

love

your new home



Introduction

This booklet provides all new and existing tenants with specific information about managing and conducting a tenancy. The content explains the Council's obligations as a Housing Landlord and the terms and conditions for you as a tenant with regards to your responsibilities with certain aspects of your tenancy.

Cannock Chase Council are committed to ensuring that our estates are safe and the environment is a pleasant place to live. We work together with a number of in-house and external partners to try and resolve any issues and to improve the neighbourhood for our customers.

For example:

- Staffordshire Police
- Staffordshire Fire and Rescue Service
- Environmental Health
- Parks and Open Spaces
- Waste Management
- Staffordshire County Council
- Housing Benefits/ Department for Work and Pensions (DWP)
- Citizens Advice



This booklet contains information on:

Contact information

Neighbourhood Officer:

Income Officer:



Housing Online



**We want to make it easy for you
to access our services**

Register for your Housing Online account

If you are a **current tenant or applicant of Cannock Chase Council**, please register by clicking the **'Create an account for Existing Applicants and Tenants'** button.

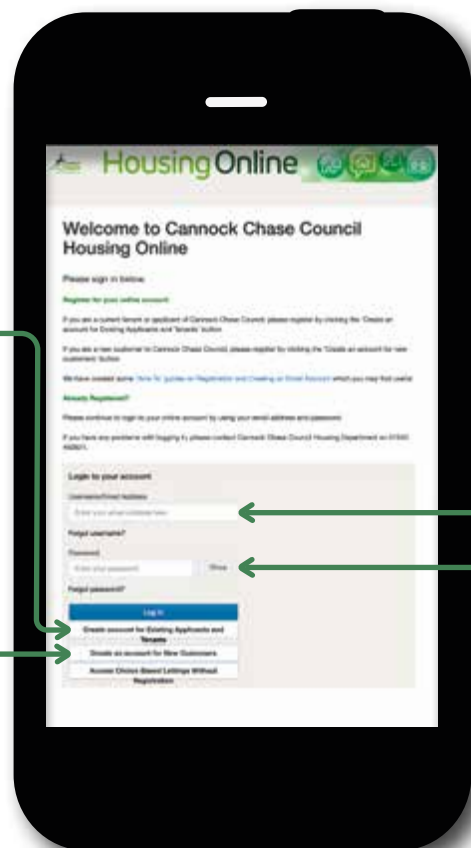
If you are a **new** customer to Cannock Chase Council, please register by clicking the **'Create an account for New Customers'** button.

How to create your Housing Online account

You will need a **valid email address** that you can use throughout the registration process and to log in to your Housing Online account.

If you are already registered on Housing Online

Please continue to log in to your online account by using your email address and password.



It's easy and safe to use. It allows you to:

- Update your details
- Check your rent account balances
- View your rent statement
- Create a new housing application
- Express interest for housing properties
- Access the online payment system
- You can set up a Direct Debit
- Report a neighbourhood enquiry

Did you know...

Tenants can access their information through a secure web service from a smart phone, tablet or a computer.

Libraries are also open for the use of library computers. There are also computers within the Council Civic Centre and Housing Reception areas.

If you do not have access to a computer, tablet or a smart phone and require help with a rent enquiry, tenancy related matter or housing application please contact the **Housing Team** on **01543 462621**

The Letting Standard



Policy Statement

Cannock Chase Council will carry out necessary repairs to empty properties to a standard which ensures they are fit for immediate occupation. All properties will be left in a safe, clean and tidy condition. Where work can be carried out with the minimum inconvenience to the new tenant, that work will be completed after occupation.

Aims

This lettings standard aims to ensure that all properties are offered to prospective tenants in a condition which allows issues are not compromised whilst also ensuring that the property remains empty for the shortest time possible.

Decent Homes Standard

The Council aims to complete as many repairs to its properties through a system of programmed maintenance. Wherever possible, work to bring empty properties up to the decent homes standard will be carried out after the tenant has taken up occupancy.



Internal Works

1. The property will be cleared of household rubbish from the garden area, outbuildings, garages, loft space and all rooms within the dwelling, including white goods.
2. The property will be swept clear of repair debris and all surfaces will be disinfected with particular attention to kitchens and bathrooms.
3. Rooms will be free from damp and mould, causes of damp and/or mould will be investigated and appropriate remedial work undertaken.
4. The property will be free from all insect and rodent pests which could constitute a threat to health.
5. Timber flooring will be secure and free from tripping hazards, treads and nosings to staircases will be sound and secure.
6. Existing handrails and balusters will be secure.
7. Concrete kitchen and bathroom floors and concrete stairs will have floor tiles patch repaired or replaced.
8. All other concrete floors will be latex finished, where floor tiles are damaged.
9. Decoration will only be removed from walls and ceilings under exceptional circumstances, inspection of plasterwork will therefore only be carried out if decoration removed.
10. All polystyrene ceiling tiles will be removed and ceilings made good.
11. Air bricks to suspended ground floors will be checked for blockages.

