

# Your Tenants' Handbook

Incorporating The Wrekin Housing Group Tenants' Charter

## **This handbook sets out:**

- The main responsibilities of the Group.
- Your responsibilities as a tenant and what we expect of you
- Important safety information.
- A summary of the standards of service you can expect.
- Ways that you can get more involved with the Group.
- The Wrekin Tenants' Charter.

**IMPORTANT:** In the event of fire you must follow the procedure detailed on page 11 of this handbook.

## **You and all other occupants must:**

- **Know what to do in a fire - it's important that you read the fire safety instructions displayed in your building, the fire safety leaflet for your scheme and the information on page 11.**
- **Be able to respond to a fire/smoke alarm and follow the fire procedure for your scheme.**

The Wrekin  
Tenants' Charter  
is on page 26

Retirement living, ShireLiving  
and supported housing

# Welcome to your new home

## Thank you for choosing The Wrekin Housing Group as your landlord

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This handbook gives you important information you will need to make a success of your tenancy with us. It sets out what we will do as your landlord and what we expect from you as our tenant. It also contains our Wrekin Tenants' Charter, our commitments to you, along with our Service Standards and advice on keeping you and your home safe while you are with us.

Further information can be found in our online tenants' handbook at [wrekin.com](http://wrekin.com). A copy of this agreement will also be placed in your Customer Portal on our website.

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# Accepting your new home

## What we do

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### **We will provide you with:**

- An offer letter detailing your rent and service charges, and any additional charges.
- An appointment to view the property with you, and all occupants that will live at the property, at a convenient time.
- A copy of your tenancy agreement.
- Registration to our online Customer Portal.
- The property's Energy Performance and Gas Safety Certificate.
- Details of your utility suppliers (if applicable).
- Information about health and safety repairs.
- Details of services provided if you live in flats (such as cleaning, grounds maintenance and landscaping).

### **We will also let you know about:**

- Our moving in services.
- Home contents insurance.
- Ways to become an involved resident.
- Care and support, as well as community alarms and assistive technology.

### **If you are moving to an apartment or flat we will let you know about:**

- Fire safety within your block/scheme, see pages 11-13.
- Other communal services such as cleaning and inspections.

### **If you are moving into a new development, we will provide you with:**

- Instructions and manuals to help you maintain your new home.
- In some cases a supplemental tenancy agreement which may have specific terms relating to your property.

## What we expect from you

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- Attend all pre-arranged appointments.
- Read your offer letter, draft tenancy agreement and information about moving into your new home.
- Make sure all occupants are able to be alerted by the smoke/fire alarm.
- Make sure the property you accept is suitable for you and your family's needs and you are able to follow the fire safety procedure.
- Maintain any gardens, hedges and trees that are your responsibility. Because of this, please ensure you don't take on more that you can handle.
- Meet with us to collect the keys and sign your tenancy agreement when we let you know the property is ready.
- Update Housing Benefit, Universal Credit and Council Tax agencies with your new tenancy details.
- Register with your new utility suppliers and provide meter readings where required to do so.
- Pay your rent and additional charges in advance by Direct Debit.
- If you have gas central heating, you will need to arrange an appointment so we can test the system and show you how to use it as soon as you move in.

## The Customer Portal

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The Customer Portal is your personal area of our website wrekin.com. The log in and password you used to register for a home will become your log in and password for the Customer Portal.

If you do not have a log in call us on **01952 217100**.

# Your tenancy agreement

## What we do

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- The Group now offers a 12 month starter introductory tenancy, followed by either a two or five year fixed term tenancy as standard. We also have tenants with previous tenancy types.
- We will comply with all requirements and responsibilities within the tenancy agreement.
- We will offer advice and support throughout your tenancy to help you sustain it.
- We will tell you if you are in breach of your tenancy agreement and will give you the chance to put it right.
- If you breach the conditions of your tenancy and don't put it right when we ask you to, we may take you to court to ask a judge to make you comply with your tenancy conditions. You will be charged the cost of this.
- If you do not resolve the breach of your tenancy, you may lose your home.
- We will allow you to transfer your tenancy through mutual exchange or direct transfer to another Group property, as long as you meet our transfer criteria.

## What we expect from you

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- Keep your tenancy agreement in a safe place. It is an important document.
- Read your tenancy agreement and make sure you understand what you have agreed to.
- Comply with all the conditions contained in it.
- Let us know if there is anything you don't understand, so that we can explain it to you.
- Notify us if there is a change to your circumstances that may affect your ability to be alerted by the smoke/fire alarm and vacate the building safely in the event of a fire.
- Keep us informed of anything that might affect your tenancy agreement, for example if someone moves in with you.
- Be a good neighbour.
- Live in the property as your main home.
- Not to totally sub-let the property.
- Give us four weeks' notice if you intend to end the tenancy.
- Remove all your belongings from the property, clear any rent balances and return all keys to us before you leave.

## Service standards

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- We will provide you with a copy of your tenancy agreement when you start your tenancy and, should you lose it, provide you with a copy on request.
- We will not change your tenancy agreement without your written consent.
- We will keep our tenants' handbook up to date and regularly inform you of how you can get involved.

# Rent setting and payment

## What we do

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- We will set rent and any service charges once a year, complying with government guidelines, usually in April. We will write to tell you at least one calendar month before your rent changes.
- We will make it as easy as possible for you to pay your rent.
- If you are on a low income, or are struggling with your finances, we can refer you to our free advice service to help access benefits and manage household bills or debts.
- If you miss any payments we will let you know quickly, to prevent you from getting into more debt.
- If you get into debt we will work with you to make an affordable payment plan. If you do not keep to the payment plan, we will apply to the courts for the repossession of your home. This may result in you losing your home.
- We will provide rent statements on request and make them available in the Customer Portal on our website at wrekin.com.

## What we expect from you

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- Pay your rent and service charge and any debts when they are due (in advance) as per your tenancy agreement.
- Agree a payment frequency for your Direct Debit with your Housing Executive and maintain it.
- Let us know straight away if you are having difficulties paying your rent and charges.
- Let your Local Authority Housing Benefit team, or the Department of Work and Pensions know if your circumstances change as well as telling us.
- Be responsible for your own Housing Benefit or Universal Credit claim.

## You can pay your rent by the following methods

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- Direct Debit on any day, weekly or monthly. Direct Debit is our customers' preferred method of payment.
- Bank Standing Orders.
- Online via our website using our Customer Portal, or through the Allpay mobile app.
- Over the phone by calling our payment line on 01952 217111.
- With an Easy Pay rent card.
- With a direct payment of your Housing Benefit or Universal Credit to us.
- Using your debit card in our local access points or in your home via our website or payments line.

## Service standards

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- If you miss any payments we will let you know quickly, to prevent you from getting into more debt. We will then work with you to make an affordable payment plan.
- We offer a free Money Matters advice service to help you manage household bills or debts and access benefits.
- We will repay any agreed credit within 20 working days of agreeing the credit.
- We will identify those who are vulnerable and offer them on-going support either through our Tenancy Support team or other agencies.

