

My Homes Plus

Volunteers' Week celebration

Page 9



New Community Hub for Stafford

Page 3

Help us keep you safe

Page 6

Wellbeing support

Page 15



In this issue

Do more online

Page 4

**The Homes Plus My
Community Fund**

Page 5

**Help us keep you
safe**

Page 6

**Keeping your home
free from damp and
mould**

Page 7

Volunteers' Week

Page 9

**Complaints and
feedback**

Page 10

**Customer
involvement**

Page 11

**Affordable homes
made more energy
efficient**

Page 12

You said, we did

Page 13

A leading employer

Page 14

Wellbeing support

Page 15

Welcome



Since our last newsletter in September 2022, our repairs and maintenance service has been very busy. As well as carrying out day to day repairs, we have installed life-saving carbon monoxide alarms in your homes, responded to cold weather problems like burst pipes and heating issues and we have been doing lots of work to deal with damp and mould.

Mould in your home can be a serious problem, especially if you have other health issues or allergies. Our website provides some really useful information on what you can do to reduce condensation, which can lead to damp and mould. If you are concerned about damp or mould in your home, please get in touch.

I am also pleased to let you know about two new strategies being launched this summer, which will improve your experience of being a Homes Plus customer or tenant.

Our new **Customer engagement strategy** has been developed to give you a stronger influence over the way we do things and to help us to get a better understanding of your needs and preferences. We want to hear more from more of our customers, including those who perhaps don't routinely contact us.

Our **Equity, diversity and inclusion strategy** sets out our challenge to ensure that we can respond to people with specific

needs, especially those who might feel excluded from other sources of support and advice.

In the past few months, our customers have had a direct influence on these strategies and in the revision of some of our key policies, particularly in the areas that matter most to you.

Underlining our commitment to working with customers to shape and improve our service, we are developing the way we work with our engaged customers. The Scrutiny Panel will work in a different way and will become the Customer Partnership Panel, signalling our mutual desire to work together for the benefit of people who live in our properties.

You can read more about the Customer Partnership Panel in this newsletter and get involved yourself by calling, emailing or contacting us on social media. Soon, you will also be able to pop into our new Community Hub in Burton Square.

Les Clarke
Executive director of housing
and care

Our new Community Hub in Burton Square, Stafford, will be open soon!



At the hub, you will be able to see us for:

Money advice

We will help you with maximising your income, applying for benefits and reducing your household bills.



Benefit advice

You might not be aware of the wide range of benefits you may be entitled to. Our employment and money advice team will provide information and advice on a wide range of welfare entitlements.



Employment advice

We will help you get back into work with advice about CV writing, interview techniques, job searching and applying for jobs online.

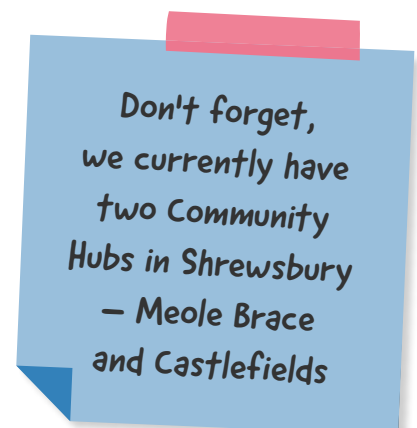


Computer access

You will be able to use the computers and Wi-Fi to practise your IT skills, update your knowledge with a range of free online training courses or simply manage your day-to-day digital tasks like accessing emails or keeping an eye on employment opportunities.



If you've got any questions about the new hub, please email ema.staffordshire@homesplus.co.uk



Find out more at www.homesplus.co.uk/EMA



Your one-stop-shop for news, information and advice at your fingertips, 24/7.

www.homesplus.co.uk

Paying your rent

Paying your rent by Direct Debit is convenient and the easiest way to ensure that you pay your rent on time.

