

Being part of Your Housing Group

Dear resident,

Welcome to Your Housing Group. We want more people to have a safe place to call home, and we care about ensuring that you receive reliable services, when you need them, in a way that works for you.

Your Tenancy Management Officers are: Arron Machin and Emma Evans
Your Regional Manager is: Pete Hornsby

Every Wednesday and Thursday, you can drop in and talk to us between 10am-4pm, at Gilmore House, 95 Wood Lane, Partington.

Our service standards explain what we will do, and when, and what we ask of you in return:

- Allocations and lettings
- Repairs and maintenance
- Tenancy and neighbourhood management
- Antisocial behaviour and hate crime
- Customer feedback

You can find them all at yourhousinggroup.co.uk/service-standards

Paying your rent

If you pay by...

- **Direct Debit or Standing Order**, please call us on 0345 345 0272 and we will work through this with you.
- **Payment Card**, we'll send you a new card.
- **Housing Benefit**, your payments are being automatically moved over to us.
- **Universal Credit**, your payments should move over to us, but please look out for changes to your Universal Credit payments and contact us on **0345 345 0272** if there are any issues.



Useful contacts and information

Your Response is our contact centre and our team can help you with queries, concerns, repairs, money advice and more!

Call	0345 345 0272
Email	General@yourhousinggroup.co.uk
Visit	yourhousinggroup.co.uk/contact-us

Useful webpages

Moving in	yourhousinggroup.co.uk/movingin
Tenancy Management Officer	yourhousinggroup.co.uk/myhousingofficer
Money Advice	yourhousinggroup.co.uk/moneyadvice
Rent and payments	yourhousinggroup.co.uk/rent
Repairs	yourhousinggroup.co.uk/repairs
Antisocial behaviour	yourhousinggroup.co.uk/asb

Social media

You can also contact us on social media and follow what we're up to!

Facebook	facebook.com/yourhousing
Instagram	instagram.com/yourhousinggroup

Through our **passion** for housing, more **people** have a **safe** place to call home