

Feedback and Ideas There are lots of good reasons to get involved and give us your feedback:

- You can improve areas of our services that benefit you and your neighbours
- Be the first to know about new things affecting your scheme and how you can influence them.
- Work with us to improve the welfare and safety of our tenants.
- Meet our staff and other tenants
- Get some valuable training that can add value to your CV.

Here's how you can be involved:

- **Tenant Group** – this is a formal group of tenants whose primary focus will be to meet regularly to scrutinize performance and standards, service reviews, branding, and communication. If you are a detail person or like working with targets and data, this one might be for you.
- **Scheme Walkabouts** – join our officers in a walkabout your scheme and help identify any issues that may be cause for concern or might help improve where you live. We'll notify tenants when these walkabouts are due to take place. Simply turn up and give us your feedback.
- **Satisfaction Surveys** – these help us measure how satisfied our tenants are and the beauty is that you can complete these from the comfort of your own home. **We have recently sent out a survey for completing so if you haven't filled it in yet and would like us to resend the link (or if you prefer to complete a paper survey) let us know. There's also a QR link above. You could win a £50 shopping voucher! Look out for the results early next year.**
- **Annual Tenancy Visit** – we aim to contact all our tenants every year and whilst doing this provide opportunity for feedback. If we come to see you, have a chat with our officer and give them your feedback.
- **Building Safety Champion Volunteer** – it would be great to have a volunteer from each of our apartment schemes who is interested in building safety. With a bit of training, this person/s would help us to ensure that we are getting it right when we communicate with tenants on safety issues and feedback any ideas or issues that they might spot in their building.

If you're interested, please email info@stokeontrenthousingsociety.org.uk or call the team on 01782 968566.

Tenant Satisfaction Survey 2023



Resident Newsletter

Winter 2023



Hello and welcome to your Winter 2023 Newsletter

With summer behind us we've turned our thinking to the festive season and how we can help and support you through the coming winter months.

INSIDE THIS ISSUE

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Worried About Paying Your Rent?

We know that this is a very expensive time of the year but please don't start the New Year with a debt. For those who have made agreements to pay your rent plus an amount please make sure you do not fall behind on this arrangement. Ensure payment for your rent is made as usual.

If you cannot pay your rent but don't talk to us we may not be able to help, and your tenancy could be at risk in the future. Email us info@stokeontrenthousingsociety.org.uk or call 01782 968566.

Have you noticed mould or damp in your home?

Are you struggling with damp and mould in your home? If so please let us know. We will come to visit you and agree an action plan based on your:



HOME—can we identify any issues with the property that may be causing condensation damp or mould? Do we need to carry out any surveys or repairs?

HOUSEHOLD— are there any issues within your household that may make managing condensation problematic. How can we help you with these?

HARDSHIP – are there any financial factors affecting your ability to heat your home. Again, how can we help with these?

info@stokeontrenthousingsociety.org.uk or call 01782 968566

We also have lots of advice on damp and mould on our website at www.stokeontrenthousingsociety.org.uk



WIN VOUCHERS WORTH £50 READY FOR CHRISTMAS!

Complete the missing words in the sentences below:

1. Do we need to carry out any _____ or repairs?
2. Always keep _____ doors closed.
3. Is there a _____ who can let us in?
4. If you qualify a _____ voucher will be issued to you
5. We'll notify tenants when these _____ are due to take place.
6. Have a great _____ everybody!



Now complete your name and contact details below and send us an image of your entry slip via **WhatsApp** to **07876897172** or email info@stokeontrenthousingsociety.org.uk with your answers. Alternatively, send your completed entry slip to The Trevor Jones Office, Hammond House, Ridgway Road, Hanley, ST1 3AX.

The 3 lucky winners will be drawn on **3rd January 2024** and must be a tenant or leaseholder of the Society .

Name:..... Address:

Closed for Christmas

Our offices close on **Friday 22nd December at 4pm** and will re-open at **9am** on **Tuesday 2nd January 2024**.

To report an **emergency repair** during this time call 01782 968566 and press 1 on your telephone keypad. For any other repairs please wait until our office opens on Tuesday 2nd January 2024.

PAYING YOUR RENT

Your rent is still payable over the Christmas period, here's how to pay:

- ◆ By standing order to A/C:20193291 & sort code: 20-36-50
- ◆ Have an Allpay card ? Call 0844 557 8321 to make a payment
- ◆ Online at www.allpayments.net
- ◆ By Allpay payment card at a Paypoint outlet.



Don't forget there is lots of information about managing your tenancy on our website

www.stokeontrenthousingsociety.org.uk

Have a great Christmas everybody!

You can now pay less with **up to 18% discount** for what you already buy online and in store with your Housing Perks. The free app will help you to save money on the essentials:

- ✓ GROCERIES ✓ CAR ✓ FUEL ✓ CLOTHING
- ✓ SCHOOL UNIFORMS AND EQUIPMENT
- ✓ HOME FURNISHINGS & DIY ✓ FAMILY DAYS OUT

HOW IT WORKS

- 1 Download the app for free to your device available from
- 2 Buy a voucher with up to 18% discount
- 3 Voucher appears in app within seconds ready for you to use

HOW TO SIGN UP

- 1 When you download the app, enter organisation ID: **S0THS**
- 2 Your account will need to be registered to your S0THS address, so keep your tenancy reference handy.

For more information visit www.stokeontrenthousingsociety.org.uk

Building Safety Manager

The Fire Safety (England) Regulations 2022 introduced new duties under the Fire Safety Order for building owners or managers in regards to keeping customers safe, with a focus on fire safety.

