



Information for Residents (STAIRs)

Our Housing Services

We want you to feel safe, informed and listened to in your home. Our Housing Services team helps with your occupancy agreement, rent and service charges, repairs, the condition of your home and concerns about your neighbourhood or shared spaces. We work with support providers and managing agents where they are involved in delivering your service.

This section explains what you can expect from us, who to contact and how we deal with issues you raise.

Contact your housing officer or report a repair: Tel 01202 306070 Mon- Fri 9am -5pm.

Cornwall

Ross Jasper – rossjasper@pivotalhousing.co.uk

Simon Martin – simonmartin@pivotalhousing.co.uk

Plymouth & Cornwall

Katherine Conner – katherineconner@pivotalhousing.co.uk

Plymouth & Devon

Sonya Williams – sonyawilliams@pivotalhousing.co.uk

Devon

Maddi Morgan – madalinemorgan@pivotalhousing.co.uk

Gloucester

Ross Jasper – rossjasper@pivotalhousing.co.uk

Maddi Morgan – madalinemorgan@pivotalhousing.co.uk

Dorset

Zoe Thomas-Wood – zoethomas-wood@pivotalhousing.co.uk

Mandy Barnes – mandybarnes@pivotalhousing.co.uk

Out of Hours Emergency Repairs Service call: 01202 738495 or 07792 916825.

[Customer Handbook](#)

What Pivotal Promises You

No matter which agreement you have, Pivotal aims to:

- ✓ Treat you with dignity and respect.
- ✓ Support you to maintain your accommodation.
- ✓ Listen to your concerns.
- ✓ Help you move towards independence where appropriate.



- ✓ Provide a safe place to live.
- ✓ Explain decisions and communicate clearly.

Your home should be a place where you feel safe, respected and supported.

We understand that people may have experienced difficult life events, homelessness, trauma, loss or instability. We will work with you in a respectful and compassionate way. We will explain things clearly, give you opportunities to ask questions and support you to understand your rights and responsibilities so that you can succeed in your accommodation journey.

Paying your Rent

Your rent is due every Monday in advance.

This means that if you choose to pay monthly, you must pay your rent and service charges monthly in advance.

The calculation we use for monthly payment is:

Current weekly rent + 52.14 divided by 12 = total monthly payment.

In advance means that when you pay you have a credit on your rent account enough to pay until your next payment will be made by you so that no debt accrues between payments made.

The safest payment method is on line or by setting up a standing order using the banking information as follows:

Pivotal Housing Association

Sort Code: 56-00-35

Account number: 28194756

Reference: **Your unique tenancy reference number**



Rent and service charges are easier to manage when you know exactly what is due and ask for help early.

Rent

Your agreement and rent schedule tell you how much rent is due and when. Pay using the method agreed at sign-up, such as a standing order or another approved method. Always use the payment reference Pivotal gives you so the payment reaches the correct account.

Service charges

A service charge is an amount you pay for services connected with your home or shared building. This can include things such as communal electricity, cleaning, fire-safety services, water, grounds maintenance or other building services, depending on your scheme.

ELIGIBLE AND NON-ELIGIBLE CHARGES

Housing Benefit or Universal Credit may cover some eligible housing costs, but not every service charge. Any non-eligible service charge shown on your rent schedule normally has to be paid by you. Ask us if you do not understand a charge.

Benefits and payments

- Give Housing Benefit or Universal Credit the information they ask for promptly.
- Tell the relevant benefit service if your circumstances change.
- Do not assume your benefit claim has started just because you have moved in - check that it has been submitted and is progressing.
- Open letters about rent or benefits and ask for help if you do not understand them.

If you are struggling to pay

Contact us as early as possible. Ignoring arrears normally makes the problem harder to solve. We can explain your account, agree reasonable next steps where possible, and work with you, your appointee or support provider to resolve benefit or payment issues.

DO NOT WAIT FOR A WARNING

If you think a payment is missing, your benefit has stopped, or the balance on your rent account looks wrong, raise it straight away.

