

# Residents Magazine



**Launch event at  
Chase Leisure Centre,  
Cannock**

pg 4-5

**FREE  
EVENT**

## Inside...

**Keeping our communities safe**  
pg 8-9

**New park developments  
continue across the District**  
pg 10-11

**Keeping the streets of Cannock Chase clean**  
pg 12-13

**Local elections this May will be different**  
pg 18-19

**Plus more inside >**



Front cover image:  
© Christina Guitan 2024

## In this issue...

3	Foreword from the Leader of Cannock Chase Council
4 - 5	Just imagine a better District and a better world...
6	Wanna be cool? Bag it and bin it, that's the rule!
7	Last chance to comment on the Local Plan
8 - 9	Keeping our communities safe
10 - 11	New park developments continue across the District
12 - 13	Keeping the streets of Cannock Chase clean
14	The Great British Spring Clean
15	Getting out and about in Cannock Chase
16	Helping you on your way to wellbeing with Cannock Chase Can
17	Let's halve food waste by 2030
18 - 19	Local elections this May will be different
20	Tackling irresponsible dog ownership
21	Introducing Sure Maintenance, our new heating system contractor

# Foreword

## from the Leader of Cannock Chase Council

One of the abiding features of our District is its strong sense of community, where people will look out for one another and have pride living in our towns and villages that make up Cannock Chase.

This doesn't surprise me as someone living, growing up and then working for a time in our coal mining industry. As we know, coal mining communities were renowned for supporting one another, in both good times and bad times.



Our vibrant voluntary sector and the range of activities and groups available to get involved in, continue to mark out Cannock Chase as a place where community matters, whether that is support given to those in need such as through local foodbanks, or clubs and societies to socialise with and enjoy time spent together.

As the Leader of the Council, I am particularly keen that we support the most vulnerable in our community and do all in our power to tackle deprivation. It is something I want to become a growing feature of the Council's work, supported by a strong local economy with opportunities for people to gain skills and secure the jobs of the future.

In this edition of Chase Matters we turn the spotlight on the community and how the Council delivers services to our residents in this area of our work. 'The Community' is one of four priorities in our Corporate Plan for 2022-26, sitting alongside 'Economic Prosperity', 'Health & Wellbeing', and 'Responsible Council'.

The Council's 'The Community' priority seeks to 'ensure Cannock Chase is a place that residents are proud to call home'. There are currently 18 actions being pursued in this priority across the following areas:

- Ensure our neighbourhoods are safe, clean, and tidy;
- Maintain our local parks and green spaces;
- Encourage residents to live a sustainable lifestyle;
- Improve the housing offer across the District;
- Ensure our communities are well designed, accessible, and have inclusive environments; and
- Support and build strong connections within our local communities.

You can see the specific actions being pursued in 'The Community' in our performance reporting for 2023-24. They appear in [www.cannockchasedc.gov.uk/performance](http://www.cannockchasedc.gov.uk/performance).

I hope you enjoy reading about some of the work we do around 'The Community' in this edition of Chase Matters and wish you and your relations well as we head towards spring and hopefully the prospect of better weather - the perfect time to be out and about and enjoying the community we all share!

**Tony Johnson | Leader of Cannock Chase Council**



**Saturday 9 March**  
**10am - 4pm**

**JUST IMAGINE A  
BETTER DISTRICT AND  
A BETTER WORLD...**



# THE GREAT IMAGINING CANNOCK CHASE

## Launch event at Chase Leisure Centre, Cannock



**Everyone is welcome  
to either drop in or join  
for as long as they like.**

Illustrations: © Christina Guitan 2024

**The Great Imagining Cannock Chase** is a free two-day event at **Chase Leisure Centre** in Cannock with a mission to imagine the future of the District as part of a 'greener, fairer and wiser future'.

It is a unique opportunity to imagine the possibilities of what this might look, feel, smell, and taste like, and at the same time contribute to actions that can take us towards that future and make it happen. It might even save you money!

None of us can predict or know exactly what that future might be like or make us feel. Yet together if we all do our part, we can work towards a better District.

On Saturday 9 March from 10am to 4pm there will be a range of fun and creative activities and exhibitions at the leisure centre, literally something for everyone, including:

- A Cabaret and Trash-ion Show - performed by students from South Staffordshire College and Staffordshire University Academy in Hednesford;
- Future ideas and inventions;
- Museum of Curiosity;
- Windmills and solar technology;
- Games;
- Mini beasts;
- Film screenings;
- Learn about nature recovery;
- Poetry and pantomime;
- Wormeries and composting

Schools will be the focus of attention on Friday 8 March. Preliminary workshops have been taking place with local schools since January. Later that day, between 6pm and 8pm, the attention switches to businesses when there will be a Business Workshop hosted by Kate Copeland-Rhodes, Director of the influential Globe Foundation based in nearby Uttroter.

