

## A guide to using your Tenant's Handbook

Your Tenant's Handbook is intended to be a reference guide for you - our customers. It highlights services we offer and provides a wealth of information about us.

Your Handbook is conveniently divided into 7 sections covering all areas of the work of Stafford and Rural Homes.

Each section can be easily located by using the tabbed index.

Each tabbed index divider lists the contents of the section and the corresponding page numbers.

You will find a section at the rear of your Handbook to file away other important documents received from Stafford and Rural Homes, such as your Tenancy Agreement and Rent Statements, therefore keeping all your important documents in one easy to find place.



Where you see the information symbol (shown on the left) you can get a more detailed leaflet or document about the topic from our Head Office - The Rurals, one of our Advice Shops or from our website at [www.sarh.co.uk](http://www.sarh.co.uk).

You will also find on the bottom of every second page relevant contact details for obtaining further information on that particular topic.

If you require this document in an alternative format please contact our Customer Services Centre by telephoning 01785 216789 or e-mail us at [enquiries@sarh.co.uk](mailto:enquiries@sarh.co.uk).

## Welcome from Chief Executive



I am Karen Armitage, the Chief Executive of Stafford and Rural Homes and I would like to welcome you to your first Tenants' Handbook.

Our aim is to work with customers to produce a helpful document that assists you to understand our business, access our services, communicate with us, and receive the services 'you' our customers need.

It is a real challenge to be an excellent landlord but that is what we at Stafford and Rural Homes are aspiring to be.

It is only by making sure what we do is what you - our customers, need and, whenever possible that little bit more, so that we can be the successful 3 Star landlord we want to be (3 Star status can only be achieved following a detailed value for money inspection by the Audit Commission).

Please let us know what you think of your Handbook. You can offer suggestions to improve or include things, or you can just let us know whether it is a useful document for you. Either way, we want to know what you think.

Happy reading and I hope it's a successful reference book that assists you and helps you understand that we are here to help you.

A handwritten signature in black ink that reads "Karen Armitage". The signature is fluid and cursive, with a large 'K' and 'A'.

CHIEF EXECUTIVE  
STAFFORD AND RURAL HOMES

## Contents

- **How Can I Contact You?**
- **Section 1 – About Us**
  - Our Vision, Values and Objectives
  - Our commitment to you
  - Our Customer Care Charter
  - Involving you – What is the Partnership Agreement?
  - What Customer Service standards can I expect?
  - Equality and Diversity
  - What services can I get from you?
  - How can I comment on, compliment, or complain about services?
- **Section 2 – My Home**
  - I am a new tenant – What do I need to do?
  - What does my Tenancy Agreement mean to me?
  - How can I pay my rent?
  - When does my rent increase and why?
  - What if I have difficulty paying my rent?
  - A relative has died – Can I keep my home?
  - How can I buy my home?
  - How can I find a mutual exchange?
  - How can I get a transfer?
  - I am leaving my home – What do I need to do?
  - How will you deal with anti-social behaviour?
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  - What does Grounds Maintenance mean for me?

## How Can I Contact You?

- **Section 4 – Support Services**

- What can Sheltered Housing offer me?
- What is the cost of living in Sheltered Housing?
- What is the Community Alarm Centre?
- What is a Housing Support Coordinator?
- What is a Support Plan?
- What if I need an increased level of support?
- What if I suspect a vulnerable adult is being abused?
- I have a violent or abusive partner – What help can I get?
- I am being harassed – What help can I get?

- **Section 5 – Getting Involved**

- How can I get involved?
- What are Estate Walkabouts?
- What is the Involvement Calendar?
- What is the Tenant's Initiative?
- What is the Tenant's Resource Centre?

- **Section 6 – Useful Contacts**

- My contacts with Stafford and Rural Homes
- Where can I find out about local amenities?
- Support agencies
- Useful contacts
- Useful websites

- **Section 7 – Other Documents**

**Use this section to file away other useful documents you have received from Stafford and Rural Homes, keeping all your important documents in one easy to find place.**

## How Can I Contact You?

### How can I contact you?

#### By writing or visiting us in person

We have customer reception facilities at our main office on the Staffordshire Technology Park and in our Advice Shops in Stafford and Stone town centres.



#### Head Office

The Rurals, 1 Parker Court, Dyson Way,  
Staffordshire Technology Park,  
Beaconside, Stafford ST18 0WP

Opening Times:

Monday - Friday 8:30am - 5:00pm



#### Stafford

3<sup>rd</sup> Floor, Civic Centre, Riverside,  
Stafford ST16 3AQ

Opening Times:

Monday - Thursday 8:30am - 5:00pm

Friday 8:30am - 4:30pm

**We are looking for a Stafford Town Centre Advice Shop to open in the Autumn of 2007.**



#### Stone Advice Shop

3 Crown Courtyard, Crown Street,  
Stone ST15 8UY

Opening Times:

Monday 9:00am - 12:30pm

Tuesday 1:00pm - 4:30pm

Wednesday CLOSED

Thursday 9:00am - 12:30pm

Friday 9:00am - 4:30pm

## How Can I Contact You?

### Contacting us by phone or e-mail



#### Repairs Service and Emergencies

01785 216677

[repairs@sarh.co.uk](mailto:repairs@sarh.co.uk)

Opening Times:

Repairs Service:

Monday - Friday 8:30am - 5:00pm

Emergencies:

24 Hours

#### Housing Services

- Allocations
- Rents
- Neighbourhood Services

01785 216789

[housing@sarh.co.uk](mailto:housing@sarh.co.uk)

Opening Times:

Monday - Friday 8:30am - 5:00pm



#### Care and Support

- Sheltered Housing
- Lifeline Services

01785 216777

[careandsupport@sarh.co.uk](mailto:careandsupport@sarh.co.uk)

Opening Times:

24 Hours

### Via our website

You can access our web-site [www.sarh.co.uk](http://www.sarh.co.uk) to obtain information about us and our services, report a repair, check your rent account, comment on our services, or report any issues affecting your home or your neighbourhood. A comprehensive range of forms and other documents are also available to view or download from the website.

### Home visit

Some customers prefer a home visit and we are happy to arrange this for you. Please contact the appropriate customer service centre, using the details above, for an appointment.