# Money advice

## What we offer

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- **Welfare benefits advice**  
We can offer expert advice on the whole range of welfare benefits and help to claim all that you are entitled to.
- **Budget and bill payment advice**  
Our specialist teams can help you deal with money worries, by offering advice on managing your budget.
- **Advice on affordable utilities**  
We offer advice and guidance to help you manage your gas, electric and other utility payments.
- **Access to low cost loans and saving schemes**  
We can guide you on ethical, affordable credit and secure saving options, in partnership with local Credit Unions.
- **Home Contents Insurance**  
We offer an affordable and comprehensive Home Contents Insurance scheme, exclusively for Wrekin Housing Group tenants.
- **Benefit notifications**  
We will contact tenants quickly regarding any problems or changes to Housing Benefit or direct payments of Universal Credit that we have been informed of.
- **Debt advice**  
We can provide free, regulated, impartial and confidential debt advice, helping you to gain control of your finances and manage your debt problems.

## What we expect from you

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- Pay your rent in advance and on time.
- If you are struggling to pay your rent, tell us as soon as you can. The sooner we know, the quicker we can help.
- Let your Local Authority Housing Benefit team, or the Department of Work and Pensions know if your circumstances change as well as telling us.
- Be responsible for your own Housing Benefit or Universal Credit claim.
- Supply all supporting paperwork that is asked for as quickly as you can.

## Service standards

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- We offer a free Money Matters advice service to help you manage household bills or debts, and access benefits.
- We will identify those who are vulnerable and offer them on-going support either through our Tenancy Support team or other agencies.
- If you miss any payments we will let you know quickly, to prevent you from getting into more debt. We will then work with you to make an affordable payment plan.

For more information about benefits, please call our general enquiries number on **01952 217100**.

# Housing with support

## What we do

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- Provide an intensive housing management service to all tenants in retirement living, ShireLiving and supported housing schemes. This includes a home visiting service, an out of hours emergency service and a community alarm.
- Provide access to communal facilities – more information is available on request.
- Support the organisation of social events.
- Provide further tenancy support if you need it.
- Provide adaptations to your home should you need them.
- Assess your needs on a regular basis.
- Allow you to keep a recognised assistance dog, with our written permission.

### **Additional support services (chargeable)**

- Personal care assessed according to your needs.
- Domestic help, such as cleaning, shopping or ironing.
- Home improvements, gardening, furniture assembly, erecting shelves etc.
- Social or holiday activities, such as trips and social events.

## What we expect from you

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- Let us know if you need support.
- Tell us know if your health or circumstances change.
- Be a good neighbour.
- Not to misuse your emergency alarm system.
- Let us know the contact details of your next of kin for emergency purposes.
- Not to keep any pets in the property without our permission.

### **Additional way you can get involved**

- Attend social events, either at your scheme or organised elsewhere by your scheme.
- Attend any tenant meetings at your scheme or other Group local access points.
- Organise your own events, or share your hobbies or skills.
- Talk to your neighbours.

## Service standards

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- We will treat you with fairness and respect.
- We will identify those who are vulnerable and offer them on-going support either through Tenancy Support or other agencies.
- We will make it as easy as possible for you to access our services:
  1. In person, through a range of customer access points or personal visits to your home.
  2. By telephone, through our contact centre between 8am and 7pm, 7 days a week or an out of hours emergency call line.
  3. Digitally, through an interactive website and an app you can use on your mobile phone.

For more information about benefits, please call our general enquiries number on **01952 217100**.

# Responsive repairs to report a repair call 01952 217217

## What we do

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- We will keep the exterior and interior structure of the property in good condition.
- We will also repair the interior fixtures and fittings and communal areas around your home that we are responsible for.
- We will keep any gas and electrical systems safe.
- We will make sure you have heating and hot water, even if your system breaks down.
- We will abide by our code of conduct for employees working in your home.

## What we expect from you

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- Look after your home.
- Tell us if something needs repairing.
- Tell us when something needs repairing on the day you will be at home.
- Be home when you've arranged for us to attend.
- Allow us access to carry out work.
- Make sure the area is clean and safe to work in.
- Keep children away from the work area.
- Be respectful and polite to our staff.
- Repair the things that are your responsibility. This is outlined further in your tenancy agreement.
- Pay for any work we have to carry out through damage you caused, whether by accident, neglect or deliberate acts.
- Pay your rent in line with your payment plan. Failure to do so could impact on this service.
- Maintain fencing. Fencing is the responsibility of the tenant unless it borders on to a public right of way or is part of a communal area.

## Service standards

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- We will aim to complete responsive repairs on the same day they are reported or by any other appointment or timescale that has been agreed with you.
- We aim to get repairs right first time and use your views on whether we achieve this to measure and report on our performance.
- We will carry out periodic inspections at agreed intervals of communal parts of our properties to make sure they are hazard free, acting on any findings, where possible, on the same day.
- We provide an out of hours emergency service for any housing related emergency, in addition to our emergency repairs service.
- If heating and hot water systems fail and we can't repair them the same day, we will offer you temporary heating and hot water appliances.
- We will use enforcement action to gain access to carry out safety work if you do not give us timely access.
- We will attend a gas call out within two hours and aim to fix the problem on the first call.

## Additional ways you can get involved

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- Become a member of the Tenant Repair Group.



# Major works and other repairs

## What we do

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- If the major components of your property (such as kitchens, bathrooms, central heating, windows, doors, roofs and wiring) are no longer fit for purpose due to their age, or are no longer economical to repair, we will replace them.
- We will offer you some choice in what is replaced, where it is reasonable to do so.
- We will carry out maintenance to the exterior of buildings on a seven year cyclical basis.
- We will carry out major repairs and replacement work by appointment with you.
- We will leave the work area clean and tidy when we have finished the work.
- Our workforce and contractors will respect you and your property when they are working in your home.

## What we expect from you

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- Look after your home.
- Tell us if you think something needs repairing or replacing.
- Agree an appointment for us to visit your home to assess the work we will need to carry out.
- Continue to give us access to carry out the work for as long as it takes to complete.
- Empty cupboards or units ready for us to replace them.
- Make sure the area is clean and safe to work in.
- Keep children away from the work area.
- Be respectful and polite to our staff.
- Keep a clear rent account. Failure to do so will impact on your ability to access these improvements.

## Service standards

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- We will improve homes to a higher level than that set out in the government's Decent Homes Standard or an equivalent standard.
- We will monitor satisfaction standards and involve customers if they fall below a tenant agreed standard.

To report a repair, please call **01952 217217**.

## Adaptations

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If you or your family member are struggling due to physical and / or sensory disabilities we will consider adapting your home to meet your needs.

We may work with a range of agencies to assess your needs for more complex adaptations and some minor adaptations.

We will carry out most agreed minor adaptations quickly, usually through our same day repair service, once agreed. Major repairs are more complex and will take longer.

For more information on our adaptations service visit our website [wrekin.com/Pages/Care/adaptations](http://wrekin.com/Pages/Care/adaptations).

To contact us about adaptations you can call **01952 217128**, email [adaptations@wrekin.com](mailto:adaptations@wrekin.com) or write to: **Adaptations Team, The Wrekin Housing Group, Colliers Way, Old Park, Telford, TF3 4AW**.

# Making your own improvements to your home

## What we do

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- We will let you improve your home if you wish to do so, but you must get our permission first. Some permission will be granted with conditions attached.
- We will provide you with guidance on any conditions attached to making improvements.
- Permission may be asked for in writing or over the phone. In many cases we will give you verbal permission when you call.
- For more complicated work involving gas, electrics or interior/exterior structural alterations we will provide you with application forms and the conditions you must meet. These can be found on our website [wrekin.com](http://wrekin.com), along with more information about improving your home.
- Wherever possible we will leave the improvement in the property for the next tenant.
- We will not unreasonably withhold permission.