The whole two-day event will be presented by The House of Fairy Tales, a person-centred arts and education organisation which has worked with the National Trust, Royal Shakespeare Company and the Tate Modern in London. The emphasis will be on fun and engagement to help all of us live more sustainably - and help tackle climate change at the same time.

It is being held in partnership with Cannock Chase Council, Inspiring Healthy Lifestyles, and the Cannock Chase Cultural Education Partnership. It follows the Council's commitment to becoming carbon neutral by 2030 and to help the wider community work towards carbon neutrality across the entire District.

And on the following Friday (15 March) between 10am and 3pm, the Council will be involved in the Staffordshire & Stoke-on-Trent COP 2024 being held at The Catalyst Building, Staffordshire University, Leek Road, Stoke. The event is the first of its kind in the county and is being organised by the Globe Foundation. You can register for free at [www.tickettailor.com/events/globegroup/1110190](https://www.tickettailor.com/events/globegroup/1110190)

We look forward to seeing you at this important and ground-breaking event for Cannock Chase District.

To find out more about the Council's work and useful information in response to climate change, go to [www.cannockchasedc.gov.uk/climatechange](http://www.cannockchasedc.gov.uk/climatechange)

# WANNA BE COOL? BAG IT AND BIN IT, THAT'S THE RULE!



**'Foul Play' is a new campaign which has been developed by the Council's Environmental Health and Policy and Communications teams in partnership with the Community Wellbeing Team at Inspiring Healthy Lifestyles (IHL).**

Foul Play focuses on the impact of not picking up after your dog and encourages children to have conversations with adult family members about the importance of being a responsible dog owner.

The campaign promotes important messages to show the impact of dog poo not being picked up. These messages focus on the environment, children's play, health and general annoyance.

Schoolchildren from five local schools including St Peter's Primary Academy, Five Ways Primary, Heath Hayes Academy, St Mary's Primary, and Chancel Primary helped Officers create this campaign. Pep the Poet and Roots the Illustrator visited local schools last September and worked with children to develop words, images and characters that could be incorporated into the campaign.



These are now displayed around the school grounds for dog owners to see when they are passing each school.

Officers from the Council's Environmental Health Team are continuing to carry out regular patrols around these school sites to ensure the message is being adhered to and dog owners are picking up after their dogs.

If you see someone not picking up after their dog, **REPORT IT** to the **Council's Environmental Health Team** by calling **01543 462621** or emailing **EnvironmentalHealth@cannockchasedc.gov.uk**

For more information about the Foul Play campaign, visit [www.cannockchasedc.gov.uk/foulplay](http://www.cannockchasedc.gov.uk/foulplay)

## Last chance to comment on the Local Plan

The Cannock Chase Local Plan looks at development of housing and employment land across the District, where it should go and where it should be restricted.

Our latest consultation is the last chance for residents and businesses to comment on the Cannock Chase Local Plan 2018-2024 before it is submitted to the Government's Planning Inspectorate for examination.

The six-week consultation will give people the opportunity to make their views known on the finalised plans and associated documents. The consultation runs until **5pm on Monday 18 March**.

You can send your comments using the Council's Representation Form to: **Planning Policy, Civic Centre, PO Box 28, Beecroft Road, Cannock, Staffordshire WS11 1BG** or email [planningpolicy@cannockchasedc.gov.uk](mailto:planningpolicy@cannockchasedc.gov.uk). Alternatively, call **01543 462621** and ask for Planning Policy.

The plan and related information can be found on our website [www.cannockchasedc.gov.uk/localplan](http://www.cannockchasedc.gov.uk/localplan), in libraries across the District and also in Burntwood Library.



# Keeping our communities safe

The Community Safety and CCTV team at the Council work hard to keep our District safe for residents and visitors alike.

Working in a multi-agency arena, they focus on early intervention, prevention of crime and reducing re-offending - whilst ensuring the most vulnerable people and places within our communities are safeguarded.

The Council's CCTV service monitors 98 public space surveillance cameras 24/7 across the District, for the purposes of detection of crime and to help increase public confidence. Over the last 12 months, 3,372 incidents of 'evidential value' were captured by CCTV. Trained and experienced operators continue to detect and help the Police secure arrests for those suspected of shoplifting, theft, burglary, criminal damage, ASB, drink driving and offences against the person - while also detecting missing people and safeguarding those who are vulnerable.



## Safer Streets 5

£500,000 is to be invested in preventing and addressing anti-social behaviour and associated crime in Cannock South and Cannock West wards, as part of the Government's Safer Streets Five Fund. This follows a successful bid and plan submitted to the Home Office by the Staffordshire Commissioner's Office, which identified and nominated the two ward areas.

