

Stay Ahead By Paying Ahead Up to date and out of arrears



We ask all tenants to keep their rent account in advance - this applies even if you receive Housing Benefit or housing costs through Universal Credit.

Your tenancy agreement explains that rent is charged weekly and must be paid in advance. How often you actually make payments is up to you. You can pay weekly, fortnightly or monthly as long as your account stays up to date.

We understand that paying rent yourself may be a challenge, especially with the rising cost of living. For this reason, **we are not asking anyone to pay a full month's rent upfront all at once.**

If you need help building your rent payments in advance, talk to your **Income Officer** or email incomemanagementteam@cannockchasedc.gov.uk.

We can set up an affordable payment plan with small, regular amounts that you can comfortably manage.

Thank you to all residents who already pay their rent in advance - it truly helps make your tenancy experience smoother and hassle-free.



Why paying in advance helps you:

✓ **Fewer reminders**

You won't receive regular calls or letters from the Income Team about late payments.

✓ **No delays with housing requests**

Applications for mutual exchange, transfer, new home offers, or introductory tenancy reviews won't be held up due to rent arrears.

✓ **Smoother moves to another landlord**

If you move, we will confirm that your rent account is in credit. If you owe money, we must inform the new landlord, which may delay or block your move.

✓ **Peace of mind when moving home**

Being ahead with rent may cover your final weeks with us, which can help as your new landlord may require rent in advance.

✓ **A buffer for unexpected challenges**

Having credit on your rent account gives you a bit of breathing space if you face sudden financial difficulties.

Quick Tenant Survey



Scan the QR code and
complete our quick survey



Help us understand you and your needs better!

Future Rent Increase

The Government has confirmed that Rent Convergence will resume from the 2027/28 financial year. Under this policy, social housing rents that are currently below the official formula rent level will be permitted to increase, initially by an additional £1 per week until they align with the formula rent benchmark.

Formula rent is a nationally regulated calculation that uses local property values and average earnings to standardise social housing rents, ensuring consistency and fairness across different regions.

We will write to you ahead of future increases to let you know what the increase is.

You can find more information at www.cannockchasedc.gov.uk/payrent



What you need to do next →

If you pay by Direct Debit your payments will be automatically amended, you will receive a letter in the next few weeks to confirm your new payment schedule.

If you pay by Standing Order or any other method you must amend your payments, if paying monthly you must ensure that you follow the calculation below or contact us if unsure:

**Weekly rent x 52
then divide this by 12**
example:
**£95 x 52 = £4940 ÷ 12 =
£411.66 per month**



If you receive Universal Credit you must update your online journal with your new weekly rent charge from **6 April 2026**. **Please do not attempt to update before this date.**

If you do not have access to an online journal, or require help to notify of this change, please call **Universal Credit for assistance - 0800 328 5644**.

If you receive Housing Benefit you do not need to do anything, we will update them.

If you have a Payment Arrangement you must adjust this to take into account the new rent amount from **6th April 2026**.

You can view your rent account online by registering for 'Housing Online'.



- Go to www.cannockchasehousing.co.uk
- Click 'Housing Online' for further information.

Brand-new Vehicle Fleet

We are pleased to announce a brand-new vehicle fleet for the Council's Housing Repairs Team. This represents a significant step forward in improving the way we deliver repair and maintenance services to our residents.

The new fleet has been designed with efficiency, reliability, and sustainability in mind. Modern vehicles with upgraded storage solutions will enable our operatives to respond to repair requests more quickly and complete first-time fixes wherever possible.

This upgrade is part of our commitment to providing high quality, customer focused housing services.

By ensuring our teams have reliable transport, we can deliver repairs more effectively, and reduce downtime.

The introduction of the new fleet supports our wider environmental goals. With cleaner, more efficient vehicles, we are reducing emissions, lowering operational costs, and contributing to a greener and more sustainable future for our communities.



We look forward to seeing the positive impact this new fleet will have on service performance.

Your Voice Matters!

Shape the future of your services



Passionate about improving Housing Services?



Do you want to influence how things are run?



UPDATE

Tenant and Leaseholder Review Panel

Since the panel's launch in June 2025, members of the Tenant and Leaseholder Review Panel have been working diligently on their first review topic: the Housing Services web pages.

