



Keep your rent account up to date and out of arrears this festive season



We know there can be a lot of pressure to spend money on presents and entertaining over the festive period. We want to make sure you enjoy Christmas without having money worries.

Remember to pay your rent first, to keep your account up to date and out of rent arrears this Christmas and New Year.

If you are already in rent arrears, do not put your tenancy at risk by missing rent payments over the festive period. You are expected to make payments during non-collection weeks.

We have support options available to help with your financial situation if you experience financial difficulties.

If you would like up to date information about your rent balance, please log in to or register for Housing Online, visit www.cannockchasedc.gov.uk/housingonline. Alternatively, call us on **01543 462621**.

Quick tips

- Contact your Income Management Officer early if you're struggling to pay
- Consider spreading extra payments across the year or before Christmas
- Make sure payments are up to date before the office closes over Christmas

If you are worried about paying your rent or other essential bills, please contact us on **01543 462621** to speak to your **Income Management Officer**.



For all the ways you can pay your rent, visit www.cannockchasedc.gov.uk/payrent

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.

Incentive reminder

Tenants who allow access on the first visit for the gas safety check and electrical safety check automatically go into a **prize draw to win £25 each month***

*£25 for the gas safety check and £25 for the electrical safety check.



HOUSING FRAUD

We would like to start by saying a huge 'thank you' to our tenants, residents and readers who have contacted us to report Tenancy Fraud in our district.

Your information is very important to us and means we can investigate cases and protect homes from tenancy fraud.

All reports of Tenancy Fraud that we receive are fully investigated, and one such report received earlier this year has led to a Council property being recovered.

Our Neighbourhoods Team, working alongside our Fraud Investigator, completed the investigation and interviewed the tenant, who admitted supplying false information when they applied for housing.

The property can now be offered to a genuine family on our housing register.

What is Tenancy Fraud?

- Holding a tenancy but not living in the property.
- Claiming to be living at a property but instead subletting it to someone else (and sometimes receiving rent from that person).
- Applying for housing with false information such as people claiming to be homeless when they are not, or failing to declare they have a legal interest in a property (i.e. they own a property in the UK or abroad).
- Trying to succeed a tenancy to which they are not entitled, with false or misleading information.
- Trying to purchase their property through the Right To Buy scheme, whilst providing false information.

If you suspect someone of Tenancy Fraud, please report it.

Call the Neighbourhoods Team on 01543 462621

Email emteam@cannockchasedc.gov.uk

Report it online:

<https://customers.cannockchasedc.gov.uk/TenancyFraud>

**REPORT
HOUSING
FRAUD**

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

word search competition

Complete the Winter word search on the back page and be entered into a prize draw.

Send it to:

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

**Enter
a prize
draw**

The winner will be contacted to claim their prize!

Mutual Exchange

The alternative way to move

Many households may be looking for rehousing for many different reasons.

As properties are allocated on the general needs waiting list to those with the greatest housing need, and property turnover can be slow for certain stock or certain areas, rehousing can take several years in some cases.

Mutual exchange is a potentially faster method of moving which existing tenants can explore by visiting www.cannockchasedc.gov.uk/mutualexchange

Please note that your rent accounts must be up to date along with there being no outstanding legal action or charges against your tenancy prior to an exchange being approved.

Visit HomeSwapper

Cannock Chase Council is a member of **HomeSwapper**, it is a **FREE** online exchange service where you can advertise, search for a swap and submit an application for a mutual exchange.

How it works

- 1 Applicants register their property as 'looking for an exchange' with a description of the type and area they are looking for.
- 2 Should two or more applicants find a suitable exchange thereafter they would contact their relevant Landlords for an application to complete a Mutual Exchange.
- 3 Each Landlord would acknowledge their application and begin the 28-day processing period to see if the exchange proves suitable.

We would strongly advise you to visit the property that you are interested in and inspect the property inside and outside and if there are any concerns raise the matter with the Landlord.

Each property must also pass a property inspection and any applicants looking to apply who are aware of outstanding essential repairs or significant cosmetic issues should address these prior to applying for an exchange.



You said...

