

Welcome to Places for People



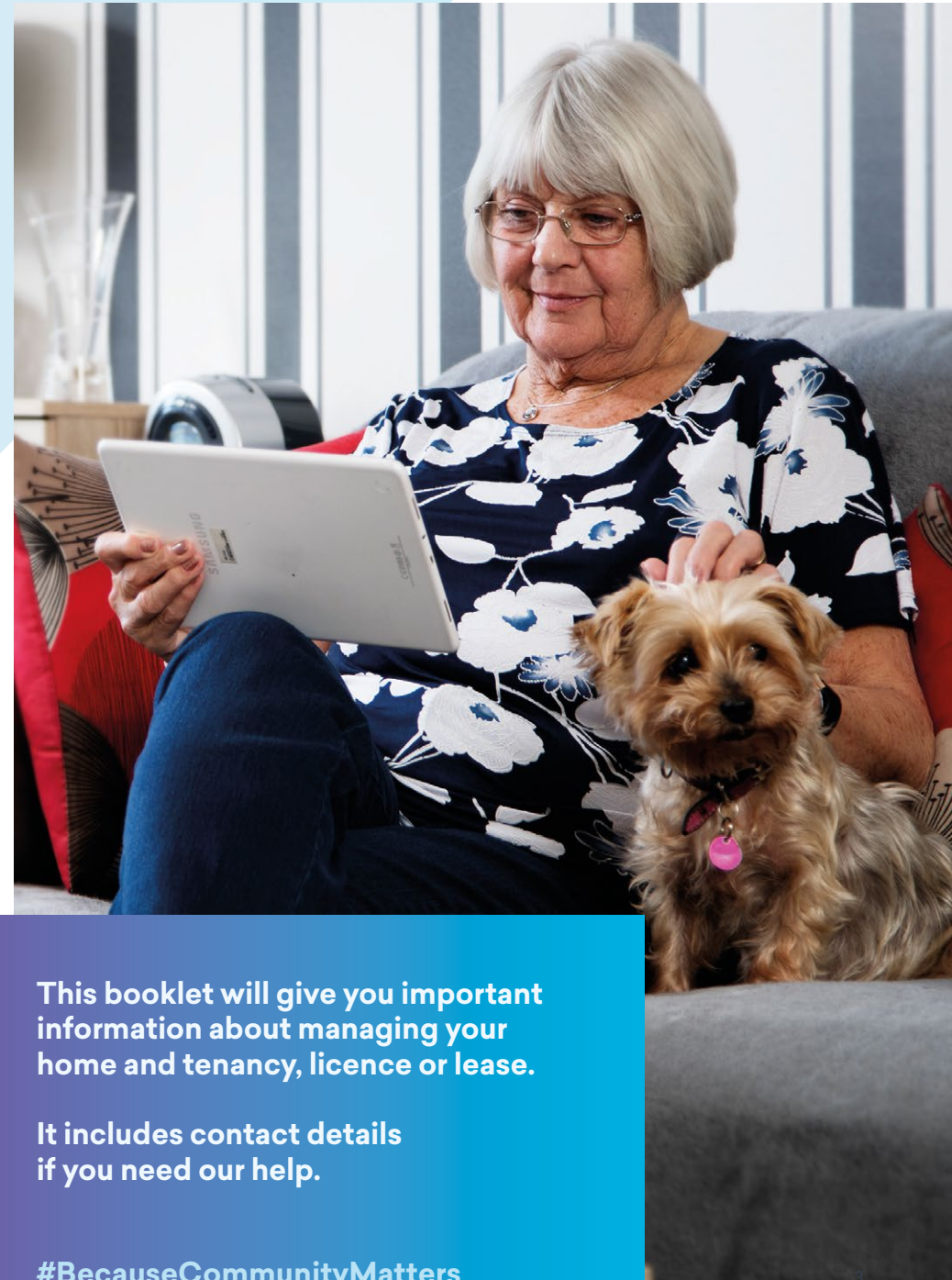
How to contact us

The Places for People (PfP) Customer Portal is the quickest and easiest way to manage your home, whenever it suits you. Available 24/7, you can update your details, make payments, request repairs and view important information. If needed your enquiry may be forwarded to your Community Housing Manager or Community Support Co-ordinator.

If you need support, our Customer Contact Centre is also here to help with repairs, requests and general enquiries.

You can contact us at **placesforpeople.co.uk**
or you can contact us by telephone **01772 667002**

Lines are open Monday to Friday from 8am to 6pm.
(excluding Bank Holidays).



This booklet will give you important
information about managing your
home and tenancy, licence or lease.

It includes contact details
if you need our help.