The Head of Housing & Corporate Assets welcomed the panel's involvement, and her full response to the report is available on our website. We are committed to delivering the panel's recommendations in due course and look forward to supporting them with their next review project.

The review was a great success, the panel produced a detailed report which was submitted to the Housing Board and the Head of Housing & Corporate Assets.

Join our Tenant and Leaseholder Review Panel:

email residentengagement@cannockchasedc.gov.uk | tel 01543 462621

or visit www.cannockchasedc.gov.uk/tenantparticipation



Spring CROSSWORD Competition

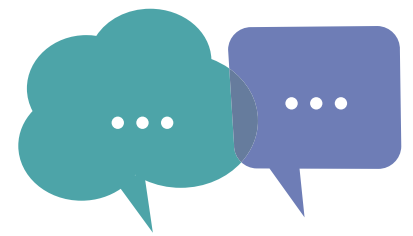
Complete the Spring Crossword Competition on the back page and be entered into a prize draw.

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

The winner will be contacted to claim their prize!



You said... **We did...**



You said...

Household waste is accumulating around the estate.

We did...

Conducted a site inspection to identify which items needed to be removed from the area and arranged for these to be cleared. Our Neighbourhoods Officers reminded all residents that action will be taken on any further fly-tipping and the culprits will be charged for the removal of waste.

What this means for tenants - We are actively ensuring that our neighbourhoods are a place where tenants feel happy and proud to live by promptly addressing issues that are identified during estate inspections.

You said...

I think I would benefit from supported living accommodation.

We did...

The Independent Living Scheme Manager contacted the resident to explain more about the Independent Living lifestyle, the availability and what support we can give to assist with an application.

What this means for tenants - Tenants are supported throughout their tenancy and if a tenant believes their home is no longer suitable for their needs, we are happy to explore alternative options with them. Tenants wishing to move home may also benefit from registering on Home Swapper for a Mutual Exchange.

You said...

I have noticed mould in my bathroom.

We did...

Conducted a full damp and mould survey. Works were then raised and completed, included the removal of old silicone, a reseal around the bath and bio-wash applied. We will continue to work with the tenant to ensure the bathroom is properly ventilated and that any returning mould is treated quickly

What this means for tenants - We have a dedicated Damp and Mould Team who are actively working with tenants to address any damp and mould issues in their homes. It is important to us that tenants feel safe and comfortable in their homes.

You said...

What do I do if I am experiencing noise nuisance from a neighbour?

We did...

Contacted our tenant to advise of the process of reporting Anti-Social Behaviour (including noise nuisance) and arranged for diary sheets to be sent to the tenant for them to complete and return. A full investigation was carried out and an appropriate resolution identified.

What this means for tenants - We take all reports of Anti-Social Behaviour seriously and will work with all parties involved to attempt to reach a suitable solution. Where appropriate, we encourage parties to engage in mediation, which has proven very effective in resolving neighbour disputes.

You said...

I would prefer letters in a bigger font.

We did...

Created a flagged alert on the customer profile that all written communication is to be sent in large print.

What this means for tenants - We are committed to ensuring that we adhere to our tenant's contact preferences making our services as accessible as possible. The recent Tenant Profile Survey completed by a number of tenants also recorded preferences like these and we are working towards adding the details to our system to be able to tailor services to tenants' needs.

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.

Incentive reminder

Tenants who allow access on the first visit for the gas safety check and electrical safety check automatically go into a **prize draw to win £25 each month***

It's a simple way to stay safe, avoid missed appointments and be in with a chance to win!

*£25 for the gas safety check and £25 for the electrical safety check, both are supplied in vouchers.



Why your Tenancy Agreement is Important

Your tenancy agreement is more than just a document you sign when you move into your home. It sets out both your rights and responsibilities as our tenant, and our obligations to you as your landlord. By following the terms of your agreement, you protect your tenancy, avoid unnecessary stress, and build a positive relationship with your landlord.



If you have not already read your agreement, please do so. Understanding your responsibilities can avoid problems and protect your tenancy.