Interventions have been designed and focused on where there is strong previous evidence of positive outcomes and includes:

- Target hardening;
- New and improved CCTV;
- New and improved streetlighting;
- Taxi marshals;
- Environmental improvements; and
- Educational products directed towards early intervention, behavioural and attitudinal change.

The project will be managed and delivered by the Community Safety Team and is operational until 31 March 2025. Residents will see the first improvements within the next couple of months.



## What we fund

The Community Safety Team receive funding from the Staffordshire Commissioner. This has enabled the team to fund the following this year:

**ASB diversionary activities** - An annual package of activities for the District, helping to divert young people from ASB.

**PSHE programme** - An in-school engagement project which teaches students about a wide range of issues including child sexual exploitation, grooming, exploitation into crime e.g. County Lines and knife crime, extremism and alcohol abuse.

**Substance Misuse Worker** - A support worker to develop and enhance independent living skills - helping people re-integrate back into the community following an abstinence-based rehabilitation programme.

**Target hardening** - A cross-District project, to target harden areas which have attracted ASB, violence, drug use and general criminality.

**Knife crime awareness/prevention** - Awareness sessions in secondary schools, delivered by a mother of a victim and anti-violence campaigner.

**Bicycle marking** - Free sessions across the District to help reduce the theft of bicycles.

**Safer Community Grants** - Grants to improve home security for those vulnerable to crime.

**Drink spiking testing strips** - Testing strips provided to licensed premises to raise awareness of, and safeguard people from, drink spiking.

**Purse charms** - Anti theft device distributed to assist with the prevention of 'pickpocketing'.

**Faraday pouches** - Signal blockers to help reduce keyless car theft.

### Did you know...

This partnership working has helped the Police to achieve a 3% reduction in all crime across the District over the past 12 months.

# New park developments continue across the District

YOUR PARK,  
YOUR IDEAS

**Outdoor spaces are essential in enabling the residents of Cannock Chase District to have access to healthy and active lifestyle choices. That's why the Council is continuing to invest in these much-needed facilities across the District.**

The Council is committed to providing good quality parks, play areas and open spaces for all to enjoy and is working on redeveloping and improving several parks and play areas this year including the following:

## Cannock Park

The Council is currently consulting on £585,000 improvement plans for Cannock Park.

This will be part of the capital programme of works for 2024/25 and will be financed by £250,000 Section 106 monies, £200,000 CIL (Community Infrastructure Levy) monies and a £15,000 grant from the Forest of Mercia. An additional £120,000 will be allocated from the Safer Street 5 Fund for CCTV and lighting works. This takes the overall budget for the redevelopment works to £585,000.

Residents can have their say by completing a short survey online via our website [www.cannockchasedc.gov.uk/newparks](http://www.cannockchasedc.gov.uk/newparks), or by scanning the QR code opposite.



Council officers were on site last month to encourage users to 'design their new play area' as part of a wider engagement programme. This has also included workshops with local schoolchildren and community groups who have been given the opportunity to get involved in the design of the toddler and junior play areas.

Paper copies of the survey are available, please call **Sara Green** on **01543 464548**.

The consultation will close on **Sunday 31 March**.

## Laburnum Avenue

Works are still progressing at the Laburnum Avenue Recreational Area with new fencing being installed around the site.

A contractor is due to be appointed shortly for the new play area which went out for tender last month. Once a contractor has been appointed, further engagement opportunities will be announced for the design of the new play area.

The Council is currently awaiting confirmation from the Environment Agency in relation to the replacement of the bridge. Once this has been agreed, works will commence on this part of the scheme.

Future updates will be available on the Council's website and social media sites as and when plans progress.

