



Empowering People.
Inspiring Communities.

Tenants Handbook

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Welcome

Welcome to Empowering People Inspiring Communities (EPIC). We have created this Tenants Handbook as a guide to your tenancy, your home and Bentilee.

The handbook explains your rights and responsibilities and also aims to answer queries you may have about your home and tenancy.

Over time, our services and policies may change and we will keep you up to date via our website (www.epichousing.co.uk) and directly if there is something we need you to know.

Please let us know if you would like any part of the handbook explained, or would prefer to receive it in an alternative format (for example large print.)

This handbook was published on 12 June 2017. All information provided is believed to be accurate at time of press. No liability can be accepted for errors or omissions.

Background

EPIC was formed in 1998, under the name Bentilee Community Housing Ltd, to take on the ownership and management of the flats in the Bentilee area of Stoke-on-Trent. We own over 1,000 properties across North Staffordshire and we are a registered charity.

We are owned equally by our tenants, Stoke-on-Trent City Council and by independent people with relevant expertise. Our management is led by a voluntary board of seven independent members, one tenant and one council representative.

We have created a Quality Panel comprising tenants, a City Council representative and Board members to scrutinise our performance and assist us in delivering high quality services to our customers.

Our Housing Stock

We mostly own and manage traditional “cottage style” low-rise one and two bedroom flats in Bentilee.

We have been steadily increasing the number of houses in our ownership; we now manage over 150 and aim to buy around 30 properties each year to offer a wider choice of housing options for our customers.



Equality and Diversity Statement

EPIC have adopted the following definition of Equality and Diversity:

In the interests of fairness we have dispensed with the necessity to relate unfair treatment with gender, age, disability etc. Instead we have adopted the following definition of unfair treatment:

'Being treated in a way that is outside our policy environment: undermines a person's civil rights or where the treatment has no foundation in evidence. Unfairness may involve conferring an undeserved advantage or disadvantage in relation to the pursuit of service from EPIC.'

We will ensure that any complaints of unfairness are fully investigated by a person not involved in dealing with the case and reported fully to the Quality Panel who can recommend changes to our policies.



Your Tenancy

When you accepted your home, you signed a Tenancy Agreement. This is a legal document which sets out your rights and responsibilities as our tenant.

As an EPIC tenant, you will have one of two types of tenancy:

- Assured Shorthold Tenancy
- Assured Tenancy

Assured Shorthold Tenancy

As a new tenant, you will hold a Shorthold Tenancy for an initial probationary period. This gives us time to check that you are successfully maintaining your tenancy.

What happens if you break your Shorthold Tenancy Agreement?

We may either:

- End the tenancy.
- Extend the Shorthold tenancy.

We will end a tenancy in the following circumstances:

- Where you owe us money and this is not being repaid as agreed.
- Where you (or someone living with or visiting you) have been violent to other residents, EPIC staff or contractors.
- Where you (or someone living with or visiting you) have caused us to worry about the health and safety of yourself, other occupiers, neighbours or staff.
- Where you have repeatedly failed to allow EPIC (or its contractors) reasonable access to the property.
- Where you are not occupying the property.

Where there are problems other than those listed above, your Housing Officer may still also decide to extend your tenancy for up to 6 months. You may appeal against this decision.

If your tenancy is successful, it will be converted to an Assured Tenancy.

Assured Tenancy

There is no time limit on this type of tenancy, provided you do not breach your tenancy agreement.

With this tenancy you will have greater rights, such as the right to exchange your home with another social housing tenant with our permission.



Changes to your Household

It is important you keep us informed of any changes to your household.

To keep our records up-to-date we require the following details if someone moves in:

- Name
- Date of Birth
- National Insurance Number (if 16 or over)
- Employment Status
- Medical details
- Contact number

Also, please let us know if someone moves out.

Pets

As stated in your tenancy agreement you must get our permission before you move a pet into your home.

You will need to sign a declaration to keep a dog if you have been granted permission. You can collect this from our office or download one from our website. We do not allow dogs in our "six block" flat properties.

If you have any further questions please contact our office on 01782 252575.

A stylized, light green silhouette of a person's head and torso, positioned on the left side of the page. The head is a simple circle, and the torso is a larger, rounded shape that tapers towards the bottom. The figure is partially cut off by the left edge of the page.

Your Rent

Paying your rent is important. We need your rent so we can give you a high quality service.

Your rent must be paid in advance, meaning you should always have paid the rent for at least the week ahead.