How we can help

If you find you are struggling to maintain your tenancy, pay your rent or comply with the conditions of your agreement, our advice is always to speak to either our Income Management Team, Neighbourhoods Team or Tenancy Sustainment officers. We can help you through difficulties you are having with your tenancy or refer you to our partner agencies who can support you.



If you breach your tenancy agreement, the Council can take legal action to regain possession of your property, by applying to court for an order for possession for any of the valid reasons set out in the Housing Act 1985 (these are called 'grounds'). The court will only grant a possession order if the Council can prove it has a valid reason to ask for possession. For some of the reasons the Council also has to prove it is reasonable for the court to make a possession order or that there is suitable alternative accommodation available for you, or both.

The grounds under which the Council can apply for a possession order fall into two categories: "Mandatory" (the court must grant possession if proven) and "Discretionary" (the court decides based on the circumstances).

Below are some of the most common grounds upon which the council seeks possession. A full list of grounds can be found in sections 84, 84A and Schedule 2 of the Housing Act 1985.

Ground 1 - Rent Arrears (or other breach of the Tenancy Agreement)

The tenant has failed to pay rent or broken a condition of the tenancy agreement

Ground 2 - Anti Social Behaviour / Conviction for Serious Offence.

The tenant, a household member, or a visitor is convicted of a serious criminal offence (e.g. violence, sexual offences, or drug-related crimes) which were committed in the locality.

Ground 2A - Domestic Violence

The tenant has caused Domestic Violence towards a partner that caused them to flee the home.

Ground 3 - Deterioration of Property.

The tenant or visitors to the property have caused the property to deteriorate by their neglect or acts of damage.

Ground 4 - Deterioration of Furniture

The tenant or visitors to the property have caused damage to the landlord's furniture.

Ground 5 - False Statement

The tenant has provided false information to obtain a tenancy fraudulently.

For example, already owning a property elsewhere which the tenant has failed to declare on the application for housing.

For further information visit www.cannockchasedc.gov.uk/tenancyagreement

First Female Apprentice joins Housing Maintenance Team

The Council has welcomed its first female operative to the Housing Maintenance Team. Joanne Walker, 43, has joined as a fully qualified multi-skilled operative - plumber, after completing her apprenticeship.

Jo first dreamed of the career at 16, but her path took time and determination. She originally worked in another Council department before spotting an opportunity to retrain as an apprentice plumber.

Starting in 2022, Jo completed extensive on-the-job training, exams, practical assessments and refreshed her Maths and English. As the oldest student and the only woman in her college group, she thrived, praising the support she received. Jo says the apprenticeship gave her confidence, experience and a career she loves, and hopes more women will consider trade roles. She wants others to know it's never too late to start again. Now in post, she's "loving every minute", proud of the work she does for tenants.



To learn more about apprenticeship opportunities, visit:
www.gov.uk/education/further-and-higher-education-skills-and-vocational-training

Annual Estate Inspections Results 2025 | 26

Estates across the District will be walked once a year from April to October. Estates with the most problems will be marked red, fewer problems amber and the least problems will be rated green.

The "traffic light" rating system has been introduced for the Housing's Estate Inspection programme.

The **green-amber-red** ratings will make it clear to tenants how their estate is rated regarding problems found during the Estate Inspection.

Estates with a **"Red"** rating will receive extra attention to resolve and combat the issues found.

The Inspection programme involves Housing staff and partners working together and walking the streets of the estate to identify any problems and to get something done about them.

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



Damp, Mould and Condensation

Housing Maintenance have a dedicated team set up to work with our customers to deal with damp, mould and condensation problems within their homes.

Awaab's Law, named after Awaab Ishak, is legislation that came into effect in October 2025, requiring social landlords to address significant damp and mould within strict legal timeframes.

We want you to feel safe and comfortable in your home

Follow the **4** steps below to reduce moisture and the risk of mould:

1 Produce less water vapour - Ordinary daily activities such as cooking and washing and even breathing produces water vapour.

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.



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

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



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.



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



2 Heating - In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house.

Keep your thermostat at 18 degrees.



3 Remove excess moisture - Always wipe the windows and window sills of your home every morning and as it occurs.



This is especially important in the bedroom, bathroom and kitchen - just opening a window will not be enough.

4 Ventilation - It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without causing it to become cold.

Keep trickle vents on your windows open.



