

Staffs Housing residents' magazine

magazine

HERE'S TO NEW BEGINNINGS

Your repairs provider is changing.

After listening to your feedback we're pleased to announce our new repairs contractor.

Page 4

Cover story: proud home and garden.

Read how residents Bryan and Ken turned an overgrown piece of land into a community haven.

Page 12

We're listening to you.

Find out how your feedback is influencing new and existing services across Staffs Housing.

Page 16



AGF

Money advice.



Hear from Julie

HONEYCOMB GROUP CHIEF EXECUTIVE

to all who shared their repairs service feedback and joined the discussion panels. Your input was vital to our decision.

As always, this edition is full of wonderful resident stories, useful information and village news.

We've also shared lots of different ways you can get involved. Bradeley Village is on the look out for volunteers and resident Anne shares her experience of becoming an involved customer.

We know it's just as important to share our staff news with you too. You'll be able to 'meet' our new staff members and also see who has moved into new roles.

All the best,



Summer 2023 Be Mag edition.

I hope you've been enjoying the warm weather so far. It's been great to see and hear about so many of you enjoying your gardens and outdoor spaces, so fingers crossed the sunshine continues.

services.

changes this year is to our responsive repairs service. We've explained more on page 4, but in a nutshell, we will be changing our provider from Ian Williams to Unitas Maintenance Solutions. A big thank you

In January we let you know that this Summer's Be Mag will be a digital-only version.

After a successful trial, you'll now receive Be Mag via text

Welcome to our

It's also been fantastic to hear from so many of you through the latest tenant satisfaction surveys. It's this feedback which has influenced many positive changes across our

One of the biggest

PAGE 16



Your repairs provider is changing...

10-11

PAGE 2

Meet

Say hello to

new faces.

of Assets and

Jon Parkes.

Meet our new Head

Property Services

It's all about you, our residents.

Community noticeboard.

> Take a look at our community updates and adverts.

Pages 18-19

Contact US.

staffshousing.org.uk Customer Services 01782 744533 Head Office 308 London Road, Stoke on Trent, ST4 5AB Hours 9.00am-5.00pm Monday to Friday

@staffshousing @staffshousing facebook.com/staffshousing youtube.com/staffshousing

How your

feedback is

influencing

and improving



Let's aet social





Welcome to our first digital-only edition!

and email. You will also be able to access Be Mag at any time via our website and find a small number of printed copies at our office and scheme receptions.

There's a huge cost saving by no longer printing over 3,000 copies and this is money we

can instead reinvest into your local community, as well as reducing the negative impact printing has on the environment.

If you need the magazine in a larger print, different language, or Braille please let us know.

MEET YOUR NEW

REPAIRS PROVIDER

Your repai iancine

STARTING 7 AUGUST

Meet Unitas Maintenance Solutions (UMS), your new repairs provider.

After listening to your feedback, Stoke-on-Trent based Unitas Maintenance Solutions (UMS) will become your new repairs provider from 7 August.

UMS is part of a wellestablished, experienced, and

highly regarded company that provides repairs to over 17,500 homes across the city.

As they're local, they employ a local workforce and have a large team of trained tradespeople which provides us more flexibility and expertise, with an online, real-time booking system which provides more appointment options too.

You told us that a lack of communication, missed appointments, and tradespeople turning up to jobs

without the right materials were among some of the biggest issues you experienced as part of our previous service.

That's why, alongside our customer panel, we wanted to find a contractor that we feel can address all of these concerns and provide you with a more flexible service. What's more, just like Honeycomb Group, all profits made are reinvested into improving local services, helping local people and local communities.

What happens next?

>>

Our new repairs service with UMS will launch on 7 August.

We understand that letting someone into your home can be daunting, so below is



FAQs >>

Will the way I report my repairs change?

No, you'll still report your repair to us in the same way by calling, emailing, filling out our online form, or using your online account through Front Door.

Will UMS provide all repairs?

No. Unitas Maintenance Solutions will provide our responsive and routine repairs only. Revival, also part of Honeycomb Group, will support Unitas Maintenance Solutions. Revival's trusted tradesperson team will provide minor repair, maintenance, and safety support. You might also see our

contractor JPR supporting repairs over the next 12 months too.

Will the tradesperson team change?

Yes, although a number of team members will be TUPED over to Unitas Maintenance Solutions, you will see lots of new faces. Unitas Stoke-on-Trent Group (who UMS are a part of) employ over hundreds of staff but all (including those transferring from our previous provider) will always be wearing the Unitas Maintenance Solutions uniform and ID, as well as driving the branded van.

a photo of what a Unitas Maintenance Solutions van will look like.

