



WE'RE
SUPPORTIVE

BECAUSE WE'RE

better **together.**

Our **better together** policy sets out how we'll work in partnership to create a home that's built around you.

Created with customers, it sets out our promises and commitments to you and what we expect in return.

The logo for Staffs Housing, featuring the word "staffs" in a white sans-serif font inside a white square outline, followed by the word "housing" in a white sans-serif font to its right.

staffs housing



What **you** can expect

- A safe affordable home
- A tenancy for life, if that's what you want
- Staff and contractors to be polite and respectful
- A repairs service and ongoing programme of improvements
- Out-of-hours services for reporting emergency repairs
- A range of ways to contact us, including a self-service portal
- Clear advice and information about our services
- Information on how to move if your circumstances change
- An opportunity to get involved and help shape our services
- Clear information on how we're performing

What **we** expect

- To be polite and respectful towards all staff and contractors. We don't tolerate any abusive behaviour and we can take action against your tenancy.
- To be respectful and mindful of your neighbours and community.
- To ask permission if you want to own a pet. Our new pet procedure deals with requests on a case by case basis. You can submit a form easily online.
- To let us know if you're struggling to pay rent, we have FREE and impartial support services that can help you.
- To make sure your property is clean and tidy, including your garden. If you are struggling with this let us know.
- To use the recycling facilities available to you. Making sure you use the correct bins and do not fly tip.
- To not litter or cause any mess in communal areas.
- To be at least one month in advance with your rent. You can speak to our income team if you're not sure about this.

from you

Report issues

- You can use our website and customer portal 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.

Anti-social behaviour

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

Gas safety

- It's a legal requirement for us 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

- It's a legal requirement for us to complete an electrical inspection every five years, so we'll get in touch when we need to carry out a safety check.

If you **don't** stick to it

We're here for you

If you have any issues sticking to any parts of the Better Together policy then please get in touch, we can help and support you with any issues you're having and can work with you to find a solution.

- If you don't stick to the Better Together policy we'll give you a tenancy warning, also known as a tenancy breach.
- If things continue or don't improve we could take further legal action against you.

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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