Communication throughout the repairs process was poor.

We did...

Implemented more frequent 'Toolbox Talks' within the Repairs and Maintenance Team to reiterate the importance of communication and best practice in managing work orders.

What this means for tenants

We aim to keep Tenants more regularly updated throughout the repairs process, increasing satisfaction with our repairs service.

Performance

Overall satisfaction with repairs for 2025/26 so far is 83%, compared to just under 81% last year.

You said...

Customer care and empathy were lacking when dealing with my housing application.

We did...

Looked at the specific case this complaint related to and all the circumstances, the officer involved was spoken to and reminded of the standards the Council expects. It was also felt that all Housing Services staff could benefit from a refresher course on customer service (to be completed in December 2025).

What this means for tenants

Improved levels of customer service for all tenants across the wider Housing Service.

Performance

In the 2024/25 Tenant Satisfaction Measures perception survey, 76% of tenants agreed that the Council treats them fairly and with respect. We want to improve this going forward.

In the Summer we ran an engagement survey online and here are some of the results.



88% of you read our 'Home' newsletter



71% of you find Cannock Chase Council's Housing Services webpages useful and engaging



63% say email is your preferred way to communicate with Cannock Chase Council

Damp, mould and condensation

We take all reports of damp and mould seriously.

Housing Maintenance have a dedicated team set up to work with our customers to deal with damp, mould and condensation problems within their homes.

Awaab's Law, named after Awaab Ishak, is legislation that came into effect on October 27 2025, requiring social landlords to address significant damp and mould, within strict legal timeframes.

We want you to feel safe and comfortable in your home



Most homes experience condensation at some point. The good news is you can reduce moisture and the risk of mould. Follow these four simple steps...

1 Produce less water vapour

Ordinary daily activities such as cooking and washing and even breathing produces water vapour.

Dry your clothes outdoors, and if you must dry them in-doors, dry them on an airer with a window open or an extractor turned on.



Cover any cooking pans with a lid and put the extractor on whilst you are cooking.



Vent dryers to the outside, never into your home. Where possible use a condensing tumble dryer.



2 Remove excess moisture

Always wipe the windows and window sills of your home every morning and as it occurs.

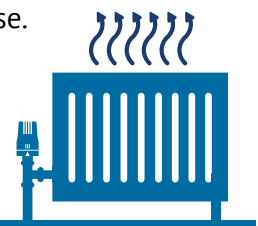


This is especially important in the bedroom, bathroom and kitchen - just opening a window will not be enough.

3 Heating

In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house.

Keep your thermostat at 18 degrees.

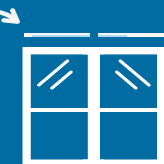


4 Ventilation

It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without causing it to become cold.



Open your trickle vents on your windows.



Do not cover extractor fans, or air brick.



Open your windows for 20 minutes in the morning.



Avoid overfilling cupboards and wardrobes as this prevents circulation of air.



Leave space between the back of furniture and cold walls.



Let us know about any issues now call **01543 462621** or email dampmouldanddisrepair@cannockchasedc.gov.uk

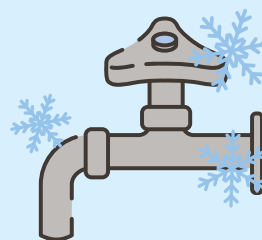
HOME

Preparing for Winter

If you are leaving your property for any reason during the cold weather, ensure you leave some heating on to prevent pipes freezing. If you have a gas boiler the condensate pipe can sometimes freeze, impacting your boiler.



An escape of water can cause a huge amount of damage, and result in the devastating loss of personal property and belongings. A prompt reaction can minimise the impact an escape of water has on your home.



- They are found usually under the kitchen sink, under the stairs or in a cloakroom.
- Take the time to know the location of your mains cold water stop tap, so if an escape of water does occur you are ready to take preventative action.
- To turn off the mains cold water supply, turn the stop tap handle in a clockwise direction.

Remember, Cannock Chase Council insures the building, but you are responsible for insuring the contents of your home.

