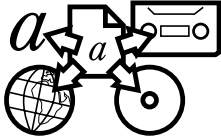


1. Welcome to Beech Housing Association



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

Thank you for choosing Beech Housing Association as your landlord. We have produced a range of leaflets to help you settle in your new home and to introduce you to the core services we provide.

This leaflet gives you some background information about our organisation.

Beech Housing Association was formed in the early 1980s. In August 2002 it became a subsidiary of Adactus Housing Group Limited. In April 2003 the Association received shared ownership and leasehold properties previously owned by Palatine Home Ownership.

The Association is a member of the Adactus Housing Group. The Group is a not for profit business focused on building, renovation and managing affordable housing for rent and sale. We work throughout the North West.

The Association manages leasehold properties. These are properties that have been purchased outright by the owner but they still pay a service charge to the Association for services provided where they live.

The Association also manages Shared Ownership properties. Shared ownership is often used as a way for people to get onto the property ladder where they would not otherwise be able to. Generally shares of 25%, 50% or 75% of the property can be bought and rent is paid to the Association on the remaining share.

Who runs the Association?

We are governed by a voluntary board of management comprising of people with substantial experience in housing, finance, business and regeneration. Some of our board of management are also residents of the Association.

The board meets regularly to make key decisions and help shape the direction of the company and monitor its performance. The day to day running of the Association is the job of our executive team, made up of the Chief Executive and Directors.

We are also regulated by a government agency called the Housing Corporation.

The Housing Corporation sets rules for how we should deliver our services and they regularly check on us. Through this regulation you can be assured that the services we provide to you will be of a high quality and in accordance with national standards.

Where do we get our money?

The rents and service charges that we collect pay for all everyday costs such as repairs and maintenance, staffing cost and paying off our loans.

When we build new housing we fund this by borrowing money from bank and building societies and bidding for grants from organisations such as the Housing Corporation and local authorities.

Want to know more?

We encourage our residents to get involved in the running of our organisation. Please see the leaflet Resident Involvement, call us or visit www.adactushousing.co.uk for more information.

Mission Statement

The Group's core business is to provide and manage affordable housing for rent or sale. It undertakes other activities to benefit its customers and help sustain its assets.

The Group's mission is:

“To serve the people and communities with whom we work using innovation and dedication to ensure that their neighbourhoods are places where people are happy to live.”

“To offer the staff we employ the opportunity to utilise their abilities, expand their experience and reward their commitment.”

“To always deliver on any promises made to our partners.”

Vision Statement

The Group's vision is to seek “QED” in all its activities:

- Quality
- Expansion
- Diversity

The Vision of QED provides the framework for the Group's strategic objectives in its business planning.

Please be aware this handbook is for guidance only and for more detailed advice residents should refer to their lease.

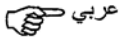
Getting in touch

Lãnguagê Liñè

Head office: 01942 608715
Turner House, 56 King Street,
Leigh WN7 4LJ

West office: 01942 263630
82 Railway Road,
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

پهتجه رابکیتنه بۆ نهو زمانهی قسهی بیده کهیت.
ئیمه موته رجیمیک پهیدا ده کهین تا به ته له فۆن
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অসুবিধে নির্দেশ করে দেখান।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telefoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھیں) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.