

Protecting neighbourhoods...

The Tenant Trust Charter...

Gardening competition...

Non-charging weeks...



PEAKS & PLAINS
Housing Trust



PlainSpeaking

April 2021

Welcome...

Since the outbreak of COVID-19, we have continued to provide emergency repairs, do outside work and essential repairs. But we haven't been able to get into some of your homes to complete routine work because of the importance of keeping you and all our staff safe.

I want to reassure you that the team at the Trust has a plan to return to normal as soon as the virus allows us. There is nothing we would like more.

There are signs that restrictions are lifting, so it's a great time for us to introduce our Trust Tenant Charter. It encourages us all to take a fresh look at the commitments we have made to each other and the responsibilities that we have as your landlord.

I hope you find it useful. In the meantime, stay safe – after all, we are in this together.

Mark Howden Chief Executive



Supporting tenants in difficulty & protecting neighbourhoods...

Tim Bamber, Customer Support and Enforcement Manager, tells us about how his team have been busier than ever through lockdown.

"Our support and enforcement teams are usually contacted for help dealing with benefits and finances, customer welfare, safeguarding, anti-social behaviour or hoarding.

For each case, we work with colleagues across the Trust, and our community partners, to put plans in place to improve the lives of our tenants and those who live nearby."

Since April 2020, we have had:

313

support cases - more than twice last year

527

food parcels for those in need

223

safeguarding concerns reviewed

866

new anti-social behaviour cases



94% of customers satisfied with how their case was handled

89.5% of customers satisfied with the outcome of their case

If you have any concerns about the welfare of a neighbour, you can ask us to make sure they are okay.  safeguarding@peaksplains.org


Get involved..

In a recent survey of customers, we found that many people don't know that they can get involved in how the Trust is run. We want to hear from you.

There are lots of different ways that you can play a part, at a time and pace that suits you. This could be anything from commenting on our services to influencing decision making across the Trust. Find out how you can improve our services.

 peaksplains.org/getinvolved

 getinvolved@peaksplains.org

 or send us a letter



An introduction to ...the Trust Tenant Charter

Our Trust Tenant Charter is nothing new. It's just a simple way for us to remind everyone about the promises that we've made to you and what we expect from our customers in return.

In short... we want you to be a respectful neighbour and tenant and it's our job to be a great landlord.

Because we're in this together.

You will:


- Pay your rent on time
- Keep your home in good condition
- Be a great neighbour


We will:


- Make sure you have a good quality home
- Provide you with a great service
- Be a great landlord


Our service standards....


We will...

 Answer your calls quickly and minimise the time you queue to speak to an advisor.

 Offer routine repairs within 28 days unless it's an emergency.

 Reply to all emails and letters within 10 working days.

 Provide an update on open queries every 14 days.

 Investigate and respond to complaints in 10 working days.

The Tenant Trust Charter...

watch the video at peaksplains.org/together

The Trust Tenant Charter does not change the terms and conditions of your existing tenancy agreement

Your home...
Working together, we'll make sure that your home is a place that you can continue to enjoy.

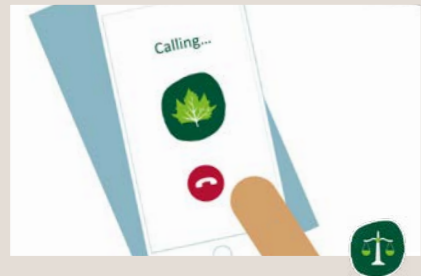


We will provide a safe, affordable, well-maintained home.



You will look after your home and do your bit to keep it in good condition.

Our relationship...
We're proud to offer quality customer service and our relationship with you is important to us.

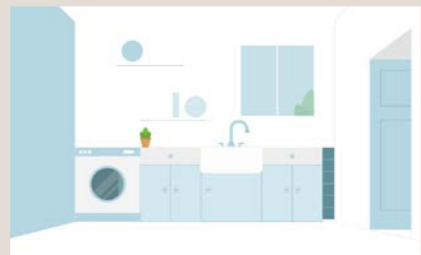


We will provide a quality customer service that is consistent, fair and respectful. We'll also provide digital services for those who need them.

