

### Useful information about your tenancy

## Help and advice are part of our Homes Plus services

**We understand the challenges that many people are facing, as household costs increase. If you are struggling with your bills or finding it hard to manage your household budget, please talk to us.**

Our confidential money advice service could help you to reduce your household bills and is free to use.

We can check you are receiving the right benefits and support you to make a new claim. And if you would like to boost your employment prospects, we can help you to find and apply for jobs and prepare for interviews.

Email [ema.staffordshire@homesplus.co.uk](mailto:ema.staffordshire@homesplus.co.uk)/[ema.shropshire@homesplus.co.uk](mailto:ema.shropshire@homesplus.co.uk), call us on **0800 048 8955**, or pop into one of our Community Hubs in Stafford or Shrewsbury. For opening hours see [www.homesplus.co.uk/community-hubs](http://www.homesplus.co.uk/community-hubs)

## KEEP WELL & WARM

Signposts to free advice and information to help you save money, heat your home and look after yourself can be found in the Keep Well & Warm area of our website - [www.homesplus.co.uk/keep-well-and-warm](http://www.homesplus.co.uk/keep-well-and-warm)

Visit the **'your money'** area for energy saving tips and government help available.

Find advice to help keep your home warm and safe this winter in the **'your home'** area.

And keep yourself well with information about free community events and links to mental health support in the **'your wellbeing'** area.



## Do you know someone aged over 66 and on a low income?

**Make sure they're not missing out on Pension Credit.**

**For most people, this payment is worth around £3,900 per year.** Find out more, and apply, on the government website - [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit) or by calling **0800 99 1234**.

## Do you have contents insurance?

**In the event of a fire, flood, a burst pipe or other household emergency Homes Plus are not responsible for replacing your personal belongings.**

However, if you have contents insurance, your personal belongings would be insured. It could cost just a few pounds a week and bring you peace of mind.

## Could you work with us to improve the customer experience?

**In 2023-24, we made 26 improvements from our involved customers' recommendations. Our customers helped us to improve policies, our Community Hubs, our chatbot and more.**

If you would like to help us to make a positive difference, we'd love to hear from you! Register your interest in joining our customer panels at [www.homesplus.co.uk/get-involved](http://www.homesplus.co.uk/get-involved)

# My Repairs

## Emergency repairs

If you need an emergency repair, call us on **0800 048 8955**. You can report emergency repairs on this number, 24/7.

Emergency repairs are things that put your safety, security or health at immediate risk. For example:

- No heating or hot water
- Major damage to the structure of your home
- An uncontrollable water leak
- A dangerous electrical fault
- A gas leak – if you smell gas or fumes you must immediately call the National Gas Emergency Service on 0800 111 999 and make sure you are safe, before reporting it to us
- An unsecure front door or window causing a security issue

## Non-emergency repairs

**We are responsible for most, but not all repairs.**

You can report routine repairs 24/7 on our website or by sending us a private Facebook message.

### Our responsibility

- ✓ Lighting in communal entrance or landing
- ✓ Window won't close or open
- ✓ Broken shower (if we fitted it)
- ✓ Leaking roof
- ✓ Loss of power
- ✓ Problem with your hot water or heating
- ✓ Repairing tap or kitchen unit
- ✓ Damaged electrical socket
- ✓ Replacement toilet seat
- ✓ Inspect and take action over damp and mould

### Your responsibility

- ✓ Condensation management
- ✓ Blocked sink, bath, shower or toilet
- ✓ Lost key
- ✓ New bulb for lighting inside your home or for your security lighting
- ✓ Cracked/smashed windows
- ✓ Fixtures and fittings (e.g. curtain rails)
- ✓ Minor cracks to plaster inside your home
- ✓ Replacing a blown fuse
- ✓ Decorating the inside of your home

## Repairs service status

**Emergency repairs -  
attendance within 4 hours**

**Heating and hot water emergency repairs -  
attendance within 6 hours**

**Routine repair - see our website for the latest  
repairs service status.**

## DIY, home improvements and alterations

**Before making any improvements, alterations or additions to your home, it is essential that you obtain written permission from Homes Plus before any work is started.**

It's vital to make sure that the work you want to complete is safe and will not lead to faulty or sub-standard work being carried out, which could put you at risk.

To find out more and to request permission, visit our website at [www.homesplus.co.uk/diy-and-home-improvement](http://www.homesplus.co.uk/diy-and-home-improvement)

## Damp and mould

**See it – report it!**

If you spot signs of damp and mould in your home or have any questions or concerns, please call our customer service team, send us a private message on Facebook or complete the online form on our website.

## Have you seen our Top Tips to help you cut condensation?

Useful information as well as advice about what to do when you spot signs of damp and mould, is in one easy-to-find area of our website.