Ways to pay



Using your rent card at any Post Office or outlet displaying these signs.



Through your own internet banking (if you have this facility).

By Standing Order (out of your bank account). Please download a form from the EPIC website should you choose to set one up. You can also set up a standing order using online banking.

A form titled 'Standing Order Mandate' from the 'epic' website. It includes fields for 'To', 'From', and 'Address'. Below these are several checkboxes and input fields for account details and frequency. At the bottom, there is a section for 'Signature' and 'Date'.

By debit card in the office or over the telephone.

Through Housing Benefit (by completing a claim form and enclosing all relevant documentation)





Via the EPIC website (by following the Make A Payment link on the home page)

How EPIC can help

If you have problems paying, our Housing Team can help. The sooner you let us know about a problem, the more we will be able to help you.

We also help with budgeting, offer information and advice with benefits and Tax Credits, and can assist with claims for Housing Benefit.

Housing Benefit and Council Tax Support

You may be entitled to Housing and Council Tax Support if you are on a low income and/or receive certain benefits. We can check your entitlement and help you make a claim.

If you would like any help or advice with the above please contact us on 01782 252575.

You can also visit your local Council office for help and advice with this.

Universal Credit

Universal Credit is gradually replacing Housing Benefit and a range of other welfare benefits. Universal Credit is paid monthly in arrears directly to the claimant (including your rent).

Bentilee Neighbourhood Centre One-Stop-Shop

This is Council-run, providing information and details about Stoke-on-Trent City Council services. Please see page 42 for more details.

Telephone: 01782 232982

Citizens Advice Bureau

Stoke-on-Trent Citizens Advice Bureau helps people with legal, money and other problems by giving free, independent and confidential advice. They are based at:



Advice House
Cheapside
Hanley
Stoke-on-Trent
ST1 1HL

Telephone: 03444 111 444

Advice Sessions:

Mon, Tues, Wed and Fri – 9:30am-1:30pm (Drop In – subject to availability)

Thu – by appointment only

Telephone advice times:

Monday to Thursday - 9am to 5pm

Friday – 9am to 4.30pm

Moving In



Once we've given you the keys to your home, you can move in straight away.

Decoration

It is up to you to decorate your home. In your Tenancy Agreement you have accepted that you will keep the interior of your home in good, clean condition and decorate all internal parts of your home.

Landlord's permission

The property you rent from us is your home, and we want you to be able to make any improvements that you want to. However, we have to make sure that our property is kept in good condition and, in some instances, that you get our permission first.

If you want to do some types of work to your home, or replace any of the fittings that we have provided for you, you need our permission.

You don't need landlord permission for the following work:

- To put up shelves or cupboards.
- To decorate with wallpaper or paint.
- To fit portable electrical items.
- To fit a water meter provided by Severn Trent Water.

For other alterations see the 'Making Improvements to Your Property' leaflet, available from our website.

Rubbish Collection

Stoke-on-Trent City Council are responsible for the collection of household rubbish. Collection takes place on the same day each week unless otherwise advised. Normal collections continue for bank holidays, other than Christmas and New Year.

For more information please contact the Council on 01782 234234.



Waste Advice



Yes Please



No Thanks

Grey Bin



bagged pet waste,
bagged disposable nap-
pies, cool fire ashes,
plastic food packaging,
drinks cartons

hot ash, soil, rubble,
paint tins, electrical
items, light bulbs

Blue Bin



cardboard, household
cleaning bottles, yo-
ghurt pots, cans and
tins, glass bottles and
jars, plastic bottles

food waste, polystyrene,
plant pots, plastic bags
and wrapping, toys,
broken glass

Brown Bin



cooked and uncooked
food waste, garden
waste, cut flowers,
grass cuttings and
leaves

hot ash, soil, rubble,
paint ins, electrical
items, light bulbs

Green Box



newspapers,
magazines, junk mail,
catalogues, yellow
pages, telephone
directory

envelopes and sticky
labels

Clear Bag



clean dry clothing,
paired shoes, handbags,
curtains, sheets, towels,
blankets

duvets, pillows, soiled
clothes

Installing appliances

EPIC can install gas and electric cookers free of charge for all tenants. Please contact the office for further details.

Any gas cooking appliance installed in your home must have a Flame Failure Device fitted. Please check this with the person/shop you purchased the cooker from as a Gas Safe installer will not connect it without this device fitted.

An electric cooker must be installed by a qualified electrician if you choose not to take advantage of our free service.

Please make sure you keep any installation or service certificates you receive, as we may want to see these in the future.

