

My Homes Plus

**Annual
report
2022-23
edition**



Burton Square Community Hub, Stafford

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My Community
Fund latest**

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update**

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official opening**

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Sign language lessons



Shrewsbury Men's Shed



Featherstone Parent & Toddler Group

Customer annual report 2022-23

Our values are what make us different. They mean that you can trust us to make a positive difference in challenging times. As a social landlord, we are here for people, not for profit. Our values inspire us and guide us in everything we do.

Our desire to improve communication with customers and learn from their experiences led to the establishment of the Customer Partnership Panel. The new panel demonstrates our respect for customers and shows that we are accountable to our customers for our service delivery and performance.

We are developing more ways of engaging with our customers, using new technologies and responsive customer services to ensure we can hear the views and opinions of more people and making sure every contact counts. This is helping us to ensure that our services are inclusive because, after all, it's all about you.



Les Clarke

Executive director of housing and care



Jason Burt

Chair,
Homes board

As Chair of the Homes board, I can promise you that what we call 'the customer voice' is more important than ever. That means we put tenants at the centre of everything we do.

We want your views.

We welcome your feedback.

And we are providing more ways for you to get in touch.

That is why I am pleased to see so many splendid examples of projects which have been informed and improved by your involvement. Because working together, we can deliver the best possible homes and services.

How did we do?

Share your feedback on our annual report to be in with a chance of winning a £25 shopping voucher.

What did you think of our annual report? Your feedback will help us improve the way we present this information in the future and could even win you a £25 shopping voucher.

Simply complete the survey online by **27 October 2023** on our website: www.homesplus.co.uk/annual-report or call us on **0800 048 8955**

Full competition terms and conditions can be found at www.housingplusgroup.co.uk/terms-and-conditions-customer-magazine-competitions



Scan and you could win

Involved customers and board members marked the 1st birthday of Homes Plus with a conference aimed at **improving our communication with tenants.**



Our Customer Partnership Panel (CPP) ensure that your views remain at the heart of everything we do.

Our CPP members question and challenge us on how we deliver services, have their say on key policies and work with us to make improvements to our services across Staffordshire and Shropshire. They have also been involved in the production of this annual report.

Our involved customer conference focused on the best ways for us to obtain feedback and the ways in which we can report back, after we receive comments or requests. Ideas arising out of the workshops formed the basis of our new customer engagement strategy.

Homes Plus board chair, Jason Burt, was one of those taking part: "It was an absolute pleasure to be able to meet some of our customers and hear, first-hand, their

views about our services," he said. "The conversations have given me an invaluable insight into what really matters to our customers and the communities in which they live. It will certainly help to shape our engagement with tenants, in the future."

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.

You can read more information about the changes they've been involved by visiting

**www.homesplus.co.uk/
YouSaidWeDid**

If you would like to make a positive difference by helping us improve services, we'd love to hear from you!

Simply complete our online form at www.homesplus.co.uk/get-involved, scan the QR code or call us on 0800 048 8955, to let us know that you are interested in becoming a member of our CPP.



You can see our full annual report at
www.homesplus.co.uk/annual-report

Our values

Communication

Our communication is timely, open, honest, clear and consistent. This year we offered more ways to talk to us and made every contact count. We provided Keep Well & Warm advice and marked our 1st birthday at a conference where involved customers shared their views with our board.

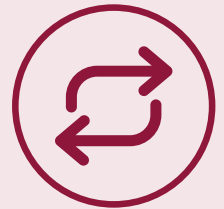


Learning

We innovate, finding new ways of working to improve services. This year we introduced a priority repairs team to focus on any repairs necessary to stop damp and mould. We provided award-winning support for apprentices and gained a Best Companies ranking as a great place to work.

Accountable

We take responsibility for our actions and performance. This year we made our complaints process clearer, creating a Service Improvement Committee to learn from your feedback. We acted on reports of damp and mould and ensured we're ready to report on Tenant Satisfaction Measures.



Respectful

We are polite and considerate, understanding the needs of others and valuing their views. This year, we worked with the Customer Partnership Panel to deliver the best possible services. We resolved cases of Anti-Social Behaviour (ASB) and improved affordable housing with our Quality Homes Standard.

Inclusive

We celebrate differences and embrace diversity. This year, we provided more opportunities for older people to live independently and improved the household income of customers by £2.8m. We helped people into employment and tackled digital exclusion in our community hubs.



Trust

We act with integrity. This year we strived to deliver positive social and environmental outcomes, publishing our first Environmental, Social and Governance report, measuring our impact on areas including climate change and sustainability, corporate governance and human rights.