External Works

1. Access pathways leading to and from the front and rear doors will be even and free from trip hazards and all inspection covers will be sound. The Council will not ordinarily carry out works to front or rear gardens.
2. Locks to external doors, including patio doors and outhouses will be changed and window lock keys provided for existing window locks.
3. Window glazing will be free from cracks and breakages:
4. If glazing is replaced it will be kite marked laminated/toughened safety glass (where required).

Electrical Installations

1. Electricity circuits will be tested and inspected and the installation made satisfactory
2. Two mains wired smoke detectors (one in bungalows and flats) will be in place and tested

Gas

1. Gas supply will be “spin capped”, all fixed appliances tested and a gas soundness test carried out, including the provision of a gas cooker point.

Heating

1. All properties should have appropriate adequate space heating.

Kitchens

1. Kitchens, space permitting will have a range of units with a minimum storage space (where possible) of:
 - 4-5 single base units or equivalent
 - 3-5 single wall units or equivalent
2. Broken or missing wall tiles will be replaced
3. Kitchens identified as not having the minimum storage capacity or they meet the Councils criteria for kitchen refurbishment will be included in the existing kitchen replacement programme and contact will be made with the new tenant within 16 weeks of the tenancy starting.

Bathrooms

1. Bathrooms, space permitting will have the following:
 - Low level w.c.
 - Wash hand basin
 - Bath or shower (bath will be the standard provision for voids)
 - New w.c. seat
2. Existing sanitary ware will be free from defects and securely fixed and sealed
3. Broken or missing wall tiles will be replaced
4. Bathrooms meeting the Councils criteria for bathroom refurbishment will be included in the existing bathroom replacement programme and contact will be made with the new tenant within 16 weeks of the tenancy starting.



Non standard structures, installations or appliances

1. Non standard structures, installations or appliances will be removed if in an unsafe or unsuitable condition, including vehicle hard standings. Those found to be in a satisfactory condition may be gifted to the incoming tenant in agreement with them and they will be advised that they take on full ownership. (Note: Electrical/gas items will be tested to ensure they comply with current statutory regulations).
2. Existing TV aerials, aerial sockets or telephone sockets will be left in the property, but they are not installed or maintained by the Council.

Decoration

1. Each void property will be assessed by a Principal Housing Maintenance Officer and a decoration allowance agreed in accordance with the Councils scale of allowances (see Decorating Voucher Scheme Leaflet)
2. Properties will only be decorated by the Council where the Housing Maintenance and/or Tenancy Services Manager are satisfied that:
 - The incoming tenant is unable to carry out the work themselves due to age or disability.
 - The property is in such a condition that it would be unreasonable for a prospective tenant to occupy the property until decoration works have been carried out.
 - The decoration of the property will aid a quicker relet.



Maintenance of your new home (relet pack)

A relet pack will be provided to the new tenant including as a minimum:

- Two sets of keys for each entry/exit door
- Window lock keys (if the property has existing window locks)
- Void gas inspection sheet
- NICEIC periodic inspection certificate
- Energy Performance Certificate
- Asbestos location register (subject to survey)
- Repairs Handbook



WARNING

STEAM STRIPPER USE

PLEASE TAKE CARE WHEN USING STEAM STRIPPERS

EXCESSIVE USE OF STEAM STRIPPERS CAN LEAD TO SEVERE
DAMAGE TO PLASTER WALL AND CEILING FINISHES



WHERE DAMAGE IS SUSPECTED AS A RESULT OF
INAPPROPRIATE USE OF STEAM STRIPPERS
A TENANT MAY BE LIABLE FOR RECHARGE

FOR FURTHER INFORMATION PLEASE CONTACT THE
REPAIRS REPORTING TEAM ON 01543 462621

Tenant Alterations



Tenant Alterations - Carrying out improvements to your home

As a landlord we have the responsibility for maintaining the structure and fabric of your home. However you may, at some time want to make some improvements to your home that are not covered under our repairing responsibilities, or replace something in your home that we are not due to replace for several years. In this case you may want to carry out the work yourself. Your tenancy agreement gives you the legal right to make improvements like this, as long as you get written agreement first.

We would need you to complete and submit an application form. This will help us to give you guidance and support to ensure these improvements are carried out correctly and safe within the law.

Depending on the alteration you want to make, a surveyor will visit to have a look at what you'd like to do and ask any questions we may have.

We will not usually refuse to give you permission to carry out alterations or improvements.

When we give permission we may set certain conditions, which you must keep to when you carry out the work. If you start work without our permission, you may have to put the property back into its original condition. If you do not, we may do the work and you will have to pay for this.

If you are concerned you may have already completed an alteration that needed permission please get in touch so we can check this for you.

If you have an enquiry or would like to make an application for a tenant alteration please email **HPS@cannockchasedc.gov.uk**.



New Tenancy Visit Information



As part of the service offered to you as a new council tenant, Cannock Chase Council's Housing Neighbourhoods Team will be visiting you within the first 8 weeks of your tenancy. The purpose of the visit is to check that you have settled into your new property and that you have all of the information you need to maintain and manage your tenancy. This includes understanding your obligations as a council tenant with regards to the information that was provided to you in your pack when you signed up for your new tenancy.

Why are we doing this visit?