Staff will also have an ID badge which will confirm who they are and you can call a helpline to confirm their identity on 01782 236235.



Is Unitas Maintenance Solutions Stoke-on-Trent City Council?

No. They are a separate company although Stoke-on-Trent City Council is a sole shareholder of UMS' parent company Unitas Stoke-on-Trent Group.

How can I feedback about the new service?

If you want to give your feedback about the new service, we'll be sending customer feedback surveys after each appointment. Look out for them and fill them so we can track how the change is performing.

Find out more at staffshousing.org.uk/UMS

Money advice.

Our Money Advice service is a free and impartial service that all Staffs Housing residents can access.

They help you make the most of your money by setting up bank accounts, working out budgets, checking benefit entitlements, helping with benefit claims, providing debt advice, and reviewing your energy bills.

If you need their help, please get in touch.

IMPORTANT UPDATES

Managed migration for legacy benefits

This August the process for replacing older benefits with Universal Credit for existing claimants will begin in Staffordshire.

This means if you're receiving any of the benefits affected, you'll receive a migration notice telling you to claim for Universal Credit by a certain date. If you don't make a claim by the date stated, you will lose your existing benefits.

We're aware that this process might be confusing for some. The DWP are looking at ways to improve the process, but we can help you if you're struggling, just get in touch using the details below.



Timetable of affected benefits

2023-24	Tax credits
2024-25	Income related ESA with tax credits, income support, income based JSA, housing benefit with or without tax credits.
2028-29	All other income related to ESA cases.

Sharon Income Officer

Visit our support hub: staffshousing.org.uk/SupportHub

Get in touch with the Money Advice Team: 01782 744533 | hello@staffshousing.org.uk

Over £1. Im secured in extra income for you.

Last year our Money Advice Team secured over £1.1m in additional income for residents like you. Helping them to maximise their income in person and over the phone with things like benefit support and budgeting.

Money Advisor Mick shares how this is the third year in a row that the team have surpassed the £1m mark and says risings costs and inflation are the main contributor.

"In the last year we've all been hit by rising costs, whether that's been on food, energy bills or transport costs. Prices are rising because inflation is, which is then passed on through your everyday household bills.

"If you've been hit hard by this you are not alone.

"Close to half of all adults in England said they were buying less when shopping for food, with price rises being the main reason. 96% of those people also said rising food prices was the main reason why their costs had gone up.

"If you are struggling, I want you to know that we're here for you. Our team of non-judgemental experts can work with you to find a solution and help to resolve any money worries you may have."

ш

 \bigcirc

To give you an idea of how we can help, here's Mr and Mrs Smith's story, who the team supported earlier this year.

"We'd been helping Mr and Mrs Smith for many years, as they both have learning difficulties.

"The couple were living comfortably until Mr Smith sadly passed away. It left Mrs Smith worried about money.

"Not being able to read or write she didn't know where to begin, so she got in touch with us.

"We discovered that her husband had a state pension and two private pensions and alongside this they were both claiming other benefits to support them too.

"We completed a new benefit assessment and recommended she apply for Universal Credit, and we helped her to make the claim.

"Then alongside that we helped her to claim her share of her late husband's pensions and secured a bereavement support payment too.

"Our support meant Mrs Smith no longer needed to worry about her finances, amongst the stress of losing her husband.

"We're regularly in touch with her now and are here if she ever needs our help or support again."

KEEPING YOU

SAFE AT HOME



This year we've expanded our compliance team and are investing a huge £1.1m to make sure you stay safe in your home.

Your safety is at the heart of everything we do - that's why we're continuing to invest in it.

Last year we expanded our compliance team to include five new compliance administrators. They all have a speciality in one of the main areas of compliance: gas safety, electrical safety, fire safety, lift

safety, asbestos management and legionella.

In a nutshell, their job is to make sure your home is safe. They prioritise safety checks and make sure all repairs are completed within their specialist area. This means you can have peace of mind that your home is safe and secure.

If you follow us on social media, you'll have already seen some of the new faces. They've been getting involved in our new resident safety campaigns, sharing important information about lifts, asbestos, electricals and fires, as well as launching a brand-new safety hub on our website.

£20k investment to keep you safe at home

In May, an important electrical safety project meant that we had to complete a week of intensive work at Oliver Lodge in Stoke. Here's how it went...

