

Beware of Cold Callers and Disrepair Claims Companies

We want to make residents aware of companies and individuals who may contact you unexpectedly about making a housing disrepair claim against your landlord.

These companies may call, text, email, knock on your door or approach you online. They often promise compensation or offer to "help" you make a claim. In some cases, residents have been asked to sign paperwork or agreements without fully understanding what they mean.

Before providing any personal information or signing anything, please take time to check who you are dealing with and what you are being asked to agree to. Some agreements may involve fees, legal costs or other commitments that could affect you later. To help keep yourself safe:

- Never share personal or financial information with someone you do not know or trust.
- Do not sign documents unless you fully understand them.
- Be cautious of anyone pressuring you to make a quick decision.
- Always ask to see identification before allowing someone into your home.
- If you are unsure who someone is, do not let them in.

Contact the Society if someone claims to be acting on our behalf and you are uncertain.

If you have a repair issue, including damp and mould, please report it directly to us. We are committed to investigating and resolving repair concerns and can explain the options available to you.

If you are approached by a company or individual about making a claim and would like advice, please contact us before signing anything. A quick phone call could help you avoid becoming involved in something you did not intend to agree to.

Stay vigilant, protect your personal information and only deal with organisations that you know and trust.



Damp and Mould: Preparing for Autumn

As the weather becomes colder and wetter, there is an increased risk of damp and mould developing in homes. Damp and mould can affect both your property and your health, particularly for young children, older people and those with respiratory conditions. There are a few simple steps that can help reduce the risk:

- Open windows for short periods each day to improve ventilation.
- Use extractor fans when cooking or bathing, where available.
- Keep lids on pans when cooking.
- Dry clothes outside where possible, or in a well-ventilated room.
- Allow air to circulate by keeping a small gap between furniture and external walls.



The Impact of Hoarding

Large amounts of stored possessions can make damp and mould problems worse. When rooms become overcrowded, air cannot circulate properly and it becomes harder to spot or treat damp and mould before it spreads. Hoarding can also:

- Block heating and ventilation.
- Prevent access for repairs and inspections.
- Create hidden areas where mould can develop unnoticed.
- Increase fire risks and make it harder to leave the property in an emergency.

We understand that reducing clutter can be difficult, and support may be available for residents who need help.

Report Problems Early

If you notice signs of damp or mould in your home, please let us know as soon as possible. Early reporting allows us to investigate the cause and take action before the problem becomes more serious. If you are concerned about damp and mould, or if the amount of belongings in your home is making it difficult to keep the property safe and well maintained, please contact us. **We are here to help and can discuss the support available.**

Could You Need Help in an Emergency?

Your safety is important to us. If you have a mobility issue, disability, health condition, sensory impairment, or any other vulnerability that could make it difficult for you to leave your home quickly in the event of a fire, please let us know. By telling us about any support needs, we can arrange a **Person-Centred Fire Risk Assessment**. This helps us understand the assistance you may require during an emergency and enables us to consider appropriate measures to support your safety.



Even if you have told us before, please contact us if your circumstances have changed. To discuss your needs in confidence, please contact the Society on [telephone number] or email [email address]. **Help us to keep you safe by ensuring we have up-to-date information about any support you may need in an emergency.**

Email info@stokeontrenthousingsociety.org.uk or call 01782 968566.

Resident Newsletter

Summer 2026



Hello and welcome to your Summer 2026 Newsletter

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Service Request Standards

We have recently introduced new Service Response Standards, developed in partnership with our Resident Group. The standards set out how quickly we aim to respond to service requests, enquiries and reports. They are designed to provide clearer expectations, improve communication and help us deliver a consistent service to all residents. Please look at the leaflet enclosed with this newsletter for full details of the new standards and response times.

Quick QUIZ!
Win a £25 shopping voucher.

Answer the following question:

How many stage 1 complaints were upheld in 2025-26?

WhatsApp your answer to us on 07876897172 or email

info@stokeontrenthousingsociety.org.uk.

Don't forget to also include your name and address with your answers.

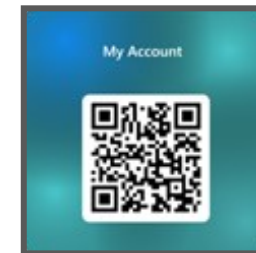
Competition ends 28th September 2026.

Manage Your Tenancy Online with My Account

My Account is our secure online customer portal, giving you a quick and easy way to manage your tenancy whenever it suits you. You can access it safely from your smartphone, tablet, laptop or computer, 24 hours a day.