#BecauseCommunityMatters

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Your team to support you

Your Community Housing Manager or Customer Support Co-ordinator are there to support you in your home and Community.

They're ready to help with:

Tenancy, licence and lease questions:

Need clarity on communal services, landscaping, service charges or anti-social behaviour? Your Community Housing Manager or Customer Support Co-ordinator have got you covered.

Support requests: Whether you have questions about keeping a pet or making changes to your home, they're here to assist.

Local connections: They will connect you with local resources and ensure your Community remains a welcoming place.

Beyond handling tenancy-related matters, your Community Housing Manager or Customer Support Co-ordinator will also be actively engaged in your Community. They will be able to visit you in your home, attend local events and regularly walk around your area to stay connected with People living in the Community.

Our Customer Contact Centre and PfP Customer Portal are your first points of contact for logging repairs, requests, and general enquiries. If needed, your enquiry may be forwarded to your Community Housing Manager or Customer Support Co-ordinator for further assistance.



A guide to your tenancy, licence or lease

We will transfer your tenancy, licence or lease as part of the Transfer of Engagements. This means PfP will become your landlord and will be responsible for managing your home and services. Don't worry your terms and conditions will stay the same and you don't have to do anything.

How we will help you:

Repairs

We will complete repairs in line with your tenancy, licence or lease agreement to internal walls, floors, ceilings, external gutters and drainpipes and other items. For more information, please see all the repairs which are our responsibility and those which are yours on placesforpeople.co.uk

You can report a repair in minutes through the PfP Customer Portal, or by calling us on **01772 667002**. You can report a repair Monday to Friday from 8am to 6pm (excluding Bank Holidays).

Your repairs will be attended to by a PfP Operative or a PfP approved specialist contractor. Once your repair has been reported to PfP, contractors will usually arrange the repair appointment directly with you. Any repairs already reported to Elim before the transfer will continue to be managed and you do not need to report them again.

Emergency Repairs, Damp and Mould

If you have an emergency repair or concerns over damp or mould, please call us on **01772 667002**. Emergency repairs can only be reported by telephone and can be reported 24 hours a day. They will be made safe in 24 hours.

You can let us know about damp or mould on the PfP Customer Portal. If you would like more detail about what an emergency repair is, please visit placesforpeople.co.uk or call us.

Services

We will keep the shared areas of your building and the shared area around the building clean and tidy. We will maintain any lifts, shared doors, communal items and fire safety systems.

Rent and service charges

Your rent and service charge will be reviewed and altered in accordance with the terms of your tenancy, licence or lease and in accordance with relevant legal requirements. PfP will let you know if your rent or service charges will change and give you 28 days' notice of the new charges. Any rent review will be in line with Government policy.

Financial Support

We understand that there may be times when financial pressures feel worrying and stressful for you and your family.

Our team offers a range of support services to help Customers sustain their tenancy and improve their financial wellbeing. This includes budgeting support, help maximising income through benefit take-up, energy advice, employability support, digital support, wellbeing services, furniture assistance, and access to specialist support where needed.

For money, benefits and budgeting support, you can contact our Money Advice Team, on 01772 6660446 or by email at moneyadvice@placesforpeople.co.uk.

You can contact us about support even if you have already contacted Elim for support previously.



How you can help us:

- Talk to us if you are finding it difficult to pay your monthly or weekly rental or service charges.
- Be aware of the fire safety rules for your building, if you are unsure, please let us know.
- Let us know if you are in financial difficulty and paying for your other bills such as gas, electricity, council tax and water are a problem for you.
- Contact us if you need support to manage any other element of your home or garden.
- Regularly check your smoke detector(s). We recommend weekly testing and if you are having difficulty doing this, please let us know.

Managing your home with us

Managing your home with us

Taking care of your home is simple with the PfP Customer Portal available 24 hours a day.

What you can do on the portal:

- *Manage your tenancy, licence or lease*
- *Make a payment*
- *Check your balance or account statements*
- *Report something to us like an incident or a repair needed*
- *Request permission for something.*

You will automatically have a PfP Customer Portal account created for you. We'll send you an email link (if we have a valid email address for you) or you can register on the **www.placesforpeople.co.uk** website using your new PfP Customer Payment Reference after 1 October 2026.

Pay your rent the easy way

The easiest way to pay your rent is by Direct Debit, as once set up, payments are taken automatically.

If you prefer to make a manual payment each month or week or for a payment arrangement you have in place, you have the option to pay through the PfP Customer Portal, **placesforpeople.co.uk/log-in**.

Or if you prefer you can do this by telephone by calling **01772 667002** and selecting the automated telephone payment option. You will need your new Customer Payment Reference when you call.