Take a look at  
[www.homesplus.co.uk/damp-and-mould](http://www.homesplus.co.uk/damp-and-mould)

# Fire safety in communal areas and balconies

**Communal areas are the places in buildings such as apartment blocks, that other people share - like landings, entrance lobbies, corridors, meter cupboards, lifts or open walkways.**

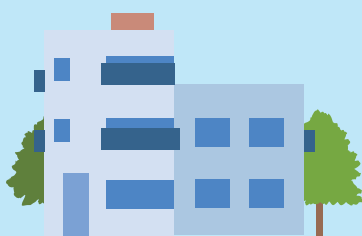
A fire in a communal area or balcony can spread between homes. It could make it more difficult for the emergency services to reach you and might prevent you from leaving the building in an emergency.

**Never use communal areas or balconies to keep or store anything that could:**

- Stop you escaping quickly
- Prevent emergency services reaching you or your neighbours
- Give off toxic smoke or gas when burning
- Explode in high temperatures
- Cause fire to spread more quickly

This includes e-bikes and e-scooters.

**We carry out regular safety inspections in apartment blocks and as part of that work, we remove and recycle objects left in communal areas for your safety.**



# How to make a complaint or give feedback

**To make a complaint**, learn more about our customer advocacy team or to read our complaints policy, please visit [www.homesplus.co.uk/contact-us/how-to-make-a-complaint-and-provide-feedback/](http://www.homesplus.co.uk/contact-us/how-to-make-a-complaint-and-provide-feedback/)

We are registered with the Housing Ombudsman and are committed to complying with their Complaints Handling Code.

You can contact the Housing Ombudsman at any stage of your complaint for further advice and assistance -

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## Leave a compliment

**Your feedback helps us to understand what is important to you.** To let us know when we've done something well, simply complete the compliments form on our website [www.housingplusgroup.co.uk/leave-compliment](http://www.housingplusgroup.co.uk/leave-compliment)



## Dangers of e-bike conversion kits

**Converting pedal bikes into e-bikes using DIY kits bought online can be extremely dangerous.**

Cheaper batteries bought online may not reach UK safety standards and are more likely to fail and catch fire. DIY installations can also damage the kit, increasing the chances of a fire.

If you are planning to convert your bicycle to an e-bike, get a professional to carry out the conversion. When buying batteries for your conversion, make sure they aren't second hand and that you are buying from a reputable seller.

## Have you checked your smoke and carbon monoxide alarms?

**Regular testing by you is the most important and efficient way to make sure these alarms are working correctly.**

Please do not tamper with, damage or remove them, or cover them up.

As your landlord, we will also check these alarms on an annual basis, normally as part of other routine works such as gas safety checks or electrical safety inspections.





# My Community Fund

**The Homes Plus My Community Fund sponsors amazing projects in local neighbourhoods.**

Some of the local community groups that we have supported in the last year include a hub offering a warm and welcoming space for families, a charity that recycles donated clothes and equipment to assist people on low incomes to explore the natural world and a project tackling loneliness and isolation among the elderly.



**Apply for sponsorship by visiting the My Community Fund page on our website.**

**It's often difficult to identify abuse or neglect but if you have any concerns, always Speak Up.**

You can report a safeguarding concern to your local council:

[www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) - Tel: 0345 604 2719

[www.shropshire.gov.uk](http://www.shropshire.gov.uk) - Tel: 0345 678 9044 (adult) / 0345 678 9021 (under 18s)

[www.telford.gov.uk](http://www.telford.gov.uk) - Tel: 01952 385385

## Fire door checks

We check all fire doors in our flats and retirement living communities routinely throughout the year.

**If you have any concerns or think your building has a faulty fire door, please don't walk by. Report it to us immediately on 0800 048 8955.**

## Neighbourhood issues, environmental issues and ASB

**The safety and wellbeing of our customers is always our number one priority.** We understand that neighbour disputes, environmental issues and Anti-Social Behaviour (ASB) can have a significant impact on people's mental health and sense of security as well as harming the wider community.

### Neighbourhood issues

Wherever possible, and when it is safe to do so, step one in neighbour disputes is to try talking. If you would like our help to try and resolve an issue, please get in touch.

@#!

### Environmental issues

These can include things like fly-tipping, dog fouling and graffiti. **Please report these to us.**



### Anti-social behaviour

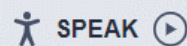
Anti-Social Behaviour (ASB) is defined as behaviour by a person, not of the same household, which causes, or is likely to cause, harassment, alarm, or distress to someone. **Please report this to us.**



### Did you know that our website offers 24/7 accessibility support?

Access speech, reading and translation assistance at any time, from any page of [www.homesplus.co.uk](http://www.homesplus.co.uk)

Look out for this button



## WE'RE HIRING

See all our latest vacancies and apply at [www.housingplusgroup.co.uk/careers](http://www.housingplusgroup.co.uk/careers)

## How are we doing?

*\*TSMs were introduced by the Regulator of Social Housing to allow tenants to scrutinise our performance and give us insight about where we can improve.*

Our latest 2024-25 Tenant Satisfaction Measures (TSMs\*) can be seen on our website