## What we expect from you

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- Ask us for permission before you make any improvements to your home. You should do this when you are ready to make the improvement.
- Carry improvements out at your own cost.
- Be responsible for all future repairs and maintenance to any improvements you make to your home.
- Make sure the improvements are carried out by a competent person.
- If you are making gas or electrical improvements you must provide us with safety certificates from your contractors, when the works have been completed. If you do not, we will carry out the safety check and recharge you for doing so.
- Make sure improvements comply with any building or planning regulations.
- If you cause damage to the property, to put it right at your own cost.
- If you leave, and we ask you to, remove the improvement and return the property to its original condition.

## Improvements we will not give permission for

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**There are certain things that, for health and safety or other reasons, we will not give permission for:**

- Installation of wood burning stoves.
- Caravan storage.
- Laminate flooring of any type in flats above ground level or glued laminate flooring in any property.
- Garden ponds.
- Any other improvement prohibited by planning or building regulations or the terms of your tenancy agreement.

## Service standards

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- We will respond to your application for permission to carry out improvements within 10 working days of receiving it.

For more information about applying to make your own improvements to your home visit our website: [wrekin.com/Pages/Handbook-Home-Improvements/improvements-to-your-home](http://wrekin.com/Pages/Handbook-Home-Improvements/improvements-to-your-home).

# Safety in your home

## Fire safety - living in your apartment or flat

Being aware of fire safety is vital, regardless of the type of property you live in. If you live in an apartment or flat, with shared communal areas, staircases, with or without a lift, we will have placed specific fire safety information and signage within the communal areas.

Make sure you read and understand this information and signage. There may be more information about your premises in your account on the Customer Portal which is accessible through our website [wrekin.com](http://wrekin.com) or through the Wrekin app.

Alternatively if you have any concerns about fire safety in your apartment, flat or in any of the communal facilities, please discuss them with a member of staff or alternatively call 01952 217100.

### What to do if you discover a fire in your home



#### Leave the room where the fire is and close the door.

- Do not stay behind to put the fire out.
- Tell everyone in your flat to leave and close the door behind you when everyone has left.



#### Leave the building using the staircase if there is one.

- If there is a lift – do not use it.
- Go to the fire assembly point away from the building.



#### Once you are safe – call the Fire and Rescue Service

- Please do not leave the area until you have been accounted for.

### If you live in a building with apartments, what to do if you hear a fire alarm or you are made aware of a fire elsewhere in the building

- ▶ **Your premises has a STAY PUT policy for the apartments and flats.** If you are not directly affected by the fire then STAY PUT in your apartment or flat with the front door closed and contact the Fire and Rescue Service. Remain in your flat until you have been told to leave by the Fire and Rescue Service or by a member of staff.
- ▶ **If the fire is in a communal part of the building,** everyone in these areas should make their way out of the building safely and go to the fire assembly point. You should dial 999 to contact the Fire and Rescue Service.
- ▶ **Please do not leave the area until you have been accounted for.**
- ▶ **If smoke or heat affects your home leave immediately if it is safe to do so.**

# Safety in your home

## Fire safety

### What we do to keep you safe

- Install wired-in smoke alarms as part of our rewiring programme.
- Undertake fire risk assessments in communal areas.

### What you can do to keep your home safe

- Make sure that you and those who live with you know what to do if a fire breaks out by reading the fire safety instructions displayed in your building and the information on page 11 of this handbook.
- Tell us if you don't think your alarms are working properly .
- Make a fire action plan so that everyone in your home knows how to escape if there is a fire.
- Keep the exits and routes in your home clear so that people can escape if there is a fire.
- Make sure that everyone in your home can easily find the keys for doors and windows.
- Never leave cooking unattended and take extra care when cooking with oil.
- Never leave lit candles unattended.
- Keep candles in secure holders on a surface that doesn't burn and away from materials that could burn.
- Make sure cigarettes are stubbed out properly and disposed of carefully, and never smoke in bed.
- Close doors at night.
- Don't overload electrical sockets, remember, one plug for one socket.
- Don't leave electrical appliances on standby. Always switch them off and unplug them when not in use.
- Do not use heaters with a flame (gas/paraffin) or element (electric bar fire). If portable heaters are used, oil filled radiators are considered the safest alternative.
- Do not store things in the gas and electricity meter cupboards.
- Make sure that your furniture is fire resistant with a fire resistant label.
- Exits, corridors, communal areas and hallways must be kept clear of any obstructions, this includes being clear of external door mats, storage of any items including personal storage cupboards, plants, decorations, bicycles, pushchairs, electric scooters or other personal equipment.
- Mobility scooters should be kept in the designated scooter room, if your scheme has one. They must not be left in the communal corridors or left charging unattended within apartments or flats.
- Do not to smoke in communal areas.
- Do not block access roads to the building.
- Do not add or replace any fittings to the door to your apartment or flat including locks, letter boxes, doorbells, handles of door numbers.

### Look out for and let a member of staff know if you notice ►

- Any obstructions or clutter in corridors, by exits or in communal areas, including prams, bicycles or mobility scooters.
- Any rubbish or recycling bins left in your communal areas.
- Any damage within your building, including damage to the fire doors, walls and windows.
- Any unauthorised work being carried out by contractors or tenants.

### Important information ►

You must tell us if you or a member of your family has a change in circumstances, which may affect you or their ability to evacuate or be alerted by the smoke/fire alarm.

**If you have a sensory impairment that prevents you from hearing the fire alarm, please let us know so that we can make alternative arrangements or install additional devices. You must advise your retirement living co-ordinator (RLC) or service manager of any change in your ability to self-evacuate so that a Personal Emergency Escape Plan (PEEP) can be carried out for you.**



# Safety in your home

## Fire doors

Fire doors help to keep you and your apartment or flat safe in the event of a fire.

### What we do to keep you safe

- Paint all external fire doors with fire retardant paint.
- Maintain all fire doors.

### What you can do to keep your home safe

- Never leave fire doors propped open.
- Do not add or replace any fittings to the door to your flat or apartment including locks, letter boxes, doorbells handles or door numbers.
- Never alter the door, never remove the self-closing device or drill the door or its frame.
- Never remove or replace the door or its frame.
- Do not add draft seals.

#### Look out for and let a member of staff know if you notice ►

- A fire door that has been damaged.
- A fire door that does not close properly.
- Broken glass in any fire doors.
- Fire doors that are being propped open, including in the communal areas.



## Balconies

The risk of fire on balconies increases when balconies are used for storage, smoking or barbecues. It's important you follow this guidance to prevent fire.

### What we do to keep you safe

- Undertake fire risk assessments on your building.
- Identify any balconies that are considered unsafe and not compliant with fire safety legislation.
- Advise you on what action you need to carry out to make your balcony safer.

### What you can do to keep your home safe

- Do not put screening on your balcony, it can increase fire spread on the outside of a building
- Do not use your balcony for storage.
- Do not smoke on your balcony.
- Do not light barbecues on your balcony.
- Do not store flammable or combustible materials on your balcony.