If you prefer to make payments over the phone, you can do this 24/7. Simply call **0800 048 8955** and select 'pay your rent' to be directed to our quick and easy automated payment service.

To find out how to set up a Direct Debit or for more information about paying your rent, visit www.homesplus.co.uk/paying-my-rent



Making our website more accessible to you

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

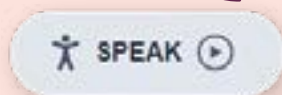
Access speech, reading and translation assistance at any time, from any page of www.homesplus.co.uk

Globally, 1 in 7 people live with a disability. For many, this means they experience barriers when they're online.

By adding the ReachDeck toolbar, we're giving **you** the choice to experience our website in whatever way is best for you. You can choose to have the information read aloud, enlarge the text, simplify our pages, and more.

Plus, you can read the information on our website in almost 100 languages, including Polish, Spanish and Ukrainian!

Look out for this button



Get started by visiting www.homesplus.co.uk

Did you know that you can get in touch with us on Facebook?

You can report non-emergency repairs and even reschedule booked appointments.

Simply send us a private message to start the conversation.

www.facebook.com/MyHomesPlus

You can also:

- Call us on **0800 048 8955**
- Report non-emergency repairs via our website - www.homesplus.co.uk/report-a-repair

Emergency repairs must always be reported 24/7 by calling 0800 048 8955

Plus, don't forget to check our website and follow our Facebook page for help and advice.





Stone Scout and Guide Band



Stafford Soccer Mums FC



Foodbanks

Boost for local organisations with grants from Homes Plus

Our Homes Plus My Community Fund supports grass roots organisations in Staffordshire and Shropshire. In recent months it has provided much-needed help for local foodbanks at Christmas and helped a host of charities and voluntary groups to thrive.

In Stone, a grant from the fund went to the **Scout and Guide band**, where it is being used to maintain the band's instruments and provide new uniforms for the young musicians.

Our Director of housing, Samantha Allcott, said: "We set out to make a positive difference to homes, lives and communities. One of the ways that we do that, is by backing some amazing local organisations and we were very pleased to help the Stone Scout and Guide band, which brings so much pleasure whenever they perform."

Stafford Soccer Mums FC was also celebrating a funding goal, with support from Homes Plus. A

grant of £500 from the Homes Plus My Community Fund has been used to provide new kit and equipment for the women's football club, which brings together enthusiastic players of all ages.

And in December, charities facing what was expected to be their busiest ever Christmas, were boosted by a **bumper donation of food, toys and chocolates.**

Helping Hearts Outreach works with people experiencing homelessness and domestic abuse in local communities. The charity received toys and chocolates for local children. A representative said:

"We were over the moon and so grateful for this support. At Christmas, a lot of people have no money and no way of buying gifts or treats. These presents put a smile on the faces of so many children."

Foodbanks helping people in need in Staffordshire and Shropshire also benefitted from timely cash donations from the Homes Plus My Community fund. These were awarded to House of Bread and Rising Brook Food Bank in Stafford, Kingsway Foodbank in Wombourne, Cannock and District Foodbank in South Staffordshire and Shrewsbury Food Bank at Barnabus Community Church.

Local charities and voluntary groups can apply for funding from the Homes Plus My Community Fund on our website - www.homesplus.co.uk/sponsorship

ASB Awareness Week 2023

We take Anti-Social Behaviour (ASB) seriously, all year. ASB Awareness Week is taking place between 3-9 July 2023. Throughout this week, look out for extra advice and guidance on our website and social media channels.

For more information and pointers towards specialist support, visit www.homesplus.co.uk/ASB and for more help, please call our customer services team on **0800 048 8955**



Fire safety in communal areas



A fire in a communal area 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.

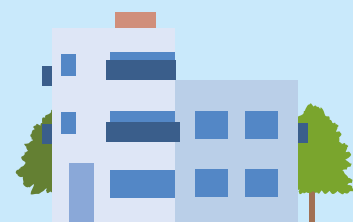
Communal areas are places in your building that other people share, like landings, entrance lobbies, corridors, meter cupboards, lifts, open walkways and balconies.