- To enable you to raise any concerns you have regarding your tenancy.
- To check that you have moved in and you are living in your new home.
- To ensure that you are complying with the terms and conditions of your tenancy agreement.
- To offer you assistance early on and give you advice on any matters relating to your tenancy.
- To signpost you to other agencies that can assist you with specific advice, for example, Income and Welfare Benefit advice.
- We will ask you for your bank details and your up to date contact details, this is to ensure that our records are correct so that we can give you the correct advice, and offer you the appropriate assistance.

During the visit

Visits will be made by a pre-arranged appointment, please ensure you are at home for the visit, if you are unable to keep the appointment it is important that you contact us to rearrange the visit. We always ask you for your contact details and any change of circumstances that you may have to allow us contact in case of an emergency.

We will carry out a brief inspection of your home and gardens during the visit and we will ask for the details of your Utility Providers so that we can update our records.

The Officer conducting the new tenancy visit will carry a Cannock Chase Council Identification card. You must always ask to see the identification of the Officer and never let anyone into your home without their proof of identification.

If you are not in when we visit, we will leave you a card or letter asking you to contact us direct to make an alternative convenient appointment.

Useful Information

Please contact the Customer Services Team to report repairs, report issues with bin collections and other general services:-

tel **01543 462621** or

email **customerservices@cannockchasedc.gov.uk**

Cannock Chase Council Housing Benefits Team:-

tel **01543 464292** or

email **benefits@cannockchasedc.gov.uk**

We would recommend you register for your Housing Online account by visiting

<https://online.cannockchasehousing.co.uk>



How we use your personal information

The information provided will be used by Cannock Chase Council, who are the data controller, to allow us to administer and manage your tenancy. We will only share your information when necessary, with other departments such as Housing benefits, Council Tax, Environmental Health and external agencies such as Social Services, Staffordshire Police, NHS Choices, or where the law requires or allows us to.

For further information please see

www.cannockchasedc.gov.uk/PrivacyNotice

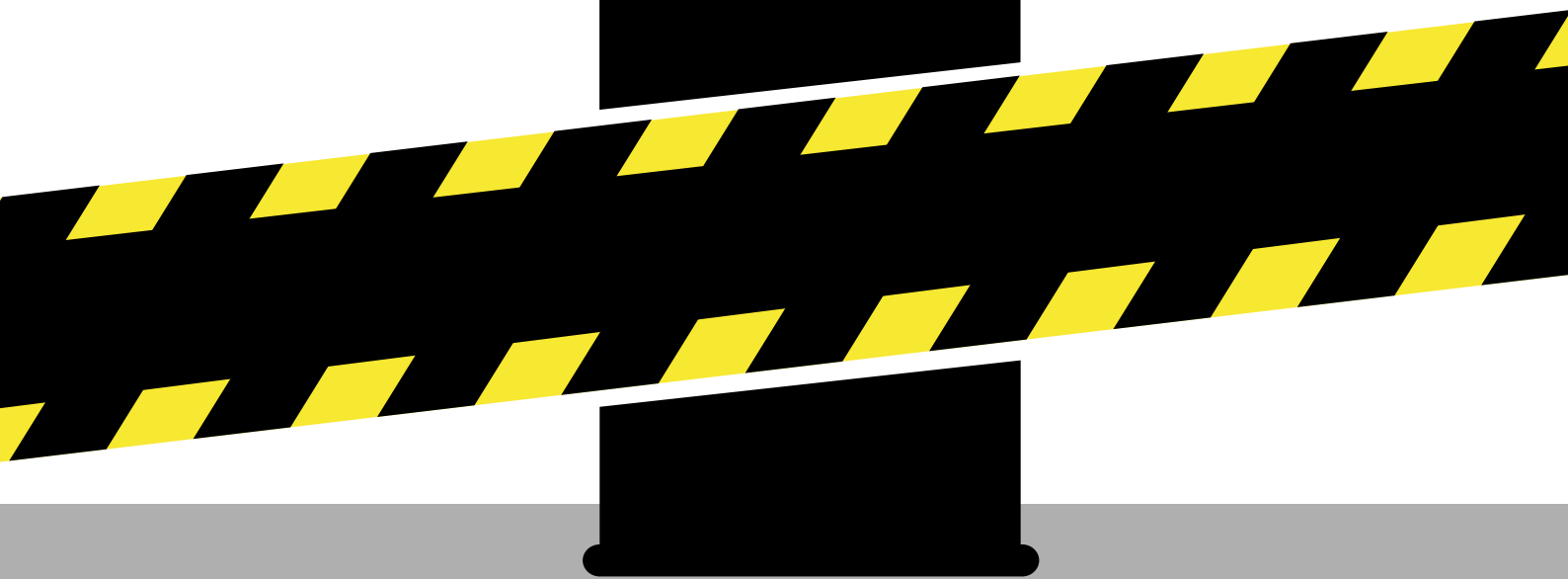
Data Matching

Cannock Chase Council is under a duty to protect public funds and, to this end we may use the information held or provided by you for the prevention and detection of fraud. We may also share this information with other bodies including credit reference agencies, for these purposes and also for the administration and collection of taxes and charges and for performing other statutory enforcement duties.