#### Look out for and let us know if you ►

- Want advice on the safe use of your balcony.
- Notice balconies with large quantities of storage on them.
- Witness other balconies being used in an unsafe manner, such as barbecues and fire pits etc.



If you have any concerns about fire safety, or need to report any problems with smoke alarms or fire doors call **01952 217100**.

# Safety in your home

## Gas and carbon monoxide safety

Carbon monoxide is produced when gas doesn't burn properly. Known as the silent killer as it has no colour, smell or taste. It kills at least 30 people in the UK each year.

### What we do to keep you safe

- Carry out a gas service and safety check at least once a year and provide you with the safety certificate.
- Maintain all gas systems within your home.
- We will attend a gas call out on the same day we are called and aim to fix the problem at that visit.
- **If you have a gas leak or gas fumes, you need to call the emergency gas provider on 0800 111 999.**

### What you can do to keep your home safe

- Always let us in to service your gas appliances every year. We're happy to arrange your appointment at a convenient time.
- Make sure your flue and any vents are always kept clear.
- Never cover a gas appliance.
- Never use a gas appliance if you think it is not working properly.
- Never block, cover or obstruct any fixed ventilation grills, air bricks or outside flues.
- Do not store items under your gas boiler.
- Always ask our permission before altering any gas fittings in your home.

#### Look out for and let us know if you notice ►

- Yellow or orange flames. Gas flames should always be blue.
- Soot or stains around the appliance.
- Pilot lights that frequently blow out.
- You're feeling tired, drowsy and generally unwell (headaches, chest or stomach pains or flu like symptoms) at home. These are symptoms of carbon monoxide poisoning.

### If you can smell gas or suspect carbon monoxide poisoning:

#### Do not ►

- Smoke cigarettes or battery operated vapes.
- Light any flames, such as candles or gas cookers.
- Turn any switches on or off, including light switches, as they produce a spark.
- Use phones inside the house, including mobile phones.

#### Do ►

- Open all windows and doors.
- Put out all sources of ignition and naked flames.
- Shut off the gas supply to your gas meter. If you are unsure how to do this our Gas Safe Engineers can show you next time they visit.
- Leave the building as soon as you can.



**Once you are safely away from the suspected gas leak or carbon monoxide, call:**

**0800 111 999**

**Then contact us on 01952 217217**

To report a gas, electric or other health and safety fault call **01952 217217** 24 hours a day.

# Safety in your home

## Electrical safety

Contact with live electricity can cause shock, burns and even death. There is also risk of fire if electric appliances are faulty.

### What we do to keep you safe

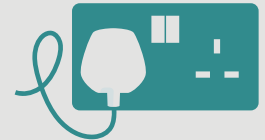
- Install wired-in smoke alarms as part of our rewiring programme.
- Test your fixed electrical installation every five years (and at every change of occupancy).
- Maintain your fixed electrical installation within your property. This does not include your own appliances used on the fixed installation.

### What you can do to keep your home safe

- Allow us access to carry out the electrical safety check.
- Don't overload sockets.
- Don't carry out any electrical work yourself.
- Be aware of cables in walls when carrying out DIY.
- Use an RCD safety device with all outdoor equipment and be aware where the power cable is at all times.
- Always ask our permission before altering any electric fittings in your home.

#### Look out for ►

- Switches or sockets that are loose or cracked.
- Damaged appliances and loose or frayed cables.
- Signs of overheating like dark marks around plugs.



To report a gas, electric or other health and safety fault please call **01952 217217** 24 hours a day.

## Asbestos safety

Widely used in many buildings including houses between 1900 and 1999. Asbestos materials are unlikely to cause any threat to your health, as long as it is undamaged. There is a risk to health if it's disturbed.

### What you can do to keep your home safe

- Unless you're sure the materials you're working on are asbestos free, always check with us.
- Don't work on or disturb any material that you don't know is asbestos free.
- If you have an asbestos survey which has identified materials containing asbestos those materials should not be broken, sanded, cut or drilled.

#### Look out for and let us know if you notice ►

- Any damaged materials that could contain asbestos, like textured coatings on ceilings or walls.

**To report any suspected asbestos please call 01952 217206.**





# Safety in your home

## Water safety

Legionnaires' disease, a severe form of pneumonia, can be caused by inhaling small droplets of water containing the bacteria. Certain conditions can increase the risk.

### What you can do to keep your home safe

- If a tap or shower hasn't been used for a while (after a holiday or over winter if outside) run it for five minutes to clear any built up bacteria.
- Clean scaled taps and shower heads on a regular basis.
- Disconnect hose pipes from external taps when they're not being used.

#### Look out for ►

- Excessive build-up of lime scale on taps and shower heads.
- Water being too hot or too cold.
- Damage to any part of your water system.

**If you have any concerns call us on 01952 217217. We do not charge for call outs.**



## Communal and home lifting equipment safety

It is important to ensure that lifts, home through floor lifts, stair lifts, hoists and other lifting equipment is correctly installed, maintained and operated to remove the risk of injury or death as a result of it being misused or becoming faulty or damaged.

### What we do to keep you safe

- Service, maintain and repair lifts, home through floor lifts, stair lifts, hoists and other lifting equipment.
- Carry out an independent thorough examination every 6 or 12 months to confirm the safety of lifts and other lifting equipment.
- Ensure that contractors carrying out the work are competent to do so.
- Provide a 24 hour emergency call service through our contact centre for communal lifts, in case of entrapment, to get you out as soon as possible.

### What you can do to keep your home safe

- Always let us in to your home to service lifting equipment and carry out an independent thorough examination. We're happy to arrange an appointment at a time that is convenient for you.
- Do not misuse or allow others to misuse lifts, home lifts and other lifting equipment.
- Do not carry out any work to lifting equipment yourself.
- Do not allow children to use lifting equipment.
- Always ask our permission before installing lifts or lifting equipment within your home.
- Do not overload the lift by exceeding the manufacturers guidance.

#### Look out for and let us know if you notice ►

- A lift or any other lifting equipment that is not working as expected, including levelling on landings, noises, lighting, voice systems, broken buttons etc.
- If you see any damaged or missing parts (which may be part of safety devices), DO NOT USE the lift and report it as an emergency repair.

**If you have any concerns or questions about lifts or home lifting equipment please call 01952 217217 24 hours a day.**



# Safety in your home

## Mobility scooters

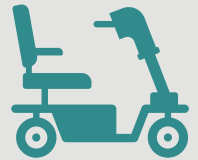
Mobility scooters pose a serious fire risk if incorrectly stored, or not charged in compliance with fire safety guidelines.

### What we do to keep you safe

- Where possible we will provide designated mobility scooter storage areas.
- We provide free annual electrical PAT testing for scooters stored and charged in designated electric scooter storage areas.

### What you can do to keep safe

- Insure your scooter for accidental damage and personal injury.
- Store your scooter in a designated mobility scooter storage area or in your own home.
- Ensure your scooter doesn't hinder your escape from your home in the event of a fire .
- Do not store or charge your scooter in communal corridors, hallways or other access routes to and from your home.
- Set your scooter to the lowest speed limit available when using it within communal grounds or residential buildings.
- Be prepared to repay the cost of any damage to buildings or grounds caused by the use of your scooter.