Utilities (Gas, Electric, Water, TV Licence & Council Tax)

As stated in your tenancy agreement, setting up and maintaining payments of your utilities is your responsibility.

If you want to change your supplier or change the type of meter, you do not need our permission.

A stylized, light green silhouette of a person's head and torso, positioned on the left side of the page. The head is a simple circle, and the torso is a larger, rounded shape that tapers towards the bottom. The figure is partially cut off by the left edge of the frame.

What to do if something goes wrong

Our repairs and maintenance service is currently provided by Brenden Fern Ltd.

Our preferred method of reporting repairs is via our website at www.epichousing.co.uk. You can also report repairs by ringing the office on 01782 252575 or the repairs line on 0800 694 0434 (this is the number you will have to use when the office is closed).

Our office opening hours are:

Monday, Tuesday and Thursday - 9am to 5pm

Wednesday - 9am to 1pm

Friday - 9am to 4pm

We aim to complete repairs at your convenience. Early morning and evening appointments are available on request.

Items we will repair in your home.

- The plumbing and heating system, as well as all plumbing fittings supplied by EPIC.
- The gas supply network within the dwelling, after the gas meter.
- Electrical fittings, extractor fans, switches and power points.
- Internal fixtures and fittings:
 - Window sills and fittings.
 - Kitchen units.
 - Internal doors.
 - Architrave and skirting.
 - Staircases and handrails.
 - Plastered finishes.
 - Floor finishes supplied by the Company, this does not include vinyl flooring fitted to the kitchen and/or bathroom.

- External fabric of building, including coal houses where they remain.
 - Windows frames and doors including ironmongery,
 - Soffits, fascias and bargeboards.
 - Outside walls and pointing.
 - Rainwater system.
 - Waste water system (except blockages where caused by the tenant),
 - Roofs and chimney stacks.
 - Boundary walls, fencing and gates supplied by EPIC.
 - Pathways, steps, other flagged areas and means of access.
- Communal parts of the building (blocks of 6 flats).
 - Staircases, landings, walls and finishes,
 - Doors, windows and ironmongery,
 - Bin stores,
 - Emergency lighting and electrical fittings.
 - Communal door keys that do not work. Lost communal door keys are to be supplied at a cost of £20 each.

Repairs you are responsible for.

- Minor items including:
 - Easing internal doors where new flooring has been installed.
 - Tenant installations (unless adopted by EPIC)
 - Lost or damaged keys resulting in a need to change the locks,
 - Minor plaster cracks,
 - TV aerials or satellite dishes and any damage to property or neighbouring property caused by their installation,
 - Clothes posts and lines (unless communal),

- The cost of cleaning or repairing any damage done to the premises, fixtures, or EPIC's fittings caused by the tenant's neglect, wilful act or default, or that of anyone living with the tenant or visitors to the property,
- Replacement of sink or bath plugs and chains,
- Resetting of trip switches and breakers
- Repairs to fitted cupboards and wardrobes,
- Lagging pipes and tanks,
- Oiling and keeping free from rust, hinges, and fasteners of window frames
- Repair or replacement of slatted timber panels in airing cupboards
- Re-glazing of windows from damage caused by the tenant's negligence or that of their visitors or anyone living with them,
- Relighting pilot lights or adjusting user accessible thermostats,
- Replacing all internal and external light bulbs, halogen or fluorescent tubes (including security lights), except communal lighting in the 6 block of flats.
- Replacing batteries in smoke or carbon monoxide alarms. We do replace batteries during the annual gas service only.
- Repairs to sheds (EPIC will remove unwanted sheds which were in the property at the start of the tenancy free of charge),
- Removal of pests, including birds, rodents and insects (EPIC will carry out such works as may be required to prevent access of pests),
- Tenants cookers and other appliances
- Showers, unless they have been supplied by us.
- TV and telephone equipment including cables, aerials, satellite dishes and connections

- Fencing not owned by us.

Any repairs we carry out which are your responsibility, we may charge back to you.



Emergency Repairs

Emergency repairs are those which threaten harm to you or your property.

To report an emergency repair, call the repair line on 0800 694 0434. This is available 24 hours per day, 7 days a week for emergencies.

Examples include:

- Failure of the lighting or heating systems that result in you having no electrical power, lighting or heating. (This does not include running out of credit on your meter.)
- Blockage of your toilet or drains.
- A serious water leak leading to flooding of your home or a neighbour's.
- Broken windows or insecure doors that need to be boarded up. (Where this is an incident of criminal damage or the police gaining entry we will require a crime reference number.)
- An unsafe gas or electrical fitting for which we are responsible.
- Offensive, threatening or racist graffiti.

