

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGLALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمسەدەتوانین هەندێن زانیاری تر وەرگیرێسەو سەر زمانەکانی تریش. تکایەبۆ دەستەبەسکردنی زانیاری زۆرتر، پەڕووندىمان پێو بەیکەن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ኣብራታ ክህልዎና ክእለና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ኣብራታ ንምርካብ ድማ ብኻብራቲኩም ሕተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages



staffordshire HOUSING ASSOCIATION

Making home improvements



Everyone likes to make improvements to their home from time to time. You might want to fit new wardrobes, for example, or put new kitchen units in. Usually we're very happy for you to do this, but we need you to let us know and get our approval before you start.

Getting started.

First of all, contact your housing officer and tell them what you want to do. If a technical officer needs to discuss your plans before we make our decision they will make an appointment to visit you.

Some extra costs to consider.

You'll need to be aware that if you do make improvements which lead to extra work (for example, if you fit a shower which means extra electrical work is needed), then you, not us, will need to pay for the extra

work which has to be carried out. You will also be responsible for the cost of repairs to improvements you have made.

Please don't.

We don't like saying 'don't', but we have to ask you not to paint storage heaters, radiators, electric fan heaters, kitchen units, extractor fans, light switches and sockets. This is for two reasons.

Firstly, it may stop the item working efficiently or cause a health risk, and secondly, it will not be suitable for a future resident.

If we have to replace an item that you have painted, we will charge you.

Compensation.

In certain circumstances, when you leave your property you may be able to get compensation for the approved improvements you have made.

Only some improvements

qualify, and the amount of compensation will be in proportion with the value of the improvement and the length of time it has been there.

If you are leaving your SHA home and you have made approved improvements, please contact your housing officer to find out if you are entitled to compensation.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent
ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.