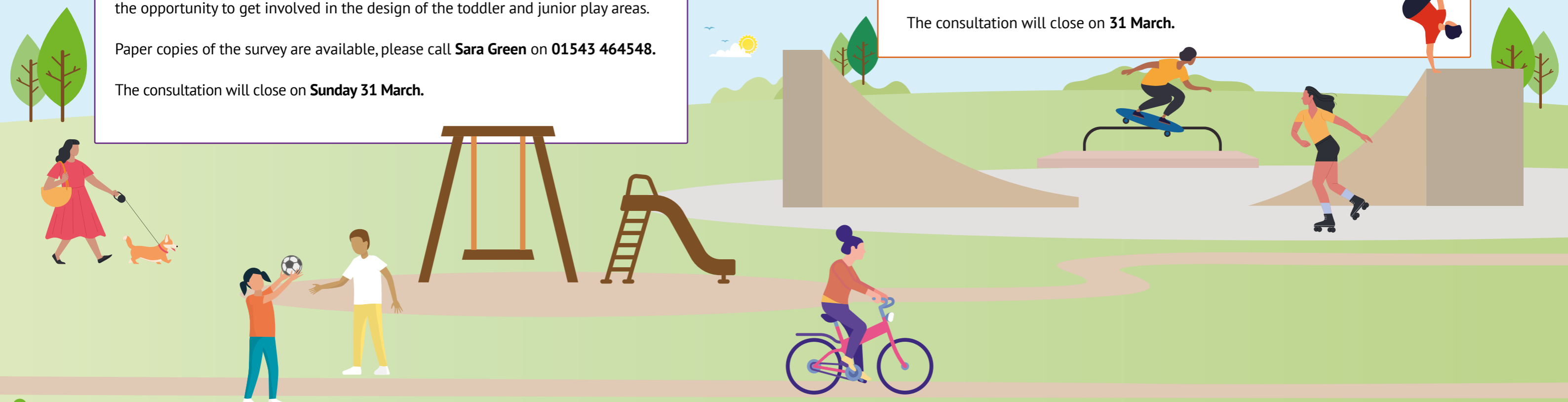
## Cannock Stadium Skatepark

An exciting new Skatepark is coming to Cannock Stadium this summer as part of the ongoing redevelopment works for the site.

The Council has appointed Canvas to develop this new facility and it is currently working on the overall design of it. Residents and skatepark users can have their say on the proposed design by completing a short survey online via the Council's website [www.cannockchasedc.gov.uk/newparks](http://www.cannockchasedc.gov.uk/newparks).

Officers were also on-site last month with the help of the Friends of Cannock Stadium to speak to people about the design of new skatepark.

The consultation will close on **31 March**.



# Keeping the streets of Cannock Chase clean

Every year the Council cleans 350km of streets - picking up over 3,000 tonnes of litter and emptying approximately 600 litter bins every week.

**We all want to live in a litter free and clean environment but we need to work together to achieve this.**

Our aim is to:

- Litter pick all streets at least once every two weeks, with shopping areas picked daily
- Mechanically sweep the District's gutters on a regular programme and sweep town centres daily
- Remove litter and dog fouling
- Empty street litter bins at least once a week and more often in shopping areas
- Clear fly tipping within three days of notification
- Remove offensive graffiti within 24 hours and all other graffiti within seven days

Please help us by:

- Not dropping litter on the streets
- Disposing of waste in the proper place
- Not putting sharp objects such as needles in litter bins
- Telling us if you see an overflowing litter bin
- Keep play areas clear of litter, broken glass and dog fouling

## Did you know...

We have a supervisor, three town centre operatives for Cannock, Rugeley and Hednesford. We have a mobile litter team that litter picks District roads and open spaces. Also, a team that cleanses play areas and empty's litter bins and a precinct sweeper and channel sweeper.

We have lots of individual residents that do regular litter picks and also groups lead by the following Councillors across the District.

John Preece

Andrea Muckley

Darren Foley

Olivia Lyons

Phillipa Haden

Val Jones

Gerald Molineux

Paul Fisher



If you want to get involved in one of their litter picks you can find their contact details on our website here: [www.cannockchasedc.gov.uk/yourcouncillors](http://www.cannockchasedc.gov.uk/yourcouncillors)

## Introducing Graham Corbishley, our Town Centre Operative for Rugeley.

Graham has been working for Cannock Chase Council for 37 years, and as a town centre operative in Rugeley for seven years.

### What are the most challenging aspects of your job?

I find the autumn to be the most challenging, picking up the leaves in the town centre.

### How do you ensure that you are working safely?

The Council has a procedure for working alone. I always wear a Hi-Viz jacket and there are procedures around picking up items such as glass.

### What is the most rewarding aspect of your job?

I find it very rewarding to look back on what I've done, and it looks clean and tidy. The people of Rugeley are pretty good so there isn't a vast amount of litter to pick up.

### What is the most unusual item you have found while cleaning in Rugeley?

I once found a cardboard box containing 2 guinea pigs, just around the corner from the bus station. They both looked ok, so I took them to the vets. It was heartbreaking to see them abandoned.

### What are the most common types of litter you come across?

The most common types of litter are coffee cups and beer cans.

### How far do you walk in a typical day?

A typical day is litter picking in the town centre, then the outskirts, then I walk up to the Pear Tree estate and litter pick around there, then back down and do the town centre again.

### Do you get lonely working alone?

No I quite enjoy it, often people will stop and chat with me while I'm working.

**“I find it very rewarding to look back on what I've done, and it looks clean and tidy.”**



# THE GREAT BRITISH SPRING CLEAN

**SAVE THE DATE**  
**15-31 MARCH**

The Great British Spring Clean is an annual environmental campaign that aims to clean up the streets, parks, and beaches of the UK. The campaign is organised by Keep Britain Tidy, a UK-based charity that works to eliminate litter and waste from public spaces.

The Great British Spring Clean is an excellent opportunity to get outside, meet new people, and make a positive impact on the environment.

It is also a great way to teach children about the importance of taking care of our planet.