## General health and safety

### What we do to keep you safe

- Carry out weekly health & safety compliance testing for all retirement living and extra care communal areas. This includes fire alarm testing, fire drills, water testing, checking fire doors and all emergency lighting, checking kitchens and appliances, a visual check of the internal and external communal areas.
- Provide a 24/7 emergency alarm service.
- Carry out twice yearly fire safety exercises.
- Carry out regular well-being assessments and/or a Personal Emergency Evacuation Plan for each person living in one of our homes which keeps everyone up to date with any relevant information.
- Regularly test emergency pull cords and equipment in the home, to ensure they are in good working order. Any repairs required are logged and carried out in a timely manner.

To report a health and safety fault please call **01952 217217** 24 hours a day.

# Tenancy management

## What we do

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- Investigate any allegations of breaches of tenancy agreement quickly and fairly.
- Work with you to complete tasks agreed to resolve the breaches in tenancy conditions, or refer you to other agencies for extra support.
- Give you advice on how to maintain your tenancy through the tenants' handbook and other sources of information. All of which are on our website or can be requested in other formats.
- Offer a Tenancy Sustainment Service to help you to manage your tenancy.
- If there are serious breaches of your tenancy agreement and you do not co-operate with resolving them, we will take enforcement action in the courts. This may result in you losing your home.
- Take action against tenancy fraud.
- If we have reason to believe that you or the property is at immediate risk, we may gain entry to the property without your permission. This includes instances of flooding, gas leaks or a risk of fire.
- We will make sure that someone from the Group visits your property at least once a year.
- We will make sure that both you and the property are OK when we visit you, known as our Homecheck scheme. If we have any concerns we will arrange a further more detailed visit from your Housing Executive to support you to maintain your tenancy.
- We have signed up to the 'Take a Stand' pledge related to supporting victims of domestic abuse and will signpost tenants and residents to appropriate support and advice.

## What we expect from you

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- Comply with the terms of your tenancy agreement.
- Allow us access to your property with notice.
- Keep your home clean and tidy, and in good decorative order.
- Keep your garden well-maintained.
- Work with us to resolve any breaches of tenancy.
- Keep us informed of any changes in your circumstances.
- Be a good neighbour.
- Dispose of your rubbish and unwanted items appropriately.
- Make sure there are no fire hazards in the home, such as accumulations of items, and have good access and exit routes.
- To remove dogs or other pets, at our request, when visiting or doing any jobs at the property.

## Service standards

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- We will treat you with fairness and respect.
- We will identify those who are vulnerable and offer them on-going support either through Tenancy Support or other agencies.
- We will make it as easy as possible for you to access our services:
  1. In person, through a range of customer access points or personal visits to your home.
  2. By telephone, through our contact centre between 8am and 7pm, 7 days a week or an out of hours emergency call line.
  3. Digitally, through an interactive website and an app you can use on your mobile phone.

# Anti-social behaviour (ASB) and estate management

## What we do

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- Provide a variety of ways to report ASB.
- We will make initial contact with you within one working day of receiving the report.
- We will communicate effectively in all cases.
- We will keep your complaint confidential if you would like it to be, subject to any safeguarding requirements.
- Work with other partners to prevent and resolve ASB in our neighbourhoods.
- Offer a free mediation service to resolve a dispute.
- Use relevant powers to resolve ASB, where appropriate.
- We may have to limit the information we provide to you while managing an ASB case due to third party confidentiality and General Data Protection Rules.

## What we expect from you

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- Not to cause any nuisance or allow visitors to your home to cause nuisance.
- Not to use your home for any immoral or illegal purposes.
- Not to cause any ASB in or around your home.
- Not to engage in any ASB or criminal behaviour in or around your home.
- To take your own steps to resolve any ASB you experience if it is safe to do so.
- To keep us informed and provide evidence to support your ASB case.

## Service standards

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- We will treat you with fairness and respect.
- We will respond to ASB reports within one working day.
- We will fund a Community Support Officer in partnership with Telford and Wrekin Council Community Safety team, who will be designated to work on our estates in Telford.
- We will promote partnership working throughout the Group with partner agencies who work on our estates and may fund appropriate projects.
- We will provide a mediation service, free to our tenants and residents for ASB and other neighbour disputes.
- We will second a member of staff to the Telford Community Safety ASB team as a partnership approach to tackling ASB in our communities.

You can report ASB on the numbers below for your local area:

Telford ASB hotline: **01952 384384**

Shropshire ASB reporting line: **0345 678 9000**

Staffordshire ASB reporting line: **01785 619000**

You can also let us know by either calling our general enquiries number **01952 217100**, emailing **ASBreport@wrekin.com** or using the 'Log it' function on the Wrekin app on your smartphone.

If the ASB includes criminal behaviour you should report it to the Police or you can do so anonymously through Crime Stoppers by calling **0800 555 111**.

More guidance on ASB and living in flats can be found on our website: **wrekin.com/Section/Handbook-Antisocial-Behaviour**.

# Mutual exchange, assignment and succession

## What we do

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- Give you permission to swap your home and tenancy with another suitable social housing tenant, anywhere in the country, if you request it and meet certain conditions, including demonstrating a need for retirement housing or extra care housing and meet the allocations and letting policy criteria.
- Provide access to a home exchange service to help you find another property. This may be through our own local service or an external national service.
- If the necessary conditions don't apply and we refuse your exchange, we will let you know within 20 working days.
- If exchanging into a flat you must be able to be alerted by the smoke/fire alarm and vacate the premises safely unaided.
- Allow you to transfer your tenancy to someone else living in the property in certain circumstances. This is called assignment.
- Should a tenant die, allow a qualifying resident to take over the tenancy. This is called succession. We will do this only once and rules will apply, dependent on the type of tenancy.

Succession applies to the tenancy, not the property itself. If you will be under-occupying the property, it has adaptations that you do not need or is designated for older people and you are not an older person, you may have to move to another Group property more suitable to your needs.

## What we expect from you

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- Proof of ID and to provide us with ID for all of those moving in with you aged 18 and above.
- Ask our permission to mutually exchange before you do so.
- Tell us if you wish to assign your tenancy.
- Make sure your rent account is clear.
- Make sure the property and location is suitable for your needs and is in good condition.
- Leave your property clean and tidy.
- Take responsibility for the property you are moving to. You accept the property in the condition that you find it in.
- Tell us if a tenant dies.
- You may be asked to provide up to four weeks' rent in advance.

## Service standards

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- If you apply to do a mutual exchange we will inform you of our consent, or not, within 20 working days.

For more information, please call our general enquiries line **01952 217100** or visit our website: [wrekin.com/Section/Handbook-Housing-Management](http://wrekin.com/Section/Handbook-Housing-Management).

# Thinking of moving?

## What we do

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- If you are thinking of moving, or your home is no longer suitable, we will discuss your options with you and work with you to achieve the best outcome for you.
- Allow you to transfer your tenancy to another Group home when it becomes vacant, if you qualify.
- Let vacant homes according to our Allocations and Lettings Policy.
- Provide information on the qualification criteria and how to apply for a transfer to another Wrekin Housing Group home online, and other ways by request.
- Let our properties ensuring all necessary health and safety works are carried out, but also agree any additional work required with each individual customer.
- Prosecute any tenant who obtains a tenancy through the provision of false information or other fraudulent means.

## What we expect from you

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- To contact us once you start thinking of moving so that we can provide you with advice and assistance. You will need to meet the following transfer criteria.

