

## Get involved...

We'd love to hear from tenants and leaseholders who'd like to get involved by sharing feedback on policy changes, taking part in surveys and consultations, or reviewing documents by email.

[ResidentEngagement@cannockchasedc.gov.uk](mailto:ResidentEngagement@cannockchasedc.gov.uk) | 01543 462621



### Resident Engagement

## Tenant Scrutiny Panel

We've been busy behind the scenes preparing for our panel's very first meeting.

This took place on 23 July and was an introductory session to welcome interested members, share our vision for what the panel can achieve, and outline the support and resources available to help them.

The panel will meet regularly, and we'll keep you posted on their progress.

### Are you interested in joining?

Why not get in touch with us via  
[ResidentEngagement@cannockchasedc.gov.uk](mailto:ResidentEngagement@cannockchasedc.gov.uk)



## Bungalow Reception



We're excited to announce that our Housing Bungalow Reception opened on 1 July 2025.

In the first month we have helped 173 customers.

Located next to the Civic Centre, the reception is open **Monday to Friday, 9am to 4pm**, and you're welcome to drop in or book an appointment.

Our Housing Team can help with:



Housing applications and allocations



Neighbourhood issues



Paying your rent

If you'd like to arrange a time to speak with a Housing Officer, call **01543 462621** or email [housingreception@cannockchasedc.gov.uk](mailto:housingreception@cannockchasedc.gov.uk)

## word search competition

ENTER  
A PRIZE  
DRAW

Complete the summer word search inside 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!

# Your Repairs Team

**Sure Stop taps installed** - We're now fitting Sure Stop taps in bungalows and flats when they become vacant. These taps enable tenants to turn off their water supply in an emergency, improving both safety and convenience.

**Staff training** - Our Repairs Team have recently completed their HHSRS (Housing Health and Safety Rating System) refresher course, reinforcing our commitment to delivering the highest standard of service for tenants.

**Award winning partnerships** - We're proud to have received the Skills West Midlands & Warwickshire Award for Excellence in Skills Partnerships. This construction-specific award recognises employers who work closely with colleges to offer apprenticeships and on-site learning opportunities for students in the construction sector.



**New team members** - We're delighted to welcome two new permanent members to our repairs team: a Repairs Supervisor, focused on tackling damp, mould, and disrepair, and an Electrical Qualifying Supervisor.

**Achievements** - Jo Walker, our first female plumbing apprentice has passed her Level 3 Diploma in Plumbing and Domestic Heating.

## VE DAY Independent Living Engagement

Our Independent Living Schemes enjoyed VE Day celebrations with a singalong to some memorable war-time songs, food and refreshments.

Here are some comments from our tenants who joined in.

"I enjoyed singing along to the songs, I haven't heard some of them in a long time."

"Absolutely fantastic!"

A special thank you to our scheme staff for all their hard work put into making this day special.



# Housing Board

Board members have begun reviewing our performance figures, improvement plan, and key issues. They have asked a number of important questions and are already making an impact.

For more information on the Housing Board and to view the agenda and minutes of their meetings, visit [www.cannockchasedc.gov.uk/housing-board](http://www.cannockchasedc.gov.uk/housing-board)



**We are constantly looking at ways to improve communication and our transparency with tenants.**

Where possible we have moved to communicating with tenants via text, telephoning, and email; it's quicker and easier and has a huge environmental impact.

If your contact details have changed or you're unsure if we hold accurate details, then please check your contact details on Housing online.

Please inform us of any changes and we will ensure our records and your preferred method of communication is kept up-to-date.



**When waste is compacted in the bin lorry the pressure can cause the batteries in electrical items to catch fire.**

Laptops, smart phones, e-bikes, scooters and Bluetooth headsets are just some of the products that contain a battery. It's always worth checking your item - many will have the 'no wheelie bin' symbol.

Instead, please take these items to your nearest Household Recycling Centre, where there are specific areas, they can be recycled safely.

Details of the Household Waste Recycling Centres can be found at: [www.cannockchasedc.gov.uk/tipopentimes](http://www.cannockchasedc.gov.uk/tipopentimes).



Most local supermarkets have a battery collection bin.



**Thank you - your help will protect our waste workers, our buildings and keep firefighters safe!**



**Event coming soon!**

## Gas safety week

**8 14 September 2025**

We're proud to be participating in the industry's largest annual safety campaign, helping to raise awareness of the importance of gas safety in every home.