If you're planning on taking part in the Great British Spring Clean, there are a few things you should keep in mind. First, make sure you are wearing appropriate clothing and footwear for the weather, and make sure to bring along any necessary equipment, such as gloves, litter pickers, and bin bags.

## Did you know...

Last year over 400,000 bags of litter were collected by volunteers across the UK.

Sign up today to become a  
**#LITTERHERO**

Sign up to take part in the Great British Spring Clean here:  
[www.KeepBritainTidy.org/get-involved/support-our-campaigns/great-british-spring-clean/](http://www.KeepBritainTidy.org/get-involved/support-our-campaigns/great-british-spring-clean/)

If you would like to assist the Council with a community litter pick in your area, please contact  
**Street Cleansing** on **01543 462621**.

Make sure to follow the **Cannock Chase Code** to help protect the Heathland on Cannock Chase, which is important for plants and wildlife.



Don't approach or feed deer



Don't approach or feed farm animals



Take litter and dog waste home



No naked flames, fires or BBQs



Use sustainable transport



Think! Stay safe. Keep out.



Only use permitted cycle tracks



Use bridleways when horse-riding



Protect wildlife by keeping to paths



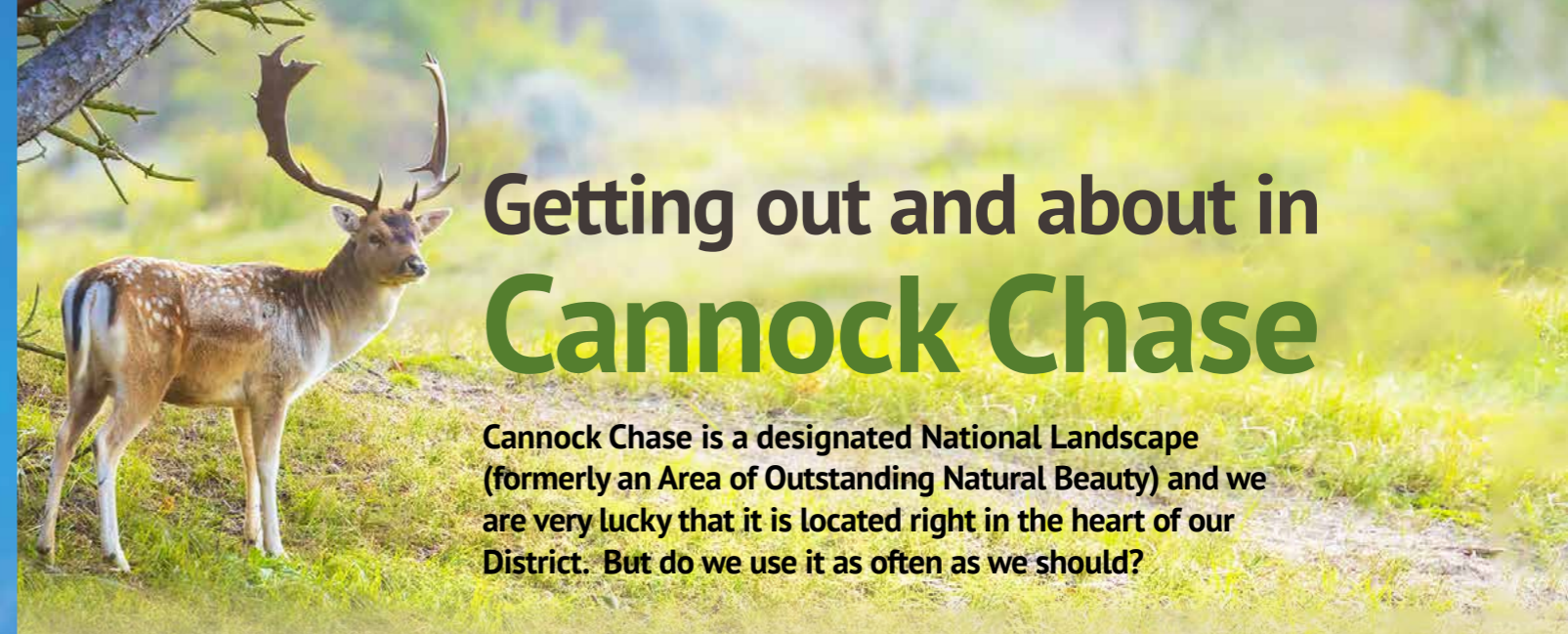
Keep your dog under control



Park only in car parks



Beware - people and animals on roads

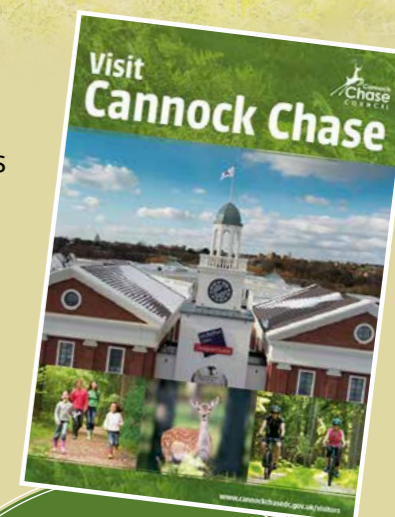


# Getting out and about in Cannock Chase

Cannock Chase is a designated National Landscape (formerly an Area of Outstanding Natural Beauty) and we are very lucky that it is located right in the heart of our District. But do we use it as often as we should?