### **To transfer to another property you must:**

- Have a clear rent account and be paying your rent in advance.
- Pay for any overlap of rent when transferring to a different property.
- Keep your property clean and tidy, and well-decorated.
- Keep your garden maintained.
- Not have current breaches of your tenancy.
- Allow the prospective new tenant to view your home before you leave.

### **If you are moving out of a Wrekin Housing Group home you must:**

- Pay all rent owed and any charges at the end of your tenancy.
- Return your keys to us prior to or at the end of the tenancy.
- Return the property to us empty of all belongings unless you have a written agreement to leave items for the ingoing tenant. You will be recharged for any items we have to remove.
- Leave the property in a clean, decorated condition.
- Maintain the garden up to the end of the tenancy.
- Provide us with your forwarding address.

## Service standards

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- If you tell us you are thinking of moving, we will give you an appointment with your Housing Executive.

To speak to us about moving, please contact your Housing Executive on **01952 217100**.  
For more information about the Allocations and Lettings Policy visit our website:  
[wrekinhousingtrust.org.uk/Find-a-Home/](http://wrekinhousingtrust.org.uk/Find-a-Home/).

# Advice for family, friends and carers

## Representatives

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**You can act on behalf of the tenant with the written consent of the tenant at any time, but particularly in these circumstances:**

- The tenant no longer has the capacity to deal with their own affairs and you have been:
  1. Granted Power of Attorney
  2. Appointed as their Appointee
  3. Appointed as their Deputy.
- You are the tenants' appointed Advocate (we will need a copy for our records).

As their Representative, we would ask you to keep us informed of any change in circumstances, especially any changes to their income, so that we can ensure they are receiving the right support and any help they need in relation to maintaining their tenancy.

## General

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- If the tenant dies or is not living in the home for any period of time, we expect you to make arrangements to care for any pets left at home by the tenant.
- In most of our retirement living and extra care schemes, guest suites are available for family members or friend to stay with the tenant for short periods of time. These must be booked in advance and are chargeable.

## End of tenancy

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**If the tenant has passed away, or can't deal with their own affairs and you are acting as their representative:**

- You can give us 2 weeks' notice if you would like to end the tenancy earlier than the required 28 days' notice.
- You can give us a longer period of notice if you wish, but you must pay the rental charge until the end of the notice period.
- If it is a joint tenancy, the surviving tenant may be able to succeed the tenancy.
- You must inform us if the tenant is moving into residential or nursing care, when they initially move in, even on a temporary basis, and when the move is made permanent.
- Please advise us if the tenant is admitted to hospital so that we can be involved in a plan for their discharge.
- Please advise us if you notice any deterioration in the tenant's health, mental health or wellbeing, so that we can provide them with the right support at the right time.

# Customer service

## What we do

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**We make it as easy as possible for you to access our services by providing the following:**

- A dedicated members of staff available during working hours.
- A range of easily accessible, local access points within our communities.
- Our Customer Contact Centre.
- An out of hours emergency service.
- An informative and interactive website.
- A Customer Portal, on our website, where you will be able to access information that relates to you and interact with us digitally, if that is your preference.
- Personal visits to your home.
- Newsletters.
- We make information available in a range of ways to suit your needs.
- We provide services that are available in person, by telephone and in some cases digitally.
- We do our best to give you a great customer service.
- We continually develop new ways of communicating with you or allowing you to access our services, to keep pace with modern ways of working. As these are developed we promote them on our website, through social media and other channels.

## What we expect from you

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- Be respectful and polite to our staff.
- Let us know if something goes wrong.
- Give us the opportunity to put it right.
- Notify us of changes in your contact details.
- Let us know if your circumstances change, especially those that could impact on safety in your home.
- Be in for arranged appointments.
- Comply with the conditions of your tenancy agreement.
- Not to be abusive or threatening to any member of staff or contractor working on our behalf.
- To register on our Customer Portal if you are not already registered. Information about how to register is on our website [wrekin.com](http://wrekin.com)

## Service standards

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- We will treat you with fairness and respect.
- We listen to what you tell us, and improve our services by learning from complaints and other feedback.
- We will ask you if you are happy with the overall standard of service and publish satisfaction levels on our website.
- We will publish key operational policies on our website.
- We aim to complete Subject Access Requests within one calendar month of an authorised request.
- We will keep you informed about things that affect you in a variety of ways that are easy to understand and meet your needs.
- We will develop a set of service standards for core operational services and will comply with these standards.
- We will agree a Wrekin Tenants' Charter, which contains our Together with Tenants Commitments. See pages 26 and 27.

For general enquiries, please call **01952 217100**. If you'd like to report a repair, call us on **01952 217217**. You can make a complaint by emailing [complaints@wrekin.com](mailto:complaints@wrekin.com), calling **01952 217100**, visiting any of our local access points or by writing to us.



# Complaints and compliments

If you would like to make a complaint or pass on a compliment you can do so in person at any of our local access points or by:

Email: [complaints@wrekin.com](mailto:complaints@wrekin.com)

Telephone: **01952 217100**

Write to: **Complaints, The Wrekin Housing Group, Colliers Way, Old Park, Telford, TF3 4AW**

More information about complaints and the Housing Ombudsman can be found on our website along with a copy of the Housing Ombudsman's Complaints Handling Code.

## What we do about complaints

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- **Informal complaint:** We will attempt to resolve all complaints or expressions of dissatisfaction, to the customer's satisfaction at the first point of contact.
- **Stage 1 formal complaint:** If we cannot resolve a complaint immediately or the customer is unhappy with the resolution initially offered or indicates that they wish to make a formal complaint then it will be logged on the complaints system. The relevant Service Manager will contact the customer within 24 hours and aim to resolve the complaint to the customer's satisfaction within five working days or if they can't let the customer know why and agree a new timescale.
- **Stage 2 Senior Manager review:** If the customer remains unhappy following stage 1 of the complaints process they can request a review of the complaint. A Senior Manager, who was not involved at stage 1, will review the complaint and try to find an acceptable resolution for the customer. We aim to complete the review within 10 working days where possible.
- **Stage 3 the complaints panel:** Should the complaint still not be reasonably resolved, customers can appeal to a review panel where an Executive Director, Customer Voice Panel member and a Head of Service will review the complaint and resolutions offered. A date for the panel review will be agreed with the customer who may attend in person. The panel will aim to hold the review meeting within 10 working days or at the date agreed with the customer and make a final decision within five working days of the review hearing. The complaints process will then end.
- **Housing Ombudsman:** If a customer remains unhappy following stage 3 they can appeal to the Ombudsman, but must do this within 6 months of the Groups complaint process ending. The Housing Ombudsman will not normally accept complaints that have not been through our complaints process. The Housing Ombudsman operates a 'Democratic Process' for referrals to them, the Wrekin Tenants' Panel is a Designated Tenants' Panel under the scheme, alternatively complainants can apply to the Housing Ombudsman eight weeks after their complaint has been closed. More details can be found on the Housing Ombudsman's website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

## What we do about compliments

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- We will pass compliments on to the individual involved with a copy to their manager. Compliments will also appear in our internal staff communications to give employees the recognition they deserve.

## Service standards

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- We will comply with the Housing Ombudsman's Complaints Handling Code.
- We will treat you with fairness and respect.
- We will provide a resolution focussed timely complaints service which deals with complaints fairly, aiming to give a full response within five working days or keep you informed if we can't.
- We will listen to what you tell us, and improve our services by learning from complaints and other feedback, and inform you of what has changed.