With **My Account**, you can:

- ☒ Report a repair quickly
- ☒ Check your rent account balance
- ☒ View and download your rent statements
- ☒ Update your contact details and personal information



Getting Started is Easy - Simply scan the QR code to register.

If you need help, email info@stokeontrenthousingsociety.org.uk or call 01782 968566. We'll create your account and send you a registration link. Once you receive the link, you'll have 24 hours to complete your registration.

Register Today and Win!

As an extra incentive, everyone who registers for My Account between now and 30 September will be automatically entered into a prize draw for a chance to win a £50 shopping voucher.

Take control of your tenancy online and register for My Account today!

Our Waiting List is Open Again!

Do you know someone looking for a home? Our waiting list is now open and we are accepting new applications.

There are many benefits to living in a Stoke-on-Trent Housing Society home:

- ☒ We provide a high-quality repairs and tenancy service, delivered by a local team that knows and understands our tenants.
- ☒ We're proud that when surveyed 91% of our tenants are satisfied with our services, reflecting our commitment to providing safe, well-maintained homes and excellent customer service.

Applying is easy. Register through our website, or call us on 01782 968566 and we'll be happy to help.

Why not spread the word to friends or family who may be looking for a home?

Looking for Something to Do?

Our Resident Group recently suggested that we share information about local activities and events to help residents get out and about, meet new people and make the most of what is happening in the local area.

A great place to start is the **Stoke Community Directory**, which brings together information about local groups, clubs, activities, support services, volunteering opportunities and community events across Stoke-on-Trent. It is designed to help people find activities that

match their interests and connect with others in their community. Whether you're looking for a new hobby, a social group, a lunch club, wellbeing activities or local events, there's something for everyone.

Visit the **Stoke Community Directory** today and see what's happening near you.



Tenant Satisfaction Measures

The Regulator of Social Housing uses a range of **Tenant Satisfaction Measures (TSMs)** to assess how well Housing Associations provide safe homes and quality services.

In our May newsletter, we shared the results of our tenant satisfaction survey, where **91% of tenants told us they were satisfied with the overall service we provide.**

Alongside tenant satisfaction, we are also required to report on a number of important safety and service measures. We're pleased to share our latest results for 2025/26:

- ✔ **Gas safety checks completed on time** – 100%
- ✔ **Fire safety checks completed on time** – 100%
- ✔ **Asbestos safety checks completed on time** – 100%
- ✔ **Water safety checks completed on time** – 100%
- ✔ **Lift safety checks completed on time** – 100%



We also monitor reports of anti-social behaviour (ASB) to help us understand issues affecting our communities and ensure appropriate support is provided:

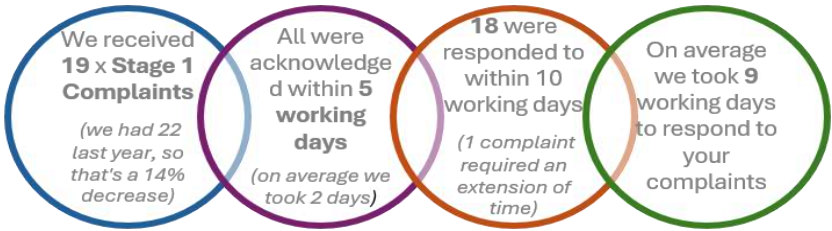
- **ASB cases relative to the size of the landlord** – 56.4
- **Hate-related ASB cases relative to the size of the landlord** – 8.1

We remain committed to providing safe, well-maintained homes and responding quickly and effectively when issues arise. We will continue to monitor our performance and look for ways to improve our services for all residents.

Complaint Performance and Service Improvement Report 2025 - 26

We welcome feedback from residents, whether it is a compliment, suggestion or complaint. Complaints help us understand where we can improve and ensure we continue to provide the best possible service. To comply with the Housing Ombudsman's Complaint Handling Code, we publish an annual Complaint Performance and Service Improvement Report setting out how we have handled complaints and what we have learned from them. A full copy of our latest report is available on our website, but here are some of the key highlights:

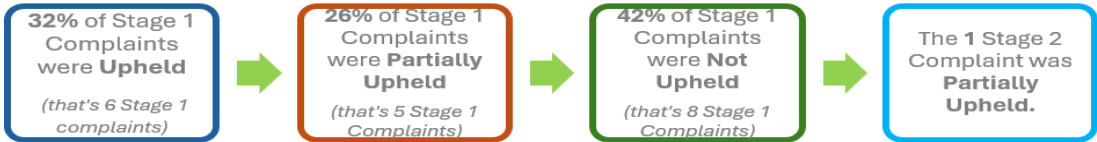
Number of Complaints and Response Times



We're pleased to report that **100% of complaints** were responded to within required timescales at every stage of the complaints process.