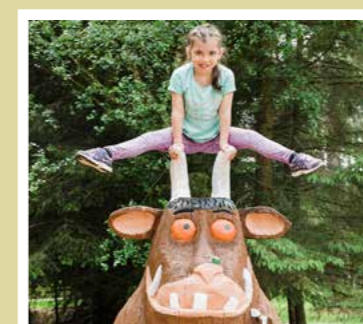
There are various places of interest and visitor centres which are a great starting point for walks for all abilities and family day trips.

There are several walking routes, and a cycle trail stretching over 10 miles linking Rugeley, Hednesford and Cannock. More information on this route can be found on the Heritage Trail map in our tourism brochure.



## Did you know...

You can download our **Visit Cannock Chase brochure** from our website for more ideas on outdoor activities in the District.  
[www.cannockchasedc.gov.uk/visitcannockchase](http://www.cannockchasedc.gov.uk/visitcannockchase)



Remember when visiting Cannock Chase it is important to follow the **Cannock Chase Code** and protect our natural landscape - see page 14 for more information.



# Helping you on your way to wellbeing with



**With the hope of nicer weather coming, why not have a look at the Cannock Chase Can App and see what new challenges you could set yourself or your family this spring?**

The Cannock Chase Can App is available to download for **FREE** via [Google Play](#) and the [App Store](#). The App enables residents to sign up and create personal goals and individual wellness journeys to help people live happier and healthy lives.

The programme has been shown to improve population health and has made a real impact on the lives of many residents of Cannock Chase who have been involved so far.

Recent funding from the Staffordshire Contain Outbreak Management Fund (COMF) has been secured to reduce health inequalities across the District. This funding will enable new projects to be developed with communities and improvements made to the App.

Check out our [Facebook page](#) for the latest updates and developments in Cannock Chase Can!

## Did you know...

Cannock Chase Can is a community-based approach to improving health and has been developed by Cannock Chase Council and Inspiring Healthy Lifestyles.



**Start your wellness journey today!**

Download the  
Cannock Chase Can App for FREE

For more information visit  
[www.cannockchasecan.co.uk](http://www.cannockchasecan.co.uk)  
[f Cannock Chase Can](#)



# LET'S HALVE FOOD WASTE BY 2030

**The Council is joining Love Food Hate Waste's annual campaign in their effort to halve food waste by 2030.**

4.7 million tonnes of edible food is thrown away each year by UK households. Shockingly, 25% of this wasted food is because of people cooking, preparing or serving too much - this costs UK households £4.9 billion each year.

Take part in Food Waste Action Week between **18 and 24 March**.

The campaign will focus on 'Choose What You'll Use' and will highlight the benefits of buying loose fruit and vegetables and inspiring people to do this wherever they can.

## Remember -

Buying loose reduces food waste and this will ultimately reduce the impact of food waste on climate change.