If you live in a building that includes any of these spaces, you must ensure that you don't 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

We carry out regular safety inspections in apartment blocks and as part of that work, we remove objects left in communal areas. To find out more please visit our website –

www.homesplus.co.uk/my-home/communal-areas



Carbon monoxide alarms

Carbon monoxide is a dangerous gas. You can't see it or smell it, but an alarm can detect it.

As your landlord, we will check these alarms on an annual basis, normally as part of other routine works such as gas safety checks or electrical safety inspections. But regular testing by you is the most important and efficient way to make sure these alarms are working correctly.

You must not prevent your smoke and carbon monoxide alarms from operating in their intended manner.

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

Find out more at

www.homesplus.co.uk/HUKYS

Fire safety in apartment buildings

Nothing is more important to us than the safety of our customers.

As a responsible landlord we have an extensive ongoing programme in place to check our buildings and carry out any work required, to ensure that we comply with government regulations and guidance.

In line with our safety-first approach, we have appointed **Building safety managers** for each of our 500+ complex buildings. These managers are responsible for ensuring the safety of the buildings they manage and our residents. They actively engage with residents, encourage them to get involved and raise any safety concerns they may have, and keep them informed about building safety in an open and transparent way. This information is available on our website at www.homesplus.co.uk/building-safety.

Working together, you can help us to keep you safe.



Keeping your home free from damp and mould

We are taking a new approach to managing and resolving all issues relating to damp and mould and we need your help.

How are we taking action to spot damp and mould in our properties?

All Homes Plus employees are looking for signs of damp and mould when they visit a property, regardless of the reason for the visit. This includes our gas, repairs and neighbourhoods teams.

We are also completing independent surveys of our properties, prioritised based on age and repairs history.

If we spot any signs of damp and mould, we will arrange a full survey of the property so that we can understand and resolve the issue.

See it – report it!

If you see damp and mould in your home, we want you to tell us:

Call us on: 0800 048 8955

Complete a form on our website

Send a private message to our Facebook page – My Homes Plus

What to look out for:

Damp forms when moisture collects on surfaces and doesn't have time to dry out. It builds up in areas where there is little air ventilation. We need to find out what is causing the damp to fix the problem.

Mould usually appears as black dots and needs moisture, usually condensation, to thrive. It is common to have some mould growth in winter and we need to take action to prevent it from becoming more serious.

Condensation is water that collects as droplets caused when warm, moist air comes into contact with a cool surface. This is what happens when the bathroom mirror steams up. It is also produced by normal household activities like cooking, washing and bathing. If the surface can dry out each day this isn't normally a problem. See tips on how to reduce condensation at www.homesplus.co.uk/damp-mould-and-condensation



As your landlord we have important legal duties and obligations.

Most of these responsibilities involve safeguarding you, your home and family. By law, we must carry out safety checks and it's an important condition of your tenancy that you give us access to your home to carry out these vital inspections.

Find out more at www.homesplus.co.uk/HUKYS



PLEASE NOTE: You must not install log burners or solid fuel heaters. There is an increased risk of fire with an appliance that has an open flame.

Find out more at www.homesplus.co.uk/diy-and-home-improvements

Reporting a repair

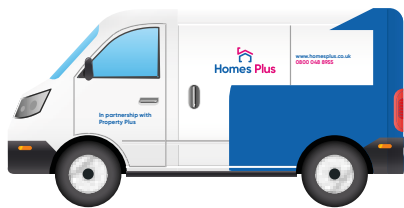
Repairs are an important part of looking after your home. Sometimes repairs are necessary because of general wear and tear, or because things go wrong and need a little extra attention.

