

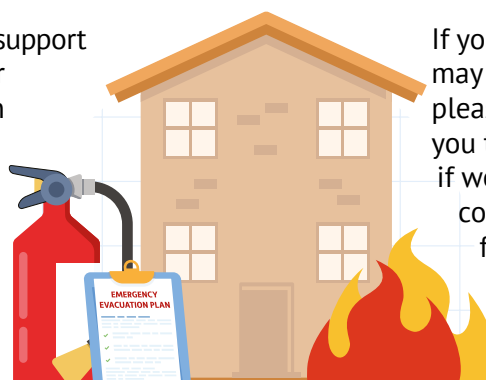
Need Extra Help in an Emergency and live in a block of flats?

Some tenants may need extra support if there is a fire or another emergency. This could be because of reduced mobility, disability, sight or hearing loss, health condition, medication, injury, or a temporary change in circumstances.

If this applies to you, please let us know. We can talk with you about your needs and, where appropriate, arrange a **Person-Centred Fire Risk Assessment** or a **General Personal Emergency Evacuation Plan**, known as a **GPEEP**.

A **GPEEP** is a plan that explains what support you may need during an evacuation or emergency. It may include information about how you would leave the building, whether you use any equipment, and what information may help staff or the Fire and Rescue Service respond safely.

Taking part is voluntary. We will explain what information we need, why we need it, and who it may be shared with. We will ask for your consent before completing an assessment, creating a **GPEEP**, or sharing information.



If you think you or someone you support may need extra help in an emergency, please get in touch. We may advise or refer you to contact **Staffordshire Cares Service** if we think the reason for your **GPEEP** could be improved with equipment, fixed equipment or an adaptation to the property.

For more information contact **Housing Services: 01543 462621** | emteam@cannockchasedc.gov.uk



Minor Works Programme



We are looking for tenants who would like to help improve their local estate through the Housing Minor Works Programme.

Each year, there is a budget of £10,000 for estate improvement projects suggested by tenants.

Projects must benefit most residents living on the estate.

We are also looking for tenants to join the Minor Works Focus Group, which helps review applications and decide which projects should receive funding.

If you would like to get involved, please contact our **Resident Engagement & Insight Officer: 01543 462621** residentengagement@cannockchasedc.gov.uk

Tenants can submit ideas using an application form, all suggestions will be featured in the next edition of the Home newsletter.

IMPORTANT INFORMATION

Triton Showers

We are seeing an increase in tenants replacing the showerheads on to our Triton shower units.



Our showers are only designed to operate with the supplied showerhead. Using a different showerhead changes the pressure inside, which can permanently damage the shower unit.

The showerhead shown is the most common replacement we are seeing.

If you have any problems with your shower, please contact us for advice before making any changes.

For further information please contact **Repairs on 01543 462621** or email housingrepairs@cannockchasedc.gov.uk.

Electrical Rewiring Programme

Essential electrical rewiring work will soon take place in some Council homes. If your home is included, we will contact you directly to arrange surveys and the work. This is part of our ongoing commitment to maintaining safe homes for our tenants.



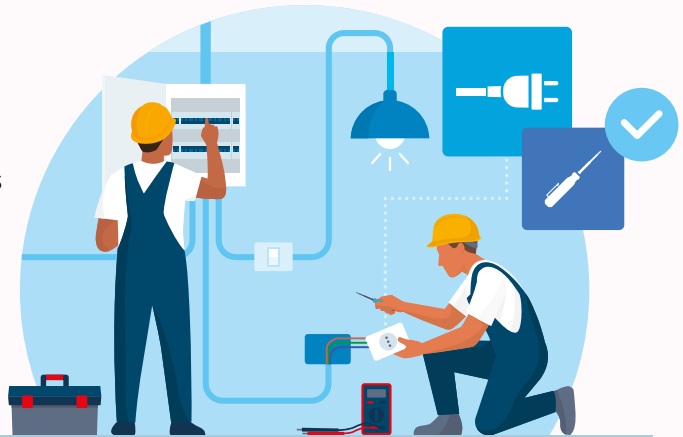
Why is this work needed?

