

## Tenant Satisfaction Results – Thank You for Your Feedback

Thank you to everyone who took the time to complete our latest Tenant Satisfaction Questionnaire during Nov 2025 to Feb 2026, your feedback plays an essential role in shaping our services. We received 242 responses, giving us a strong 40% response rate. We're pleased to report that:

- 91%** of tenants are satisfied with the overall service we provide
- 93%** feel they are treated fairly and with respect



We hope these results reflect the positive changes introduced over the past 18 months, particularly to our housing and property team structures, and the focus we've placed on improving communication, repairs, and tenant services.

### Key Results and Improvements

All of our Tenant Satisfaction Measures (TSMs) have improved since the last survey in 2023/24:

	25/26 Result	Change
Overall satisfaction	91%	+2%
Repairs service satisfaction	90%	+6%
Satisfaction with repair times	89%	+6%
Homes being well maintained	90%	+2%
Feeling safe in your home	87%	+2%
Feeling listened to and acted upon	84%	+7%
Being kept informed	85%	+10%
Treated fairly and with respect	93%	+4%
Complaints handling	64%	+2%
Communal areas cleanliness and maintenance	81%	+6%
Positive contribution to neighbourhoods	81%	+13%
Handling of anti-social behaviour	68%	+14%

These results show real progress, particularly in communication, repairs, scheme management, and anti-social behaviour services.

### What Happens Next?

While we are encouraged by these improvements, we know there is still more to do - especially around complaints handling and ongoing neighbourhood concerns. Your feedback helps us target the areas that matter most, and we'll continue working with residents to improve our services further. Thank you once again for sharing your views. By working together, we can continue to make positive changes and improve our communities.

## Join Us for Summer Scheme Walkabouts 2026

Join our officers this summer for a Scheme Walkabout and help identify any issues that may be causing concern or highlight opportunities to improve the area where you live. These walkabouts give tenants the chance to raise local issues directly with our teams.

We will notify tenants in advance when walkabouts are scheduled to take place.

Our 2026 Scheme Walkabout Schedule:

Scheme	Date & Time	Scheme	Date & Time
Dickson & Hammond House	Completed 29th Apr	Northwood Court	2pm on 15th July
Caldon Quay	2 pm on 20th May	Marne Place	2pm on 9th Aug
Gardener's Grove	2.45 on 20th May	Weston Street	2pm on 9th Aug
Baird/Galileo Court/Darwin Drive	2pm on 3rd June	Thurston Way	2.45pm, 19th Aug
Trevor Jones Court & Croft Street	2pm on 3rd June	Marchwood Court	To Be Confirmed
Garibaldi Close & Lanehead Road	2pm on 17th June	Perrymount Court	To Be Confirmed
Basford Court	2pm on 17th June	Imperial Crt & Bottlekiln	2pm on 9th Sept

Further information is available on our website.



## Resident Newsletter May 2026

In This Edition:

- Hello New Team Members
- Resident Group Update
- Hardship Fund
- Preventing blocked drains
- Recycling
- Condensation - a reminder
- Policy Changes
- Quiz
- Tenant Satisfaction Measures
- Scheme Walkabouts

### Resident Group Update – Welcome to Our New Chair

Our Resident Group recently met and we are delighted to share that a Chair has been appointed. Nathanael, a resident of Dickson House, and a tenant of the Society for the past seven years, has taken on this important role. As Chair, Nathanael will provide Independent leadership to the Resident Group, ensuring it operates effectively and represents the collective views of residents. The role also involves offering constructive and informed challenge to the Society, helping to shape services and decisions from a resident perspective.

The Resident Group now includes eleven representatives from a range of our apartment schemes across Hanley and Penkhull. We would particularly welcome interest from residents living in our houses and other areas of the city, to ensure all parts of the Society are represented. The next Resident Group meeting is scheduled for **Wednesday 22 July 2026**, so if you live in other parts of the city or in one of our houses please get in touch. We would love to hear from you.



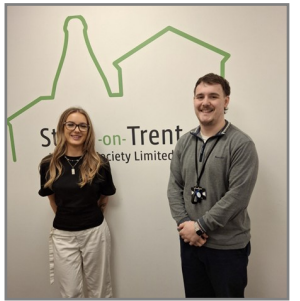
### Manage Your Tenancy with My Account

*My Account* is our secure customer portal, designed to make managing your tenancy quick and simple. Available anytime, anywhere, you can access *My Account* safely from your smartphone, computer, laptop, or tablet. Through the portal, you'll be able to view and manage your tenancy details online, helping you stay in control at a time that suits you. To register, simply contact us by phone or email, or scan the QR code. Once we've set up your account, we'll send you a registration link so you can log in and start using *My Account* straight away.



