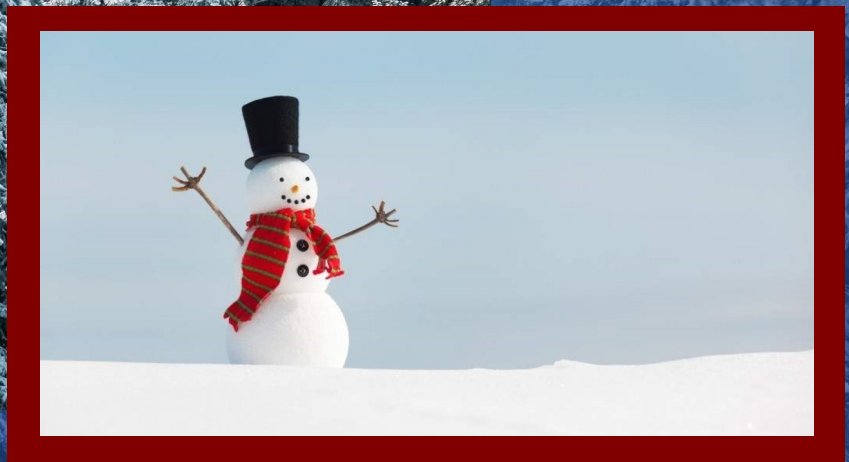




WELCOME TO YOUR WINTER NEWSLETTER

Newsletter— Winter Edition

Issue 4—2025



In your Newsletter:

Page 1 — Customer Engagement Panel

Page 2 — Scrutiny Panel

Page 3 — Love Is In The Air

Page 4 — In the Life of a Housing Officer

Page 5 — In the Life of a Housing Officer



Auckland Home Solutions (AHS) held its second Customer Engagement Panel meeting on Thursday 30th January 2025.

A total of 5 customers attended along with their chosen support workers. AHS also had a guest attendee, which was Kevin from TPAS (Tenant Engagement Experts). Some members attended in person and another via Microsoft

Customer Engagement Panel

What was discussed?

The panel helped to review AHS Sign Up pack for new customers. This included the updated Customer Handbook and an Easy Read Assured Shorthold Tenancy Booklet. Feedback was received from everyone was:

- Photos preferred to animation images**
- Arial font to be used**
- Customer Handbook had all the information they would want to know and could not suggest anything else to be included**
- Easy Read Assured Shorthold Tenancy Booklet was very informative and supported their understanding of the Assured Shorthold Tenancy Agreement.**

The new documents will be ready in the very near future for all our new customers moving into their new homes.



Scrutiny Panel



Would you like to be involved in our scrutiny panel?

This will be a one off piece of work, where a topic is chosen and you will be looking at how things are done and how improvements can be made.

We will support you by giving you Scrutiny Training which will be delivered by an expert from TPAS (Tenant Engagement Experts).



CONTACT US

If you are interested in joining the panel please contact AHS:

- Email: info@ahscic.co.uk
- Tel: 0191 5870848
- AHS App: MyAuckland (App Store/Google Play)
- By Letter: First Floor, Severn House, Mandale Business Park, Durham, DH1 1TH
- AHS Staff: Speak to your Housing Officer

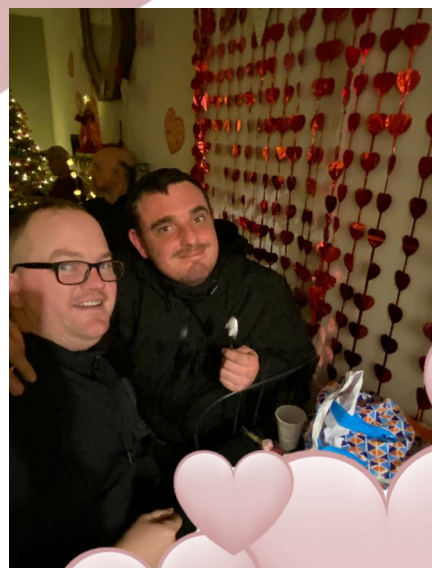


Love Is In The Air At Eshwin Hall

Customers and staff celebrated Valentines Day with everyone having a celebratory meal.

The venue was decorated including decorating the Christmas Tree with valentines baubles, lights and tinsel.