- Improves safety by replacing old wiring
- Meets current safety standards and regulations
- Supports modern living with improved electrical facilities

What happens next?

If your home is selected, we will arrange:

- An electrical survey
- An asbestos survey (even if you have had one before)
- A date for the rewiring work
- Advice on how to prepare your home



Thank you for your cooperation as we continue to keep our homes safe and up to date.

For more information please contact the **Electrical Team** on **01543 462621** or email elechousing@cannockchasedc.gov.uk

Estate Inspections

The Annual Estate Inspection Programme includes further information for each inspection.

Tenants, residents and Councillors are welcome to join Council officers and partners on a walk around their estate.

This is an opportunity to share any concerns, suggest improvements and help make your neighbourhood a better place to live.



To take part in an estate inspection, please contact your **Neighbourhoods Officer** at EMTeam@cannockchasedc.gov.uk

Summer Wordsearch

Complete the Summer Wordsearch Competition on the back page and be entered into a prize draw.

Send it to: **Cannock Chase Council, Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG**

The winner will be contacted to claim their prize!



Improvements to our Independent Living Schemes

Residents in our Independent Living Schemes are benefiting from a range of improvements to make their homes safer, more comfortable and welcoming.

Over the past few years, investment has been made in both communal and external areas to ensure our schemes remain attractive, welcoming, and fit for the future.

Improvements include upgrades to residents' and communal kitchens, improvements to lighting, laundry facilities, landscaping works and enhanced security measures including upgrading CCTV.

These improvements are about supporting residents to live independently, safely and comfortably in their homes whilst encouraging social interaction and community spirit.

Resident feedback is important in shaping future investment plans. We are listening to what matters most and making further enhancements across our schemes.



Further improvements are planned and will focus on resident safety, energy efficiency, accessibility, and maintaining high-quality communal environments.

This year all schemes will receive a new warden call system, which helps keep residents safe whilst supporting independence and dignity. Other future improvements include upgrading our door entry systems.

What residents say about our Independent Living Schemes...

Grace Moore Court

Sandra said:

“I feel safe here, I've made new friends and we support each other. I have no regrets on my choice to come here.”

Rob said:

“I like living here, the people are nice and Karen is very helpful. Its close to shops and doctors.”



Caxton Court

95 year old Elsie has been a resident for 12 years feels safe and secure with good access for family to visit and a very friendly atmosphere.

Jean and May enjoy feeding the birds in the garden and completing jigsaws in the communal lounge.



St Barbara House

Christine said:

“I've lived here for 7 years and there is a great sense of community. It's nice to not feel alone. I know that someone is always here if needed while I'm still able to maintain my independence.”



Janet at St Barbara House said:

“I'm very grateful to have my own safe space and facilities. My property has everything I need with a view to the beautiful garden that is well maintained by tenants and staff, I'm very happy here.”

If you're thinking of your next move and would like to know more, visit www.cannockchasedc.gov.uk/independentliving

Tenant Satisfaction Measures

During February and March 2026, Housing Services carried out the annual Tenant Satisfaction Measures (TSM) survey with tenants and leaseholders.

Listening to your views helps us understand what we're doing well and where we can improve. Your feedback helps us deliver services that meet your expectations and priorities. The survey results are also used to calculate the annual Tenant Satisfaction Measures for tenants, which are published in accordance to Social Housing Regulations.

These results are known as the **perception measures**, as they are based on residents' views and experiences collected through the satisfaction survey.

79% satisfied with the overall service provided by the Council



49% satisfied with the Council's approach to handling complaints



70% satisfied that the Council keeps them informed about things that matter to them



81% agree that the Council treats them fairly and with respect



61% satisfied that the Council makes a positive contribution to their neighbourhood.



