

We're changing our name



is becoming



Homes Plus



In the weeks and months ahead you'll start to see something different about your landlord. Stafford and Rural Homes (SARH) will have a new name and a whole new look to serve you better.

Homes Plus

There are three landlords who are part of Housing Plus Group – Stafford and Rural Homes, Severnside Housing and South Staffordshire Housing Association. Together, we are changing our name to Homes Plus.

Our new name makes it clear that your home is what's most important to us. It's our number one priority to provide safe, well-maintained homes.



Our new name is also a reminder of our drive to do more, providing essential **Plus** services like employment and money advice, as well as support and investment in your community.

Homes Plus will be at the heart of Housing Plus Group, a values-driven organisation working together to deliver affordable homes and care services.

The things that matter most to you, will stay the same

Your home, your rent and your tenancy won't be affected and your services will continue to be delivered locally, by the people you know. Our mission to make a positive difference to homes, lives and communities will be just as important and our values are unchanged.

One landlord with a bright future

We're already working together as one landlord.

It's helping us achieve even better value for money and means that the rent you pay, goes further.

We are investing in home improvements and repairs, employment opportunities for local people, care and support and the affordable homes our communities need.

What do you need to do?

You don't need to do anything differently.

We are introducing some convenient new ways for you to get in touch with us. You can find out about our new freephone number, the Homes Plus website and our new My Homes Plus Facebook page in the Your questions answered section.

There is no need to worry, though. If you forget our new number, the existing one will work just fine and we will take you to our new website if you visit www.sarh.co.uk.

"I'm excited about our new name and all the benefits that it will bring, but we'll still be placing the same importance on helping people and families find a home that meets their needs. I've worked here for 13 years and when I finish work each day, it means a lot to know that I've made a positive difference in my own community."

Joe Sproston, voids and lettings team leader, Homes Plus.



Services delivered locally by the people you know

“This is a different name and a new look for our landlord. As customers, though, we will be talking to the same teams we already know and the services that we receive, aren’t changing.”

Dave Spruce
My Voice Scrutiny Group member



Your questions answered

What is changing?

Housing Plus Group’s three landlords — Stafford and Rural Homes, Severnside Housing and South Staffordshire Housing Association — are joining together and will change their name to **Homes Plus**.

Are you changing your phone number?

Yes — we are introducing a new freephone number - **0800 048 8955**. However, our existing number will continue to connect you to our customer services team.

Will I still be able to report a non-emergency repair on your website?

Yes — you will be able to report a non-emergency repair 24/7 by completing a form on the new Homes Plus website - www.homesplus.co.uk

Will I have the same contacts? (e.g. my neighbourhood officer)

Yes — services will continue to be delivered in the same way, by the same people and there are no plans to change this.

Will I need a new tenancy agreement or lease?

No — your tenancy agreement or lease will remain the same, as will your rights and responsibilities in your home.

Will I still be able to use the My SARH customer portal?

Yes — the My SARH portal will have a new name and a fresh new look. You will be able to access the My Homes Plus customer portal using your existing account details.

Will I still be able to contact you on Facebook?

Yes — we have a brand new My Homes Plus Facebook page - www.facebook.com/myhomesplus. Don’t forget to like our page so you can read all the latest customer advice and news.

Will my local office move?

No — there are no plans to change our office locations.

Will my rent or service charge be affected?

No — rents and service charges will not alter as a result of changing our name and we will continue to advise you of any changes in February, each year.

Will there be a change to how I pay my rent and service charge?

No — you can continue to pay your rent and service charge in the same way.

Who will deliver repairs and maintenance services to my home?

If we are responsible for carrying out repairs and maintenance to your home, Property Plus will continue to undertake this work.

Will the preserved Right to Buy or Right to Acquire my home change?

No — if you already have the preserved Right to Buy or Right to Acquire, you will continue to be able to exercise this right in the same way as before.

Getting in touch with Homes Plus



0800 048 8955



www.facebook.com/myhomesplus



www.homesplus.co.uk/contact-us

Save time, report online

You can report issues online 24/7, including:

- Non-emergency repairs
- ASB incidents
- Fly-tipping and communal maintenance issues

Simply visit our website to get started.

Making a positive difference

homes, lives and communities

Our values are at the heart of everything we do

Communication, Learning, Accountability, Respect, Inclusive, Trust, You