

Challenge and Improvement Committee

Proposed Questions for Acis Group Ltd (Post Chairs Briefing Update)

1a	Growth and Development	As the largest housing association operating across West Lindsey, do Acis feel that they could play a more prominent role in the regeneration of some of the more deprived parts of the town?
1b		How might the WLDC housing strategy assist Acis to progress future development and regeneration opportunities across the district?
1c		Are there opportunities to work innovatively in partnership with WLDC to introduce create affordable housing options for young professionals?
1d		Gainsborough South West Ward is a key focus for WLDC. How can Acis support efforts in this area in respect of housing related regeneration?
2a	Meeting Housing Need	What plans do Acis have in respect of the future development and provision of older persons housing?
2b		Does Acis see a future role for traditional sheltered housing models / how might the existing sheltered housing provision change in the future?
2c		How does Acis propose to work with WLDC to help deliver the statutory responsibilities arising from the Homelessness Reduction Act 2017?
3a	Supporting Vulnerable People	Given the strain on the private rented sector and the increasing levels of support required for tenancies to be sustained, what policies do Acis have in place to ensure that their tenants are supported to sustain their tenancies effectively and how does this work in practice?
3b		Please provide an overview of your pre eviction protocols and arrangements?
3c		How do Acis deal with problems experienced by tenants and those in housing need in the more rural areas of the District? How does this compare with, and what is the extent of these challenges relative to those experienced in Gainsborough?
4a	Managing the implications of welfare reform	The rollout of Universal Credit across the local area is now underway. Whilst the rollout for claimants of the Gainsborough area job centre has been delayed, we understand that a number of residents across the district are in receipt of Universal Credit. What strategies do Acis have to manage and mitigate the impacts of welfare reform / are you experiencing any challenges / how do you propose to mitigate any adverse impacts of the changes? What customer engagement and awareness is planned in respect of these changes?
5a	Voids and Repairs	We are aware that over the last twelve months, Acis has brought its voids repairs service back in house and that the initial months were problematic leading to delays. Have these now been resolved and can you provide an overview of the current performance particularly in terms of void properties being ready to let?
6a	Future Partnership Working	How can WLDC and Acis Group work more closely and effectively together as strategic partners to best meet the housing and growth needs of the district?
6b		How do Acis' interests outside of the West Lindsey district impact on or benefit the service that Acis provides to its residents in West Lindsey?