

HOME

Welcome to the Summer edition of **HOME**. We would like to introduce our new Resident Engagement and Insight Officer, Brad Robins. His role is to look at different ways of engagement with our residents to help them live happier and safely at home.

One of his first projects is going to be to look at a new Resident Engagement Strategy, which will set out how we communicate and engage with tenants and leaseholders and the various methods available. We want to hear from you and ensure that we're delivering the services that you need and want.

We are also introducing a new Housing Board, which will be an important link between the Council and our tenants/leaseholders. As well as influencing policy, the Housing Board has a part to play each year in assessing budgets, works programmes and monitoring performance of the Housing Service. We also want to re-introduce our Tenant Scrutiny Panel and need interested residents to come forward.

For more information visit www.cannockchasedc.gov.uk/tenantparticipation
If you would like to get more involved with Housing Services or have your say, then please email residentengagement@cannockchasedc.gov.uk

Did you know...

We are planning to produce three newsletters a year to bring you all the latest updates within our service, and I am keen to get your feedback on what you would like to see in the newsletter.

Fifty-three rent payments due this financial year



Back in 1979, the Boomtown Rats had a classic number one hit, which you may sometimes still hear on the radio today - "I don't like Mondays". The origins of that song don't relate to rent payments, but they might have done in years like 2024.

That's because this financial year there are fifty-three Mondays between 1 April 2024 and 31 March 2025. And because your rent becomes due on a Monday, on the 31 March (the 53rd Monday of the financial year) your rent will become due that week too.

You are not charged 'extra rent' however - this simply means that in April next year, your rent will not be adjusted until **Monday 7 April 2025** (whereas it changed on **Monday 1 April** this year).

This anomaly arises every few years when the first Monday of the financial year is at or very near to the start of April, but, it doesn't only happen because of a leap year, it won't occur when there is a leap year in 2027/28, but will happen again when there is no leap year in 2030/31.

What if I claim Housing Benefit or Universal Credit towards my rent?

If you are in receipt of Housing Benefit, you need to continue to pay the difference, if any, between the amount of housing benefit paid and your weekly rent, as you do now.

If you claim housing costs within your Universal Credit Claim, unfortunately, the Government only allows this to be calculated over 52 weeks in any financial year. This means that your UC payments will not cover the 53rd week and you will be responsible for payment of this one week's rent. This is in addition to any difference between what is normally paid and your weekly rent plus any arrears you already owe to us, if any. Your payment can be spread over several weeks or months to help you to afford it.

I am struggling to afford my rent and/or the cost of living - what do I do?

We are always willing to help you if you are in hardship, such as struggling with rent payments, finding it hard to manage on a low income or if you have fallen into debt.

We work closely with agencies like the Citizens Advice Bureau and we can offer help and support to enable you to budget and manage the payments you need to make.

Contact Us

If you want to make a payment arrangement or are struggling to pay, the most important step is to talk to us!

Please call the **Income Management Team** on **01543 462 621** or email rents@cannockchasedc.gov.uk and we'll be happy to help.



Anti-social behaviour

A Council flat in Cannock used as a drugs den by dealers has been closed by magistrates and entrance barred to all persons causing anti-social behaviour.

Cannock Chase Housing Neighbourhoods Team and the Police acted quickly to stop illegal drug activity at the property in Avon Road, Cannock.

Did you know...

Using the powers of the anti-social behaviour Act, a Closure Notice was issued by the court. It means that no-one can enter the flat.

“

Belinda Wildey,

Assistant Tenancy Services Manager said:

The Housing Department work closely with our partners to combat illegal drug activity. By using the Closure Order, we have been able to stop the illegal activity. The Housing Department has recently obtained possession of this property through the Court. This will result in the eviction of the tenant.

”

Staffordshire Space Scheme

The Space scheme is funded and co-ordinated by the Staffordshire Commissioner's Office to provide an opportunity for Staffordshire Police and partners to engage with young people who may be going through a difficult time to help nurture, support and develop them.



By bringing together public, voluntary and private sector organisations Space can offer support to 8-17 year-olds to help increase their skills, improve their health and wellbeing and create opportunities, whilst also aiming to reduce levels of anti-social behaviour.

Did you know...

Hundreds of activities take place in the school summer holidays each year including raft building, swimming, gym sessions, survival skill training, wildlife experiences and kayaking. We hope you find an activity to enjoy!

More details can be found here:
<https://staffordshirespace.uk/>



Achieving Goalz and Dreams

Achieving Goalz and Dreams are offering a small jobs assistance scheme to residents across the District.

This is an opportunity for young people to give something back to their community. It will include things like painting fence panels, cutting grass for vulnerable people or the elderly who aren't currently on the Councils grass cutting scheme, planting flowers/bushes and small gardening jobs.



All queries to be made via email and Achieving Goalz will be in touch to determine if it falls within their remit. All enquiries will be on a first come first served basis.

For more information email:
Infoachievinggoalz@gmail.com



Off-road bikes

Staffordshire Police would like to ask for your help to deal with the problem of off-road and electric bikes.