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



Do not cover extractor fans, or air brick.



Leave space between the back of furniture and cold walls



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



Food Waste Recycling Collection



Residents should have received their kitchen caddies, kerbside food waste caddies, a supply of liners, and an information leaflet explaining how the new service works.

For residents living in communal blocks, the service will operate slightly differently. You will still receive a kitchen caddy for use inside your home, but instead of a kerbside caddy, a shared communal wheelie bin will be provided for all food waste recycling.

Introducing separate food waste collections will help reduce the environmental impact and cut down the amount of food waste.

Food waste makes up around one third of household waste, with the average home throwing away around £800 worth of edible food every year.

Your kerbside caddy or communal food waste bin will be collected weekly. Food waste will be collected using specialist vehicles and taken to a local anaerobic digestion plant, where it will be turned into energy and fertiliser.

What can go in your food waste caddy?

Food waste

- ✓ Uneaten food & plate scrapings

Out of date food

- ✓ Mouldy and out of date food

Fish, meat & bones

- ✓ Raw or cooked, including bones

Rice, pasta & beans

- ✓ Rice, pasta & beans

Fruit & vegetables

- ✓ Raw / cooked vegetables, whole fruit & peelings

Dairy

- ✓ Dairy products, such as eggs, eggshells & cheese

Tea & coffee grounds

- ✓ Coffee grounds & tea bags

Bread & pastries

- ✓ Bread, cakes & pastries



Please recycle ready meals once their packaging has been removed.

- DO NOT put these materials in your caddy:**
- ✗ Any material that is not food waste
 - ✗ Liquids such as milk, oil or liquid fat
 - ✗ Packaging of any kind

This new service has been funded by central government as part of its national simpler recycling programme.

Independent Living Schemes in Cannock Chase

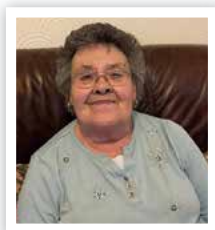
Independent Living Schemes across Cannock Chase offer a supportive and secure housing option for residents aged 55 and over. These schemes are ideal for people who do not require residential care but wish to move from their current home due to health issues, disability, or simply the desire for a smaller, easier-to-manage home.

The Council operates four schemes: three in Cannock and one in Rugeley. Each offers comfortable accommodation, shared facilities, and support that helps residents live confidently and independently.



Life at Grace Moore Court: Audrey's Story

For 82-year-old Audrey, Grace Moore Court has been more than just a place to live - it has become home, after moving into the scheme 19 years ago.



Audrey's decision to move into the scheme came after a difficult period in her life. "My husband had passed away, and I lived on my own for five years and I was lonely" she shared.

Audrey enjoys getting out and about. With excellent bus links, she finds it easy to travel from Grace Moore Court to the places she loves. "I like to keep busy," she said. "I love going into Lichfield shopping".

Her weekly routine includes having her hair done in Cannock, browsing the Friday street market, and doing her food shopping every Tuesday so she can enjoy a cooked meal.

What Audrey loves most about Independent Living - "I love the company," she said warmly. "My flat is just enough for me. Everyone who lives and works here is lovely."

"Our scheme manager is really helpful. If you ever have a problem, she will always try to help. I wouldn't have that help if I lived on my own. I feel like I am supported here."

Her advice for others considering Independent Living is simple: "Think about it very carefully. If you like company and to chat, then the Independent Living Scheme is definitely for you."

After nearly two decades at Grace Moore Court, Audrey continues to enjoy a lifestyle that keeps her engaged, supported, and connected-making her experience a testament to the true value of independent living.

Because places are limited, anyone considering a move is encouraged to add their name to the waiting list.

Find out more about our Independent Living Schemes in Cannock Chase visit:

www.cannockchasedc.gov.uk/independentliving



'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.

Q: How do I check the status of a repair I've already reported?

A: You can check the progress of any repair by calling our **Repairs Team** on **01543 462621** or by email to **housingrepairs@cannockchasedc.gov.uk**.

We'll always do our best to let you know the expected timescale and update you if anything changes.

Q: I want to be more involved in Housing Services, where do I find out what options are open to me?