### Say Hello to Our New Team Members

We're pleased to introduce our latest recruits, **Charlie and Elijah**, who have both joined us over the past few months and are already making a positive difference. **Charlie** joined the organisation in January and works within our property team. With a strong background in administrative support, Charlie plays a key role in keeping our contractors and property services well organised. Since joining, Charlie has introduced several new processes to help improve how we work, including systems to better track outstanding repairs. If you contact us with a repair enquiry, you're very likely to speak with Charlie.



**Elijah** joined our housing team in February and has settled in brilliantly. Bringing valuable experience from supported housing and homelessness services, Elijah has quickly got to know the team, our residents, and the wider Society. He is often out and about on our schemes, meeting residents and carrying out visits, so you may see him around. Please join us in welcoming Charlie and Elijah to the team. We're delighted to have them on board and look forward to the positive impact they'll continue to make for our residents.

### Here to Help When You Need It

Did you know that the Society has a **Hardship Fund** designed to support our tenants and their families who may be experiencing financial hardship or facing unexpected and unplanned difficulties.

We understand that life can take unexpected turns, and sometimes extra help is needed. The Hardship Fund is there to provide practical support at times when it can make a real difference.

#### How the Hardship Fund can help

Support is assessed on a case-by-case basis, but examples of assistance we have previously provided include:

- Preventing gas and/or electricity disconnection
- Topping up pre-payment gas or electricity meters
- Food vouchers
- Beds, mattresses, carpets and curtains
- Cookers or other essential white goods
- Clothes for a job interview
- Books required for college or university courses
- Travel expenses to attend interviews /support sessions

#### Need support?

If you are struggling financially, or an unexpected situation has left you worried about managing essentials, please do contact our Housing team. All enquiries are handled sensitively and confidentially, and we are here to help where we can.

### Help Prevent Blocked Drains – Think Before You Flush or Pour

Blocked drains are one of the most common and costly problems affecting homes and schemes. Many blockages are caused by everyday items being flushed down toilets or poured down sinks when they shouldn't be.

**What not to flush down toilets** - toilets are designed to handle only the three Ps - **POO, PAPER AND PEE!**

Items such as **nappies, baby wipes** (even those labelled 'flushable'), **sanitary products, cotton buds, dental floss, paper towels and cleaning cloths** do not break down properly in the sewer system. These items can quickly build up and cause serious blockages, leading to overflowing drains, unpleasant smells and potential flooding.

**Please dispose of these items in a bin instead.**

**What not to pour down sinks and drains**

Kitchen sinks are another common source of blockages. Fat, oil and grease may go down the drain as a liquid, but they cool and solidify in pipes, sticking to the sides and trapping food debris. Over time, this can completely block the pipe. Other items to avoid pouring down the sink include cooking oil and leftover fat, food scraps, coffee grounds, sauces, soups and gravy with high fat content. Instead, let fat cool, then scrape it into a container or bin, wipe greasy pans with kitchen paper before washing, and use a sink strainer to catch food waste.

**Why it matters**

Blocked drains can cause flooding inside or outside properties, health hazards from sewage spills and expensive repairs that could be avoided. **In some cases, residents may be responsible for the cost of clearing blockages if they are caused by misuse.**

**A small action makes a big difference**

By being careful about what we flush and pour away, we can help keep drains flowing freely, protect the environment and reduce disruption for you and potentially your neighbours.



### Recycling: Small Actions, Big Benefits

Recycling is one of the simplest ways we can all help protect the environment and keep our communities clean. If you have access to recycling facilities, using them regularly makes a difference.

**Why Recycling Matters:**

- \* Reduces waste sent to landfill and incineration, helping cut pollution and carbon emissions.
- \* Saves natural resources, such as trees, metals and oil, by reusing materials.
- \* Uses less energy than making products from raw materials.
- \* Keeps our neighbourhoods tidy, benefiting everyone who lives there.

**Using Recycling Facilities**

If recycling facilities are available at your scheme:

- \* Please use them wherever possible.
- \* Make sure items go in the correct bins.
- \* Rinse containers if needed and flatten cardboard to save space.