Here are a few photo's showing the good the time they had:



A Day in Life of Our Housing Officer—Diary Entry



9:00 am - 10:00 am: Starting the Day

I arrive at the office at 9:00 am, ready to tackle a busy day. The first thing I do is check my emails and voicemail messages. There are always new requests and updates from customers, colleagues, and external agencies. I prioritise urgent matters, such as customers maintenance emergencies or housing benefit requests and applications, and flag them for immediate action. I review incoming emails and categorise them by urgency or importance. I respond to urgent or high-priority emails promptly. I forward emails or care provider's request to the appropriate department within my organisation.

10:00 am - 12:00 pm: Workload Management

Organising workload is essential to being an effective housing officer. I prioritise structuring my tasks to ensure I can navigate the week efficiently. I take my email management seriously as it relieves me of pressure knowing that I am in control of my incoming emails and customers queries are dealt with appropriately and on time. I archive or delete irrelevant emails to maintain an organised inbox. I set reminders for follow-up on important emails or outstanding tasks. I draft responses, address inquiries, or update care providers as necessary. I also ensure proper documentation and filing of important communications for future reference. I also use this time to review customer's rent accounts and voids properties.

12:00 pm - 1:00 pm: Lunch Break

After a busy morning, I take a break for lunch. It's a chance to recharge and prepare for the afternoon's tasks.

1:00 pm – 2:00 pm: Customer's Meeting

The first task after lunch today is a meeting with a customer and his social worker who is facing financial difficulties and has fallen behind on rent. We discuss their situation and explore possible solutions, such as setting up a repayment plan or connecting them with financial advice services. It's important to approach these conversations with empathy and a focus on finding a sustainable solution.

Say Hi to Mary who covers the South East of England and is a valued member of the AHS team!



- Mary's Description of being Housing Officer -

Being a housing officer is a challenging but fulfilling role, requiring a balance of administrative skills, empathy, and practical problem-solving. Each day brings new challenges and opportunities to support customers and maintain the quality of housing services.



A Day in Life of Our Housing Officer—Diary Entry



2:00 pm -2:30 pm: Liaising with Contractor and Care providers

I have a call scheduled with a contractor and care provider to discuss ongoing maintenance garden work at one of our properties. We review the work schedule, address any issues, and ensure contractor keep to their service level agreement. Effective communication with contractors is crucial to maintaining our properties and keeping customers satisfied.

2:30 pm – 4:30 pm: Case Management

I focus on case management. This involves updating records, processing applications for housing benefit, and following up on outstanding issues. I also draft letters and reports, ensuring all documentation is accurate and up to date. Today, I need to prepare a response to a customer’s complaint.

4:30 pm – 5:30 pm: Wrapping Up

As the day ends, I review my to-do list and make sure all urgent tasks have been completed. I prepare for the next day by setting priorities and noting any follow-ups that need immediate attention. Before leaving the office, I do a final check on my emails to ensure nothing crucial has come in at the last minute.

At 5:30 pm, I finally head home. Reflecting on the day, I feel a sense of accomplishment from helping customers and managing the properties effectively. While the job can be demanding, it's also incredibly rewarding to know that I'm making a positive impact on people's lives. This gives me a sense of fulfilment and satisfaction.

An exception to a typical day at the office - Property Inspections

If I have property inspections, it usually takes my whole day due to long distance driving. Starting from 9:30 am, I head out for property inspections and tenancy sign-ups. Today’s schedule includes visits to three properties. The first two are to sign up new customers who have just moved in. The third visit is a routine inspection to ensure that the care providers are maintaining the property and prioritising the health, safety, and well-being of the customers. During these visits, I will also work on building rapport with the customers by discussing any additional support AHS can offer to make their home more comfortable and suitable for their needs.



OUR NEWSLETTER

**This Newsletter can be available in other formats.
Contact us to let us know what options you would like to have available for you to access our Newsletter.**

Contact Us via:

- Email: info@ahscic.co.uk
- Tel: 0191 5870848
- AHS App: MyAuckland (App Store/Google Play)
- By Letter: First Floor, Severn House, Mandale Business Park, Durham, DH1 1TH

Thank you for reading !!

See you in
Spring 2025!

