



Fair Deal

Our relationship with you

The Fair Deal was created in discussions with our tenants and outlines what you can expect from us as your landlord and what we expect in return



What you can expect from us as a landlord

- A quality, affordable home
- A tenancy for life, if that's what you want
- We'll make sure that both you and our staff clearly understand rights, responsibilities and expectations
- Effective repairs service and ongoing programme of improvements
- Out-of-hours services for reporting emergency repairs and anti-social behaviour (ASB)
- A housing officer and income officer whose name you will know
- A range of ways to contact us
- Support when you move into one of our homes
- Help to move if your circumstances change
- Help finding and using other services which can help you resolve disputes

What we expect from you as a tenant

Before you become a tenant

While you're waiting to sign your tenancy agreement, don't forget to:

- Arrange to pay your first months' rent in advance. If you can't, we can agree an extra amount you'll pay until you're one month in credit
- Let us know how you're going to pay your rent. Direct debit is the easiest way to do this, and you can choose which day the payment automatically comes out of your bank.

We'll run some affordability checks with you, just to make sure the home is affordable for you.

Moving in

Once you have signed your agreement, you can usually move in straight away.

Paying your rent and other charges

We've a range of ways to pay so you can choose the best way for you.

Living in your home

Feel free to decorate your property to make it feel like home. Please keep the communal areas clean and tidy.

Reporting issues to us

- You can use our website to report any day-to-day repairs or anti-social behaviour problems
- If you have any other issues, you can report these to the appropriate agency – contact your supplier if you have problems with your gas, electric or water supply

Contacting us

When you contact us, we'll check your rent account and discuss any issues with your rent before we deal with your other queries.

Anti-social behaviour

We take all reports and complaints of anti-social behaviour seriously.

Gas Safety

We want to make sure your home is safe, so once a year we'll come to service your gas boiler. When we make the appointment with you, make sure someone's there to let us in to your home.

Electrical Safety

We check the electrical system in homes every 5 years, so we'll get in touch when we need to carry out a safety check.

If you don't stick to the Fair Deal

If you don't stick to your side of the Fair Deal, we may:

- Postpone any planned maintenance works you are due to have – such as a new kitchen or bathroom
- Not help you with decorating materials
- Not authorise any rechargeable repairs
- Not allow you to transfer if you wish to
- Not give you opportunities to take up training and courses in the Live and Learn customer programme
- Not carry out some maintenance jobs when you report repairs

Email: hello@staffshousing.org.uk

Call: 01782 744533

www.staffshousing.org.uk

Staffs Housing, 308 London Road, Stoke on Trent, ST4 5AB
We're open from 8.30 - 5.30 Monday to Friday.

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Staffs Housing is part of the Honeycomb Group



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