# Resident involvement

We have many ways you can get involved in influencing the services the Group provides.

## Task and finish groups

Task and finish scrutiny groups work together to improve services and ensure customer needs are met. Wrekin tenants are welcome to join any group that interests them.



## Tenant led groups

We're introducing a range of other tenant-led groups that help ensure all voices can be heard. Examples of these will include the Tenants Panel, Youth Forum and ShireLiving Group.



## Surveys

Surveys are a great way for those with busy lives to have their say. Survey responses really help inform our services and show us where we need to improve.



## Events

Our team is often out at community events, meeting customers and organising litter picks to help improve our neighbourhoods. Join us at these events and share your thoughts and ideas with us.



## ShireLiving and retirement living meetings

If you live in a retirement living or ShireLiving scheme you can get involved in your regular scheme meetings as well as all the other things listed on this page.



## Complain, compliment or comment

Tell us whether you're happy or not with our services.

 **01952 217100**

 **Complaints@wrekin.com**

To express an interest in any of these opportunities or for more information, please email: [getinvolved@wrekin.com](mailto:getinvolved@wrekin.com).

You can also stay informed by signing up to our mailing list.

## Volunteering

We support and encourage volunteering and have a number of opportunities for you to get involved in. We also offer work experience placements for those looking to gain skills and move into employment. Our opportunities are designed to add value to the community and our customers. We have various hours available to suit you and fit around your existing commitments. If you are interested in donating a few hours a week or developing new skills or growing in confidence, please get in touch by calling **01952 217326** or emailing [opportunities@wrekin.com](mailto:opportunities@wrekin.com).

## Service standards

- We will agree and maintain our Customer Engagement Framework which results in direct representation to the Board. These customers hold the Wrekin Housing Group to account.
- We will give you the appropriate level of support, mentoring you and training you if you wish to be involved in the work of the Group.
- We will keep our tenants' handbook up to date and regularly inform you of how you can get involved.

## Relationships

We will treat all tenants and residents with respect in all of their interactions. Our relationships with tenants and residents will be based on openness, honesty and transparency.

### Local service standards that we work to:

1. We will treat you with fairness and respect.
2. We will publish our key operational policies and key performance on our website and update it on a quarterly basis.
3. We will aim to complete Subject Access Requests within one calendar month of an authorised request.

## Communication

Tenants and residents will receive clear, accessible and timely information from us on the issues that matter to them, including important information about their homes and local community, how we are working to address problems, how we are run, and information about performance on key issues.

4. We will keep you informed about things that affect you in a variety of ways.
5. We will keep our Tenants' Handbook up to date, and regularly inform you of how you can get involved.
6. We will communicate with you in a way that's easy to understand and meets your needs – for example:
  - Large print or audio;
  - Use a translation service on our website;
  - Language Line for personal contact; or
  - Any other method that is needed and reasonable.

## Voice and influence

Views from tenants and residents will be sought and valued, and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by us on the issues that matter to them and can speak without fear.

7. We will listen to what you tell us, and improve our services by learning from complaints and other feedback, and inform you what has changed as a result.
8. We will ask you if you are happy with the overall standard of service we provide and publish satisfaction levels.
9. We will involve customer representatives in the specification, selection of contractors and monitoring of contracts relating to:
  - Services provided to blocks of flats, communal areas or retirement living/ShireLiving schemes including communal cleaning and grounds maintenance; and
  - Contracts for improvements to individual homes, such as new kitchens/bathrooms.
10. We will make it as easy as possible for you to become involved and have your voice heard, individually and collectively through an agreed menu of involvement.

## Accountability

Collectively, tenants and residents will work in partnership with us to independently scrutinise and hold us to account for the decisions that affect their homes and services and the quality of the homes and services we provide.

11. We will give you the appropriate level of support, mentoring and training you need, if you wish to be involved in the work of The Wrekin Housing Group.
12. We will agree and maintain our Customer Engagement Framework which results in direct representation by customers to the Board. These customers hold The Wrekin Housing Group to account.

## Quality

Tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

13. We will let our homes to applicants who are ready to move and hold a tenancy.
14. We will develop a set of service standards for core operational services and we will comply with these service standards.
15. We will improve homes to a higher level than that set out in the government's Decent Homes Standard or an equivalent standard.
16. We will aim to complete repairs on the same day they are reported or by an agreed appointment, unless we agree that the repair needed is an emergency situation and we will attend this within two hours.
17. We will aim to get repairs right first time and use your views on whether we achieve this to measure and report on performance.
18. We will involve customers in our re-let process, which includes an accompanied viewing. We will base our approach on an agreed re-let standard and allow customers to influence additional works to be carried out to the home.
19. We will carry out periodic inspections at agreed intervals of communal parts of our properties to make sure that they are hazard free, healthy and safe areas, acting on any findings where possible on the same day.
20. We will fund a Community Support Officer in partnership with the Telford and Wrekin Council Community Safety team, who will be designated to work on The Wrekin Housing Group's estates in Telford.
21. We will provide a mediation service, free to The Wrekin Housing Group tenants and residents for anti-social behaviour or neighbour disputes.
22. We will second a member of staff to the Telford Community Safety Anti-Social Behaviour (ASB) team as a partnership approach to tackling ASB in our neighbourhoods.

## When things go wrong

Tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

23. We will provide a complaints service that deals with complaints fairly and is focused on finding a resolution, aiming to give a full response within five working days or keeping you informed if we can't.
24. We will provide an out of hours emergency service for both repairs and housing related emergencies.
25. We will make it as easy as possible for you to access our services:
  - In person, through a range of local offices or personal visits to your home;
  - By telephone, through our contact centre between 8am - 8pm, 7 days a week or an out of hours emergency call line; and
  - Digitally, through an interactive website and an app that you can use on your mobile phone.
26. If you miss any payments we will let you know quickly, to prevent you from getting into more debt. We will then work with you to agree an affordable payment plan.
27. We will offer a free money advice service to help manage household bills or debts and access benefits.
28. We will identify those who are vulnerable and offer them on-going support either through our Tenancy Support team or other agencies.

## Frequently asked questions

### Why must you service my boiler and gas appliances?

As a landlord, it is our responsibility to ensure gas appliances in the homes we rent are safe. By law, we must check all Wrekin Housing Group gas appliances every year.

### What does a gas service check involve?

Our registered Gas Safe Engineers will need access to your home to clean and test all Group owned gas appliances. This usually takes between one to two hours, depending on the amount of gas appliances you have.

### How do I know it is a Wrekin Housing Group Gas Safe Engineer?

We will book an appointment time with you to carry out your gas service check, so you should be expecting us. All our engineers carry identification and, if you are at all unsure, they won't mind waiting while you call us.

### What happens if I refuse a gas service check?

Allowing us access to conduct gas service checks is part of your tenancy agreement, so you must let our engineers into your home. If you don't, we may have to take legal action. Please remember, this is for your safety. Why put yourself and others at risk?

### How do I book a gas service check?

We will normally contact you to arrange an appointment, but please get in touch if:

- You haven't had a gas service check within the last 12 months.
- You have had a gas meter installed (even if you have no gas appliances).
- You are worried about the safety of gas equipment.
- You are unsure if you need a gas service check.