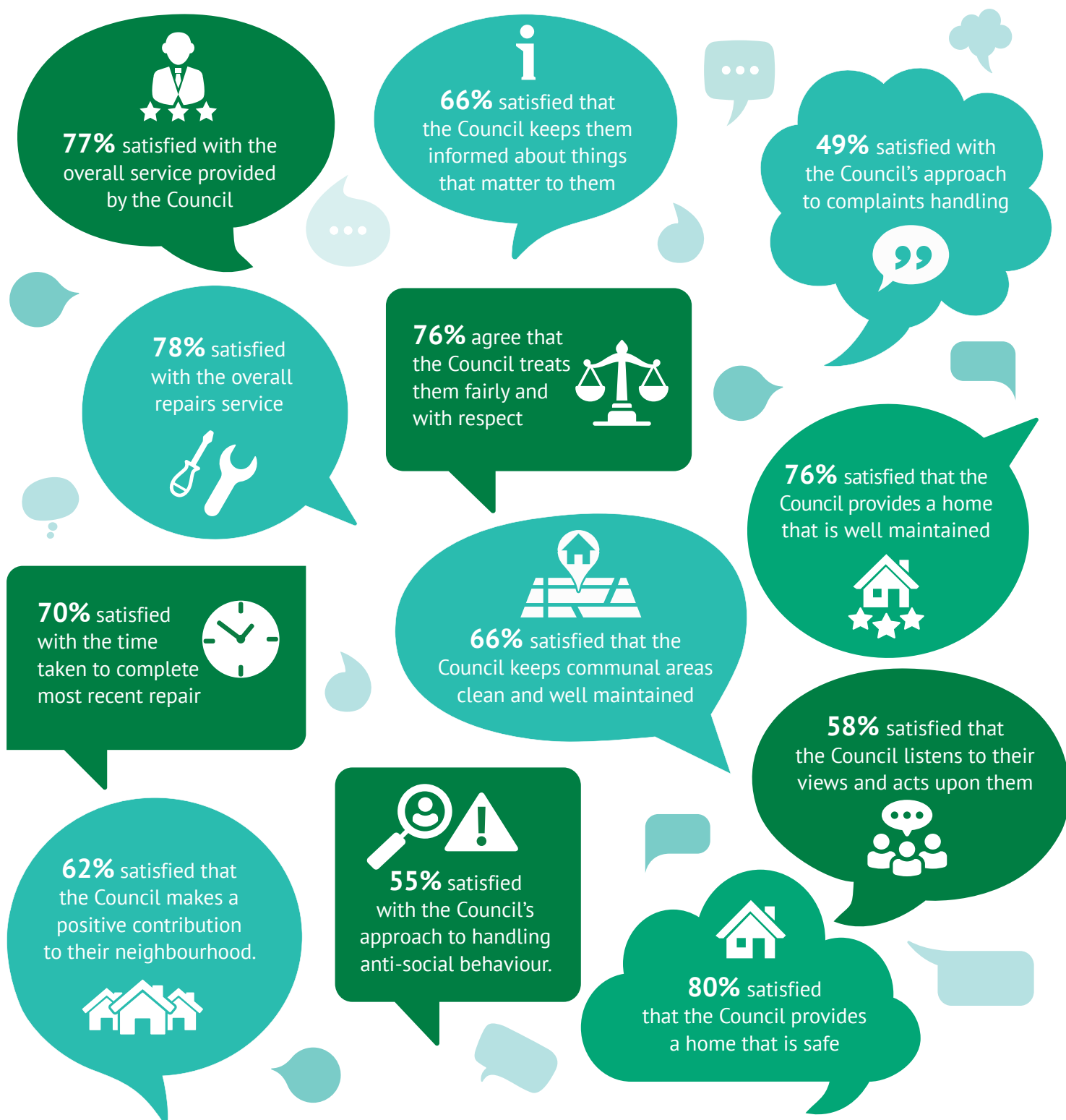
Watch out for latest updates on social media and via the website.



# Tenant Satisfaction measures

Housing Services carry out a general satisfaction survey for tenants and leaseholders each year.

It is important to understand how our tenants and leaseholders feel about the services we provide, to ensure we are delivering them to the standard that you want.



This survey will also be used to calculate annual tenant satisfaction measures (for tenants only) which will be published in accordance with regulations set out by the Regulator of Social Housing.

The above are what is known as the perception measures, obtained from a satisfaction survey. There are also management performance measures which are collected over the financial year (April to March).

For more information visit [www.cannockchasedc.gov.uk/tenantsatisfactionmeasures](http://www.cannockchasedc.gov.uk/tenantsatisfactionmeasures)



# Damp & Mould

We now have a permanent Damp, Mould and Repairs Supervisor in place to help prepare for the introduction of Awaab's Law, which comes into effect on 27 October 2025.

This new legislation requires social landlords to fix reported damp and mould within strict timeframes.

Our goal is to investigate and resolve all reports of damp and mould, so you can enjoy a dry, healthy home.

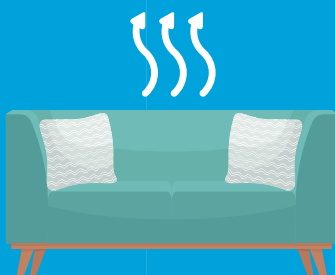
Most homes experience condensation at some point.  
The good news is you can reduce moisture and the risk of mould.

## Follow these simple steps...

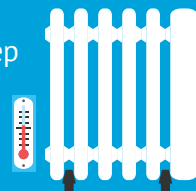
- 1 Keep trickle vents on your windows open.



