

“ Introduction

Hello, my name is Sharna Evans, I would like to introduce myself as the new Resident Engagement Officer. My goal is to increase the tenant voice by strengthening connections, enhancing communication and creating meaningful opportunities for all residents to engage with us.

I'm excited to hear your ideas and work together to enhance communication and improve the services provided by the Housing team.

Please do not hesitate to reach out to me via email: ResidentEngagement@cannockchasedc.gov.uk

I am here to listen, support and collaborate.

Rent Consultation Outcome

Thank you to everyone who responded to our consultation during November and December 2024 on our proposed rent increase of 2.7% for 2025/26.

Many respondents provided us with feedback on issues such as affordability, repairs and maintenance, or general comments about our homes and services.

After reviewing the consultation feedback, the Council's Cabinet approved the proposed **2.7% increase** from **7 April 2025** and letters were sent out in March.

If you have any concerns about paying your rent, rent arrears or any other financial issues, contact your **Income Management Officer** as soon as possible on **01543 462621**. We can help you.



Housing Fraud

Housing Fraud has been on the rise in recent years and the Council will tackle those involved.

The most common forms of housing fraud are:

- Illegal occupancy
- Renting a council property but living elsewhere
- Subletting to someone else
- Key selling for a profit
- Obtaining a council tenancy by making false claims about identity or circumstances.



If you suspect someone of Tenancy Fraud, please report it. Call the **Neighbourhoods Team** on **01543 462621**.

Email: EMTeam@cannockchasedc.gov.uk or report it online: <https://customers.cannockchasedc.gov.uk/TenancyFraud>

Your information will be treated as confidential and your identity will not be disclosed.

Tenant Survey



Scan the QR code and complete our survey



Help us understand you and your needs better!

Meet the Housing Board

Following a recruitment drive last year, the Council has now formed a Housing Board to oversee the housing services delivered to you. We would like to introduce the nine new members of the Housing Board.

Some of you will already be familiar with our three Councillor members:



Councillor Tony Johnson
Chair

Leader of the Council and Ward
Councillor for Chadsmoor.



Councillor Sue Thornley

Housing and Corporate Assets Portfolio
Leader and Ward Councillor
for Chadsmoor.



Councillor Phillippa Haden

Housing and Corporate Assets Shadow
Portfolio Leader and Ward Councillor
for Hawks Green with Rumer Hill.

We have attracted three housing professionals with a range of experience in housing as our independent members:



Lucy Cunnett

Lucy lives in the District and is keen to help shape and support housing services in the area where she lives. Lucy works for Tamworth Borough Council, as Homes Manager. Lucy has experience with a range of areas within Council housing, such as with Allocations, Supported Housing, Voids and Estate Management.



Brian Murphy

Brian has been a Council tenant for 12 years. He has experience being part of Birmingham's Neighbourhood Panel and Safer Neighbourhoods Panel. Brian is also an independent Volunteer on Staffordshire Police Dog Welfare Panel and a Local Community Liaison to Birmingham Council.



Andrew Kenny

Andrew has over 35 years of experience working within the Construction industry, 15 years in general contracting and over 20 years within Social Housing, most notably working with the Housing Plus Group. His current role is Executive Director of Property. Andrew's parents live in social housing so he knows the importance of good quality, safe and secure Council housing.



Gary Pace

Gary has been a tenant for over 30 years and has lived in several areas of the District. Gary has served in the Royal Air Force, as well as working for Durapipe, one of Cannock Chase's largest employers. Gary is keen to ensure he represents the views of tenants and is confident he can help influence decisions within the housing service.



Sarah Johnson

Sarah has worked in the housing sector for almost 30 years, with 20 years leadership experience, across a broad range of organisations including a local authority, housing associations, a Housing Action Trust, a housing law firm and Tenant Management Organisations (TMOs). Sarah is currently employed at Walsall Housing Group in the senior leadership team as Director of Governance and Legal.



Natasha Howells

Natasha (Tash) started her career in the Contact Centre at Stafford Borough Council and has a good understanding of most of the Council's services. Tash became a Council tenant just under a year ago. She works part time as a Housing Assistant in the Income Management team. Tash will be able to see both sides of the issues met by the Council and by tenants.

More information visit www.cannockchasedc.gov.uk/housingboard

Join our **Tenant Scrutiny Panel** and make a difference!

**Are you passionate about
improving housing services?**

.....

**Do you want to have your
say in how things are run?**

Who can join?

