Friday

# Regulatory change - Renting Homes (Wales) Act 2016



# How the process works

Collaboration rather prescriptive

- ◆ Concept based on current communications
- ◆ Involve all stakeholders
  - ◆ Operations; Comms; Customer Service; Income Collection; Customers
- ◆ Review operational process
- ◆ Customer journey touch points
- ◆ Available data/systems
- ◆ Build the framework with longevity Estimates/Actuals

- ◆ Build frameworks based on the workshop output
- ◆ Create 'content matrix'
  - ◆ Support variations
  - ◆ Business rules and logic
- ◆ Create test data across scenarios
- ◆ Test with customer 'forums/groups'
- ◆ Provide framework for documents and content to evolve

# Business benefits

VfM consideration

- ◆ Typically a reduction in materials used with A5 booklet
  - ◆ Combining multiple documents into a single mail piece
  - ◆ Review of content to remove duplicated or superfluous information
- ◆ A5 booklet is currently zero VAT rated for physical production and postage
  - ◆ Based on HMRC guidelines
- ◆ Optimise postage rates
  - ◆ Consolidated mail for smaller batches
  - ◆ Royal Mail - MailMark

## ◆ e-delivery channel option

- ◆ GDPR - notice to access digital preference
- ◆ Automatic revert to paper for 'bounces'
- ◆ Alternative content to explain

## ◆ Language requirements

- ◆ Customer preferences

## ◆ Audit trail with PDF files for ECM storage and customer portal access

- ◆ Audit for end-to-end process
- ◆ Validation that items were despatched

- ◆ Customised content under your control
  - ◆ Managed via the content matrix
  - ◆ Ability to proof check changes with test data
  - ◆ Comms management with operational data management
- ◆ Historically provides VfM solution to improve business process and CX
  - ◆ 44% saving in materials
  - ◆ 880 man hours saved
  - ◆ Reduced query calls by >90%
  - ◆ Improved customer experience

Internal process  
improvement

Time to deliver

Archive

Compliance

Audit

Customer experience



Focus on cost of  
print production

**True costs (end-to-end)**

# QUESTIONS?

Offer: No cost critique of existing documents

[james@tripartum.com](mailto:james@tripartum.com)



“I can honestly say one of the best teams of people I have had the pleasure of working with.”

*Susan Slade, A2Dominion*