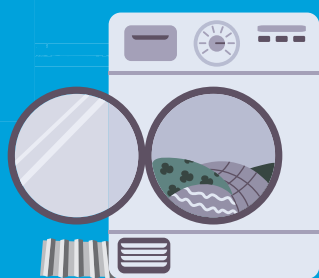
- 2 Leave space between the back of furniture and cold walls



- 3 Try and keep your home warm during colder months.



- 4 Vent your tumble dryer, so that the moisture goes outside of your home.



- 5 Open your windows for 20 minutes per day to fill your home with fresh and dry air.



- 6 Dry your clothes outdoors, and if you must dry them in-doors, dry them on an airer with a window open or an extractor turned on.



- 7 When showering, use the extractor fan or open a window and continue to ventilate the room for a short period afterwards, remembering to keep the door closed.



- 8 Check your extractor fans are working in your kitchen and bathroom or tell us if you need one fitting.



- 9 Cover any cooking pans with a lid and put the extractor on whilst you are cooking.



Let us know about any issues now call **01543 462621** or email **DampMouldAndDisrepair@cannockchasedc.gov.uk**

# Let us in >>

**It is part of your tenancy agreement to allow access for safety checks, which will keep you, your family and our workforce safe. Your safety is our priority.**

## Electric



**Safety check is due at least every 5 years.**

- ✓ Electrical testing will identify any defects or damage to the electrics in the property, ensuring the safe operation of the electrical system.
- ✓ We require a qualified electrician to complete electrical testing at least every 5 years to ensure all electrics are safe and working correctly.
- ✓ During electrical testing, the electrician will also recommend possible improvements that can be made to the electrical system.

## Gas



**Safety check is due at least every 12 months.**

- ✓ Getting your boiler serviced regularly will help to keep it running safely. Faulty boilers can be incredibly dangerous.
- ✓ A qualified Gas Safe registered engineer must, by law, check gas appliances and flues at least every 12 months to ensure all gas appliances in the property are working correctly.
- ✓ During your service, the engineer will ensure that your boiler is working efficiently. This could result in you saving money on your energy bills.
- ✓ During your gas safety check, the engineer will fix any minor problems, stopping small problems from becoming big ones.

### Did you know...

Between 2010 - 2020, over a hundred people a year died due to accidental carbon monoxide poisoning. Carbon monoxide is a toxic gas. It can be caused when gas appliances are not properly fitted, maintained or ventilated.

## Lifts



**Safety check is due at least every 6 months.**

- ✓ During the safety check, the engineer will identify any potential hazards, which will help to maintain the optimal performance of the lift.

## Fire doors in communal blocks



**Safety check is due at least every 12 months.**

- ✓ Fire doors help to keep you safe in the event of a fire, so it is crucial that they are serviced regularly. They act as a physical barrier between fire and smoke and help to keep escape routes clear.

## Asbestos



- ✓ It is crucial for us to know what is in your property to keep you, your family, and our workforce safe.
- ✓ No interior or exterior upgrade works can proceed without a relevant asbestos survey being completed.
- ✓ It is crucial that you check the asbestos report for your property before carrying out any work.

Cannock Chase Council uses subcontractors to carry out essential safety checks. Please be aware of bogus visitors to your home. All workers employed on behalf of Cannock Chase Council carry identification cards. Please check the identity of anybody calling at your home before you let them in. If in any doubt, take the name of the person calling and check with the Council on **01543 462621** before allowing access.



You said...

My health is deteriorating, and I would like help with moving to a more suitable property.

We did...

Arranged for an Occupational Therapy Assessment to be carried out which identified the needs for the tenant and his family. The application was updated to reflect these additional needs, and we were able to assist with a move to a ground floor property.

You said...

I need help with understanding my rent payments and Universal Credit.

We did...

The Income Management Team contacted the tenant to assist with the queries and reassure her about the concerns she had. The tenant was very thankful for the help and guidance she received.

You said...

The waiting time for some repairs is too long.

We did...

Appointed an external contractor to assist with the increase in the number of repairs being reported. The new contractor will help us to deliver responsive repairs to your homes in a timely and convenient manner.

You said...

I prefer speaking to people in person rather than over the phone.

We did...

Made plans to re-open our Housing Reception. The Housing Reception was re-opened in July and tenants are now able to walk-in or book appointments to speak to Housing staff about housing applications, their neighbourhood and paying their rent.



# 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](mailto:ResidentEngagement@cannockchasedc.gov.uk)

What do you want to see in the next edition?

## Summer word search

ENTER  
for a chance to  
WIN

a £25 voucher!

sandcastle  
deckchair  
bikini  
spade  
sunglasses  
sunhat  
beach  
cocktail  
suncream  
bucket

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact number: \_\_\_\_\_

Closing date:  
17 October 2025

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](http://www.cannockchasedc.gov.uk/privacynotices)

## Cannock Chase Council

Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG  
tel 01543 462621 | [www.cannockchasedc.gov.uk](http://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**.