If you need to set up a new Standing Order you will need your new Customer Payment Reference and our account details which are:

Places for People Living+ Limited
Sort code 20-69-93
Account number 13937216

If you pay by AllPay you can continue to do this using your current card. If you lose or damage your card Places for People will be unable to provide a new one.

Insurance

PfP insures or arranges the insurance for the structure of the building your home is in.

It is your responsibility to arrange contents insurance for the things you have in your home. Things you need to insure are anything you would take with you if you moved for example TVs, furniture, valuable items, standalone white goods, clothing, curtains.

You also need to insure things you wouldn't necessarily take such as carpets or laminate flooring if it is not fitted permanently to the floor. PfP cannot insure or arrange insurance for home contents or personal things.

Homeowners

We're here to support homeowners and shared owners in all aspects of homeownership.

For support with home maintenance, repairs, service charges staircasing and more visit the Homeowners Hub at

www.placesforpeople.co.uk/homeowners

Here you'll find support with:

- Shared ownership
- How to extend your lease
- Selling your shared ownership home and staircasing
- Selling your outright owned home
- Rent and service charges
- Insurance
- Managing Agents
- Right to repairs
- Making a complaint

Gypsy, Roma and Traveller Communities

PfP are proud to support our Gypsy, Roma and Traveller Communities in the South West, North and South Somerset, Bath, Bristol, Gloucestershire and Devon.

These services will continue to be delivered by our Specialist Housing team. If you live in one of our Gypsy, Roma and Traveller Communities, you can continue to access support in the same way as you do now. You can also contact us on **01772 667002** or online using the PfP Customer Portal.

The terms and conditions of your licence continue as they do now.



If you rent your home from us under a tenancy or licence, you have the right to:

Security

We do not enter your home without your permission or without a court order. We don't keep any spare keys!

Lodgers

You may have a lodger in your home and just need to ask us first if you wish to have a new lodger. You can request this through the enquiry form on the PfP Customer Portal **placesforpeople.co.uk/log-in** or by calling us.

Transfer or exchange of your home

If your home is no longer suitable for your needs or for the needs of your household, you can apply for a transfer to a different home to your Local Authority. Or you can consider exchanging your home using Home Swapper. You need to have managed your home in line with your tenancy agreement, have the rights to do so in the terms of your tenancy, and you need to have held your tenancy for a minimum of 12 months.

You must have no outstanding rent arrears or pre-existing payment plan, and your home needs to be in good condition. Further details are available on our website or by calling us. You can also register with homeswapper.co.uk

Making improvements to your home

We will contact you when there are planned improvements for your home to let you know how and when they will be completed.

And once you've lived in your home for 12 months, you can make improvements yourself, like upgrading your kitchen units or installing a new shower. Please get written permission from us first through the PfP Customer Portal **placesforpeople.co.uk/log-in**

Succession

If you have a joint tenancy, spouse, partner or other People living with you, with our agreement, they may be able to continue the tenancy if you die. This will depend on your tenancy agreement and that there has been no other succession previously. We will help them to do this if needed.

Permissions needed

There are some things we need you to let us know about so that we can give permission. We will not unreasonably withhold permission on your request for:

- Keeping a **new** pet
- Running a **new** business from your home
- Swapping your home by mutual exchange
- Making improvements.



We're here to do more

At PfP, we believe building a Community takes more than just providing homes, which is why we offer support through a wide range of local projects.

You can get involved in fitness, training, and social activities or find your local food bank and other support services in your area.

To discover what's available near you, visit: placesforpeople.co.uk/communityprojects.

#BecauseCommunityMatters

Here for you

The Listening Room

At PfP, we're committed to ensuring our Customers' voices are heard, valued and embedded in everything we do.

The Listening Room is a safe, confidential space online where you can share your thoughts on the things that matter – from daily services to the bigger picture of your Community's future. Your voice is heard here, without judgement or pressure.

At PfP we're here to listen – really listen. The Listening Room is where your feedback helps shape stronger, more inclusive Communities, built with you in mind.

We will send you an invitation by email to join The Listening Room. Or you can join when you have your Customer Payment Reference before then by visiting **placesforpeople.co.uk/thelisteningroom** or by scanning this QR code:



National Customer Group and Regional Customer Groups

By volunteering to become an involved Customer, you will join others from across the country to represent Customer views on issues like fire safety, involvement and complaints.

You'll have a chance to make real improvements to our services and your Community, learn new skills and any out-of-pocket expenses will be covered.

To find out more please visit **www.placesforpeople.co.uk/customer-voice**



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