Earlier this year we carried out urgent electrical works at Oliver Lodge in Stoke. It was a huge task, but one that we needed to complete to make sure residents continued to be safe in their homes.

This kind of work had the potential to have an impact on our residents' day-to-day lives, so our priority was to minimise any disruption and get the job done as quickly as possible.

The work was a huge success and completed in just five days thanks to the support and cooperation of residents - a massive thank you to everyone at the scheme. Kathryn, our Head of Compliance, has shared what it was like behind the scenes.

"The work included replacing a distribution board and emergency lighting.

"We got started by planning the works with our contractor, our communications team and our housing teams. Partnership working was key to keeping residents informed and reducing the impact to their daily lives.

"Together we arranged a refuge for residents at a nearby scheme, where they could access food and drinks, as well as shower and toilet facilities. We made sure that staff were on site all week to provide updates and support to residents and contractors. We also made sure that they had access to water, and traffic was managed well too.

"We're really proud of how it went and we've had great feedback from residents who were grateful of the support during the week."

Ever wondered what our compliance team get up to?

We followed Compliance Surveyor Rose to find out.



Compliance Surveyor Rose on site completing lift safety checks

9am

"I arrive at the office and say hi to my team. My day always starts by checking in with them and discussing our priorities for the week. In compliance, things can change quickly, and at short notice, so we make sure we're always working closely together. We stay connected, keeping lines of communication open and being flexible with our time.

"Our current priority is reaching tenants that we've struggled to get in touch with to arrange asbestos surveys. We're also carrying out fire risk assessment audits, which address any fire risks in and around apartment buildings with internal communal areas.

10am

"My first visit of the day was to Rowan Village, Meir, our over 55s independent living scheme. I was there to meet a lift inspector, to make sure he had access to all the relevant areas so he could carry out his work.

11am

"Once everything was inspected, I headed over to Hanover House in Fenton to meet Handyperson Dan. We completed a fire alarm test and afterwards I looked around the scheme and chatted to some of the residents.

12pm

"Next it was time to arrange some asbestos survey appointments, which is one of our current priorities as a team. I travelled to various homes in the ST6 and ST7 areas, knocking on to speak to residents to arrange appointments. I made some appointments and pushed letters through the letterboxes of residents that weren't home.

1pm

"As a compliance surveyor we're constantly on the road, so once I'd been out into the community, I stopped to eat lunch in my car. I like to call it my mobile office, which sounds very glamorous.

1.30pm

"As I was in the Hanley area, I decided to visit one of our latest developments, an apartment block on Waterloo Street. It's great to see the journey of our new homes - from bricks and mortar, to residents moving in. There I met the developer Carson Powell on site. They gave me a tour and I completed fire risk assessment audits. I found some risks and they resolved them the same day.



Compliance Surveyors Jenna and Rose on site completing fire risk assessments

2.30pm

"My next stop was the Railway Enterprise centre. This is a workspace used by colleagues from Staffs Housing and Revival. There I met Paul Bettson, Handyperson Team Leader at Revival. I completed a fire risk assessment audit and together we went through it and addressed any risks.

3.30pm

"After being out all day, I headed back to the office to drop all of the keys off. When I sat down at my desk, my lovely colleague Marcus gave me some cake. This didn't last long and was much appreciated after a busy day.

4pm

"For the final hour of my day, I completed some admin work, updating our digital system that helps us to keep track of when safety checks have been completed, to make sure we remain compliant. At around 5pm I logged off and headed home, ready to do it all again tomorrow.

Want to find out more about the team? Visit: staffshousing.org.uk/ complianceteam

Meet Jon.

Our new Head of Assets and Property Services

Here at Staffs Housing, there's been a lot of changes within our repairs and building safety services recently Part of the team leading on these improvements is Jon Parkes, our new Head of Assets and Property Service

After working for Staffs Housing and the wider Honeycomb Group for a number of years, Jon was successfully promoted to the position in January.

He now heads up our assets team, who take surveys of the conditions of our homes to make sure they measure up to the Decent Homes Standard. He also leads our property services teams, who help us with routine repairs, planned improvements, gardening services and more.

Jon brings a wealth of experience and knowledge to the role, as well as a passion for helping and supporting people. He's opened up about his career, and his plans for the future, so you can get to know him.

"I started my career when I joined Honeycomb Group as a homelessness housing officer," said Jon.