Successful Re-opening of the Housing Bungalow

On the 1st July 2025 the Housing Bungalow re-opened for customer enquiries Monday to Friday 9am to 4pm.



There is no need to book the computers, however if you would like to arrange a time slot with assistance please email housingreception@cannockchasedc.gov.uk or call **Allocations** on **01543 462621** (option 4 option 2).

For tenants who wish to see an **Income or Estate Management Officer** please email **housingreception@cannockchasedc.gov.uk** where a booking will then be made on your behalf.

Monday to Friday
9am to 4pm

Over 800 people have accessed the service with a wide range of housing related queries.



'Ask Housing Services' Your Questions Answered!

Do you have a question about your tenancy, housing maintenance, rent, or anything else related to your home? We're listening!

Our Engagement team is opening the floor to you - our tenants - to ask us anything. Whether it's something you've always wondered about that you'd like clarified, a quick query that you're sure who to ask about or a suggestion you'd like to share, we want to hear from you.

Each edition, we'll feature a selection of your questions in the newsletter, along with clear and helpful answers from our team.

Let's keep the conversation going to make sure you feel informed, supported and heard.

No question
is too small -
if it matters to you,
it may matter to
other tenants

How to get involved:

- 1 Email your questions to **residentengagement@cannockchasedc.gov.uk**
- 2 Complete this page and return it to our Civic Centre office or Housing Bungalow.
- 3 Speak to the **Resident Engagement Officer** on **01543 462621**

Or scan the **QR code** to submit your questions through our website.



Ask Housing Services:

[illegible]

Please return this page to: **Cannock Chase Council Offices, Civic Centre, Beecroft Road, Cannock, WS11 1BG.**

HOME



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.

What do you want to see in the next edition?

Send your suggestions via email to residentengagement@cannockchasedc.gov.uk



Winter word search



ENTER
for a chance to
WIN

a £25 voucher!

Snowflake
Presents
Sledging
Woodfire
Reindeer
Cracker
Snowman
Gloves
Turkey
Tinsel
Bauble
Scarf

H M D Q I O N F L L X N S A H W G G R P U B B N Y
L A Q T U A X A T F Z D O K D P L B M J G K N Q S
E F X A L G H J J L X V J W Q Z O D L U W W K D K
A S R E I N D E E R W J K L U U V I H Y L L X M F
X Y N B A R H O Z Q O L L G K O E S N S X J G O B
J F H Q A F L L E M O B X Z M J S O A B P A Z S Q
T T R Z L R S S R H D L N A V O F N V Y J F M Q I
F B L Q P I A Y V R F Z J O E W Z C E W A A C H D
P T Z H L D E N H E I V F K X O I B B V T T T D F
Q N B U D K N M F H R G A T Z N X A I E L T U Z A
D H A O P B Q Y T N E U M U R J V L C D B P C T V
M I U C R V U B C C T R A S F J U X T I N S E L L
J U B P R W H R P O Q C Z I V S H G O M K T P B X
D U L R G S D B S T T H R L Q A C Q J D B H P O O
F Z E E I M I O O W J A Q A U F N I R M W N M T R
V V D S S L E D G I N G C U C S B G J Y O D B U Q
G X K E Z E E S S B Y U W E M K O L B R N M J R X
O U D N Y A W C F I W Q Z C H E E I R O H T A K R
R K H T F X Z X V Q N S H W G S R R T G J N G E G
Z K C S T S A G L D W C Y Y H M F V D Y I Q G Y I
P P M J R G B L D I S A S N O W M A N D F I F D P
S N O W F L A K E A G R Z H X F V A U R B D E F L
Z O L A I Q H H D F A F B B C Y A E I Y C S P O U
P G M T M R O S K H X R L Z L F U O K J Y S H C L
N P R A C R R Z C Q T E D L P I W C K M T X U F O

Name: _____

Address: _____ Postcode: _____

Contact number: _____

Closing date:
31 January 2026

If you choose to enter the prize draw, we will only use your details to contact you if you win. We will not share personal information with other departments or organisations other than where the law obliges or allows us to.

For further information please see: www.cannockchasedc.gov.uk/privacynotices

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**.