Emergency repairs: What we expect of you

When you report an emergency repair we expect you to give access to the repair engineer.

If you leave the property without good reason after you have reported a repair but before the engineer has arrived, we may charge you a call-out fee.

Aids and Adaptions

We take responsibility for:

- Hand rails
- Lever taps (if required due to medical reasons)

We do not provide assessments for tenants who require greater aids or adaptions. If you think you require more than the above you should contact Stoke-on-Trent City Council's Social Care Contact Team on 0800 561 0015.

Gas Safety

Gas is usually a safe and easy way to heat your home but it can also be potentially dangerous if a leak occurs or an appliance is faulty.

If you smell gas or think there may be a gas leak you should call National Grid Gas Emergencies (formerly Transco) on 0800 111 999 (this is a 24 hour emergency line).

You should also:

- Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible.
- Not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion.
- Not smoke, light a match or any other naked flame.
- Not try and investigate the problem or attempt to fix a leak or a faulty appliance.

You should NEVER:

- Use a gas appliance if you think it is not working properly. (Signs to look for include yellow or orange

flames, soot or stains around the appliance and pilot lights which frequently blow out.

- Cover an appliance or block the convection air vents.
- Block or obstruct any fixed ventilation grilles or air bricks.
- Block or cover outside flues.

Annual Gas Service

As your landlord we have a legal obligation to service our gas appliances once a year. When the service is due we will contact you to arrange an appointment.

It is very important that you allow us access to carry out this service. Failure to do so will result in legal action which could result in you losing your home.



Your Health and Safety

You are responsible for the health and safety of yourself, your visitors and neighbours.

Please read through the following Health and Safety tips.

- As your landlord we maintain your smoke alarm and will test it once a year, usually at the same time as your gas service.
- Do not remove the batteries as this will stop the alarm from working. We encourage you to test the alarm weekly to ensure it is working, and replace the batteries if it starts to beep often.
- Take extra care when cooking with hot oil and don't leave children alone in a kitchen when the hob or oven is on.
- Plan escape routes in your home in case of fire and make sure everyone knows the route.
- Don't attempt to put out a fire yourself – get out, stay out and ring 999.
- Check for fire hazards before you go to bed – it takes longer to become aware of a fire when you're asleep.
- Don't overload plug sockets; too many electrical appliances plugged into one socket can overload it which could lead to overheating.
- We as your landlord are responsible for maintaining the electric wiring including sockets and switches. If you find they are old or are poorly-wired please contact us immediately.
- If you or your visitors smoke, ensure you always stub your cigarettes out properly and dispose of them carefully. If you live in a six block of flats it is illegal to smoke within the inside communal areas.
- If you choose to have candles, decorative lights and/or decorations make sure they are secured in a

stable holder and kept away from curtains, fabrics and paper.

- Always put candles out when you are leaving the room or going to bed.

If you would like more information on health and safety please contact our office and speak to our Executive Assistant on 01782 222369.

Pest Control

Stoke on Trent City Council provides a pest control service including treatment of ants, bedbugs, fleas, cockroaches, bluebottles, mice, rats, squirrels, wasps.

Their service for clearing rats is free but they charge for the removal of other pests. You can contact them on 01782 234234.

Other pest removal services can be found in the phone book.



Asbestos

Asbestos is a strong, heat resistant material used in building up to the 1980s.

Where asbestos might be found in your home.

1. Cold water tanks
2. Pipe Lagging
3. Textured coatings
4. Roof overhangs
5. Toilet cisterns
6. Wall panels
10. Fuse board
11. Boiler and/or heater cupboard
12. Floor tiles
13. Guttering/downpipes

Asbestos Do's and Don'ts

- **Don't** damage or remove materials that you know or think might contain asbestos.
- **Don't** rub down or sand down a product that you know, or think might contain asbestos e.g. artex.
- **Don't** drill through an asbestos product as this will release fibres, which if inhaled could cause damage to your lungs.
- **Don't** break off pieces from materials that you know, or think might contain asbestos.
- **Do** leave asbestos materials where they are in a good condition and cannot readily be damaged.

If you have any concerns, or would like more information on this then please contact the Asset Management team on 01782 252577.

Being a Good Neighbour



Our aim is to provide homes in a safe environment where you can live in peace and quiet.