You can report non-emergency routine repairs by:

Calling our customer services team on **0800 048 8955**

Completing our online form at www.homesplus.co.uk/request-a-repair

Sending Homes Plus a private message on Facebook at www.facebook.com/MyHomesPlus



If you need to report an emergency repair, you can call our customer services team on 0800 048 8955, 24/7.



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 and any other approvals required, before any work is started.

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

To find out more and to request permission to undertake improvements, visit our website at www.homesplus.co.uk/diy-and-home-improvements

Contact us out-of-hours

Our out-of-hours service can be contacted on 0800 048 8955. You should only use this service in an emergency, so that we can direct our resources to where they are needed the most.

An emergency repair is a problem that represents an immediate risk to safety, security or health, such as:

- 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 ensure you are safe before reporting it to us
- Unsecure front door or window causing a security issue

All non-emergency repairs can be reported 24/7 online at: www.homesplus.co.uk/report-a-repair

Are you insured?

If you can't afford to replace it, you should really think about insuring it!

While it's our responsibility to insure the building in which you live, this insurance does not include your personal belongings.

By taking out contents insurance, that can cost just a few pounds a week, you can relax knowing that they can be replaced.

Find out more at www.homesplus.co.uk/contents-insurance



#VolunteersWeek

In June we joined with charities and community-focused organisations right across the UK to celebrate Volunteers' Week (1-7 June). It is an annual celebration to recognise the contribution of volunteers everywhere.

The theme of this year's event was Celebrate and Inspire. We celebrated the dedicated volunteers among our colleagues, customers and neighbourhoods who inspire us to make a positive difference to homes, lives and communities.

Our Homes Plus My Community Fund supports voluntary groups, charities and grass roots organisations in our communities. In May we supported the Shrewsbury and Oswestry Crucial Crew event, attended by around 1,500 children from up to 60 primary schools as part of the all-important preparation for secondary school.

We are big admirers of the Crucial Crew and as well as making a donation from the Homes Plus My Community Fund to support their great training on topics like internet safety, first aid and the dangers of building sites, farms, rivers and railways, some of our colleagues also helped out at the event as volunteers.

We're also lucky to have a group of involved tenants who generously give up their time to help improve the services that we offer to our customers. Dave is the chair of our Customer Partnership Panel and says he is proud to volunteer to help improve the experience for our customers.

He said: "I believe we are making a positive difference and I'm proud of the work that we do. I would encourage more people to join us in our partnership with Homes Plus and to make sure that customers' voices are heard."

We're really proud of the work that all our involved customers do. They are at the heart of Homes Plus



to ensure that our customers' views are considered on how we are run and the work that we do.

There are some really rewarding volunteering opportunities in our Care Plus retirement living communities. Now retired, Nita is one of the local people getting involved:

"I'm not someone who can do nothing. I live by myself and I like meeting people, so volunteering helps me, too. I've done lots of different things. I've run bingo sessions and helped out at a breakfast club. I drop in to coffee mornings and take part in the craft workshops, where I'm working with one of the residents who is making her own greetings cards.

"I've got a whole new set of friends and people say to me, 'You make such a difference, don't ever stop'. Volunteering is incredibly rewarding. You get out as much as you put in."

Get involved

If you're inspired to volunteer, get in touch with our customer engagement and support team by emailing engagement&volunteering@care-plus.org.uk

You can find opportunities to get involved with us on the national volunteering database - [doit.life/volunteer](https://www.doit.life/volunteer)



How to make a complaint

We know that sometimes things go wrong or the service you receive falls short of your expectations. When this happens, we want to hear from you so that we can put it right and improve our services to prevent similar problems from happening again.