### Who do I speak to about how to use my central heating system?

Contact us on **01952 217217** and we will arrange for a gas engineer to visit you.

### How do I get my gas and electricity supply connected?

If we have not told you who your supplier is you will need to ring **0870 608 1524** for Gas and **0845 603 0618** for Electric. You may need to show both the gas and electricity supplier proof that you are the new tenant, your tenancy agreement will be enough to prove this.

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### Do I need home contents insurance?

It's a good idea to get home contents insurance. The Wrekin Housing Group insures the structure of your home but the cover doesn't include what's inside it, such as your furniture and personal belongings. If something were to happen, replacing the contents of your home could be expensive. Having home contents insurance means your personal belongings are insured against events like fire, theft and flooding.

The Wrekin Housing Group work with the UK's largest insurer to offer home contents insurance that can be paid in weekly/fortnightly/monthly instalments. Unlike some policies, there are no excesses to pay in the event of a claim. You can apply on our website [wrekin.com/pages/home-contents-insurance](http://wrekin.com/pages/home-contents-insurance) or request a paper application by calling **01952 217100**.

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### Can I fit laminated flooring in my property?

- No. We ask that laminated flooring is not fitted in flats and apartments.

# Frequently asked questions

## Can I keep a pet in my home?

- If you live in a flat you must get our written permission to keep a pet.
- We will not unreasonably stop you from owning a small pet but will only give permission for a cat or a dog in a flat on certain conditions. It is our policy not to give permission to tenants in flats to keep a cat or a dog but requests that sit outside of this policy will be assessed on an individual case by case basis.
- **We will not grant permission if:**
  1. We are aware of any previous pet being removed due to ill health or cruelty.
  2. The pet is to be kept for breeding purposes.
  3. The pet is not a normal domestic pet, e.g a farm animal.
  4. The pet is listed in the Dangerous Dogs act 1991 or requires a license.
  5. The individual scheme has a no pets policy.

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## How can I stop condensation and mould?

Condensation occurs when the warm air in a room comes into contact with a cold surface, such as a window, mirror or wall, and turns into water droplets, which can then turn into mould. This does not mean your home is damp. We add moisture to the air all the time just by breathing, as well as from cooking, from drying clothes, and from our pets and house plants.

- Wipe water droplets from windows, sills and tiles on a regular basis.
- Don't dry laundry on radiators.
- Dry clothes outside or on a clothes airer in a cool well ventilated room.
- Make sure tumble dryers are vented correctly and even with a condensation dryer make sure the room is well ventilated.
- Keep lids on pans when cooking and ventilate the room while cooking.
- Whilst cooking or bathing, close doors to other rooms.
- If you have an extractor in the kitchen or bathroom, use it.
- If you have window vents keep them open.
- Do not block or seal off any window vents.
- If it's not damp outside open the windows.
- When running a bath, start with cold water first.
- After a bath or shower ventilate the room to the outside not to the rest of the home.
- Hang wet coats outside of your main living area.
- Use a dehumidifier.
- Don't place furniture against an outside wall.
- We advise tenants not to use steam strippers when decorating as they can damage plaster. We may charge you for any damage as a result.

If after following these guidelines you are still getting a build-up of condensation in your home, contact us and we may be able to help you to find an answer to the problem.

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## What is the Customer Portal?

The Customer Portal is your personal area of our website, where you can see your information, pay your rent online and self-serve a growing number of services. We will be continually developing the interactivity of this area. If you need help to log in call our contact centre on **01952 217100** or email [enquiries@wrekin.com](mailto:enquiries@wrekin.com).

# Useful telephone numbers

## Telford

Council general enquires..... **01952 380000**  
Housing Benefits.....**01952 383838**  
Council Tax.....**01952 383838**  
Citizens Advice Bureau.....**01952 459268**  
Safeguarding team.....**01952 385385**

## Shropshire

Council general enquires..... **0345 678 9000**  
Housing Benefits.....**0345 678 9002**  
Council Tax.....**0345 678 9002**  
Citizens Advice Bureau.....**0344 499 1100**  
Reviive Shrewsbury.....**01743 588458**  
Reviive Oswestry.....**01691 679817**  
Rockspring Community Centre  
Ludlow Furniture Scheme..... **01584 874922**

## Stafford

Council general enquires..... **01785 619000**  
Housing Benefits.....**01785 619478**  
Council Tax.....**01785 619279**  
Citizen Advice Bureau.....**03444 111 444**

## Cannock

Council general enquires..... **01543 462621**  
Housing Benefits.....**01543 464292**  
Council Tax.....**01543 464285**  
Citizen Advice.....**03444 111 444**

## Lichfield

Council general enquires..... **01543 308000**  
Housing Benefits.....**01543 308900**  
Council Tax.....**01543 308900**  
Citizen Advice Bureau.....**03444 111 444**

## Staffordshire Moorlands

Council general enquires..... **0345 605 3010**  
Housing Benefits.....**0345 605 3010**  
Council Tax.....**0345 605 3016**  
Citizen Advice Bureau.....**03444 111 444**

## Newcastle-under-Lyme

Council general enquires..... **01782 717717**  
Housing Benefits.....**01782 715500**  
Council Tax.....**0345 234 9977**  
Citizen Advice Bureau.....**03444 111 444**

## Wolverhampton

Council general enquires..... **01902 551155**  
Housing Benefits.....**01902 551166**  
Council Tax.....**0800 180 4464**  
Citizen Advice.....**03444 111 444**

To find out who supplies electricity  
to your home.....**0845 603 0618**

To find out who supplies gas  
to your home..... **0870 608 1524**

To find out who supplies gas to  
your home if you live in Cheshire... **0845 270 9101**

TRANSCO (gas leaks)..... **0800 111 999**

Quantam gas meter enquiries.....**0845 600 0055**  
(48 hrs to reset meter)

New gas meter enquiries..... **0845 955 5510**

New gas meter card enquiries..... **0845 766 0111**

British Gas.....**0800 048 0202**

Swalec Gas..... **0800 052 0567**

npower.....**0845 714 5146**

Powergen..... **0845 519 1523**

Scottish Power..... **0845 270 0700**

Southern Electric.....**0845 758 5401**

Severn Trent water..... **0845 750 0500**

West Mercier police.....**0300 333 3000**



如果你不明白這份文件的內容, 請致電 01952 217100 求助。

W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100.

اگر آپ کو اس خبر نامے کا ترجمہ اردو میں درکار ہو تو ہر اے مہر مانی اسپے کسی ایسے دوست سے ہمیں 01952 217100 پر رابطہ کرنے کو کہئے جو انگریزی بولتا ہو۔ ہم آپ کیلئے ترجمے کا انتظام کریں گے۔

ਜੇ ਤੁਸੀਂ ਇਹ ਖ਼ਬਰਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 01952 217100 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸ ਦਿਓ ਜਾਂ ਆਪਣੇ ਕਿਸੇ ਮਿੱਤਰ/ਸਹੇਲੀ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਗੱਲ ਕਰ ਸਕੇ।

## Privacy notice

The Wrekin Housing Group is committed to ensuring that your privacy is protected. We will process any personal information we have about you in accordance with the terms of the General Data Protection Regulations 2016. Our full privacy notice can be found on our website [wrekin.com](http://wrekin.com)