66% satisfied that the Council listens to their views and takes action based on them



81% satisfied with the overall repairs service



56% were satisfied with the Council's approach to tackling anti-social behaviour.



80% satisfied that the Council provides a home that is well maintained



78% satisfied with the time taken to complete most recent repair



83% satisfied that the Council provides a home that is safe



65% satisfied that the Council keeps communal areas clean and well maintained



We would like to thank everyone who took the time to complete the survey.
Your feedback is invaluable in helping us shape and improve our services.

For more information visit www.cannockchasedc.gov.uk/tenantsatisfactionmeasures

Tenant & Leaseholder Review Panel - Making a Difference



Since launching in 2025, the Tenant & Leaseholder Review Panel (TLRP) has been working hard to ensure that tenants and leaseholders views are heard.

The panel was established to review housing services, identify ways to improve them, and make recommendations based on what matters most to residents.

The panel's first review looked at the Council's housing webpages. Their recommendations were presented to the Housing Board, and all were accepted, showing how resident feedback can make a real impact.

Panel members have also completed specialist training and received certificates in recognition of their contribution.

The panel is now finishing its second review project and continues to help shape housing services for tenants and leaseholders.

We would like to thank all panel members for their dedication, enthusiasm and hard work. Their achievements show that resident involvement can lead to meaningful change.

Could you be our next panel member?



Passionate about improving Housing Services?



Want to influence how things are run?

If you want to have your voice heard, and are keen to help make a difference for your community, we'd love to hear from you. Joining the TLRP is a great opportunity to influence decisions, develop new skills, and work alongside other residents to shape the future of housing services.

Your voice matters and can help improve services for everyone.

To find out more about joining the **Tenant & Leaseholder Review Panel**,
email residentengagement@cannockchasedc.gov.uk | tel 01543 462621
or visit www.cannockchasedc.gov.uk/tenantparticipation

Stock Condition Surveys (SCS)

What is a Stock Condition Survey (SCS)?

A Stock Condition Survey (SCS) is a visual inspection of your home carried out by a surveyor. It helps the Council plan future repairs and maintenance by checking the condition, age and expected lifespan of key parts of the property.

The survey may look at:

- Kitchens and bathrooms
- Roofs and gutters
- Walls
- Windows and doors

The survey is visual only, so no walls, floors or other parts of the property will be damaged or removed during the inspection.



How will we contact you when a survey is due?

You will receive a **letter to inform you of the upcoming visit** and provide a brief overview of the survey. Once a surveyor is available to visit the property, they will make contact directly either by a call, email or text message. If unsuccessful, surveyors will deliver a missed appointment card and aim to re-attend a further two times.



About the team

This programme is being carried out by surveyors who have a vast combined experience in the sector. Alongside the surveyors, we have dedicated administration and data support from the Housing Property Services team.



For more information contact **HPS@cannockchasedc.gov.uk** or call **01543 462621** and ask for HPS.

What is an Energy Performance Certificate (EPC)?

An Energy Performance Certificate (EPC) shows how energy efficient a home is, with ratings from A (most efficient) to G (least efficient). An EPC is valid for 10 years.

To complete the assessment, the assessor will need access to all rooms, the loft, the boiler, and any hot water cylinders.

The EPC shows your homes:

- Current energy rating
- Potential energy rating
- Estimated energy costs



It can also suggest ways to improve energy efficiency, helping to reduce energy bills and make your home more comfortable.

Why is Cannock Chase Council completing Stock Condition Surveys?

The Council is carrying out Stock Condition Surveys to help plan future repairs, improvements and investment in its homes.



The information collected helps us understand the condition of our properties so we can:

- Plan maintenance and upgrades
- Prioritise work where it is needed most
- Make informed decisions about future investment. This helps us keep our homes safe, well maintained and fit for the future.

How long can the surveys take?

On average, a stock condition survey will take approximately **30 to 45 minutes to complete**, and an **EPC Survey can take around 30 minutes to 1 hour**. This is dependent on the size and layout of a property, the age and history of the property and how accessible the spaces are. Your home may only require a stock condition survey if we already hold a valid EPC for your property.