Tenants are reminded of the conditions detailed in Sections 3.1 and 3.6 of CCDC's Tenancy Agreement which states 'You agree to live in your home as your only or main home and keep it secure', 'You agree not to part with possession of or sub-let the whole of your home'. Tenants found breaching these conditions may be prosecuted under the Prevention of Social Housing Fraud Act 2013.



**Anti-Social
Behaviour**



Introduction

We are committed to helping you stand up to anti-social neighbours and people who behave in an anti-social manner. No one should have to live in a state of fear or inconvenience because of someone else's behaviour.

We will investigate all reports of anti-social behaviour and work with you to find a solution. This may involve recommending mediation. We have a number of powers we can use against tenants who behave anti-socially, such as Injunctions, Anti-Social Behaviour Orders, Anti-Social Behaviour Contracts, Tenancy Demotion and in some circumstances we can gain possession of the perpetrators home. Information about the use of Legal and Non Legal Tools can be found on the Council website www.cannockchasedc.gov.uk under anti-social behaviour.

How we can tackle anti-social behaviour

This booklet aims to help you understand how we can assist and how we can work together to tackle anti-social behaviour.

If you, a member of your family or visitors to your home are behaving anti-socially, then you are placing your tenancy at risk. If such behaviour persists we will take action against you, which can result in losing your home.

A good neighbour needs to be reasonably tolerant and understanding of other peoples comfort, lifestyle and needs.

Before complaining you need to think whether or not the behaviour which is upsetting you is reasonable by discussing this with a member of your family, another representative or a member of staff from the Neighbourhoods Team might help you in deciding this.

What is anti-social behaviour?

Anti-social behaviour occurs when someone acts in a way that causes or is likely to cause harassment, alarm or distress.

Anti-social behaviour includes, but is not limited to:

- Criminal activity
- Using or threatening violence
- Racist or homophobic behaviour
- Threatening or intimidating behaviour
- Domestic violence
- Nuisance children
- Playing loud music
- Excessive noise
- Damage to property
- Uncontrolled pets
- Dumping rubbish
- Misusing motor vehicles
- Making malicious complaints





What we will do

- Investigate all complaints promptly and take appropriate action, including possible legal action
- Work with other agencies to tackle problems and provide support
- Listen to you and respect your privacy and wishes. We will not take actions that put you at greater risk without first discussing the situation with you
- Treat racial harassment as a serious offence
- Deal with incidents of domestic violence from the victim's point of view
- Encourage tolerance by trying to balance the needs of individuals with their neighbours
- Provide support for witnesses
- Contact the people responsible quickly to try and prevent further anti-social behaviour
- Treat all information received confidentially
- Aim to prevent anti-social behaviour and moderate behaviour before taking legal action

What you can do

- Speak to the person responsible. They may not know that they are causing a problem
- Report the nuisance or anti-social behaviour
- Provide us with the information we need to take action. Keep a note of all incidents including dates and times
- If the anti-social behaviour is serious, or someone is committing a crime, you should call the Police immediately
- You can contact the Housing Office and speak to a member of the Neighbourhoods Team during normal office hours
- You can report out of hours complaints using our ASB 24 hour hotline on **01543 462621** and speak to a Customer Services Advisor
- In some circumstances Environmental Health may be able to provide an out of hours emergency service for dealing with noise nuisance
- You can make a complaint about ASB in writing, by email, telephone or by visiting the Housing Office
- You can also report ASB on the 'Report It' Section of the Council website **www.cannockchasedc.gov.uk**



Staffordshire Police (non urgent calls)

Tel: **101**

Crimestoppers

Tel: **0800 555111**

ASB 24 hour Hotline

Tel: **01543 462621**

Neighbourhood Team

Email: **EMTeam@cannockchasedc.gov.uk**

Talking Resolutions

Tel: **07459119851**

New Era Victim Support

Tel: **0300 3033778**

Rent Collection and Arrears Management



Rent Collection and Arrears Management



Cannock Chase Council understands that there are many pressures on household incomes, but payment of your rent should always be your first priority as it means that you can enjoy a safe and secure home.

Your Rent

Your rent is due weekly, in advance, from the start of your tenancy but you can speak to your Income Management Officer if you would like to discuss an alternative payment frequency. Remember though, your rent will still need to be paid in advance.

If you fall into arrears, we will contact you promptly to discuss the situation and to work towards a solution.

We have increased the ways in which you can pay your rent, they now include;

- Any Post Office
- Direct Debit
- Internet
- Postal payments
- Payzone Outlets
- Automated Telephone payments - **01543 215020**
- Standing order/bank order
- payment by card at Council Offices



Debit and credit card payments are also accepted at the Council Offices, Post Office or via the Internet and over the telephone.

Income Management

The Income Management Team is here to help Cannock Chase Council tenants to pay their rent and avoid rent arrears.

If you are worried about your rent, please call us immediately on **01543 462621**.

We are here to help

We understand that illness or unemployment can sometimes make it difficult to pay your rent and the Income Management Team is here to offer advice and support in such times. Contact your Income Management Officer immediately if you are experiencing any problems with your rent payments.

Renting a Garage

Garage rent is also charged weekly in advance and you will not be allowed to rent a garage if you have rent arrears on your home.