Complaint Outcomes

We carefully review all complaints received and use the feedback to identify improvements to our services, policies and procedures.



Complaint Handling Code Assessment

Following our annual self-assessment, **Stoke-on-Trent Housing Society meets all the requirements of the Housing Ombudsman's Complaint Handling Code 2024.** A copy of our Complaint Handling Code Self-Assessment is available on our website. If you would like a copy sent to you, please contact us and we will be happy to provide one.

We remain committed to learning from feedback and using complaints as an opportunity to improve services for all residents.

For more information go to:

www.stokeontrenthousingsociety.org.uk

Make a Complaint via:
✉ Email
🌐 Website.
☎ Call 01782 968566.
💬 Whatsapp 07876897172
📘 Facebook.

Anti-Social Behaviour (ASB): What You Need to Know

Everyone deserves to feel safe and comfortable in their home. We know that anti-social behaviour (ASB) can have a significant impact on people's quality of life, which is why the Society takes reports of ASB seriously and works with residents and partner agencies to tackle problems where we can.

What is Anti-Social Behaviour?

ASB is behaviour that causes or is likely to cause harassment, alarm, distress, nuisance or annoyance to other people. Examples can include:

- Threatening, abusive or intimidating behaviour
- Harassment or hate-related incidents
- Drug-related activity
- Serious or persistent noise nuisance
- Misuse of communal areas
- Animal nuisance
- Vandalism or deliberate damage to property
- Criminal behaviour affecting residents

What is Not Normally Considered ASB?

Living in a community means that people will occasionally hear or see everyday activities from their neighbours. Examples not normally treated as ASB include:

- Everyday household noise
- Children playing at reasonable times
- Babies crying
- Occasional dog barking
- One-off parties or celebrations
- Cooking smells
- Reasonable DIY during appropriate hours
- Minor lifestyle differences between neighbours

What Can the Society Do?

Every ASB report is assessed on its own circumstances. We will listen, investigate, agree an action plan and keep you informed throughout the case. Our approach is always to take reasonable and proportionate action based on the evidence available. Depending on the nature of the problem, we may:

- Provide advice and early intervention
- Arrange mediation between neighbours
- Issue warning letters
- Agree behaviour or action plans
- Use monitoring tools or request incident diaries
- Work with the Police, Council and other agencies
- Seek injunctions or take legal action in serious cases
- Take tenancy enforcement action where necessary

Some issues cannot be resolved by the Society alone, which is why we work closely with organisations such as the Police, Environmental Health and local authority ASB teams.

Why Do We Ask for Evidence?

Residents are sometimes asked to keep records of incidents or provide evidence. This helps us understand what happened, how often it occurs, how serious it is and what action may be available. Evidence is often essential if enforcement or legal action is required.

The Role of the Police

The Police have powers that housing associations do not. This means that some issues, particularly those involving criminal behaviour, drugs, violence, public disorder or hate crime, may need Police involvement. In many cases, the best outcomes are achieved when residents, the Society and the Police work together.

How to Report ASB

If you are experiencing ASB, please report it to the Society as soon as possible providing dates and times, details of what happened and who was involved (if known). If a crime is taking place or someone is in immediate danger, contact the Police on **999** or **101** for non-emergency incidents.

Working Together

By reporting problems promptly, providing evidence when requested and treating neighbours with consideration and respect, residents can help us address ASB effectively and make our neighbourhoods better places to live.

Property Photographs During Visits

During annual visits and welfare checks, we may ask your permission to take photographs inside your home. These photos help us keep our property records up to date and plan future maintenance and improvements. Any photographs taken will be stored securely on your tenancy file and used only for housing management purposes. We will always ask for your consent first.

Thank you for helping us keep our records up to date and your home safe and well maintained.

Please Help Keep Our Bin Areas Clean

We have recently noticed that some rubbish bags are being left on the floor in communal bin storage areas instead of being placed inside the bins. Leaving bags on the floor can attract rats and other pests, create unpleasant smells, and make the area look untidy. It can also lead to rubbish being spread around the area. Please make sure all rubbish bags are placed directly into the bins provided. If a bin is full, please use another available bin rather than leaving bags on the floor. Thank you for helping to keep our buildings clean and safe.