Hadrian Noble, the Society's Head of Property, has been nominated as the **Building Safety Manager** (the responsible person) under the regulations. It is Hadrian's duty to maintain the building, regularly inform tenants of the safety arrangements within buildings and to be the point of reference for any concerns you might have relating to fire safety.



Should you have any concerns regarding the safety of the building you live in, please call 01782 968566 or email info@stokeontrenthousingsociety.org.uk to let Hadrian know.

Help us to Keep you Safe

- Test your smoke alarms weekly. Contact us if they aren't working.
- Keep all fire exits clear.
- Always keep fire doors closed.
- Don't overload plug sockets.
- Check your Christmas lights conform to British Standards.
- Unplug Christmas lights when you go to bed or go out.
- Don't burn candles in your home.
- As most fires start in the kitchen don't leave cooking unattended.
- Remember! After drinking alcohol, the risk of accidents in the kitchen is greater.
- Unplug electric blankets before you get into bed.



If you live in an apartment, the Fire Safety Regulations require us to **check the front door to your home every year**. If we have missed you and you have received a card saying that we have visited to complete this essential check, please contact us so that an appointment can be made. Appointments are available between 9am and 5pm, Monday to Friday and if these are a problem we can look at alternative arrangements. Struggling to provide access?

- Let us know if you are having holidays from work and we will try our best to arrange an appointment.
- Is there a neighbour who can let us in?
- A limited number of early morning or evening appointments are available, so contact us.

We take our health and safety responsibilities seriously and will make all efforts to complete this check. It will take less than 5 minutes and we will need to assess the internal side of the door and check that the closer works properly.

Fire doors should be in good condition inside and outside, the black rubber seal should be intact, and the door should fully close on its own. If your flat or any communal door does not meet these criteria, please contact the Society so that a repair can be arranged.

You should be aware that your **tenancy agreement** states that you **must allow the Society's staff and contractors access to your home to carry out repairs or inspections**. Where you have not let us in to your home to carry out these safety checks, we may ask the court for an Injunction Order to allow us to enter your home. We would also ask the court to make an order against you for any court costs.



Please help us to keep you safe and give us access to your home.



Our Annual Christmas Plea... Disposing of Your Rubbish!

Christmas often results in a lot of extra boxes and paper to dispose of. Please don't place bulk waste in the communal bins, it takes up space for general household waste and there may be a reduction in council waste collections over the Christmas period. If you can't dispose of it properly keep it in your home until you can.

For those living in our high rise blocks, our refuse chutes are under a lot of pressure over the festive period. Please help to keep them working properly:

- Place rubbish in small parcels, no larger than a carrier bag size, before putting it down the chute
- Don't put large shaped items (such as pizza boxes) down the chute - tear them up first
- Take larger household items to the skip room - don't leave them in corridors where they will be a fire hazard

Remember, a blocked chute affects all of the residents in the building - so please take care.

Contact us immediately if you think you would have any problems being alerted to a fire or evacuating your building in the event of a fire. If you see anything that isn't right report it! Building safety is everyone's responsibility!

Coming Soon

Access your Account Online !



Very soon you will be able to access your tenancy account online, enabling you to :

- Check your rent balance and download a rent statement
- Get a copy of your Tenancy Agreement
- Report a repair
- Send us a message
- See latest news updates

We will be in touch in the New Year to let you know when this service is available!

Energy Saving Ideas and Help

If you're struggling to afford your energy bills, you might be able to take advantage of certain benefits, grants and help offered by the government and energy suppliers.

Go to our website for a range of useful tips and information, or if you don't have access to the internet give us a call and we can talk these options and ideas through with you.

www.stokeontrenthousingsociety.org.uk

Love Stoke on Trent Campaign

The Society recently took part in the City Council's Love Stoke on Trent campaign by providing an open skip for the day for residents at Marchwood Court and Dickson and Hammond House. This meant that residents could dispose of any rubbish free of charge and have a good old clear out. Staff also took part in some litter picking in the surrounding areas.

In recognition of our contribution and efforts the team received an invitation to Tea with the Mayor alongside a civil recognition award.

Here's our lovely Erica and Rachel receiving the reward on behalf of the Team.



Help us to Tackle Anti-Social Behaviour

We recently introduced a new Anti Social Behaviour (ASB) Policy which sets out our approach to how we will tackle ASB, including how we ensure that we keep tenants updated on progress.

Despite this new approach we are still receiving negative feedback about how we deal with ASB, and so we would like to hear from residents who have experienced ASB to find out their ideas on what they think we could do better.



If you would like the opportunity to be part of a volunteer ASB focus group, discussing ASB issues, alongside ideas for improving how we deliver ASB services please let us know. We need your views!

Winter Fuel Hardship Fund

We know that many of our tenants are struggling to pay their fuel bills this winter as fuel costs remain high alongside the general cost of livingand we would like to help.

Following a generous donation from one of our software suppliers, Rubixx, alongside a joint project with JPR Group to raise funds, the Society has created a **£6,000 Winter Fuel Hardship Fund**. The aim is to assist our tenants who are having to make some difficult choices on whether they can afford to put their heating on this winter. To access the fund:

1. Contact the office
2. We will ask you a few questions about your current income and outgoings
3. We will complete a simple assessment and decide whether you qualify for a payment
4. If you qualify a utility voucher will be issued to you

Contact us at info@stokeontrenthousingsociety.org.uk or give us a call on 01782 968566.



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