Debt management and Budgeting guide

Find out if you're entitled to any other benefits, use the calculators from below:

- Turn 2 Us – www.turn2us.org.uk
- Entitledto – www.entitledto.co.uk
- www.moneyadviceservice.org.uk

Help with cutting down on your bills:

- Energy Helpline on 0800 0740745 or visit energyhelpline.com to see if you can save money on utilities



- Find better deals on TV, telephone or broadband services by contacting
 - Simplify Digital on 0800 542 4702 or simplifydigital.co.uk
- Moneysavingexpert.com or moneysupermarket.com
- Citizens Advice [Debt and money - Citizens Advice](#) or call; 0800 144 8848

Priority Payments:	Non-priority payment:
• Rent • Council Tax • Electricity • Gas or other fuel • Water charges • TV license • Maintenance or child support • Magistrates or court fines.	• Credit card • Overdraft • Store card, catalogue/mail order • Unsecured loan • Payday loan • Money borrowed from friends or family • Parking penalties

Spending guidelines	Monthly	
Item	Single	Couple
Monthly shop (food, toiletries, cleaning etc).	£235	£355
Clothing and footwear	£35.02	£56.65
Sports, hobbies & entertainment	£20.60	
Sundries & Emergencies	£15.45	£25.75
Dentist & Opticians	£15.45	£25.75
Telephone including mobiles	£25	£50
TV license	£15	£15
Hairdressing	£30	£60



Repairs and Maintenance

Report problems early. Good information helps us diagnose the issue and get the right person to the property.

How to report a repair

1. Tell your Housing Officer, or support provider if relevant, as soon as you notice the problem.
2. Explain exactly where the problem is and what is happening. Photos or short videos can help.
3. Say if there is water, electricity, gas, fire risk, loss of security or another immediate safety concern.
4. Tell us when access is available and whether you need a reasonable adjustment for the appointment.

EMERGENCY MEANS RISK

An emergency repair is about immediate danger, serious damage or a critical loss of safety or essential service. Outside office hours, call 01202 738495 / 07792 916825 when the issue cannot reasonably wait.

Access for repairs and safety checks

We will normally arrange access with you in advance and give the notice required by your agreement and the law. You need to allow reasonable access for repairs, inspections and legally required safety checks. In a genuine emergency, access may be needed without the usual notice to prevent injury or serious damage.

Damp, mould and condensation

Tell us if you see damp, mould, repeated condensation, leaks or a persistent musty smell. Do not wait for it to become severe. We will need to understand the cause and may inspect the property, check ventilation or heating, and arrange repair work where needed.

- Send photos and say when you first noticed it.
- Tell us about leaks, broken fans, heating problems or water coming through walls, windows or ceilings.
- Tell us if damp or mould is affecting your health or your ability to use a room.

Pests

Report pests such as fleas, bedbugs, cockroaches, rodents or wasps promptly. Responsibility for treatment can depend on where the problem is, how it started and what your agreement says, so report it rather than arranging major treatment yourself.



Repair timescales

We prioritise repairs according to the level of risk and urgency:

Category	Target	Examples
Emergency	Within 5 hours (no later than 24 hours)	Serious flooding/leaks, burst pipes, gas leaks, no electricity, no heating/power.
Priority	Within 24-48 hours	No cold water, no hot water in winter, structural damage, making the property secure.
Urgent	Within 7 working days	Non-dangerous electrical repairs, roof/taps, minor leaks, damp inspections, white goods.
Standard	28 working days	All other repairs and maintenance, except very minor repairs.
Routine	3-6 months	Very minor repairs which may be grouped with other work at the property.

Timescales are taken from Pivotal's repair guide. The response category may depend on the circumstances and level of risk.

Useful Guides:

[BBQ advice leaflet](#)

[Chip Pan advice](#)

[Condensation and Mould](#)

[Bed bugs](#)

[Customer Handbook](#)



Ending your Occupancy with us:

A planned move reduces rent problems, lost belongings and avoidable recharges.

Giving notice

Check your signed agreement for the amount of notice you must give and how it needs to be given. Do not assume the same notice period applies to every Pivotal customer. Speak to your Housing Officer before you move out so the end date is clear in writing.

Before you leave

1. Agree the tenancy or licence end date with Pivotal.
2. Make sure your rent and service charge account is up to date or agree how any balance will be dealt with.
3. Remove all personal belongings and rubbish unless something different has been agreed.
4. Leave your room or home reasonably clean and do not leave avoidable damage.
5. Return all keys, fobs and access devices in the way Pivotal asks.
6. Give utility suppliers, benefits services and other organisations your new details where needed.
7. Tell Pivotal where final correspondence can be sent if this is safe and appropriate.

If you need help to move

Ask early. Your Housing Officer and support provider can explain what they can and cannot help with. If you are moving to another supported setting, make sure the new landlord or support provider has the information they need and that benefits are updated for the new address.

DO NOT ABANDON THE PROPERTY

Leaving without ending your agreement properly can create rent debt, benefit problems and uncertainty about whether the property is still your home. Contact us even if your move is sudden.