"At the time I was also working as a special constable for the police. It means that I have a lot of experience working with people over the years. "I then went on to apply for a role as technical officer at Staffs Housing, completed my master's degree in building surveying and eventually progressed to the role of contracts manager. Then in January I was successfully promoted to Head of Assets and Property Services."

Jon has been busy in his new role, making changes to make sure our homes are kept in a good condition and remain safe for residents.

He continued: *"I've been part of the team looking to improve our repairs service. As mentioned*

on page 4 we'll be introducing a new supplier, Unitas Maintenance Solutions, that will hopefully start in August this year.

"Alongside that our assets team has been doing extensive surveys in our homes to check their condition and make sure they measure up against the decent home's standards. As a team we're also scheduling in planned repairs for this year among lots of other exciting things."

Want to stay up to date with the team's progress? Visit our news section for updates: staffshousing.org.uk/news

If you live at a scheme with maintained gardens, then you might've seen Paul's face before.

Paul joined us as a gardener in 1995, but recently took a big leap and moved to our Assets Team. We caught up with him to find out more about his next chapter, and his career so far...

Hi Paul. How did you first get into gardening?

I've always had a keen interest in the natural world, especially plants. When I left school, I enrolled at Stoke College to study Horticulture. It was a 12-month course that involved working on placement at a local nursery.

Once I completed my qualification, I was offered a job at the nursery and thus began my career. I joined Staffs Housing nearly thirty years ago.

Time really does fly, what are your favourite memories of being a gardener at Staffs Housing?

My favourite memory is an early one, but it has to be the day I swept snow off the Bradeley Village car park at 6am in the morning ready for Queen Elizabeth II to open the scheme in 1995.

Sounds exciting - what are your proudest achievements?

Over the years we achieved some amazing things as a team. We decided to bring tree surgery in-house and created our own green waste area that helps to reduce waste and improve sustainability.

We bring all weeds, grass, and hedge clippings collected on the job to our designated composting space, where we process the garden waste and turn it into mulch for our shrub beds. It means we recycle 100% of our garden waste which is about 200 tonnes a year.

Your next chapter sounds exciting – can you tell us more about it?

I'm moving to the Assets Team who are responsible for keeping data on all our homes to make sure they remain quality affordable homes.

I'll be carrying out visits, surveys, decoration inspections and responding to electricity meter queries from contractors.

Although it'll be a massive change, I'm really excited about this next chapter of my career and can't wait to get stuck in.

ш

 \bigcirc

Ζ

 \triangleleft

Ζ

ш

 \vdash

Ζ

 \triangleleft

Σ

 \square

Ζ

 \triangleleft

S

 \simeq

 \triangleleft

<u>а</u>

ш

Gardener Paul swaps outdoor working for office life with a move to our Assets Team.

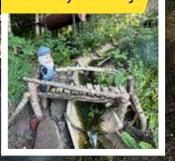
The gardening team's designated composting space

IT'S ALL ABOUT YOU,

OUR RESIDENTS

Welcome to Nutty Nook







Flower pot people

We were delighted to expand our Meir community last year with 100 new homes. The homes were transferred from Manchester based Great Places and included a range of houses and bungalows.

This summer we met new residents Bryan and Ken to find out more about the transformation of a green space in their community.

"A patch of green space behind our street had become overgrown and out of control," said Bryan.

"During lockdown l was getting sick of looking out my window and seeing the mess. With nothing to do, I decided to act and tackle the wasteland myself.

"At the beginning it was a chore, but it became something to keep my mind preoccupied and helped my mental health during a tough time.

"My neighbour Ken later saw what I was doing and offered to help. The community were great too, and donated things for the space.

"Since then we've just been maintaining the space and adding things every now and then."

The community has lots of visiting grandchildren who have helped to name the space and introduce some new neighbours.

"My granddaughter helped me to name the space 'Nutty Nook' and asked if we could move in some anomes and fairies.

"After reaching out, the community donated gnomes, and we found pots on Facebook Marketplace to create flowerpot people. We then made a water feature from old tiles.

"We've also created a BBO area where all the residents in the community can come and sit and enjoy the space.

"We didn't spend a lot of money it was just created using our time and selfless donations from the community. It shows you can still be proud of your home and create a space with little to no money."



Since introducing the training, we've been able to support residents with practical and emotional support like advocating to protect survivors, assessing housing options, looking at security and referring on for additional support.

Alongside this we've also created a support hub on our website with a quick closing function if you need to quickly erase your tracks. We've been regularly sharing support information on our social media too.