Money Advice

Once you make contact with us, we will be able to discuss the options available, which include;



- **Cannock Chase Council's Tenancy Sustainment Team** - a referral can be made to our specialist sustainment team who will work with you on a one-to-one basis to help keep you in your home.
- **Citizen's Advice** - we are able to make fast track appointments with local Citizen's Advice who will try to help you with any issues around your finance. You can also contact **Citizens Advice** yourself on **0808 278 7874**.
- **Applying for benefits** - you may be entitled to some help with your rent this could be either Universal Credit or Housing Benefits, depending on your circumstances. For further information you can contact **Cannock Housing Benefits** on **01543 464292** or for information about Universal Credit call the **Universal Credit helpline** on **0800 328 5644**.



What happens if my arrears increase and I don't make contact?

If there are arrears on your account we may consider court action.

The first step in this process is the serving of a Notice of Proceedings for Possession which is a legal document that enables the Council to apply to court for possession of a property. It remains active for 12 months. You must make contact with the Income Management Team urgently to discuss a repayment plan if a Notice is served on you.



What happens next?

- If you don't make an agreement with us to clear the arrears, then it may be necessary to apply to court for possession of your home.

At court the judge can order;

- Suspended possession of your property with terms agreed to clear the arrears, this allows you to remain in the property providing the terms of the order are kept. If you do not keep to the terms of the order an application for a warrant of eviction will be made to the court.
- Outright possession of your home

This will mean that your tenancy will end and you will be evicted.

Taking possession action is the very last resort, so please make sure that you contact us immediately if you have any problems paying your rent!

Money advice

Your Income Management Officer will always be willing to help in giving general advice. The Council's Benefit Service offers more specific advice on housing benefit matters.

Housing Benefit Hotline
01543 464292



If you are having general difficulties and need debt advice contact your local Citizens Advice.

Cannock & Rugeley Office
0344 411 1444



Useful contact information

If you are working, but on a low wage, you may still be entitled to help with living expenses in the form of tax credit payments. For more information contact

Primary Benefit

Tel: 0800 169 0310

Universal Credit

Tel: 0800 328 9344

Job Centre Enquiry Line

Tel: 0800 169 0390

Personal Independence Payment Help Line

Tel: 0800 121 4433

State Pension and Pension Credit Enquiries

Tel: 0800 731 0469



Tenancy Audits



Tenancy Audits

Cannock Chase Council Housing Services are carrying out tenancy audits at Council properties. When we visit, you can also raise any concerns with us or request information about the services we provide.

Why are we doing this?

- To check that the legal tenant is living at the property
- To update information about tenants which helps with the future planning of the service
- To ensure tenants are complying with the terms and conditions of their tenancy agreement
- To provide information on the services we provide
- To check that subletting or any other activity that contravenes the Tenancy Agreement is not taking place.

When we visit

Some visits will be made by a pre-arranged appointment. When we visit your home, we will ask you a range of questions and carry out a brief inspection of the inside and outside of your home.

We will ask you for two forms of identification so that we have proof that you are the legal tenant of the property.

One will be a document with your photograph such as:

- Your current passport
- Your photo driving licence or your bus pass
- Your citizen photo ID card

In addition, proof that you live at the property for example

- A recent bank statement or
- A recent utility bill

All officers carrying out tenancy audit visits will carry a Cannock Chase Council Identification Card. Always ask to see identification and never let anyone into your home who cannot provide proof of who they are.

If you are not in when we visit, we will leave you a card or letter asking you to contact us to make an alternative appointment that is convenient for another visit to be made.

If you have any information about sub-letting, properties not being lived in, or other activity that contravenes the Tenancy Agreement, contact **Neighbourhoods Team** on **01543 462621** or email **EMTeam@cannockchasedc.gov.uk**. An officer will investigate your complaint in confidence, and your personal details will be kept confidential and not disclosed.



Fire Safety in Communal Flats



Fire safety in communal block flats

Fire action

If fire breaks out in your flat:

- Leave the room where the fire is straight away. Then close the door.
- Tell everyone in your flat and get them to leave.
- Close the flat entrance door behind you
- Do not stay behind to put the fire out
- Wait outside at the evacuation point, away from the building.
- Call the fire service - dial 999 or 112

If you see or hear of a fire in another part of the building: 'STAY SAFE, STAY PUT'

- The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home or if you are told to leave by the fire service
- If you are in doubt - get out
- Call the fire service - dial 999 or 112

To call the fire service:

- Dial 999 or 112
- When the operator answers give your telephone number and ask for fire
- When the fire service reply give the address where the fire is
- Do not end the call until the fire service has repeated the address correctly

DO NOT

Store gas cylinders, paraffin or other highly flammable liquids in your flat or store cupboard.



Park or block access to the flat. Access roads and gates are designed to allow fire appliances to get as close as possible to fight fires.



Wedge doors open. Remove wedges if you find them.



Leave objects on the landings that could be in the way when you try to escape.



Smoke in communal areas. It is against the law to do so.



Place candles or tea lights on, or near to flammable materials e.g. curtains.



