

Answers to your questions

Q Does this mean that services will be cut?

A No. Day to day services to you will not diminish as a result of the group structure. We hope the group structure will help us deliver better services for our customers.

Q Will there be job cuts? Will new staff be parachuted in from elsewhere?

A No. You will continue to deal with the same Housing Management staff. There will be no job cuts as a result of the group structure.

Q What about repairs?

A You should continue to report repairs to us in the normal way. Our current staff and contractors will continue to provide all repairs and maintenance.

Q Who should I pay my rent to?

A Please continue to pay your rent to us in the same way that you always have. There is no change to who your landlord is.

Getting in Touch

If you have any queries regarding the content of this leaflet please contact:

County Palatine, Turner House, 56 King Street
Leigh, Lancashire WN7 4LJ
Office hours: Mon-Fri, 8am-6pm

Office Telephone: 01942 608 715

Direct Repairs Line: 01942 262 438*

*If our offices are closed and you need to report an EMERGENCY REPAIR please contact Orbis Monitoring Services Ltd: 0845 345 7808. Please check your Lease or Agreement to ensure that you are covered. **This out of hours service is for emergency repairs only.**

۲. لدینا امکانیة احضار مترجم بامكانه أن يتكلم معك،
إذا كانت اللغة الانجليزية ليست لغتك الأم.

若您不懂英語，我們可以安排傳譯員來協助您。

જો ઇંગ્લીશ તમારી પહેલી ભાષા ન હોય તો, અમારા ધારે દુભાષીયા(ઇન્ટરપીટર)ના
ઉપયોગ ની અનુમતિ છે કે જે તમારી સાથે બોલી શકશે.

اگر آپکی مادری زبان انگلیش نہیں ہے تو ہمارے پاس ترجمان سکرسائی ہے جو کہ آپ کے ساتھ آپکی زبان میں بات
چیت کر سکتے ہیں۔



a member of
adactus
housing group ltd.

Registered in England under the Industrial and
Provident Societies Act 1965 Registration No. 28760R
Housing Corporation Reg No. LH4255
VAT No. 707 7615 25

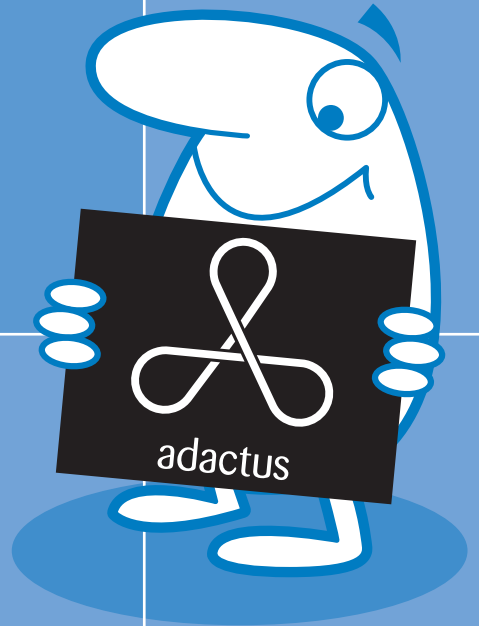
County Palatine is the trading name of County Palatine Limited
Registered Office: Turner House, 56 King Street,
Leigh, Lancashire WN7 4LJ
Chief Executive: Paul F Lees (BAHons) FCIH

This leaflet is available in other languages or on an audio cd.



county
palatine

Introducing
Adactus
Housing Group
Limited



09.2002

What is Adactus Housing Group Ltd?

Family Housing Association (Manchester) Ltd, County Palatine Ltd and Beech Housing Association Ltd have come together to form a "group structure". The group structure is called the "Adactus Housing Group Ltd". It became operational on 1st August 2002. In Latin Adactus means "joined together". Adactus will be responsible for providing the group's overall direction and for the provision of central services such as personnel and training.

Adactus Housing Group Ltd is made up of five companies:

- Adactus Housing Group Ltd: the parent company, which does not own any property.
- Beech Housing Association Ltd: which manages shared ownership and leasehold schemes for the elderly.
- County Palatine Ltd: which owns and manages housing stock of over 1,800, mainly in Wigan, Lancaster, Preston and Southport.
- Family HA (Mcr) Ltd: which owns and manages housing stock of nearly 4,000 mainly in Manchester, Trafford and Vale Royal.
- Palatine Commercial: which manages a variety of "for profit" activities aimed at adding financial strength to the group.

Each company exists independently, has its own identity and is run by its own Board of Management. The companies are registered with either the Registrar of Friendly Societies or at Companies House and each housing association is regulated by The Housing Corporation.

What are the benefits of a group structure for tenants?

1. MORE FUNDING MORE CHEAPLY

As part of a larger organisation, we will be able to borrow money more cheaply from a wider range of lenders. This will help us to:-

- Develop more properties giving our tenants more choice of property types and location.
- Invest in maintaining our housing stock.
- Make general improvements to tenant services.
- Reduce costs to help keep rents down in the future.

2. MORE CHOICE FOR LOCATION AND PROPERTY TYPES

Within the group structure, member associations will manage nearly 6,000 homes comprising flats, houses, bungalows, sheltered housing, supported housing, refurbished and new build properties.

The Groups' properties are located throughout the Northwest in Manchester, Trafford, Wigan, Leigh, Atherton, Preston, Lancaster, Southport, Macclesfield, Warrington, Cheshire and Crewe. In time, tenants requesting a transfer should benefit from easier access to a wider pool of properties in a wider geographical area.

3. MORE EXPERTISE, KNOWLEDGE AND SKILLS

Having staff from the different associations working together and sharing knowledge, skills and expertise will benefit all tenants in the long run with the adoption of best practice. There will be scope for learning new methods of working and delivering services from other Group Members: we will share with each other what works well.

4. MORE TENANT PARTICIPATION

There will be scope for tenants groups, across all the associations, to learn and share experiences with each other through joint events such as tenant forums or tenant conferences.

For further details please contact:

Paul Lees

Group Chief Executive
Adactus Housing Group Ltd
MacLaren House
Lancastrian Office Centre
Talbot Road
Stretford
Manchester
M32 0FP

Tel: 0161 872 7731

Fax: 0161 873 7903

Email: paul.lees@adactus-group.com