We are committed to dealing with nuisance and anti-social behaviour.

Examples of anti-social behaviour include:

- Shouting and arguing
- Racial abuse – verbal and written
- Using or threatening to use violence
- Abusive or insulting words or behaviour
- Loud music
- Offensive drunkenness
- Using or selling illegal drugs
- Nuisance caused by pets and animals
- Damage to property and belongings
- Graffiti and vandalism
- Blocking local roadways and other vehicular access, or keeping un-roadworthy vehicles in parking spaces.
- Playing ball games close to peoples' homes
- Theft, burglary and other acts of criminal behaviour

You can report anti-social behaviour by visiting our office, telephoning us on 01782 252572 (for Paul Carey) 01782 222365 (for Richard Lovatt), by emailing mailbox@epichousing.co.uk or via our website at www.epichousing.co.uk.

Other agencies may need to be involved depending on the type of report and who is involved.

If the report involves criminal activity you should contact the police on **101**. We may inform the police when receiving this type of complaint.

If the incident is racially motivated we will report it to Challenge North Staffs. Alternatively you can contact them on 0330 1111 999 or text 07537 414477.

Our commitment to you

- We will begin investigating any reports within seven working days (or one day if the case is serious).
- We will follow our procedure and explain the process to you.
- We will keep in contact with you throughout the case.
- Where court action is required we can offer transport to and from court.
- In cases where witnesses feel too intimidated to attend court, the officer attending may be able to give evidence on their behalf.

We will take all reports of anti-social behaviour seriously, even if they are given anonymously.

What we need from you.

- Keep us informed
- Complete and return to us any nuisance logs that we ask you to complete.
- Where court action is required you may be expected to give evidence.



Changing Needs



If you are finding that your home is becoming over - crowded or too small for you and your family's needs we can help. You may wish to apply for a:

Transfer

We have two and three bedroom houses for which our existing tenants are given priority.

Mutual Exchange

This is where you swap your home with another EPIC, housing association or council tenant. This maybe a quicker way to move home than a transfer because you don't have to wait for a property to become available.

You can advertise your exchange request in local shops, in our reception area and online at www.swapandmove.co.uk.

Requirements

In order to qualify for the above options you will need to ensure:

- You are an Assured Tenant (except in special circumstances).
- You do not owe EPIC any money.
- There are no unresolved breaches of your tenancy.
- There is little or no work which needs to be completed in your home.
- Any alterations which have not been agreed by EPIC are put right.
- Landlord original fittings are still in place.

We can refuse a request where:

- There is a Court Order for Possession against either property (in the case of a mutual exchange)
- A Notice of Seeking Possession has been served on either tenant.
- One of the properties is larger or smaller than is needed by the people/person moving in.
- One of the properties has been adapted for the use of a disabled or elderly person and the person moving to that property has no need for this.



Ending Your Tenancy



As stated in your tenancy agreement you need to give four weeks' notice in writing if you want to end your tenancy.

Your notice must begin on a Monday and end four weeks later on a Sunday.

The keys must be returned to the office by midday on the Monday. You may be charged further rent if the keys are not returned by this time.

We will visit you within the four week notice period.

You are responsible for ensuring the following is completed by the end of the notice period:

- Any outstanding arrears with EPIC are cleared.
- The property and garden are clean and free from rubbish.
- The gas supply to the cooker is capped off.
- All belongings are taken with you. Please note any left at the property will be disposed of (this does include the loft space).
- Leave details of the Gas and Electricity suppliers, with any key or cards if you have prepaid meters.

You may be charged for the cost of any damage or rubbish left at the property.

Local Services



We want you to get to know the area you live in. In this section we provide some information on which facilities are available in and around the Bentilee area.

Local facilities include

- Pharmacies
- Dentist
- Hairdressers/barbers
- Post office
- Convenience Stores
- Take-away
- Supermarkets

Local Schools

- St Maria Goretti Catholic Primary School which can be found on Aylesbury Road.
- Maple Court Primary Academy which can be located on Beverley Drive.
- Eaton Park Academy situated on Arbourfield Drive.
- The Discovery Academy is situated on the site of the former Willfield Centre. This has replaced Mitchell and Edensor High Schools.
- St Peters Academy is situated on the site of the former Sixth Form College in Fenton. This has replaced St Peters and Berry Hill High Schools.

Play areas

Are situated opposite the shops on Beverley Drive and Bentilee Park is off Ubberry Road.

Rosy Cheeks Nursery

Rosy Cheeks Nursery is a new nursery which opened in February 2014.

