



Welcome to Places for People

How to contact us

Our Customer Contact Centre and your online account 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, Service Manager or other colleagues in specialist teams for further assistance.

You can contact us at **placesforpeople.co.uk**
or you can contact us by **telephone* 0300 323 0325**

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

** Costs per minute up to 10p from landlines and between 3p and 55p from mobile phones. Calls are free from your mobile if you have free minutes in your package.*



This booklet will give you important information about managing your home and tenancy or lease. It includes contact details if you need our help.

#BecauseCommunityMatters

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Your Community Housing Manager or Service Manager.

Your Community Housing Manager, Service Manager or if you have a Supported Housing Officer are there to support you in your home and Community.

They're ready to help with:

Tenancy and lease questions:

Need clarity on communal services, landscaping, service charges or anti-social behaviour? Your Community Housing Manager or Service Manager has 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 Service Manager will also be actively engaged in your Community. They will carry out 'Keep in Touch' visits, attend local events, and regularly walk around your area to stay connected with people living in the Community.

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A guide to your tenancy

We will transfer your tenancy as part of the Transfer of Engagements. 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 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 your online account, or by calling us on 0300 323 0325. You can report a repair Monday to Friday from 8am to 6pm (excluding Bank Holidays).

Your repairs will be attended to by Gilmartins or another PfP approved specialist contractor or PfP Operative. Once your repair has been reported to PfP, contractors will usually arrange the repair appointment directly with you.

Emergency Repairs, Damp and Mould

If you have an emergency repair or concerns over damp or mould, please call us on 0300 323 0325. 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 online too through your online account. 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 or lease and in accordance with statute and regulation. 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.

If you have new charges starting in April 2026 these were reviewed and communicated to you by Origin. Your next review will be by PfP for rent and service charges due from April 2027.

Financial Support

We understand there are times when you may struggle financially, and it can be a worrying and stressful time for you and your family. We want to support you as much as we can during this difficult time. We can help you with budgeting, maximising your income through benefit take-up and can point you in the right direction for more specialist help if needed.

Please ask us for help by calling our Money Advice Team on 0300 323 0325 or contacting us by email moneyadvice@placesforpeople.co.uk

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



Whilst you live in your home 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 your online account, 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 an agreement surrounding a 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 your online account - 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.

How you can help us.

- Let us know if you are finding it difficult to pay your monthly or weekly rental or service charges.
- 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.
- Regularly check your smoke detector(s). We recommend weekly testing and if you are having difficulty doing this, please let us know.
- Be aware of the fire safety rules for your building, if you are unsure, please let us know.
- Let us know if you are finding it difficult to manage any other element of your home or garden.



Managing your home with us

Taking care of your home is simple with an online account available 24 hours a day.

What you can do with your online account:

- *Manage your tenancy*
- *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 can create an online account with your Customer Reference Number when you receive it by visiting placesforpeople.co.uk

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 your online account, placesforpeople.co.uk/log-in.

Or if you prefer you can do this by telephone by calling 0300 323 0325 and selecting the automated telephone payment option. You will need your new Customer Reference Number when you call.

If you need to set up a new Standing Order you will need your new Customer Reference Number 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.

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.





**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

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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 in May 2026. Or you can join when you have your Customer Reference Number before then by visiting placesforpeople.co.uk/thelisteningroom

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.



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