Around this time of year we often see a spike in the use of motorbikes on private and public land. This causes damage and public nuisance and is also a danger to walkers and animals.

If you know someone who is committing these offences, or where any such bikes are kept, please contact us on:

Email: op.mollucca@staffordshire.police.uk

Anonymously via **Crimestoppers** on 0800 555 111 or crimestoppers-uk.org

Accommodation for Residential Care (ARC) Concessionary TV License

To qualify for an existing ARC concession, you must be:

Retired

You must be 60 years old or over. If you're in paid work, this must be for no more than 15 hours per week. You can only work for more than 15 hours per week if you've had an ARC Concessionary TV Licence since 31 March 2004.

Disabled

You must have substantially impaired sight, hearing or speech, a mental health condition or be substantially physically disabled by illness, any impairment present from birth or otherwise.

Living in an eligible accommodation

The Council's Independent Living (Sheltered) Schemes are eligible. However, speak to your Independent Living Officer for more details.

Did you know...

If neither you or your care home qualifies for an ARC licence but you do require a TV Licence for your room, flat or bungalow you can pay for your licence online today.

A standard TV Licence costs £169.50.

There may be instances where certain residents still qualify for a concession, but the scheme has lost its concession. Find out more: www.tvlicensing.co.uk/faqs/FAQ78

Tenancy Sustainment

The Housing Tenancy Sustainment Team are working closely with Partner Agencies to provide a tailored service to provide assistance to people with maintaining their tenancy.

Early support is provided at the pre-tenancy and post tenancy stages with any budgeting, financial and welfare advice, and in particular, vulnerable people with poor mental health who require additional support requirements with sign posting to other service providers.

Did you know...

The team are committed to working and building relationships with tenants who need support at the earliest possible time to prevent them from losing their home.

For more information contact the team by email: TenancySustainment@cannockchasedc.gov.uk



Tenant Satisfaction Measures

As a social housing provider, the Council must collect data on a new set of tenant satisfaction measures (TSMs). These are part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services.

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, letting tenants see how well their landlord is doing. And enabling tenants to hold their landlords to account
- Giving the Regulator insight into which landlords might need to improve things for their tenants

The TSMs are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

There are 22 satisfaction measures, including 12 tenant perception measures obtained via satisfaction survey and 10 management information measures collected by the service. These results are reported to the Regulator of Social Housing each year to measure and monitor the Council's performance.

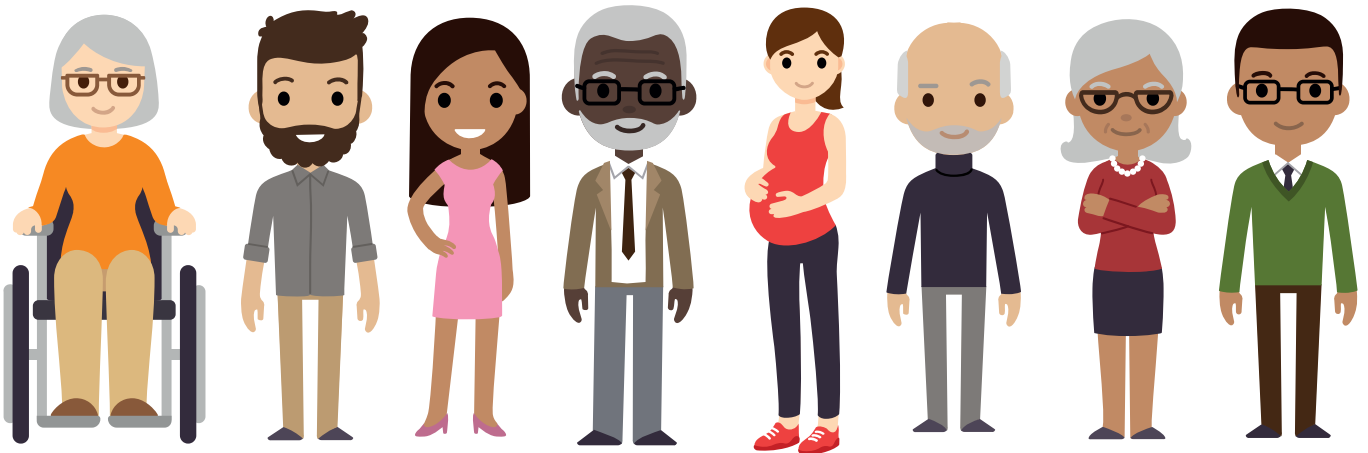
Housing Services carried out a general satisfaction survey for housing tenants and leaseholders last year. A third of tenants were randomly selected to take part in the survey conducted in late June/July 2023.



The TSM perception survey results provide information around tenants' perceptions of the Council's housing service delivery to support effective scrutiny by tenants of our performance in managing their homes and neighbourhoods.