Did you know that domestic abuse isn't only physical? It can also be psychological and can look like:

- Isolating you from friends, family, colleagues
 - Stalking your movements or controlling how you spend your time
 - Monitoring social media or tracking your phone
 - Making unreasonable demands
- Taking control over where you you wear and when you sleep
 - Depriving you access to support services, like healthcare
- Repeatedly putting you down

Supporting you when you need us most.

If you experience domestic abuse, we want you to know that we're here for you.

Last year there were over 1.5 million domestic abuse-related incidents and on average 1 in 4 women and 1 in 7 men will experience domestic abuse in their lifetime.

It's why we've trained our housing officers and front-line staff to spot the signs of domestic abuse and what to do if it's disclosed by residents like you.

- can go, who you can see, what

- Taking control of a your finances, giving an 'allowance' or forcing you to take on debts
- Taking away or limiting food
- Making threats or using intimidation to force a change in behaviour or choices; this can include sex too
- Damaging property, like household goods or valuable personal items
- Preventing you from having access to transport or from working

If you're experiencing any of the above, please get in touch. Our team will provide impartial and non-judgemental support.

Meet Gill

Our new Activities Coordinator at Rowan Village.



Activities Coordinator Gillian Jones joined the Rowan Village and Lime Tree Court team this April. She brings with her a wealth of knowledge and a passion for supporting people. We caught up with her to find out her plans for activities.

Tell us about your career before joining Rowan Village?

"I've worked with people most of my life. I first worked in schools as a teaching assistant before working with older students all over Staffordshire.

I then moved to Stoke-on-Trent City Council where I supported the local community of Meir as part of the Neighbourhood Management Team. I worked with the team delivering sessions, training, organising events, community days, chairing partnership meetings, connecting and signposting residents to services."

What inspired you to join the team?

"Having worked in Meir for the last 15 years I know the area very well. I have visited the village many times and have met residents and staff already through my previous role.

When I saw the role advertised I jumped at the chance!

l've been here a couple of months now and l've really enjoyed meeting all of our lovely residents.

I have been made to feel very welcome and can't wait to get to grips with everything."

What are your plans for future activities?

"I recently arranged a meeting with residents to talk about the kind of activities they enjoy and what they'd like to see in the future.

Since then, I've been planning activities around those discussions, thinking about passions, hobbies and skills discussed.

l also think it's important to prioritise wellbeing so have been looking into health and wellbeing activities too.

It's been great planning activities and events like the Coronation party, taster sessions and craft sessions and I'm excited about the future of events at the village."



Congratulations to the Bradeley Village volunteers who won a Dougie Mac award for raising money by fundraising at the village shop. A massive well done and congratulations to everyone involved.



Ever considered village living?

We have schemes and villages across Staffordshire that are specifically designed for over 50s with on site facilities, activities, communal areas and everything you need from the comfort of your own home.



If your home has become unmanageable or you're looking to downsize, take a look at our over 50s schemes or villages at **www.staffshousing.org.uk/homesforover50s**

If you have any ideas or suggestions for activities at Rowan Village, get in touch!

S

 \bigcirc

ഥ

 \simeq

ш

Well done Mal!

A huge congratulations to resident Mal who walked the Potters 'Arf this June to raise money for struggling veterans in Stoke. A cause close to his heart after serving in the military for over 25 years.

It was no easy task as he has a below knee amputation, but what an incredible achievement.

Read his story at: staffshousing.org.uk/MalPottersArf

YOUR VOICE

MATTERS

Customer satisfaction and you.

Thank you to all who provided feedback about our homes and services in our tenant satisfaction survey. Your feedback is helping us to shape and improve our services.

We created the survey to see how well we were performing against the new, government set tenant satisfaction measures.

These measures assess how well housing associations are providing good homes and services.

In total we received 503 completed surveys which represents 20% of our residents, meaning we can realistically say the results represent the views of our customer base.

The results told us where we need to improve with the main issues being around our repairs service. It's why we've reviewed our repairs arrangements and are happy to announce that from 7 August, Unitas Maintenance Solutions will be your new repairs provider. You can find more information about this on page 4.

Alongside that our Housing Team have also made 95 phone calls and follow up visits to discuss specific issues you raised.

You also told us that anti-social behaviour was an area of concern, so this summer we will be collaborating with local police and other organisations to help reduce ASB and crime in your neighbourhoods.

WHAT HAPPENS NEXT?

