

BUILDING SAFETY SPOTLIGHT - E-Bikes and E-Scooter Safety

With e-bikes and e-scooters becoming more popular, it has also become an ever-increasing fire safety concern in both communal areas and individual homes. Batteries can fail, leak or explode, causing fires that can develop quickly. This also includes other battery-powered vehicles or toys such as automated cars and hoverboards.



Here are some handy tips on buying, using and keeping these items safely.

- Ensure that you buy from a reputable supplier and that it meets relevant British or European safety standards.
- Register all products with the manufacturer to get updates on any recall or safety information.
- Do not store or charge e-bikes or e-scooters in common areas – these are escape routes.
- Batteries should be stored in a cool place and in line with manufacturer’s instructions.
- Keep e-bikes and e-scooters away from combustible or flammable materials.
- Check batteries regularly for any signs of damage.

Safe charging is also vital:

- Always ensure your exit route is clear
- Do not charge any items while you are sleeping or away from your home.
- Ensure your smoke alarms are working, and that you are charging in an area where these are present.
- Use only the manufacturers approved charger, and ensure they are in good condition.
- Do not cover items whilst they are charging and always unplug chargers when not in use.
- If you must use an extension lead for charging, make sure it is correct for use and not overloaded.
- If your battery shows any signs of failure, turn off the device and unplug it from the power source.
- In the event of fire, do not attempt to extinguish it. Get out, stay out, call 999.

Please contact us if you have an e-bike, e-scooter or mobility scooter so we can update our records

Let us know if you need any help or advice on fire safety.

Our office opening hours.

	MORNING	AFTERNOON
MONDAY	9 - 12.30	1.30 - 5.00
TUESDAY	9 - 12.30	1.30 - 5.00
WEDNESDAY	9 - 1.00	CLOSED
THURSDAY	9 - 12.30	1.30 - 5.00
FRIDAY	9 - 12.30	1.30 - 4.00

You can still speak to us when we are closed if it’s an emergency. Simply call 01782 968566, and press option 1.

How to Contact Us

Email: info@stokeontrenthousingsociety.org.uk
Website: stokeontrenthousingsociety.org.uk
WhatsApp: 07876897172
Phone: 01782 968566 (Option 1 for Repairs, Option 2 for anything else)
Follow us on Facebook
Our office address:
The Trevor Jones Office
Hammond House
Ridgway Road
Hanley
ST1 3AX



Resident Newsletter
Autumn 2025

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We’re giving away a £50 VOUCHER to 3 lucky winners — be sure to read this newsletter and complete the competition on the back page.

My Account - Register and win £50 !

My Account is our customer portal, providing you with an easy way to manage your tenancy . You can access it safely and securely from any smartphone, computer, laptop or tablet. With My Account you can:

- * Check your rent account balance
- * View or print your rent statement
- * Report a repair
- * Update your details

To register your **My Account** you will need to contact us by phone or email or use the QR code below. We will then create your account and send you a registration link. You will then have 24 hours to register your **My Account**.

Email info@stokeontrenthousingsociety.org.uk or call us on 01782 968566 to register.

Anyone registering for **My Account** between now and the end of October will be automatically entered into a prize draw and could win a £50 shopping voucher.

Contact us if you need help registering



Staff Updates

We’ve had a few staff changes recently:

Meet Mike and Yvonne

Mike joined us in December 2024 and Yvonne is a brand new recruit, starting her new role with us in early September!

They are both our new Assistant Housing Officers and their role is to take part in our Annual Tenancy Visit programme, let our vacant homes and to keep the housing team well organised.

Both Mike and Yvonne have a background in customer service, support and tenancy management, and we’re really pleased that they have joined the team.

If you see either of them out and about say hello, they both love a good chat and we’re sure that they will brighten your day.



Farewell to Rachel

The team said their sad farewells to Rachel at the end of July as she moved on to pastures new.

Rachel joined the Society back in 2017 and was a firm favourite with residents and her team mates.

We wish Rachel all the best in her new adventures.

Hello Lorraine

Lorraine Green is our new Head of Finance and Governance. She joined us in June, having worked previously in a senior finance role at Staffordshire Chamber of Commerce.

Lorraine’s job is to make sure that we remain financially viable and well governed so that we can continue to support tenant wellbeing, provide more homes and remain an independent Housing Association.

Again, if you see her out and about say hello.



Answer the Following Questions:

Question	Answer
1. When did Yvonne start her new role with the Society?	
2. When is the next Customer Panel Meeting?	
3. How many litres of moisture can a family of 4 produce in a day?	

Provide your contact details below and send us a picture of your entry slip via **WhatsApp** to **07876897172** or email us at info@stokeontrenthousingsociety.org.uk with your answers. The 3 lucky winners will be drawn on **24th October 2025** and must be a tenant or leaseholder of the Society .

Name:	Address	Contact Details:
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YOU SAID

We're Listening

WE DID

You said that the information we provide in respect of advice around welfare benefits could be better.	We created a new Wellbeing section on our website with lots of welfare benefits and wellbeing advice.
You said that sometimes you aren't happy with the standards of our contractors work.	We have recently started a new post inspection process to randomly check completed repairs.
You suggested that we install a disabled parking bay at one of our schemes.	We have provided a new disabled parking bay at that scheme and are considering others.
You identified problems with disabled access at one area of a scheme.	We have dropped a kerb there to make disabled access easier.
You told us that there was some confusion over postal deliveries to a certain scheme.	We installed a new sign to the building to make it clear where postal deliveries needed to go.