You can make a complaint by contacting us in the following ways:

- Complete our online form at www.homesplus.co.uk/feedback
- Call us on **0800 048 8955**
- Email feedback@housingplusgroup.co.uk
- Send us a private message at www.facebook.com/MyHomesPlus

- You can find more information about our complaints policy by visiting www.homesplus.co.uk/feedback

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

Please be aware that you can contact the Housing Ombudsman at any stage of your complaint for further advice and assistance:

- Tel: **0300 111 3000**
- Email: info@housing-ombudsman.org.uk
- Website: www.housing-ombudsman.org.uk

E-bike conversion kit safety warning

We are reminding customers about the dangers of buying cheap lithium batteries online and converting bicycles into e-bikes, following a warning issued by the London Fire Brigade.

Conversion kits allow people to add an electric motor to their bicycle, but some are sold without a battery which must then be purchased separately.

However, the fire brigade is warning that cheaper batteries purchased from online sources may not adhere to UK safety regulations and are more likely to fail and catch fire.

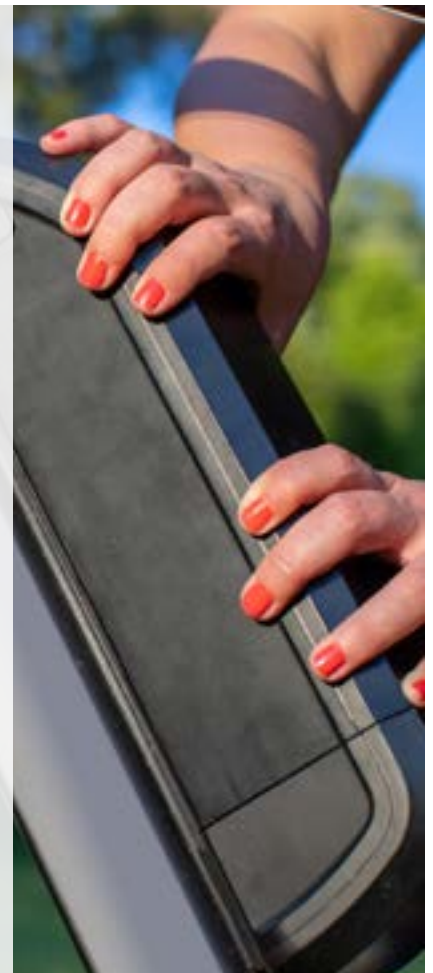
Also, buying batteries second hand means you may be buying a battery that is already damaged and a fire risk.

The fire brigade explains that DIY installations can also damage the kit, increasing the chances of a fire.

They recommend that if you are planning to convert your bicycle to an e-bike, you get a professional to carry out the conversion.

And always make sure you are buying your batteries from a reputable seller and that they aren't second hand.

London Fire Brigade reports that there have been 48 e-bike fires and 12 e-scooter fires in the capital so far this year. Read more at bit.ly/3oiJctq (BBC News)



Can you help us make a positive difference?

At Housing Plus Group, our involved customers help shape the services we provide, ensuring that you remain at the heart of everything we do. With this in mind, their name is changing from Scrutiny Panel to the Customer Partnership Panel because we are working in partnership with our customers.

Working together, we are making a positive difference to homes, lives, and communities.

Over the last year alone our customers have been involved in reviewing and shaping numerous policies, procedures and communications, providing us with invaluable feedback from a customer's perspective.

We want to recruit more members to our Customer Partnership Panel from our Homes Plus, Care Plus and Severn Homes communities.

Would you like to get involved?

It's a fantastic opportunity for you to meet new people, make a difference, learn new skills to add to your CV and access training, all whilst gaining experience with your housing provider.

Pauline has been a Homes Plus tenant for seven years, but became an involved customer 18 months ago and says she has really enjoyed the experience.

She said: "I originally got involved because I wanted to ensure that our voices are heard and considered in the decision-making process at Homes Plus.

"I have been actively involved by sharing my experience with Homes Plus and making suggestions to

help shape policies that directly impact all tenants.

"As involved customers, we also work on the relationship between tenant and landlord. We promote accountability and responsiveness, as well as fostering an inclusive and supportive community. We do this while working to fair and effective policy outcomes.

"I have found the staff we work with to be open and happy to listen to what we have to say, which has led to a successful partnership."