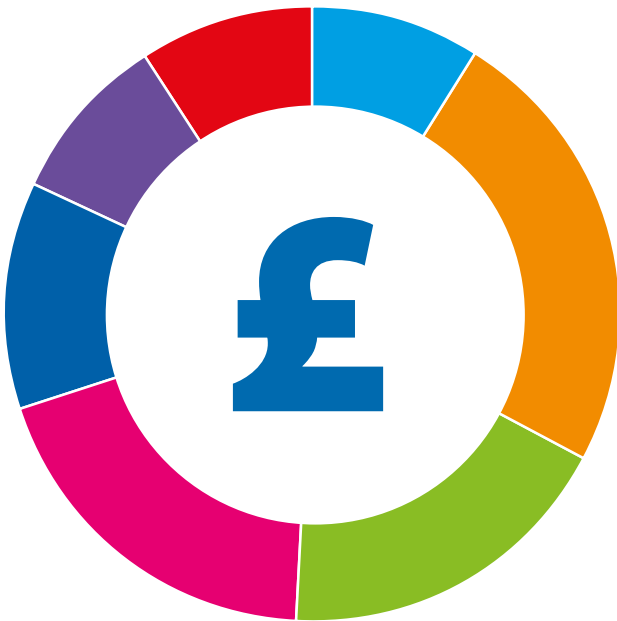
You

We are inspired and guided by our values and know you are part of our success. This year, we listened to customer feedback and made changes as a result. We provided new ways to contact us, involved tenants in our complaints self-assessment and improved the way we communicate rent updates.

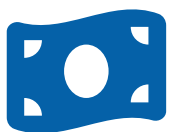


How your rent is spent

How each pound of your rent is spent



- Investment in new homes: **9p**
(2021-22 - 6p)
- Staff costs and overheads: **24p**
(2021-22 - 29p)
- Interest on our loans: **18p**
(2021-22 - 18p)
- Repairs and maintenance: **19p**
(2021-22 - 19p)
- Building safety and compliance: **12p**
(2021-22 - 11p)
- Improvements to your home: **9p**
(2021-22 - 10p)
- Services to your home and communal areas: **9p**
(2021-22 - 7p)



Money spent on repairs and maintenance
£29,031,332



Money spent on home improvements, including building safety
£13,948,304

Involving and empowering our customers



Involved customers recruited
8

Total involved customers sharing their views
388



Customer surveys carried out
6,193

Hours volunteered by Scrutiny Group
512



Actions from their recommendations
17

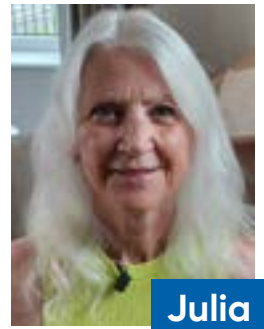


My Voice

Homes Plus has a responsibility to listen to customers and to take our views into account. By being part of the Customer Partnership Panel, which used to be known as the Scrutiny Panel, we represent you.

We are consulted about the important decisions that matter to all of us. We are involved in the development of policies that affect our tenancies and the services we receive.

Julia, Customer Partnership Panel member



Communication

This year, we took part in a conference with board members to find ways to improve customer engagement and make every contact count.

Learning

As customers, we had more opportunities to share our views. Homes Plus learned from our feedback on updated policies in areas like lettings, property improvement, and damp and mould.



Accountable

A new Homes Plus team concentrates on improving the customer experience and a Service Improvement Committee focuses on our complaints and compliments, using them to raise standards.

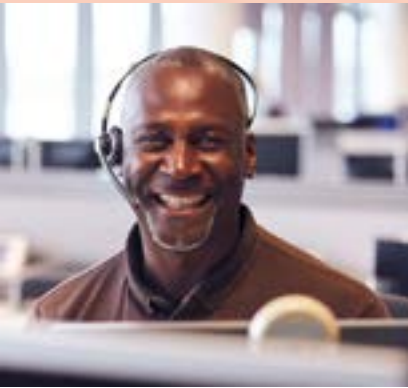
Respectful

The new key facts sheets on the Homes Plus website respect the views of customers, who want important policies to be accessible and easy to understand.



Inclusive

The number of involved customers like us, has increased and our participation has risen too, ensuring that tenants have a greater representation with our landlord.



Trust

A new focus on customer engagement gives us more influence over the work of Homes Plus and ensures we can trust our landlord to accommodate our needs and preferences.