- Open to all tenants and leaseholders of Cannock Chase Council.
- No experience needed - just a willingness to share your views.

Why should you join?

- Have direct say in how services like repairs, maintenance, and tenant support are managed.
- Work alongside other like-minded tenants and be part of discussions.
- Help shape real improvements in your community.
- Gain valuable experience and skills.

What is a Tenant Scrutiny Panel?

A group of tenants working together to review and improve the services provided by the Council. We make sure tenant voices are heard and help drive a positive change.

The Panel sits below the Housing Board and provides another option for tenants to get involved.

For more information:



Email **ResidentEngagement@cannockchasedc.gov.uk**



Call **01543 462621**



www.cannockchasedc.gov.uk/tenantparticipation



Call in at **Cannock Chase Council, Civic Centre, Beecroft Road, Cannock, Staffs WS11 1BG**

Expressions of
interest by
31 May 2025

**Let's work together to create better services for everyone.
Enquire today!**



'Tea with Tenants' launch

Housing Bungalow Office re-opening

Coming
Soon



As part of our renewed tenant engagement focus, we have decided to re-open the Housing Services Office for customer appointments from late spring. The Office at the bungalow adjacent to the Civic Centre has been closed to the public since March 2020.

We plan to have an opening event which will be an informal 'Tea with Tenants' drop-in session, where all tenants are invited to pop in for a 'cuppa' and have a chat with our housing, repairs and reception staff, before we formally open for booked appointments.

Attendees will be entered into a prize draw and a chance to win some shopping vouchers.

It will be a great opportunity for tenants to discuss issues concerning their homes or neighbourhoods, including repairs, changes in income, energy efficiency and insulation advice, enquiries on Home Swapper and information on permission for alterations - amongst many things.

So, we hope you'll pop in and see us.

We will advertise the dates soon on our website, social media and posters around the Council Offices, along with more details about the reception and appointments service we will provide.

Don't forget to update your contact details

We are constantly looking at ways to improve communication and our transparency with tenants.

Where possible we have moved to communicating with tenants via text, email or telephone call. It's quicker and easier and helps us to reduce our carbon footprint.

If your email or phone number has changed or, if you are unsure on what details we currently hold, please email us and we will ensure our records are fully updated.

Please check your Housing Online account or email us at:

Allocations CCDC:

Allocationsccdc@cannockchasedc.gov.uk

EM Team:

EMTeam@cannockchasedc.gov.uk

Income Management Team:

incomemanagementteam@cannockchasedc.gov.uk

Stating your name and address, and you want to update your:

Landline Number | Mobile Number | Email Address



UC Universal Credit

MANAGED MIGRATION



What is it?

The process of moving from a six-benefit system to Universal Credit as a single benefit is known as 'Managed Migration'.

The Department for Work and Pensions (DWP) will be issuing a Migration Notice letter to those in receipt of the six 'legacy' benefits.

Universal Credit will replace the following benefits:

- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Child Tax Credit
- Working Tax Credit
- Income Support

What you need to do

If you receive a Migration Notice, you must claim Universal Credit within the deadline stated by the DWP, which is usually three-months.

If you are claiming Universal Credit because you have received a Migration Notice but know you will be worse off, you may be entitled to Transitional Protection. This is an extra 'top-up' amount which will be paid to you to ensure you are no worse off claiming Universal Credit than you were when claiming legacy benefits.

If you are still unsure you should seek advice from a benefits advisor at your local DWP office or Job Centre.

For further information contact:

Chase Advice on **01543 579611** or

Citizens Advice on **0800 144 8848**

Rent Increase → What do I need to do?

As you will now be aware your rent will be increasing on 7 April 2025

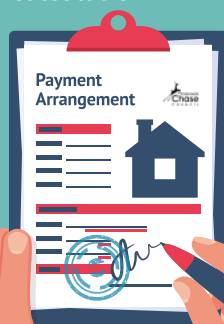


If you pay by **Direct Debit** your payments will be automatically amended, you will receive a letter in the next few weeks to confirm your new payment schedule.

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

**Weekly rent x 52
then divide this by 12**

example:
 $£95 \times 52 = £4940 \div 12 =$
£411.66 per month



If you receive **Universal Credit**, you **must** update your online journal with your new **weekly** rent charge not before **7 April 2025**.

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

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

If you have a **Payment Arrangement** you must adjust this to take into account the new rent amount from **7 April 2025**. If you are unsure of the amount please contact the **Income Management Team** on **01543 462621** or email incomemanagementteam@cannockchasedc.gov.uk.