Customer Panel

In July we held an introduction to our Customer Panel meeting. The event was well attended with representatives from six of our main schemes. As this was our first meeting there was lots of information to take in around the purpose of the panel alongside a potted history of the Society. Did you know we are 60 years old next year !

- Meetings are held in person, 4 times per year and usually last around 2 hours
- Transport to and from the meetings can be provided via taxi if you need it
- Attendees are rewarded with a £25 shopping voucher for each meeting they attend
- Refreshments are provided

Our next meeting is planned for Tuesday 7th October. If you might be interested in attending or would simply like more information please get in touch.

Keeping it Local

A mobile drop in event was recently held in the Northwood Court area with the local police and Housing Officer, Kirstie, in attendance. We have another one planned for Wednesday 12th November, 2 till 4 , so if you are in the area pop in to say hello. We are also looking to arrange a similar event in coming weeks in the Burslem area, we'll keep local tenants informed.

If you'd like us to arrange something similar in your area let us know.



Penkhull Village Hall

For those living in the Penkhull area, there is a community event every Thursday from 11am till 2pm at the Village Hall. The police and local councillor generally attend and we plan to join them. Pop in for a chat, we'd love to see you.



Ventilating Your Home During Autumn and Winter

Condensation is the leading cause of damp and mould inside homes, and it increases in colder weather. It occurs when warm, moist air meets a colder surface, such as a window or wall and condenses into water droplets that can soak into woodwork, paint and wallpaper. If left these areas can become breeding grounds for mould, which thrives in moist conditions. You might notice it more in the corners of rooms, near windows, or on walls behind furniture where air cannot circulate easily.

Everyday activities can cause moisture

Some moisture in homes is unavoidable as daily activities like cooking, showering and even breathing produces moisture, which results in condensation. The average family of 4 generates around 10 litres of moisture each day!

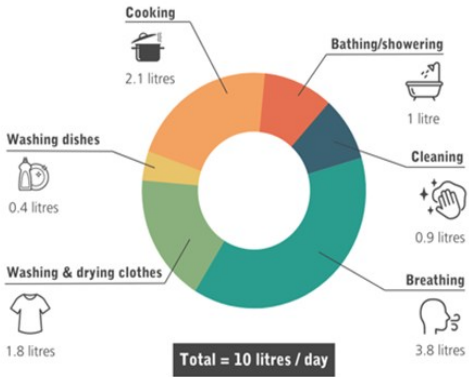
There are a number of steps you can take to reduce condensation to prevent damp and mould in your home:

Ventilation

- Open windows to improve the airflow in your home.
- Check airbricks and vents are not blocked or covered.
- Make sure extractor fans are clean and functioning correctly. Turn them on when steam is generated.
- Keep trickle vents on windows open and leave windows slightly ajar in bathrooms and kitchens.
- Keep bathroom and kitchen windows open when bathing or cooking
- Regularly open external doors and windows throughout the home.
- If your home is crowded with people or pets, ensure there is sufficient ventilation
- Move furniture, such as sofas, away from walls to allow air to circulate behind them.

Reducing moist air

- When cooking, cover pots with lids to trap steam and reduce moisture. This also reduces cooking times.
- Keep doors closed when cooking or showering to prevent moisture from spreading through your home.
- Avoid drying laundry indoors if possible, or with windows closed.
- Use a spin cycle to remove excess water from clothes, then dry them in a room with an open window.
- Ensure clothes are fully dry before putting them away in the wardrobes or drawers.
- In severe cases, using a dehumidifier can help reduce moisture levels.



If you are experiencing damp or mould in your home, please contact us for a damp and mould inspection. We will investigate and diagnose the problem and recommend a plan of action.

Bins, Bins, Bins

The household refuse collection service is provided by Stoke on Trent City Council and they have the right to refuse to empty any bin that has been contaminated or contains inappropriate items.

Help us to ensure regular collections by:

- Placing all rubbish or waste in the correct bin.
- Items on the floor won't be collected by the city's refuse team, resulting in possible disposal costs for us.
- Don't place non-household or hazardous materials into the bins as this may prevent collection.
- Electrical items, battery powered items, furniture etc should not be disposed with the general waste
- Where you have recycling facilities use them, to make sure there's enough space and capacity in bins.
- Reporting misuse of the bin store, by customers or members of the public, to us
- Selling or donating unwanted items to charity shops or through online marketplaces.

For a full list of what Stoke on Trent City Council will remove or how to request their bulky item removal service go to www.stoke.gov.uk

Reporting Criminal Activity

Whilst it's important that we are made aware of any criminal activity that takes place in or around our properties it's crucial that you report it in the first instance to the police.

The police often tell us that they are not getting enough reports from the public to be able to start any investigation or action, so it's vital that you do your bit and get it reported to the police.

You can report incidents by calling 101 or online. Go to www.staffordshire.police.uk/contact for more info.