You said, we did

We were consulted in the development of a new service providing the option of automated responses to customer questions, with referrals where necessary to service experts.



Meet **Chatticus**
on **page 19**

Looking forward

Looking forward, we will be reviewing our customer commitments, to ensure that they reflect the areas that matter most to tenants.

That's why we are proud to be involved

You said, we did

We are committed to hearing the views of our customers 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
- Transactional surveys
- Tenant Satisfaction Measures
- Complaints

You said

That we do not provide help with pest control.

We did

We have worked with our Customer Partnership Panel to create and introduce a **management of pest control policy** to set out our responsibilities.

You said

That our practices with regards to fences are not clear.

We are doing

We are working with our Customer Partnership Panel to develop a new **boundary policy**.

You said

That it is taking too long for us to advertise our empty homes.

We did

We have updated our practices to provide you with an approximate wait time and in-advance notice of any changes.

We are doing

We are reviewing our practices to try and reduce wait times, where possible.

You said

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

We did

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.

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.

You said

That our compensation practices were not clear.

We did

We have worked with our Customer Partnership Panel to create and introduce a **compensation policy**.

You said

That you weren't clear what to expect when moving into one of our homes.

We did

We introduced a new **Quality Homes Standard** to let you know what to expect.

You said

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

We did

Our involved customers have reviewed the allocations 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.



You said

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

We did

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.

KEEP WELL & WARM THIS WINTER

The cost of living is rising more than most of us have ever known and it is going to affect all of us.

In these difficult times, we are providing advice and information to save money, keep our homes warm and stay safe this winter.

You will find a round-up of help available from the government and other central sources at www.homesplus.co.uk/keep-well-and-warm, which we will be keeping up to date when new advice and information becomes available.

You can also find news on our Facebook page at www.facebook.com/MyHomesPlus

You said

That some of our repairs are taking longer than usual.

We did

We have introduced a new **priority repairs team**. Our colleagues in this team will focus on any repairs that need to be carried out to stop damp and mould. By providing a dedicated service, we can address these issues promptly.

We are doing

We have temporarily changed the waiting times that we offer, for routine and major repairs. By doing this, we are being clearer about when you can expect us to carry out your repair.

An update on our repairs service

We are sorry if you have waited longer than usual for us to carry out a repair.

We are experiencing high demand for repairs, as well as ensuring that we respond promptly to reports of damp and mould. This means it is taking longer than we would like, to complete some work.

We understand the frustration and disappointment that delays can cause and we are working hard to resolve these issues. We have put in place a new priority repairs team and have temporarily changed some of our repairs timescales, so that you know when you can expect your repair to be completed.

Emergency repairs are not affected.

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

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

Find out the latest updates at www.homesplus.co.uk/repairs-service-update

Our performance

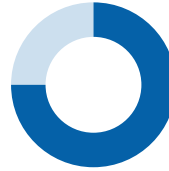
Customer feedback



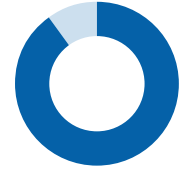
Compliments received
401



Complaints received
1,259



Overall customer satisfaction
75%

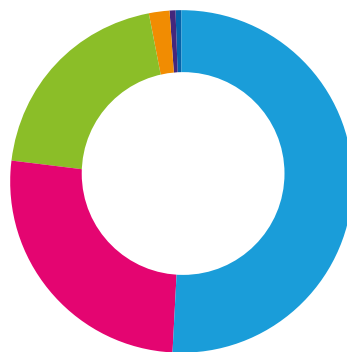


Complaints responded to within 10 days
90%



Complaints resolved at stage 1
84%

Outcome of complaints



- Upheld: 51%
- Partially upheld: 26%
- Not upheld: 20%
- Withdrawn: 2%
- Refused: 0.5%
- Cancelled: 0.5%

Nature of complaints



Failure to complete a repair (129)
10%



Poor workmanship (56)
4.5%



Failure to resolve damp and mould (113)
9%



Customer not kept up to date (55)
4.5%



Delay in resolving the issue (100)
8%



All other complaints (806)
64%

Our average complaints response time has improved

Overall complaints response time - 9 days compared to 12 days in 2021-22.

We know that sometimes things go wrong and when this happens, we want to hear from you. This year, we introduced a new complaints policy to meet the requirements of the Housing Ombudsman's Complaints Handling Code and responded to more complaints within our target of ten working days.