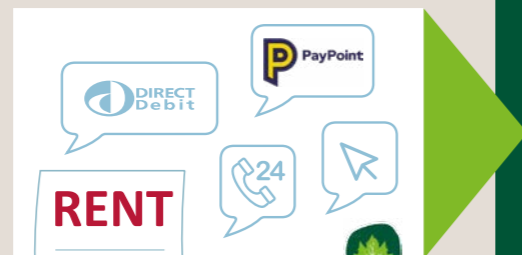


You will be fair and respectful to our staff and keep us up to date with your contact and household details.

Your tenancy...
Your tenancy agreement is a contract between us that allows you to live in your home. Here's what all that small print really means.



We will provide a safe, affordable and secure home, with quality landlord services.



You will keep to the terms of your tenancy agreement and pay your rent and charges in advance.



Safe...

All installations, like boilers, will be checked, tested and signed off to show that they meet our Home Standard.



Affordable...

We'll charge a fair rent for the home that you live in and we'll do checks when you start your tenancy to make sure that it's affordable for you. If you start to have problems paying your rent, we will support you with help and advice.



Well maintained...

We'll provide a 24/7 emergency repairs service. We'll make sure that your home meets the Home Standard.



Quality customer service...

We'll keep you informed, and our professional, polite staff will aim to deal with your questions as soon as you contact us.



Consistent, fair & respectful...

We'll treat you as an individual, provide a fair service, and take care of your personal information.



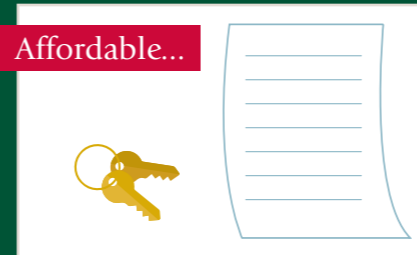
Digital services...

We'll provide digital services to make it easy and convenient to manage your tenancy.



Safety...

Making sure you're safe and comfortable in your home.



Affordable...

We'll charge a fair rent for the home that you live in and we'll do checks when you start your tenancy to make sure that it's affordable for you. If you start to have problems paying your rent, we will support you with help and advice.



Security...

Our Support and Enforcement Team will provide community safety services to make sure you and your family stay safe.

You will...
Take good care of the property, report repairs and allow us in when we call to do essential work and let us know if you won't be in.

You will...
Be fair and respectful to our staff and contractors. When we visit your home, you'll make sure it is safe, clean and smoke-free. Let us know if your mobile number or email change - or if people move in or move out of your home. Use our digital services whenever possible to help us respond quickly and work efficiently for you.

You will...
Understand and meet your responsibilities as set out in your tenancy agreement. Pay your rent and service charges in advance, as agreed in your tenancy.

What the symbols mean...

In this leaflet – and in the video – you'll see two green icons.

The scales represent the standards and services that we are expected to deliver for you by the Regulator of Social Housing. These are things we should do - and are required to do by law.

The Trust leaf icon means that this is something that's written into our contract with you.

Gardening competition...

There are promising signs of spring all around, so we thought it was about time to relaunch our gardening competition.

If you would like to find out more or get updates about the competition, email us or follow us on Facebook.

 getinvolved@peaksplains.org

 facebook.com/peaksplains

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 **0800 012 1311**

 **Chat live on our website**

 peaksplains.org

 facebook.com/peaksplains

 instagram.com/peaksplains

 twitter.com/peaksplains

...We'll be in touch

We are working on a project to get to know our customers much better so that we can make sure we provide the right services in the right way.

Staff from across the Trust will be making calls to customers to check we have up to date information about you.

We'll never ask for your bank or credit card details on these calls.

Find out more, including tips on how to avoid scams

 peaksplains.org/news/customer-data-project

Non-charging weeks...

29

Mar 2021

05

Apr 2021

20

Dec 2021

27

Dec 2021

28

Mar 2022



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