Geraldine says being an involved customer has helped her meet other tenants.

She said: "I became a tenant in 2019 and became an involved customer a year later. It has made me aware of how the association works and allowed me to meet other tenants.

"Being on the panel has also enabled me to work with other members to review policies, be involved in projects to support other tenants and work with board members to improve services."

The Customer Partnership Panel meets online, during the day and in the evening, so it can fit around your lifestyle. Members are not required to attend every meeting. If you are interested, we would love to hear from you. Please apply here: www.homesplus.co.uk/get-involved

To hear more from our involved customers visit:

www.homesplus.co.uk/news/its-national-volunteers-week



**DO YOU KNOW
A GREAT
NEIGHBOUR WHO
HELPS OTHERS
AND IS MAKING
A POSITIVE
DIFFERENCE IN
YOUR LOCAL
COMMUNITY?**

We love hearing great news about how our customers are stepping-up to make a positive difference and want to showcase their stories.

We read all your great comments and surprise some of your nominees with chocolates and a 'thank you' from Homes Plus!

**IF SOMEONE IN YOUR
NEIGHBOURHOOD IS
MAKING A POSITIVE
DIFFERENCE, PLEASE
USE THE FORM ON
THIS PAGE TO TELL
US ABOUT YOUR OWN
LOCAL HERO AT
[HOMESPLUS.CO.UK/
LOCAL-HEROES](http://HOMESPLUS.CO.UK/LOCAL-HEROES)**





Affordable homes made more energy efficient

Customers who live in some of our older properties are now benefiting from warmer, greener and more energy efficient homes thanks to a £2.3 million project.

We have been working with contractor Broad Oak to upgrade the energy efficiency of 129 homes, particularly our older properties that were not built to today's stringent energy-efficiency standards.

The properties have benefitted from wall and loft insulation, draught proofing and improved heating systems. As well as low carbon technologies including air source heat pumps and Solar where possible - all of which will make homes more energy efficient.

We successfully bid for £1.2 million in funding for the project from the government's Social Housing Decarbonisation Fund (SHDF) with Homes Plus investing a further £1.1 million in the project.

The fund was set up by the government's Department for Energy Security and Net Zero to improve the energy efficiency of social housing.

We worked with Stafford Borough Council, South Staffordshire Council and Shropshire Council to secure funding from the first wave of SHDF last spring.

Representatives from Homes Plus, Broad Oak and Stafford Borough Council visited one of the properties that has benefitted from the scheme, in Stafford, to see first-hand the work delivered so far under the project.

Dan Timmis, Director of asset management at Homes Plus, explained: "At Homes Plus we are committed to improving the energy efficiency of our homes across Staffordshire and Shropshire.

"Through this £2.3 million scheme we have made homes warmer and more energy efficient for

customers, saving them money on their energy bills and reducing our properties' carbon footprint.

"Customers tell us the work caused little disruption and they can already feel the benefits in their home.

"At a time when so many people have very real worries about rising energy bills, this work is more important than ever."

As a result of the retrofit work, carbon emissions have been reduced and some of the properties have been improved from an Energy Performance Certificate (EPC) rating F to an A.

Residents John and Shirley have lived in their Homes Plus home for more than 30 years. Their home was one of the first to be upgraded thanks to the Social Housing Decarbonisation Fund and the work is now complete.

John said: "Whilst the work was being done the team on site were fantastic, I can't fault them.

"The work has made the house look a lot more modern and our home feels a lot warmer.

"Our gas bill had doubled due to the increase in energy prices, but thanks to this work our payments have reduced back down to what they were previously.

"The house is less draughty, it saves you money and the overall appearance of our home has been improved."

The visit showed that the work has not only improved the energy efficiency of these homes, but they also look smarter.

Read more at
www.homesplus.co.uk/news



Fly-tipping



In Staffordshire and Shropshire we are spending money, which could be used on home improvements, to remove rubbish which is not only an eyesore for our customers but could also present a danger to health and be a potential fire hazard.