Let us in >>

It is part of your tenancy agreement to allow access for safety checks, which will keep you, your family and our workforce safe. Your safety is our priority.

Electric



Safety check is due at least every 5 years.

- ✓ Electrical testing will identify any defects or damage to the electrics in the property, ensuring the safe operation of the electrical system.
- ✓ We require a qualified electrician to complete electrical testing at least every 5 years to ensure all electrics are safe and working correctly.
- ✓ During electrical testing, the electrician will also recommend possible improvements that can be made to the electrical system.

Gas



Safety check is due at least every 12 months.

- ✓ Getting your boiler serviced regularly will help to keep it running safely. Faulty boilers can be incredibly dangerous.
- ✓ A qualified Gas Safe registered engineer must, by law, check gas appliances and flues at least every 12 months to ensure all gas appliances in the property are working correctly.
- ✓ During your service, the engineer will ensure that your boiler is working efficiently. This could result in you saving money on your energy bills.
- ✓ During your gas safety check, the engineer will fix any minor problems, stopping small problems from becoming big ones.

Did you know...

Between 2010 - 2020, over a hundred people a year died due to accidental carbon monoxide poisoning.

Lifts



Safety check is due at least every 6 months.

- ✓ During the safety check, the engineer will identify any potential hazards, which will help to maintain the optimal performance of the lift.

Fire doors in communal blocks



Safety check is due at least every 12 months.

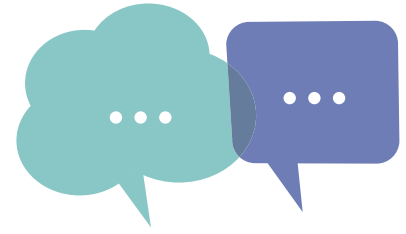
- ✓ Fire doors help to keep you safe in the event of a fire, so it is crucial that they are serviced regularly. They act as a physical barrier between fire and smoke and help to keep escape routes clear.

Asbestos



- ✓ It is crucial for us to know what is in your property to keep you, your family, and our workforce safe.
- ✓ No interior or exterior upgrade works can proceed without a relevant asbestos survey being completed.
- ✓ It is crucial that you check the asbestos report for your property before carrying out any work.

Cannock Chase Council uses subcontractors to carry out essential safety checks. Please be aware of bogus visitors to your home. All workers employed on behalf of Cannock Chase Council carry identification cards. Please check the identity of anybody calling at your home before you let them in. If in any doubt, take the name of the person calling and check with the Council on **01543 462621** before allowing access.



You said...

My home is very cold.

We did...

We inspected the insulation, radiator sizes and efficiency of the boiler within the property. We provided the tenant with advice and support if they are struggling with heating costs.

You said...

The slabs on my driveway have become uneven and are now a trip hazard.

We did...

Inspected the driveway and scheduled works to remove the old slabs and renew the driveway. The tenant appreciated our operatives' hard work and submitted a compliment.

You said...

Our outside communal area has become full of rubbish and waste.

We did...

We arranged to clear the rubbish and tidy up the area. We continue to conduct regular estate inspections and ensure any issues are raised and addressed quickly.

You said...

I am unable to use the Housing Online Portal to bid on properties.

We did...

We identified and fixed a system error. To assist the applicant in the meantime, we agreed they should call the team and advise which properties they were interested in bidding on.

You said...

The communal areas in our block are dirty and not looked after by some of the other tenants.

We did...

We arranged for the block to be deep cleaned and put a schedule in place for this to be done regularly. Our Neighbourhood officers conduct regular visits to blocks to identify any issues and to ensure tenants are supported.

You said...

The new draft Tenancy Agreement is too complex and is difficult to understand.

We did...

We conducted research to begin creating an 'easy read' version of the Tenancy Agreement. The easy read guide will accompany the Tenancy Agreement. We are also looking at producing easy read guides for other important housing documents.

HOME

What do you want to see in the next edition?

Our tenants feedback is at the heart of everything we do, have your say on the topics that feature in our next edition of Home.

Send your suggestions to us via email ResidentEngagement@cannockchasedc.gov.uk

Keep in touch...

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

tel 01543 462621 | www.cannockchasedc.gov.uk

 Search for 'Cannock Chase Life' |  @CannockChaseDC |  @CannockChaseDC

This leaflet can be provided in **large print** on request to
Cannock Chase Council on 01543 462621.

