



# SAVINGS GO FULL CIRCLE

## SAVINGS OF £64,134



Circle is one of the largest groups of Housing Associations in the UK. It provides affordable housing and related services in England, mainly in London, the South East, East Anglia and Birmingham.

Circle owns and manages more than 63,500 homes, including supported and sheltered housing, for more than 200,000 people across the UK, and employs over 2,200 staff. Its mission is to enhance the life chances of its residents by providing high-quality homes and reliable services, and building sustainable communities.

CVS was instructed by one of Circle's nine registered providers, Circle Housing Russet, to carry out a Rating Audit across four of their UK sites.

### RESULTS

Circle Housing Russet Homes instructed CVS to carry out a historical Rating Audit across their UK portfolio. To date, CVS has been successful on three out of four audits. This has generated savings of £64,134 for the Client.

### AUDITOR COMMENTS

"Following an analysis of the business rates accounts held within the Borough of Tonbridge and Malling, CVS identified that Circle Housing Russet Homes had been overcharged. Once instructed by Circle Housing Russet Homes, CVS began discussions with the council and once this error had been communicated, the relevant refund was processed."

*Alex Ganz, Rating Audit Manager, CVS*



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"CVS' Rating Audit department has been great to work with. They identified that we had been overcharged and instantly began the procedure to generate our savings back to us. They were professional at all times and the money we have had returned to us will support the well-being of our tenants.

We would certainly recommend the specialist service that CVS' Rating Audit department can carry out for organisations."

CATHY DEVLIN,  
HEAD OF FACILITIES, CIRCLE HOUSING, RUSSET HOMES