



A guide to your **starter tenancy**

At Staffs Housing, you and your home matter.

Having a starter tenancy means your initial tenancy is for one year. This is so you and Staffs Housing can make sure we're the right fit for each other.

After a year, if you've kept to your tenancy agreement, you'll become a full assured tenant.

If we have any concerns about your tenancy, your trial period may be extended.

During the year, your housing officer will check everything is OK with paying your rent, looking after your home and that you or your visitors are not causing a nuisance to other residents.



Ways to pay your rent

We have a range of ways for you to pay your rent, so you can choose the best one for you.

Direct debit/standing order

A regular, automatic payment you don't even have to think about. It's paid direct from your bank to us and you can even choose the day the money comes out. Call us to set one up.

Pay online 24 hours a day

Just visit our website and have your payment and swipe card to hand.

Rent payment (swipe) card

You can pay with your swipe card at the post office or any shop with payzone or paypoint.

Over the phone by card

Call 0870 243 6040 and have your payment and swipe card ready.

Housing benefit (HB)

New claims for HB can't be made, but if you're moving nearby you may be able to transfer your claim. Give our money advice team a call.

Universal Credit (UC)

If you claim UC your housing costs are usually paid to you every month, so you'll need to pay your rent to us. The best way is by setting up a Direct Debit.

Cash, card or cheque in person

Pop in to our office between 8.30am - 5.00pm, Monday - Friday and we'll be happy to take your payment by card, cash or cheque.

Getting involved and having your say

Your opinion is important to us and we have a range of ways you can shape the future of our services. Speak to our Customer Engagement Officer on 01782 744533 or email involve@staffshousing.org.uk to find out more about how you can get involved.

Things to remember when you move in

Get your gas uncapped

You'll need to set up an account with the gas supplier and then call our team so we can switch your gas on.

Annual gas servicing

Every year our contractors come to check that your gas boiler is working properly and safely. We'll contact you to make an appointment.

Money Advice team

Running a home can be expensive, so our team are on hand to help with budgeting, benefit claims and debt management.

Making home improvements

We want your new property to really feel like home and you're welcome to decorate it to your taste or fit wardrobes.

If you want to make any structural changes, you'll need to let us know in writing before you start. (You can't make any changes during your trial period.)

If the improvements you do leads to extra work, you'll need to pay for this and you're responsible for repairs to any improvements you've made.

Call us if you're unsure before you start.

How to report a repair

Reporting a repair

Call 0800 00 99 00 8.30am - 5.30pm, Monday - Friday. Free from a landline.

Emergencies after office hours

Give the 24-hour call centre a call on 0800 00 99 00. Tell them you're a Staffs Housing tenant, and give them your name and address.

How long will it take?

We'll come out to emergency repairs within 24 hours, an urgent job within 3 working days and routine jobs within 10 working days.

Repairs you deal with yourself

These include:

- Replacing plugs and chains in baths and sinks
- Replacing light bulbs
- Resetting trip switches
- Re-glazing windows and doors which you have damaged
- Changing lock and replacing lost keys
- Replacing toilet seats

Anti-social behaviour (ABS)

What is anti-social behaviour?

Anything which causes, or is likely to cause, harassment, alarm or distress to others. This could be:

- Loud music, shouting or excessive noise from TVs or radios
- Intimidation, harassment, aggressive and threatening language or violent behaviour
- Graffiti, vandalism and damaging property
- Supplying drugs from a property, theft or burglary from property or vehicles

Reporting ASB

We encourage you to speak to your neighbour about concerns. Often, people don't realise they're causing a problem.

If it continues, you can use our online form at staffhousing.org.uk or call our housing team on 01782 744 533.

How we deal with ASB reports

We take all reports and complaints seriously. If you'd prefer to report anything without giving your name, that's no problem. But if we can't ask you for extra information we may not be able to take action to solve the problem.

Email: hello@staffhousing.org.uk

Call: 01782 744533

www.staffhousing.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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