Check your smoke alarms weekly. Visit the Fire Service's website below for more information.

Please refer to the Council's Fire Safety booklet for more details.



www.staffordshirefire.gov.uk



Staffordshire
Fire and Rescue Service
preventing • protecting • responding

Neighbourhood Caretaking Service

Neighbourhood Caretaking

The Neighbourhood Caretaker will undertake the following tasks:

- Security fob door entry monitoring
- Fire safety regulation inspections
- Litter collection
- Communal area cleaning
- Removal or reporting of fly tipping and graffiti
- Rotation & monitoring of euro bins
- General maintenance (for example, minor repairs)
- Support residents during the hours of service - (9am - 5pm, Monday - Friday)



Fly tipping and rubbish dumping



Fly tipping and rubbish dumping

Cannock Chase Council takes pride in maintaining the appearance of all its estates. Therefore, we are treating rubbish dumping as a serious matter.

As a Council tenant, you and members of your household are responsible for disposing of your household rubbish and bulky items in the correct manner.

If you live in a communal flat, you must not dump rubbish inside or outside the block. You must also keep the communal areas free from rubbish, clean, tidy and in satisfactory order, in accordance with the terms and conditions of your tenancy agreement. You will also need to keep the communal areas clear from obstruction in accordance with Government Health & Safety & Fire Regulation Legislation.

The Council has set policies and procedures in place to deal with perpetrators who dump rubbish. We work in partnership with a number of agencies, such as the Police, Fire Service and Environmental Health and will not hesitate in taking legal action against any tenant who dumps rubbish illegally.

If somebody reports you for dumping rubbish or you get caught for fly tipping, this could result in you facing a unlimited fine.

We also need your help to let us know where problems exist. If you see it happening and know of someone who is dumping rubbish inside and outside the communal areas. Please report it direct on **01543 462621** or email us at **EMTeam@cannockchasedc.gov.uk**. You could receive a £100 reward on a successful prosecution.

Please remember to recycle. Visit **www.cannockchasedc.gov.uk/whichbin** to find out more information.



NO FLY TIPPING

The illustration shows a suburban landscape with a winding path, green lawns, and a row of houses in the background. In the foreground, a grey rectangular sign with a black border and a black post stands on the grass. The sign has the text 'NO FLY TIPPING' in white capital letters. The sky is light blue with a few white clouds.

Pet Policy



Pet Policy

As a Council tenant, if you are a pet owner, the Council expects you to comply with certain requirements in accordance with the terms and conditions of your Tenancy Agreement.

Our Policy states that you are not allowed to keep a dog or cat if you live in a communal block flat or if you live in a flat without direct access to an enclosed garden area.

Permission from the Council

If you live in a flat you must seek permission from the Council first prior to keeping a pet. If you live in a flat you must not keep a dog or cat without the written consent of the Council. (unless a dog is provided to support your independent living, e.g. such as a guide dog or hearing dog).



What Action can the Council take?

If the Council receive a complaint that you are keeping a dog or cat, without our consent and the animal is causing a nuisance. We will carry out an investigation by working in partnership with Environmental Health and the RSPCA. If you are deemed to be in breach of your Tenancy Agreement, formal action will be taken by against your tenancy and this may result in the animal being removed from your property.

Useful contact information

Staffordshire Police (non urgent calls)

Tel: 101

RSPCA (24 hour cruelty advice line)

Tel: 0300 1234 999

Blue Cross UK

(Veterinary Hospital & adoption centres)

Tel: 0300 7771 897

Vulnerable Tenant Social Alarm Scheme



Social Alarm Scheme

What is it?

The Vulnerable Tenants Social Alarm Scheme is a service that offers you peace of mind; If you need help, it is available at the touch of a button, 24 hours a day, 365 days a year. It makes it possible for people to retain their independence in their own home giving both the client and their families peace of mind that help is on hand should an emergency or problem occur at the touch of a button.

You may benefit from the scheme if you feel at risk in your home due to your age, disability or illness or if you are feeling vulnerable, perhaps because you've been a victim of crime or domestic abuse.

We can fit an alarm in any property as long as you have a working telephone line. The alarm unit is connected to your telephone and portable buttons or pendants are available to wear around your neck or wrist. These will work from anywhere in your home (or garden).



Eligibility Criteria

The service is available to tenants who live in any type of property provided they meet the following criteria:

- The tenant is an introductory or secure tenant of Cannock Chase Council and are either:
 - Aged 70 or over or;
 - Live in a property with disabled adaptations and are in need of those adaptations or;
- The tenant is in receipt of one or more of the following benefits:
 - Attendance Allowance
 - Disability Living Allowance
 - Severe Disablement Allowance
 - War Disablement Pension
 - Long Term Incapacity Benefit (note long term only)
 - Employment Support Allowance - Support Component only
 - Personal Independence Allowance (PiP)



Who is involved?

Cannock Chase District Council is working with **NEW Lifeline**, Redditch Borough Council to provide a Social Alarm Service in the Cannock Chase area 24 hours a day, 365 days a year.



How does it work?