Value For Money (VFM)



Money spent with local suppliers
£30m



Suppliers in Shropshire and Staffordshire
218

Your tenancy



Homes let
1,179



General needs homes let
900



Retirement living homes let
279



Communal area fire safety inspections
2,930



Starter tenancies and follow-up calls
345



Tenancy agreement changes
151

We kept rent arrears under 3%

Rent arrears 2022-23 - 1.9% compared to 1.75% in 2021-22.

Keeping arrears down means that we can help tenants avoid rent debt, as well as maintaining our income to pay for home improvements and repairs. By providing employment and money advice and encouraging customers to talk to us about money worries, we kept rent arrears below our target of 3%, despite a cost of living crisis.

Customer services

We resolved more calls at first contact

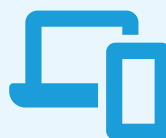
Calls resolved at first contact 2022-23 - 80% compared to 72% in 2021-22.

We set out to meet the needs of our customers the first time you call. This year, we achieved that more often. By offering more ways to find information and advice on our website and social media, we could do more to help customers who needed to call us.



Calls answered
140,299

Customer emails answered
18,844



Views of our website pages
634,368

Calls answered within 30 seconds
61%



Customer satisfaction
93%

Social media messages answered within 4 hour target
73%



My Home

The focus of everyone in our Group is on homes, lives and communities. Homes are at the heart of what we do. Here are just some of the ways that our values inspired and guided the improvements we made to homes and services this year.

KEEP WELL & WARM

Communication

We provided advice and information to help you save money, keep your home warm and stay safe in a cost of living crisis with a far-reaching Keep Well & Warm campaign.

Learning

We learned from your feedback, using the results of satisfaction surveys as the basis for a renewed focus on quality and approach to repairs.



Accountable

We held ourselves to account, responding to complaints more quickly, acting on issues of damp and mould, ensuring we are ready to report on the new Tenant Satisfaction Measures and working with suppliers to achieve better value for money.



Respectful

We set out what you should expect when you move into an empty home, respecting new tenants as valued customers and improving the quality of affordable housing with our new Quality Homes Standard.



Inclusive

We built new homes offering a range of tenures for individuals and families. We provided opportunities to live independently, in 57 retirement living communities including one which was shortlisted for a national development award in this year. We made it possible for more of you to benefit from wellbeing activities and welcomed our neighbours to Warm Spaces.



Trust

We showed that you can trust us to help keep you safe; carrying out crucial fire safety work, repairing and improving homes, reducing costly heat loss and installing lifesaving carbon monoxide alarms.

You said, we did

We asked involved customers to shape the My Homes Plus bulletin, rent letter and calendar. Their feedback helped us to provide all the information you needed about changes to your rent payments and the support that is available.

My Homes Plus Rent Calendar 2023-24

How to pay your rent

You can pay your rent in any of the following ways:

- > Direct Debit
- > Online at www.homesplus.co.uk with your My Homes Plus account
- > PayPoint in the Post Office and some shops
- > Online at www.allpayments.net
- > Call us and make a payment with your debit or credit card



The easiest way to pay your rent is by Direct Debit. It is convenient and gives you the peace of mind that your rent will be paid on time. To set up a Direct Debit please call our customer services team on 0800 048 8955.

Please note that it is your responsibility to make sure that your rent is paid on time, whether you pay your rent yourself or it is paid by someone else, including Housing Benefit.

If you are worried about paying your rent, please talk to us. We are here to listen and support you by offering money, benefit and employment advice.

By working together, we can try to ensure that you don't fall into rent arrears and risk losing your home.

Please visit www.homesplus.co.uk/plus-services and complete our online referral form.



Looking forward

Looking forward, we will introduce a single housing management system. This will bring together all the information about your home, your account and your preferences in one place, so that we can deliver the service and response that you expect.

That's why we're proud to be part of a values-driven landlord providing safe, secure, affordable homes.