**Avoid placing general rubbish in recycling bins, as this can stop materials being recycled.**

**Let Us Know** if you do not have recycling facilities at your scheme, or if you find the existing facilities difficult to use, Your feedback helps us understand where improvements may be needed.



### New Food Waste Collection Service

Residents may be aware that the council has introduced a new food waste collection service. You can apply directly to the council to take part and will be supplied with an indoor food waste caddy and a roll of liners for use in your kitchen. For those living in apartments, a larger external food waste bin is also required to empty your tied liners into. If you would like to access this service, please get in touch with us and we will liaise with the council to see whether delivery of the larger food waste bin is possible.

### Condensation – A Reminder

Although the weather is improving, condensation can still be a problem in homes. Everyday activities like cooking, showering and drying clothes indoors creates moisture that can lead to damp and mould if not managed.

To reduce condensation, keep your home well ventilated by using extractor fans, opening windows regularly, and wiping away any moisture on windows or surfaces. A few simple steps can help keep your home healthy all year round. **Contact us if you need help.**

### You Spoke – We Listened: Policy Updates from 1 June 2026

Thank you to our resident group who helped us review our pet policy and how we manage missed appointments. Following this feedback, we'll be introducing the following changes from **1 June 2026.**

#### Pet Policy – What You Need to Know

We recognise that pets can play an important role in health and wellbeing. Our updated policy supports responsible pet ownership while helping keep our communities safe and pleasant for everyone.

#### Pets allowed for all residents without permission

Up to two small caged or tank pets (e.g. birds or guinea pigs) and fish in a reasonably sized indoor tank.

#### If you live in a house or maisonette

Up to two dogs or cats are allowed without permission however dangerous or prohibited breeds are not permitted.

#### If you live in a communal building

Dogs or cats may be allowed only where residents of the scheme support this. Throughout June a consultation will take place at each scheme to get feedback on whether dogs/cats should be allowed. Where pets are allowed:

- Permission must be requested
- One dog *or* one cat per home
- Cats must be neutered

Permission may be refused due to suitability, safety, or previous tenancy issues.

#### High-rise buildings

Dogs and cats are not permitted at Dickson & Hammond House and Northwood Court. This is due to safety and shared space concerns. Registered assistance dogs are allowed.

#### Pet owner responsibilities

All pet owners must ensure:

- Dogs and cats are microchipped
- Pets do not cause noise, nuisance, damage, or fouling
- Any mess is cleaned immediately (charges may apply if we arrange cleaning)
- Pets are insured, well cared for, and properly supervised
- Pets are on a lead in communal areas and do not roam



#### If there are problems

We will always try to resolve issues through advice first, however, serious or ongoing issues may lead to:

- Requests to rehome the pet or referrals to the police, or RSPCA
- Charges for damage
- Legal or tenancy enforcement action

**If you are unsure whether a pet is allowed, or need permission, please contact us before bringing a pet into your home.**

#### No-Access (Missed Appointment) Policy

To help manage repair, inspection and general visits appointments fairly, if an appointment is booked in advance and access isn't provided, from 1st June a £30 missed appointment charge may apply for tenants. You'll be reminded of appointments wherever possible and no charge will apply where:

- No appointment was agreed in advance
- Access issues are outside your control

We understand that health conditions, vulnerabilities, or personal circumstances can affect appointments. These will always be considered, and reasonable adjustments will be made where needed. Where a charge is applied instalment payments may be offered. Charges may be waived in exceptional circumstances.

**Further information on all the above is available on our website, [stokeontrenthousingsociety.org.uk](http://stokeontrenthousingsociety.org.uk)**

### Important Reminder if you Receive Universal Credit

If your housing costs are paid through Universal Credit, please remember to confirm your housing costs in your journal. It's important that you complete this to make sure your rent is paid correctly, otherwise your rent account could end up in arrears.



### Quick Quiz - win a £25 shopping voucher!

WhatsApp / Text Message to 07876897172 or send an email to [info@stokeontrenthousingsociety.org.uk](mailto:info@stokeontrenthousingsociety.org.uk) with your answer to the following 3 questions:

1. What are the names of our 2 new Team Members?
2. What was our Repairs Service Satisfaction score?
3. What's the missed appointment charge going to be?

Don't forget to also include your name and address with your answers. **Competition ends 31st May 2026.**