The results of the survey are available on our website at www.cannockchasedc.gov.uk/tenantsatisfaction

More information on the Regulatory Standards and the Tenant Satisfaction Measures can be found here: www.gov.uk/government/organisations/regulator-of-social-housing and www.gov.uk/government/publications/transparency-influence-and-accountability-standard



Tenant Satisfaction Measures 2023/24

Management Information

7.15

Stage one complaints received per 1,000 homes during the reporting year.

1.39

Stage two complaints received per 1,000 homes during the reporting year.



83%

Proportion of Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 days)

86%

Proportion of Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (20 days)

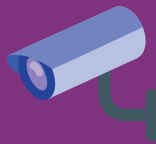


9.94

Number of ASB cases opened per 1,000 homes by or on behalf of the registered provider during the reporting year.

0.79

of which involve hate incidents.

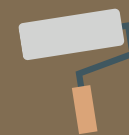


100%

Emergency repairs completed within provider timescales

82%

non-emergency repairs completed within provider timescales



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out.



100%

Proportion of homes for which all required legionella risk assessments have been carried out.



100%

Proportion of homes for which all required gas safety checks have been carried out.



100%

Proportion of homes for which all required fire risk assessments have been carried out.



* Once these are reported to the Regulator more details will be on our webpage at: www.cannockchasedc.gov.uk/tenantsatisfaction



Allocations Policy

On 28 March 2024, after we consulted with applicants, partner agencies, elected members and the public, the Council's Cabinet approved a new allocations policy, which sets out a more comprehensive way in which homes will be allocated in a fair and transparent way by the Council.

The new policy is being implemented in stages, so that we can support applicants and provide them with clearer information about what we do and what this means for them when they apply. This includes, for example, a new allocations surgery at Rugeley Church Community Centre, which is now up and running, in addition to the drop in service we have at the Civic Centre in Cannock and more 'easy to read' information for applicants which is currently being developed.

Please note that anyone with an emergency housing need or who is threatened with homelessness should contact our **Housing Options Team** for advice, call **01543 462621** or email **HousingOptionsCCDC@cannockchasedc.gov.uk**.



More information about the policy, how allocations work and about the service improvements we are making can be found on our website at www.cannockchasedc.gov.uk/allocations. This will be regularly updated throughout this year.

You can contact the **Allocations Team** on **01543 462621** or email **allocations@cannockchasedc.gov.uk**



Annual Estate Inspections

A "traffic light" rating system has been introduced for Housing's new 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 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.

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

The Inspection programme will involve Housing staff and partners working together, walking the streets of the estate to identify problems and finding solutions to resolve them.

For further information please email the **Neighbourhoods Team** at **EMTeam@cannockchasedc.gov.uk**



This will be a regular feature in our newsletter, our Annual Report to Tenants and on our website. We want to show that we are listening to you and how we have implemented action or change as a result.

You said...

“I need assistance with raising issues about my property because I have disabilities”
- **Mr S, Norton Canes**

We did...

We contacted the tenant by telephone as requested and assured him that any issues will be dealt with in a way that is suitable for him and his needs. The tenant was very grateful and submitted a compliment for the team members involved.

You said...

“We have issues with our windows and condensation in our property” - **Mr P, Cannock**

We did...

We conducted a damp and condensation inspection throughout the property. We then bio-checked any affected areas and renewed the hinges on the bathroom window. We also arranged to insulate the loft where required as some areas were bare and inadequate.

You said...

“I have a list of outstanding jobs. Work was signed off that was not complete or to standard.”
- **Ms S, Rugeley**

We did...

We held further meetings with Senior Management Team to address the performance and service levels required for the customer. We made changes in the Team to eradicate any poor performance.

You said...

“We have an ongoing issue with the toilet, it is constantly in disrepair and it keeps causing damage. Visited on more than one occasion with no final resolution.”
- **Mrs D, Rugeley**

We did...

We have communicated to Operatives that there needs to be more focus on the resolution of repairs and exploring the root causes. This will help to avoid issues escalating and causing further damage.

You said...

“Worker turned up with no notice given.” - **Mr J, Norton Canes**

We did...

We now ensure that all tenants receive a text message notification prior to their appointment. The message gives confirmation of the appointment date and time, and an option to re-arrange the appointment if inconvenient.

Summer
is here!

Let's try and prevent mould, damp and condensation within our homes

Mould, damp, and condensation can become a problem. Damp is often caused by condensation forming on cold surfaces. There are lots of things you can do to reduce condensation.

These include:

- ✓ Cover boiling pans and turn kettles off after use
- ✓ Avoid portable gas heaters as these add moisture to the air in the dwelling
- ✓ Vent tumble dryers using correct vent kits
- ✓ Avoid drying clothes on radiators/heaters
- ✓ Dry washing outdoors or in the bathroom with the door closed, window open




Keep in touch...

Cannock Chase Council, Civic Centre, Becroft Road,

Cannock, Staffordshire WS11 1BG

tel 01543 462621 | www.cannockchasedc.gov.uk

 Search for 'Cannock Chase Life'  @CannockChaseDC  @CannockChaseDC