ALL REATE

Starting this summer we'll be sending out more satisfaction surveys to randomly selected groups of customers every three months. Making sure we reach all customers throughout the year.

We're doing this to track our progress against issues raised, to make sure the changes we're putting in place are working and to spot any new trends or issues too.

We know filling out forms can be tedious, but if you receive a survey we'd appreciate if you could fill it in. Why not sit down with a cuppa and take a few minutes to fill it out? You'll be helping to improve our services for the benefit of you and your neighbours. Anne has been a Staffs Housing resident for over eight years. She uses her life experience to influence and improve our services.

In 2015 Anne joined our Customer Scrutiny Panel, shortly after moving into her current home.

There she met fellow resident Marjorie and the two quickly became friends. Eight years later Anne says they rarely go a day without talking.

The pair spend their time getting involved to help influence and improve services and are part of several involvement groups and committees. Over the years their involvement has had them attend events, activities and even meet with housing ministers too.

We met Anne last month to find out more about her customer involvement experience...

"Getting involved has helped me to gain a better understanding of the organisation. It's also given me the opportunity to meet new people and take on new challenges."

"It was at my first Customer Scrutiny Panel meeting that I met Marjorie, who at that time was already a member of the group.

"We've been friends ever since. She's my best friend and hardly a

Helping to improve services for you.

Have a question? Get in touch with the team: 01782 743854 | involve@honeycombgroup.org.uk day goes by where I don't speak to her.

"As a tenant I've taken advantage of what's on offer including the free courses available to all residents. I've also been invited to attend lots of events too.

"It's been great to draw on my life experiences to hopefully make a difference and give something back.

"If you want to get involved, but don't know where to start just have a conversation with Katie and Jo and they'll be able to talk you through the process and discuss how you too could get involved."

01782 743854 involve@honeycombgroup.org.uk



COMMUNITY

NOTICEBOARD



Do you enjoy village or over 50s living? WHY NOT RECOMMEND US TO A FRIEND

If you enjoy living at one of our over 55s independent living villages or our over 50s schemes Hanover House and Alhambra Court, why not recommend us to a friend?

We'll give you and your friend a voucher once they're all moved in. It could help them buy something to make their new apartment feel more like home.

Interested? Speak to your scheme or village manager for more details today!

volunteers needed.

Could you spare time to give back your local community?

Our over 55s independent living village in Bradeley is looking for volunteers to help them deliver their on-site facilities that are a lifeline to residents. If you spare an hour to support our shop, bar, or guest rooms get in touch!

Call: 01782 836743 Email: bradeleyofficestaff@staffshousing.org.uk



Helping you to find your perfect home match

If your home no longer meets your needs, we're helping to make it easier for residents to find something more suitable with a mutual exchange.

If you've not heard of the term before, it's where two council or housing association tenants swap homes.

Across the UK there are thousands of residents signed up, looking to find someone to swap homes with.

A mutual exchange is handy if you live in a home and your needs change. It's usually quicker than applying for a transfer because it opens the search up to other local authority or affordable housing providers.

For example, one family might live in a two-bed terraced home with two children (a boy and a girl) who currently share a bedroom but are due to reach the age where they can no longer share. This family needs to find a bigger home with an additional bedroom.

If theses two families swapped homes, they would both live in a home that better suited their needs.

process:

No? Hundreds of our customers are already: reporting repairs tracking their repair progress finding out their rent information viewing their tenancy details 24 hours a day, 7 days a week from the comfort of their own home!

Then on the other hand, one family may live in a three bed semi detached house, with two older children, one who is planning to move out. They need to find a smaller house with one less bedroom or they risk paying an under-occupancy penalty, known as the 'bedroom tax'.

Get in touch if you want to start the

Call: 01782 743961

Email: newhome@staffshousing.org.uk Visit: staffshousing.org.uk/mutualexchange

Have you signed up to use Front Door yet?

Don't miss out and sign up today at: www.staffshousing.org.uk/FrontDoor



Thank you to all the residents who shared their feedback on this edition and helped to make sure Be Mag works for you.

Have some feedback about the edition or want to be part of the team that review it? Get in touch using the contact details below.



Contact us.

Online staffshousing.org.uk Email hello@staffshousing.org.uk Customer Services 01782 744533 Head Office 308 London Road, Stoke-on-Trent, ST4 5AB Hours 9.00am-5.00pm Monday to Friday

Let's get social.

O @staffshousing

- 9 @staffshousing
- **facebook.com/staffshousing**
- youtube.com/staffshousing