The Social Alarm service works via an alarm unit that is connected to your phone line - there is no need for special wiring. By pressing a single button on the unit, or via a portable button worn around your neck or on your wrist, assistance is available any time, day or night. The button works anywhere within your home or garden using a powerful microphone to enable the call centre to hear you, even if you are in a different room. If you are unable to speak or in your garden, we will still be able to identify your name and address so somebody can be sent to your aid. We just ask that you test the system every month.



The Social Alarm service offers peace of mind to you, your loved ones and friends, enabling continued independence, with the reassurance that help is available at the touch of a button - 24 hours a day, 365 days a year.



How can I get a free alarm?

If you are a council tenant you can make an application to **Cannock Chase Council** for a free social alarm. If you qualify and meet the criteria, the Council will send a referral to **NEW Lifeline, Redditch Borough Council** who will then contact you to arrange a free home demonstration of the Social Alarm Service. They will explain how the service works in more detail and answer any questions that you may have.

Please make your application for a social alarm by email to socialalarms@cannockchasedc.gov.uk or you can telephone **Cannock Chase Council** on **01543 462621**.

Please note: **Lost or damaged pendants provided free of charge by the Council will be re-chargeable to the tenant at a cost of £40.00.**

For more information please visit Redditch Borough Council's website
www.redditchbc.gov.uk/living/support-at-home/new-lifeline.aspx or call **01527 534060**

Vulnerable Persons Grass Cutting Scheme



How to apply for the Scheme

To qualify for the Vulnerable Persons Grass Cutting Scheme you must be eligible by meeting the following criteria below:-

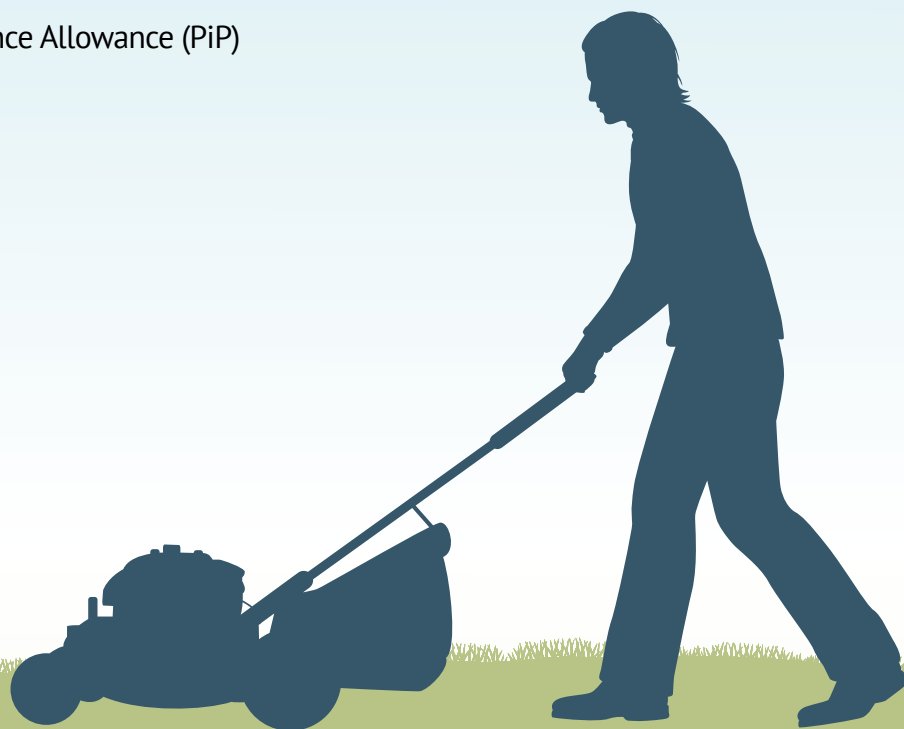
- The tenant is an introductory or secure tenant of Cannock Chase Council and are either:
- Aged 70 or over or;
- Live in a property with disabled adaptations and are in need of those adaptations or;
- The tenant is in receipt of one or more of the following benefits:
 - Attendance Allowance
 - Disability Living Allowance
 - Severe Disablement Allowance
 - War Disablement Pension
 - Long Term Incapacity Benefit (note long term only)
 - Employment Support Allowance - Support Component only
 - Personal Independence Allowance (PiP)

Standard of Service

The grass cutting service is provided by the Council's Grounds Maintenance Contractor. The Contractor will provide a basic grass cutting service for front and rear lawns which will be cut and edged up to 16 times a year, in accordance with the growing season (between March and October). This may be reduced as a result of changes in weather conditions.

The Contractor must have access to cut your grass. After they have finished cutting the grass, they will dispose of the grass cuttings in the brown 'wheelie bin' provided by the Council.

Please note: The Contractor will refuse to cut the grass for health and safety reasons if there is dog excrement and/or any rubbish, obstacles or garden ornaments on the lawn.



For further information about the Scheme please contact the **Neighbourhoods Team** direct on **01543 462621** or email **EMTeam@cannockchasedc.gov.uk**.

Independent Living Schemes available in Cannock Chase



Independent Living Schemes available in Cannock Chase



The Council offers several types of accommodation across Cannock Chase District including properties within our Independent Living Schemes.