'Ask Housing Services' Your Questions Answered!

In our previous edition of our 'Home' Newsletter we asked you to ask us! As promised, we have featured below a selection of the questions asked and our teams answers.



How do I exchange my home with another tenant?

Many tenants can apply for a mutual exchange, which allows them to swap homes with another tenant. This can be between:

- Two or more council tenants, or
- A council tenant and a tenant of a registered housing association.

You can register with **HomeSwapper** to advertise your home and find a suitable swap. You do not need to be on the housing register or have a housing need to apply for a mutual exchange.

For mutual exchange enquiries, please email mutualexchanges@cannockchasedc.gov.uk.



What should I do if my circumstances have changed?

It's important to tell us about any changes to your household, such as:

- Someone moving in or out
- A change of name
- Any other changes that could affect your tenancy

Keeping your details up to date helps us provide the best service and make sure our records are accurate.

How can I help keep my neighbourhood clean and well-maintained?

You can help by disposing of waste responsibly, reporting fly-tipping, looking after communal areas, and letting us know about any environmental concerns.

Working together helps us maintain safe, clean, and welcoming neighbourhoods for everyone.

How to get involved:

- 1 Email your questions to residentengagement@cannockchasedc.gov.uk
- 2 Complete this page & return it to our Civic Centre office or Housing Bungalow.
- 3 Speak to the **Resident Engagement Officer** on 01543 462621

Or scan the **QR code** to submit your questions through our website.



Ask Housing Services:

Please return this page to: **Cannock Chase Council Offices, Civic Centre, Beecroft Road, Cannock, WS11 1BG.**



HOME

Our tenants feedback is at the heart of everything we do, have your say on the topics that feature in our next edition of Home.

Send your suggestions via email
ResidentEngagement@cannockchasedc.gov.uk

What do you
want to see in
the next edition?

Summer Wordsearch Competition

ENTER
for a chance to
WIN

a £25 voucher!

Find the following
words in the puzzle...

SANDCASTLE	HEATWAVE
SUNGLASSES	HOLIDAY
FLIPFLOPS	SEASIDE
SUNSHINE	FLOWERS
BARBECUE	PICNIC
ICECREAM	GARDEN

Z K I B P K R X R K S X B E U V A R X W H M T
N P P P E O M X Y N N T J Z H K S H H N U Y Q
J C U U Q D C A T W F B R J O S P V A S A J E
K D P S G S M N E D R A G J L U O V S D W C W
U C X Q W P A R W I S U H N I N L K L S C C Q
O F I O Q C U N S A J W J H D G F F J B C C Q
U V I S T R B E D Y M Z F M A L P I H V D T O
T O X W P M R Q P C Z R G F Y A I T Q Q Y M N
Y O M S V B C Q J O A B J Z T S L C K J O T Q
F L O W E R S W D J Z S D V S S F Y V V U F R
L W L N A L F D B O O Y T H E E N L C E Q A L
E M A E R C E C I U B V F L K S S R E Y H B N
Q F S S Z G E U C E B R A B E A O A Y R A D A
B H E A T W A V E Y L U K D G R P I C N I C J
V J I Q J P M K L J Y W F E D I S A E S L U F
V B Y R C E N I H S N U S S V B Z L C I Z O A

Name: _____

Address: _____ Postcode: _____

Contact number: _____

Closing date:
31 August 2026

If you choose to enter the prize draw, we will only use your details to contact you if you win. We will not share personal information with other departments or organisations other than where the law obliges or allows us to.

For further information please see: www.cannockchasedc.gov.uk/privacynotices

Cannock Chase Council

Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG
tel 01543 462621 | www.cannockchasedc.gov.uk

🔍 Search for 'Cannock Chase Life' | 📧 @CannockChaseDC | 📷 @CannockChaseDC

This leaflet can be provided
in **large print** on request to
Cannock Chase Council on
01543 462621.