



WELCOME TO...
Trent & Dove Housing

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



Welcome to Trent & Dove Housing

Our Mission Statement:

“Transforming Homes, Lives and Neighbourhoods”

We will achieve this by:

- Making our neighbourhoods better places to live
- Putting our customers at the heart of decision making and giving them greater choice
- Valuing and developing our employees and Board
- Being fair to all through integrity, mutual trust and honesty
- Striving for excellence and value for money in everything we do

This information leaflet is an introduction to Trent & Dove Housing. More detailed leaflets, specific to areas of our service, are available as listed on the back of this leaflet.

Additionally we have a company website which you can visit at:

www.trentanddove.org

We are a not for profit, Registered Social Landlord (RSL), providing housing for rent across East Staffordshire. We also offer homes to buy in East Staffordshire and surrounding areas on a shared ownership basis.

Through local offices in Burton and Uttoxeter, we offer homes for families, for younger people, for older people and for those with special needs. We also work with East Staffordshire Borough Council to provide quality advice and services to vulnerable people and those who are homeless or threatened with homelessness.

We are committed to ensuring that information about our services is available to everyone and we use the services of ‘Language Line’ to help us with specialist language needs.

Board of the Company

The company is run strategically by a Board comprising 5 Independent and 5 Tenant Board Members. The Board employs a Chief Executive, Director of Housing Services, Director of Property Services and a Director of Finance and Resources. The Directors of these services employ teams of staff to take care of the day to day running of the business.

The Services we deliver

Trent & Dove Housing delivers a range of services to tenants, leaseholders and shared owners. Examples of these are as follows:





Care Services

- Sheltered Schemes - for residents who wish to live independently with the reassurance that emergency assistance is available day or night
- FirstCall TwentyFour/Seven - a community alarm service, providing an emergency, on call service supported by mobile response staff 24 hours per day, 7 days a week, 365 days of the year
- Additional Care for the Vulnerable - for those times when people require some additional support to help them sustain their tenancy we work in partnership with the Carr Gomm Society, Walbrook Housing and Stonham Housing to provide this support. We also work closely with other agencies such as Social Services and Age Concern to give assistance to people who need some help to get them back on their feet

Housing Services

- Homes for rent or shared ownership (selected sites only) at affordable levels to assist those with housing need
- Resident Involvement and Community Development - a substantial amount of time and resources are put into this area of work, to encourage residents to take an active interest and to participate in a range of activities, from shaping the services we deliver, through to playing an active role within their community
- Garages for rent - at many sites throughout the borough
- Grounds Maintenance - we tend to the communal areas of land which are owned by Trent & Dove Housing. Additionally, we operate a service for elderly or disabled tenants, to maintain their gardens
- Estate Management - we actively manage our estates,

by carrying out inspections and making the necessary improvements and/or repairs

- The Right to Buy or Right to acquire your Trent & Dove home - for further information please contact our Trinity Square office on **01283 528528**

Property Services

- We carry out emergency and routine repairs to our properties within agreed timescales
- We run a planned maintenance programme to take care of large projects and ensure a planned approach is taken to maintenance of our stock
- Development - Trent & Dove are committed to redeveloping stock which is no longer viable, and to building new properties to take account of local housing need



If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - *Hindi*

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - *Farsi*

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - *Urdu*

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - *Polish*

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - *Kurdish*

OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

A Guide to Paying your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

A Guide to Applying for Housing

A Guide to Keeping Pets in your Home

A Guide to Making Alterations & Improvements

A Guide to Making Compliments Comments & Complaints

A Guide to Reporting a Repair

A Guide to Tenant Involvement

A Guide to Customer Standards

For more information on any aspect of our service,
please contact Trent & Dove Housing at:

**Trinity Square, Horninglow Street,
Burton upon Trent,
Staffordshire, DE14 1BL.
Tel: 01283 528528**

**11 Bradley Street, Uttoxeter,
Staffordshire, ST14 7QA.
Tel: 01889 561870**

Or by email: enquiries@trentanddove.org