Keeping internal communal areas in apartment buildings clear of objects and free from fly-tipping, plays a big part in improving the safety of residents as well as creating a pleasant living environment.

Many of the items we remove from stairways and communal areas in flats pose a significant danger to people living in the building. Cardboard boxes and bags of rubbish are highly flammable and discarded furniture, as well as mats outside the doors of flats, could make it more difficult to escape quickly and safely in the event of fire.

Please play your part by ensuring you do not leave bulky waste in communal areas and disposing of all your rubbish in the correct way.

Our top tips for waste removal:

Sell it online

Sell your unwanted, good quality items online on websites like Facebook Marketplace, Gumtree or eBay.



Donate it to charity

Charities are always on the lookout for second-hand items in decent condition like clothes, toys and furniture.



Recycle it

You can take your unwanted items to your nearest recycling centre. Most are open from 8am and over weekends.



Contact your local council

Councils will offer a disposal service for large and bulky items for a fee. They will collect white goods and furniture from your door.



You can report any fly-tipping, graffiti or grounds issues by completing our online form at:

www.homesplus.co.uk/communal-maintenance-request

You said, we did

We are committed to hearing the views of our tenants and regularly review your feedback so we can detect areas where we need to improve.

Customer experience feedback is gathered using a range of key measures, including:

- Customer Partnership Panel
- Tenant Satisfaction Measures
- Transactional surveys
- Complaints

April 2022 to March 2023

Here are a few examples where your feedback has resulted in improvements to our services.

You said

That you are not happy with the housing application banding you have been given.

Our involved customers have reviewed the banding process and wording as part of our lettings policy review and ensured that it is written in plain, easy to read language, which makes sense to customers.

We did

You said

That we do not provide help with trees that are causing problems within customers' gardens.

We have introduced a tree policy to help us manage problem trees in a customer's garden, where they pose a risk to the property and/or the people living at the property.

We did

You said

Our policies are long, confusing and could be more customer friendly.

Our involved customers have worked with our different departments to help create key fact sheets for longer customer policies, to ensure that all the key information is readily available and easy for our customers to find.

We did

They also reviewed the policies to ensure the language used is plain English, customer friendly and that definitions are provided for words that are regularly used within the housing sector.

Recognition as a leading employer

We are delighted to have been shortlisted for two awards recognising leading employers and a great place to work.

In the national Housing with Care Awards, Care Plus was shortlisted for the Employer award.

As a not-for-profit employer, our care staff benefit from occupational sick pay as well as free access to 24/7 GP consultations, nutrition, fitness and smoking cessation support and mental health practitioners. Our 'Show Your Appreciation' campaign celebrates outstanding employees recognised by customers or colleagues, who can receive monthly 'thank you' vouchers.

Our Group has also seen success in the Shropshire Chamber Business Awards, where we were shortlisted for the Wellbeing in the Workplace award.

This award spotlights Shropshire employers who place the health and wellbeing of staff at the heart of their culture and who are committed to a healthy work-life balance.

"Being a great place to work helps us to attract and retain talented and dedicated people; delivering the best possible experience for our customers and making a positive difference in the communities we serve," said Tony Bishop, our Director of people and marketing. "At a time when Best Companies named us one of the top ten housing associations to work for, we are very proud to have been recognised in these awards."



WE'RE HIRING

Can you bring our values to life and ensure our customers receive outstanding services and support?

With a range of apprenticeships and opportunities to develop your career, it's a great time to join us.



Find out more at www.housingplusgroup.co.uk/careers



**#BE
MORE
HPG**



Wellbeing support

We're committed to offering a range of free, confidential services to help **you**.

This includes dedicated advice about managing your money, claiming benefits and gaining employment, as well as help to tackle anti-social behaviour.

But there may be times when you need a different kind of specialist support.