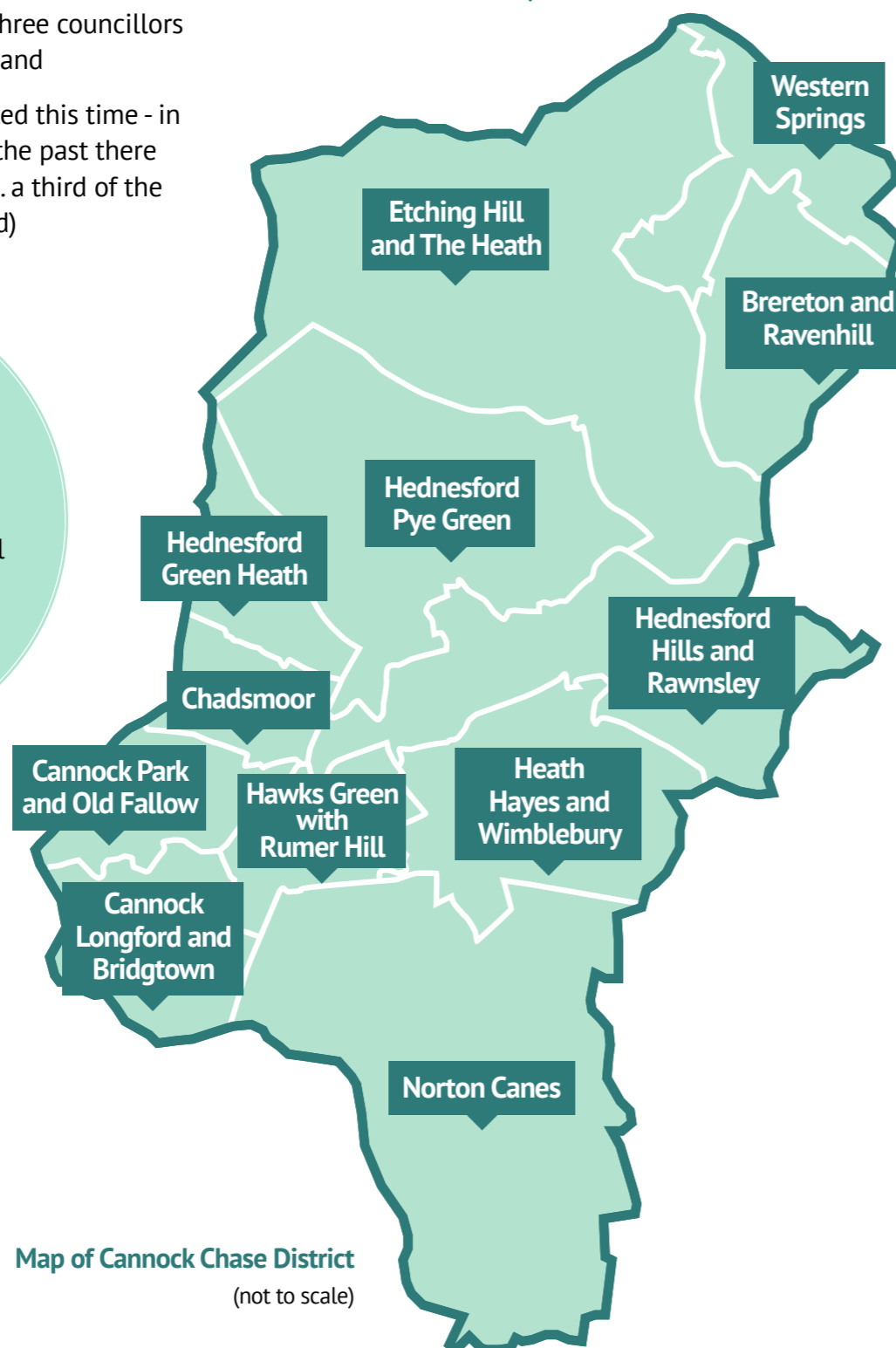
To find out more about how you can get involved visit [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk)

# Local elections this May will be different

Elections to Cannock Chase Council take place on **Thursday 2 May** but this time there will be some significant changes, as follows:

- Changes to every ward except Norton Canes, with wards changing boundaries and some new ward names to note;
- A reduction in the number of wards from the current 15 to 12;
- Fewer councillors being elected - down from the current 41 to 36 (there will be three councillors per ward from May's elections); and
- Every single ward being contested this time - in three out of every four years in the past there has been election 'by thirds' (i.e. a third of the total number of wards contested)

The 12 new wards are: Brereton and Ravenhill, Cannock Longford and Bridgtown, Cannock Park and Old Fallow, Chadsmoor, Etching Hill and The Heath, Hawks Green with Rumer Hill, Heath Hayes and Wimblebury, Hednesford Green Heath, Hednesford Hills and Rawnsley, Hednesford Pye Green, Norton Canes, and Western Springs.



## Did you know...

The review was carried out to ensure councillors represent about the same number of electors, that ward arrangements help the council work effectively, and that community ties and identities would reflect local wishes.



THE DEADLINE  
FOR REGISTERING  
TO VOTE IS:



## Did you know...

The changes follow a review of the ward boundaries that make up Cannock Chase District. Carried out by the independent body, the Local Government Boundary Commission for England, it involved consultation in 2022, and then again in 2023 on the Commission's proposals.

**As the boundary changes will have come into being, residents should check carefully their poll card details as there will more than likely be changes. This will confirm the polling station where they can vote.**

There are also some other significant changes being brought in by the Elections Act 2022 such as applying for a postal or proxy vote and the removal of the 15-year limit for overseas electors.

Helpful guidance on voting at elections which covers the above, including all the requirements around Voter ID and what to do if you don't have ID, can be found on the Electoral Commission's website at [www.electoralcommission.org.uk/voting-and-elections](http://www.electoralcommission.org.uk/voting-and-elections)

Remember  
Voter ID

Residents should also note that Voter ID will again be required at the May elections and it is not too late to register to vote or apply for voter ID.