There are four local schemes including, Caxton Court, Grace Moor Court, Longford Court and St Barbara House.



Independent Living Schemes provides people aged 55 and over with an alternative housing option. The schemes offer independent living in comfortable surroundings.



Residents have their own property whilst making use of the scheme's facilities and communal spaces.

There is an Independent Living Officer on duty Mondays to Fridays, 9am until 5pm who will help residents live independently in their own home as much as possible. To do this, they provide a wide range of services to make resident's lifestyles comfortable, secure and enjoyable. Tailored support plans are also developed to ensure individuals get the most appropriate assistance.

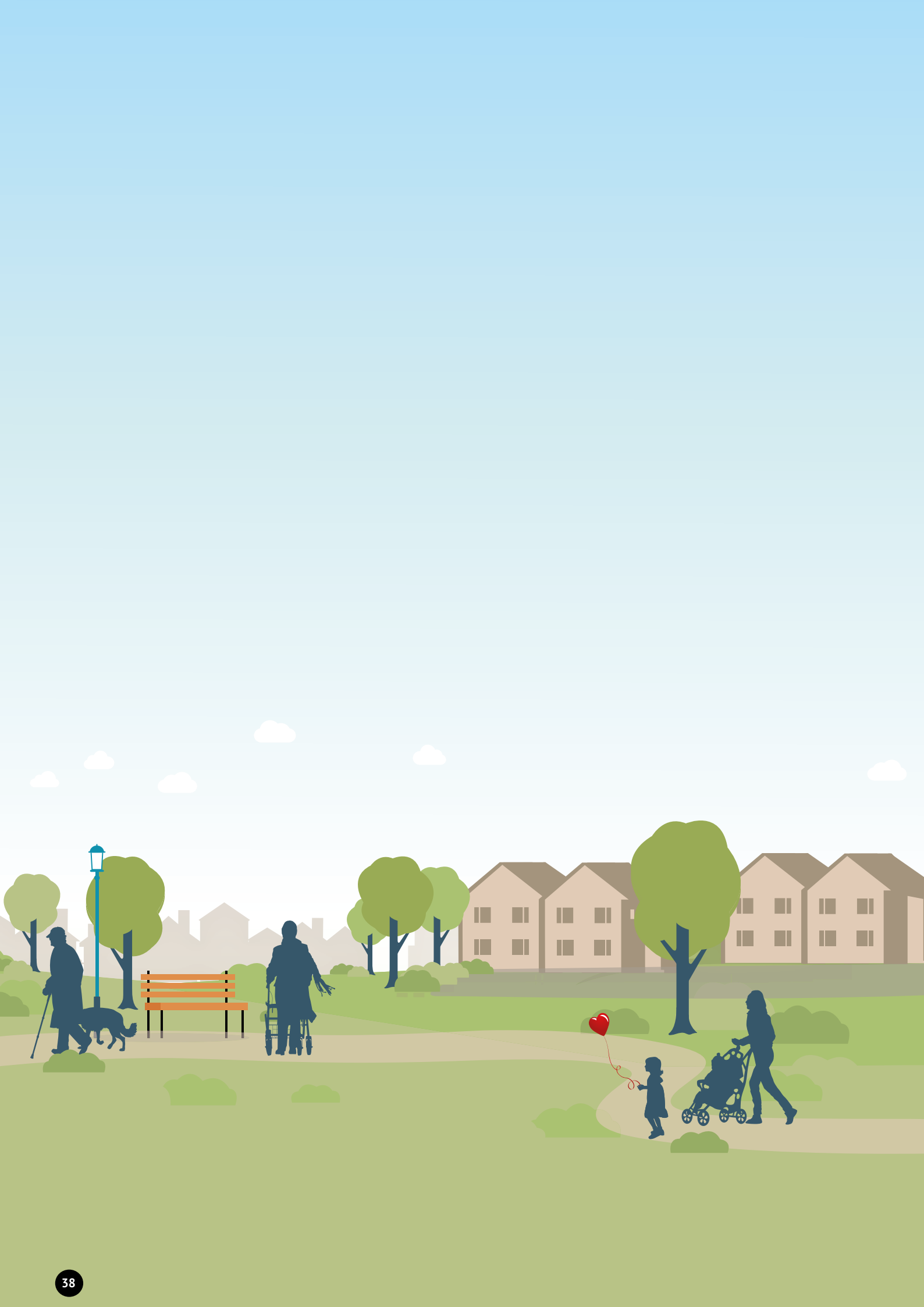
In addition to this, the Council's Central Control Team provide support 365 days a year.



If you're interested in living in one of these schemes, call **01543 462621** to find out what properties are available.



To find out more about the Council's Housing Allocations Service, visit www.cannockchasedc.gov.uk/residents/housing-allocations





love

your new home

This leaflet can be provided in braille, on audio cassette tape/disk and **large print** on request to **Cannock Chase Council** on **01543 462621**.



Cannock Chase Council
Civic Centre, PO Box 28, Beecroft Road Cannock, WS11 1BG
www.cannockchasedc.gov.uk

 www.cannockchasedc.gov.uk  Search for 'Cannock Chase Life'  @CannockChaseDC  @CannockChaseDC