Our performance

My home



Repairs completed
42,937



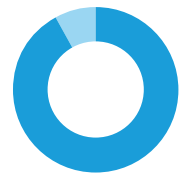
Repairs completed within target
90.55%



Home improvement waste recycled
92%



Tonnes of landfill waste prevented
1,994



Customers happy with repair service
93%

Improving homes



New kitchens
401



New bathrooms
518



New wetrooms
105



Property rewires
390



New heating
943



New external doors
323



Homes benefitting from minor adaptations
417



Homes benefitting from disabled adaptations
188



Money secured from the Social Housing Decarb Fund for £7.5m programme
£3.5m



Homes benefitting from energy related works
150

Keeping you safe



Safety inspections completed
55,195



Compliance with statutory checks
99.98%



Gas heating services completed
17,840



Gas reactive jobs completed
11,519



Fire door inspections completed
20,954



Electrical inspections completed
2,245



Asbestos surveys completed
2,219



CO alarms fitted
16,492

New homes



New homes for rent
113



New homes for shared ownership
47



New homes in Stafford
53



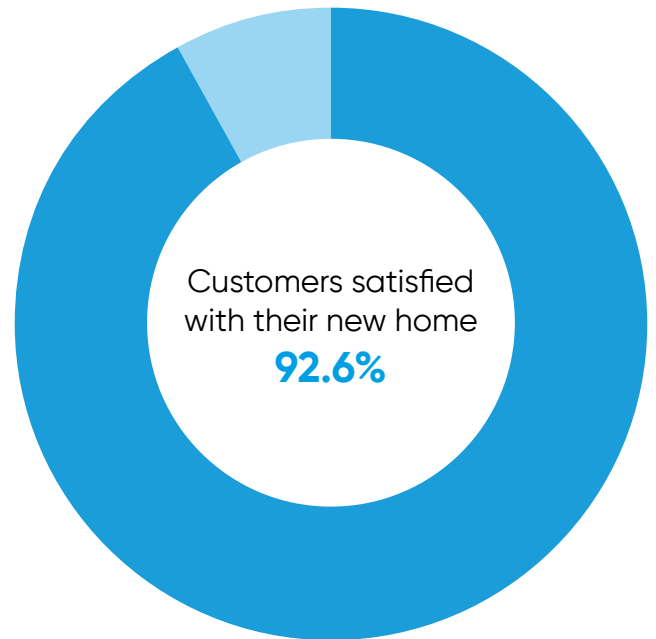
New homes in Shropshire
39



New homes in Telford & Wrekin
38



New homes in South Staffordshire
30



We completed less new homes

New homes completed for rent 2022-23 - 113 compared to 299 in 2021-22.

New homes expected to complete in 2023-24 228.

We saw a significant fall in the number of new homes completed in 2022-23. Following the coronavirus pandemic, developer partners delayed their affordable homes programmes as a sharp upturn in the construction sector, following lockdown, brought increased prices and exceptional demand for building materials.



My Community

This year we have supported even more grassroots community projects. We have also supported and backed foodbanks across the communities we serve. We have helped thousands of customers experiencing money worries and provided employment for local people.

Our values shaped the support we provide in communities.



Communication

We offered the information you need, in different ways. With more of you going online, we could do more to help the customers who called us.

Learning

We celebrated vocational learning at an apprenticeship graduation ceremony and earned Best Companies accreditation as a great place to work.



Accountable

We created a Service Improvement Committee to review complaints, learn from your feedback and take actions to improve your experience of Homes Plus.

Respectful

We used mediation and neighbourhood support to resolve anti-social behaviour, seeking court injunctions and possession orders in the most serious cases.



Inclusive

We provided employment and money advice to improve the household income of our customers by £2.8m and helped more tenants into employment. We countered digital exclusion by teaching new skills.



Trust

We published our first Environmental, Social and Governance (ESG) report, demonstrating a significant ESG impact in Staffordshire and Shropshire. We diverted waste from landfill, made greener journeys and worked with partner agencies to make homes more energy efficient.

You said, we did

We asked involved customers to participate in the complaints self-assessment which the Housing Ombudsman requires all housing associations to complete. The Customer Partnership Panel undertook a rigorous assessment to ensure Homes Plus is meeting all our responsibilities.



Looking forward

In the future we will make more of our homes energy efficient, cutting carbon emissions and reducing fuel bills for customers.

**That's why we're proud to
make a positive difference**



Our performance

My support



Money savings for customers due to support
£2,837,092



Customers helped by our employment and money advisors
2,181



Debt counselling saved our customers
£66,593



Customers supported with specialist debt advice
19



Customers helped into employment
45



Utility bill advice saved our customers
£12,776



Customers supported by community hubs
484



Customers supported by Building Better Opportunities (BBO)
51

Retirement living



Retirement living communities
57



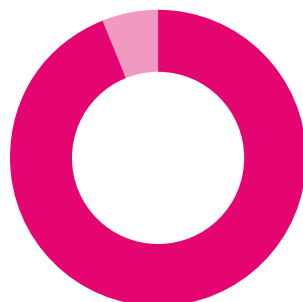
Retirement living customers
2,261



Wellbeing activities offered
6,435



Customers who took part in wellbeing activities
47,580



Retirement living customer satisfaction
94%



Our communities



Employees living in our communities

86.78%



Total customers employed

52



New apprentices from our communities

4



Suppliers based locally

34%



Percentage of total spend with local suppliers

57%



Anti-Social Behaviour (ASB)



New ASB cases resolved

312



Cases resulting in legal action

28



Injunctions

10



Estate issues e.g. fly tipping etc. resolved

240

The Homes Plus My Community Fund



Total funding awarded

£ 30,866

We supported more community organisations

Community organisations who received funding - 31
compared to 23 in 2021-22.