We've created a handy list, which means you can find other sources of help quickly, when you need them most.

Addiction support

Alcoholics Anonymous

Call: 0845 769 7555

Visit: www.alcoholics-anonymous.org.uk

Narcotics Anonymous

Call: 0300 999 1212 | Visit: www.ukna.org

National Gambling Helpline

Call: 0808 8020 133

Visit: www.begambleaware.org.uk

Domestic abuse support

Mankind

Call: 01823 334 244 | Visit: mankind.org.uk/

Refuge

Call: 0808 2000 247 | Visit: refuge.org.uk/

Women's Aid

Visit: www.womensaid.org.uk/

Bereavement support

Cruse Bereavement Care

Call: 0808 808 1677 | Visit: www.cruse.org.uk

Mental health support

Heads Together

Text SHOUT to 85258 and chat by text to share your worries.

Visit: www.headstogether.org.uk

Mental Health Foundation

Visit: www.mentalhealth.org.uk/

Mind

Visit: www.mind.org.uk

Samaritans

Call: 116 123 | Visit: www.samaritans.org

SANE

Call SANeline: 0300 304 7000

Visit: www.sane.org.uk

Support for older people

Age UK

Visit: www.ageuk.org.uk/

Supportline

Call: 01708 765200

Visit: www.supportline.org.uk/problems/older-people/

The Silver Line

Call: 0800 4 70 80 90

Support for young people

YoungMinds – mental health service for parents and professionals

Call the parents' helpline: 0808 802 5544

Visit: www.youngminds.org.uk

Barnardo's

Visit: www.barnardos.org.uk/



As a responsible landlord, the safety of our customers is our priority.

We want to make sure that you know how to get help and advice if you're worried about a possible safeguarding problem in your neighbourhood.

Safeguarding means protecting the rights of an adult or child to live in safety, free from abuse and neglect. Abuse and neglect can take place

at home or in a public place and can take a lot of different forms, including domestic and sexual abuse, physical, psychological and discriminatory abuse, human trafficking and slavery.

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

Tel: 0345 604 2719

www.shropshire.gov.uk

Tel: 0345 678 9021

www.telford.gov.uk

Tel: 01952 385385



Useful information

Gas leaks 0800 111 999
(National Gas Emergency Service)

Health and sickness help and advice 111 (NHS Direct)

Police 101 (non-emergency)

Personal concerns, worries and troubles
116 123 (Samaritans)

Councils

Cannock Chase District Council
01543 462621

Shropshire Council
0345 678 9000

South Staffordshire District Council 01902 696000

Stafford Borough Council
01785 619000

Telford and Wrekin Council
01952 380000

MPs

Lucy Allan MP Telford
01952 290039
lucy.allan.mp@parliament.uk

Sir William Cash MP Stone
01785 811000 | office@stoneconservatives.co.uk

Theo Clarke MP Stafford
01785 245444
theo.clarke.mp@parliament.uk

Daniel Kawczynski MP Shrewsbury & Atcham
01743 233646
daniel.kawczynski.mp@parliament.uk

Dame Amanda Milling MP Cannock Chase
01543 877142
amanda.milling.mp@parliament.uk

Helen Morgan MP North Shropshire
01939 809387
helen.morgan.mp@parliament.uk

Mark Pritchard MP The Wrekin
01952 256080
mark.pritchard.mp@parliament.uk

Sir Gavin Williamson MP South Staffordshire
01902 846616
gavin.williamson.mp@parliament.uk

Contact us to request this newsletter in:



Large print



Audio



Other languages

Contacting Homes Plus

Call **0800 048 8955**

Follow www.facebook.com/MyHomesPlus

Visit www.homesplus.co.uk

Book an appointment to visit one of our offices by calling **0800 048 8955**

Housing Plus Group will be keeping COVID-secure working practices in place. We believe this the safest decision for our customers, staff and communities. Visit www.homesplus.co.uk to find out more.