A: We have a dedicated 'Resident Engagement' page on our website where you can find out how to get involved and help shape our services. You can also call our **Resident Engagement & Insight Officer** on **01543 462621** or email us on **residentengagement@cannockchasedc.gov.uk**

Q: What support is available if I need help managing my tenancy?

A: We offer a range of tenancy support services, including financial wellbeing advice and guidance on maintaining your home. If you're ever unsure, just reach out to our dedicated **Tenancy Sustainment Team** - they're here to help before things become stressful.

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.

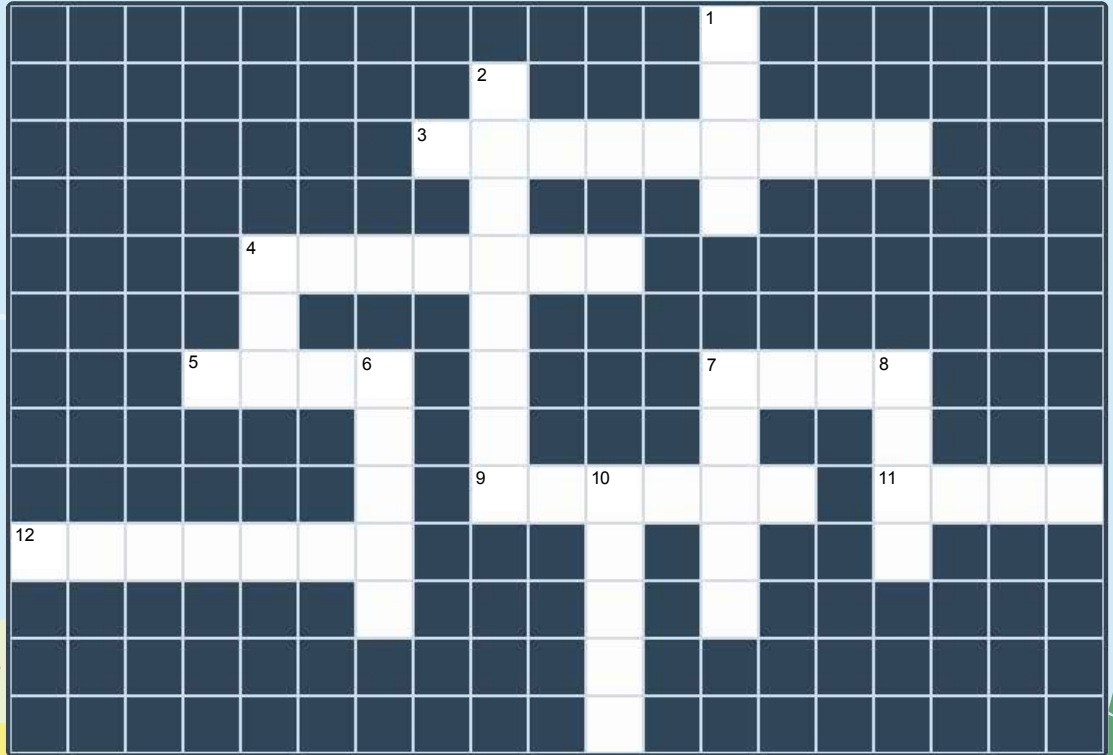
Send your suggestions via email to residentengagement@cannockchasedc.gov.uk

What do you want to see in the next edition?

Spring CROSSWORD Competition

ENTER
for a chance to
WIN

a £25 voucher!



Across →

3. Frequently seen in warmer weather (9 letters).
4. Spring bloom on a tree (7 letters).
5. Grows on tree branches (4 letters).
7. What plants begin to do in spring (4 letters).
9. A major holiday in spring (6 letters).
11. April showers bring May flowers (4 letters).
12. Spring gardens are full of them (7 letters).

Down ↓

1. Feathered animal (4 letters).
2. Light from the sun (8 letters).
4. A springtime pollinator (3 letters).
6. How the air feels in spring (5 letters).
7. Colour symbolising spring growth (5 letters).
8. The temperature starts rising (4 letters).
10. What you plant in spring (5 letters).

Closing date:
31 May 2026

Name: _____

Address: _____ Postcode: _____

Contact number: _____

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**.