The Homes Plus My Community Fund responded to requests for grants from organisations throughout Staffordshire and Shropshire. This year we increased the number of grants made to groups making a positive difference in difficult times.

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

We're changing the way our customers can say 'thank you' or 'well done' at Homes Plus.

We recently launched our brand-new compliments form, which you can find at www.housingplusgroup.co.uk/compliments

www.housingplusgroup.co.uk/compliments



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

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



The Homes Plus My Community Fund

From Soccer Mums, to Men in Sheds, to the Featherstone Parent & Toddler group, we've helped support a variety of different local community groups over the past year with our My Community Fund!

Our aim is to support local grassroots and community projects which will make a positive difference to our customers and the neighbourhoods they live in.

If you're already involved in a local project or have an idea which you think will be great for the community, we'd love to hear about it.

Find out more about the Homes Plus My Community Fund and the different groups we've supported, and apply for a grant today at www.homesplus.co.uk/sponsorship

Latest donations



Homes Plus My Community Fund supports Shrewsbury Men's Shed

A project targeting loneliness and isolation among men of all ages, has been boosted by support from the Homes Plus My Community Fund.



Parent & toddler group receives funding boost from Homes Plus

Children are benefitting from new toys and play equipment thanks to a donation from our Homes Plus My Community Fund.



Homes Plus My Community Fund supports sign language classes

A customer in one of our retirement living communities has been making a positive difference, with a little help from the Homes Plus My Community Fund.

For all the latest news and updates visit www.homesplus.co.uk/news and follow us on Facebook at www.facebook.com/MyHomesPlus

Meet Chatticus, our new chatbot

Chatticus can:

- ✔ Give instant answers 24/7, 365 days a year.
- 🌐 Answer your question in seven different languages.
- 👤 Put your query through to a member of our team, during office hours, if it can't find the answer to your question.

To get started, simply click the new icon in the bottom right corner from any page of our website - www.homesplus.co.uk.





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 on **0800 048 8955**. You can also complete our online form at www.homesplus.co.uk/damp-and-mould.

If you report damp and mould, we will contact you by phone within two working days, to book an appointment to visit your home. This visit should take place no later than seven working days after your report.

Find out the latest updates at www.homesplus.co.uk/repairs-service-update

Reporting a non-emergency 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 service 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 service team on **0800 048 8955, 24/7.**

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

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



Housing Plus Group

Homes Plus launches new community hub for Burton Square

Homes Plus has officially opened our new hub for the benefit of the community in Burton Square, Stafford.

Based in a former beauty salon, the site has been transformed into a facility offering valuable resources, including free and confidential advice on benefit entitlement, how to best manage finances and help writing CVs and gaining employment.

Local people and others can come and use the computers and Wi-Fi to practice their IT skills for free or chat to us about employment opportunities with Housing Plus Group.

Homes Plus customers, Susan and Roy, had the honour of cutting the ribbon.

The couple, from Stafford, have been Homes Plus customers for almost 40 years. Susan said: "The hub is brilliant; the staff are so friendly and welcoming and it already feels part of the community.

"It's going to be a great service, where people can come and speak to someone in person.

"There's lots of Homes Plus customers around here, so it will be a big benefit to them and other members of the community."



Sarah Boden, Susan, Roy and Mayor of Stafford Borough, Cllr Andy Cooper, officially open Burton Square Community Hub

Chief executive Sarah Boden said: "This is our first hub in Staffordshire and I'm delighted to see it open.

"The community hub is a focal point for the local community, not just our residents. For me it is very much an example of the 'Plus' in Homes Plus.

"We have two other hubs in Shropshire that have been running for a number of years now and we know this new hub in Stafford will make an enormous difference."

Visit www.homesplus.co.uk/community-hubs to find out more about our community hubs.

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

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



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 & Wrekin Council
01952 380000

MPs

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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.