The Council will be sending out poll cards to residents already registered to vote from **26 March**. If residents have recently moved house or are just turning 18, they can still register to vote up until **midnight on 16 April** at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

## Did you know...

The elections on 2 May will be combined with the Police, Fire and Crime Commissioner election for Staffordshire.



# TACKLING IRRESPONSIBLE DOG OWNERSHIP

The Council's Environmental Health Team has joined forces with dog behaviour experts Let's Talk Dog to tackle irresponsible pet ownership across the District.

Irresponsible dog owners contribute to a large proportion of anti-social behaviour concerns and the Council receives many complaints relating to dogs, including noise from barking, dog fouling, dogs off leads and stray dogs.

With the support and expertise of the team at Let's Talk Dog, the Council is aiming to educate pet owners about how to be a responsible dog owner as well as encouraging dog owners to care for their dogs properly.

## Did you know...

A series of short videos have been produced for each of these areas which provide useful tips as well as highlighting the responsibilities of dog owners.

The campaign will focus on four areas including nuisance dogs, uncontrolled dogs, animal welfare and potentially aggressive dogs.

Let's Talk Dog will also be hosting two training and behaviour classes this month. These classes will focus on helping owners avoid potential behaviour issues and modify problem behaviour using simple, kind, reward-based methods.

Funding for this project has been allocated from Cannock Chase Council's Community Safety Team's Anti-Social Behaviour Reduction Fund. This fund is provided by the Police, Fire and Crime Commissioner for Staffordshire.

Sessions will run on **Tuesday 12 March, 10am-1pm at Cannock Fire Station** and **Tuesday 26 March, 10am-1pm at Rugeley Fire Station**.

Find out more and book a place by calling the Council's **Environmental Health Team** on **01543 462621** or emailing **environmentalhealth@cannockchasedc.gov.uk**

If you wish to get in touch with **Let's Talk Dog**, they offer a **FREE**, no obligation consultation service. Email **info@letstalkdog.co.uk** or visit **www.letstalkdog.co.uk**

If you have any concerns about a dog or are experiencing anti-social behaviour, such as nuisance from dog barking or fouling, due to an irresponsible dog owner, **REPORT IT** to the Council by emailing **EnvironmentalHealth@cannockchasedc.gov.uk**

## Introducing Sure Maintenance, our new heating system contractor

From 1 April, **Sure Maintenance** will be working in partnership with Cannock Chase Council. **Sure Maintenance** will be replacing our current contractor PH Jones. They will be undertaking all service, maintenance and installation work to the heating systems installed in our homes.

We know some of our residents will have questions about this change, so we've answered a few you may have below.

### Who is Sure Maintenance?

Sure Maintenance is a national provider of Central Heating, Facilities Maintenance and Electrical services. It has been delivering a safe, reliable and award winning service for over 30 years. It works with many social housing providers and has a very good reputation within the industry.



### Did you know...

It's really important that we're able to check your heating systems to make sure you and your neighbours are safe.

### What's going to be different?

You'll notice that engineers will be wearing uniforms with the Sure Maintenance logo and vans will also have the Sure Maintenance logo on. As with PH Jones staff, all Sure Maintenance engineers will continue to carry identification cards to provide reassurance with who you are letting into your home.

Additionally, appointment letters will have QR codes for you to use if you wish to alter your appointments.



### Why the change in contractor?

Our current Central Heating contract is due to expire at the end of March. Following a rigorous procurement exercise, Sure Maintenance was able to demonstrate that it could provide our residents with a service that meets their needs and represents value for money. Our decision to appoint Sure Maintenance was also supported by the excellent work they do within the community and how much they value resident engagement.

### How to report an issue with your heating system?

If you experience any issues with your heating system, please report them in the usual way to **Cannock Chase Council** on **01543 462621**.

Your safety is our priority, and we appreciate your support in working with Sure Maintenance to allow them access to your home to carry out their safety checks and repairs.

If you have any questions about this change, please contact the **Gas Team** at **Cannock Chase Council** on **01543 456846** or email **gashousing@cannockchasedc.gov.uk**



# Happy Easter

29 March - 1 April

## Thanks for reading!

Drop us a line at [communications@cannockchasedc.gov.uk](mailto:communications@cannockchasedc.gov.uk) if you'd like the next edition sent straight to your inbox.

Download a print friendly version of **Chase Matters** (pdf version):  
[www.cannockchasedc.gov.uk/chasematters](http://www.cannockchasedc.gov.uk/chasematters)

## Contact us...

Cannock Chase Council, Civic Centre, Beecroft Road,  
Cannock, Staffordshire WS11 1BG

Visit [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk)

or call **01543 462621**

## Did you know...

Our **Chase Matters** magazine will be published quarterly so look out for our **next edition** early Summer.

## Keep in touch via social media

 [Search for 'Cannock Chase Life'](#)

 [@CannockChaseDC](#)

 [@CannockChaseDC](#)