It is a private ran nursery which cares for children aged 0 - 5 years old. It is open Monday to Friday 7am until 6pm (closed for one week at Christmas). For more information contact 01782 821022.

Bentilee Volunteers

Bentilee Volunteers run a furniture recycling scheme called 'The Shed' and a charity shop. Both of these are open Monday to Friday 9am to 3pm. For further information contact 01782 234614.

The organisation also runs a range of community groups and has on-site facilities. These include:

- The job club is open to all whenever our suite is open. They can help you set a e-mail address up, apply for jobs online and write a CV. They are open Monday, Tuesday and Wednesday 9:30 to 12:30pm.
- Youthlink (for 11-19 Year Olds) Monday, Tuesday and Wednesday 4-7pm, located on the Bentilee Park Pavilion and on a Thursday 3:30-6pm, located in the Bentilee Neighbourhood Centre.
- Neighbourlink (lunch club for the over 50's) Tuesday, Thursday and Friday 10am-1pm at the Bentilee Park Pavilion.
- Rainbow Club (For Over 25s with learning disabilities) Monday 7-9pm and Wednesday 11:00am-2pm, located at the Bentilee Park Pavilion.



Bentilee Neighbourhood Centre

Dawlish Drive

Bentilee

Stoke-on-Trent

ST2 0EU

Telephone: 01782 231300

The Neighbourhood Centre has entrances on Uubberley Road and Dawlish Drive. It offers a wide range of services which can be found below.

Opening times: Monday to Friday 9am-5pm

Centre	Council Services
<ul style="list-style-type: none">■ Cafe■ Community Centre■ Community Dental■ Community Rehabilitation■ Dentist■ Family Support Clinic■ Learning and Enterprise■ Library■ Doctors (Moss Green GP)■ Physiotherapy■ Podiatry■ Rooms available for hire■ Youth Service■ Pharmacy	<ul style="list-style-type: none">■ Allocation of Council properties■ Disabled Badge enquiries■ Environmental enquiries■ Homelessness enquiries■ Housing enquiries■ Housing repairs■ Recreation keys■ Revenues and Benefit enquiries (on a surgery basis)■ Street scene (refuse collection, fly tipping, etc.)■ Trading Standards■ Tenancy enquiries

Treehouse Children's Centre

Dawlish Drive

Bentilee

Stoke-on-Trent

ST2 0HW

Telephone: 01782 233670

Email: treehouse.childrens.centre@stoke.gov.uk

The Treehouse Children's Centre, on Dawlish Drive, offers a wide range of services for children and parents.

Opening Times: Monday to Friday 8.30am - 4:30pm

Facility	Opening times
Childcare	8.30am – 4:30pm
Play space	Monday 9:00am – 3:00pm Tuesday 9:00am – 3:00pm Thursday 9:00am – 3:00pm Friday 9:00am – 3:00pm

Services Provided:

- Crèche
- Bentilee Nursery School
- Family Support
- Volunteering
- Training (Start-up)
- Full day care by Tiny Toez
- Speech and Language
- Toy Library
- Health Visitors Check
- Parents Forum
- Little Acorns Stay and Play Group

Bus Routes – Provided by First



Service	Route
11/A	11: HANLEY TO NEWCASTLE Via Dawlish Drive - Longton - Stoke - Newcastle 11A: HANLEY TO MEIR Via Dawlish Drive - Park Hill - Coalville - Meir
12	LONGTON TO HANLEY Via Bentilee
22	NEWCASTLE TO LONGTON (Tangerine Route) Via Newcastle - Blurton - Longton
37	LONGTON TO LYMEDALE BUSINESS PARK Via Meir - Bentilee - City Centre - Newcastle

Further information on buses can be found

- Online - traveline.info or stokebus.info
- Timetables - Pick up a timetable from the City Centre Bus Station enquiry office or by calling the Passenger Transport Team on 01782 234234.

Bus Stops

Bus stops in Bentilee can be found on Dawlish Drive, Beverley Drive and Dividy Road.

A stylized, light green silhouette of a human figure is positioned on the left side of the page. The figure is composed of a circular head, a broad shoulder area, and a long, tapering body that extends towards the bottom. The overall shape is minimalist and modern.

Compliments & Complaints

Complaints

We treat any complaints about our service seriously. To make a complaint you can:

- Email, use our website, text or write to us.
- Ask someone else, such as The Citizens Advice Bureau or a friend, to complain on your behalf – but make sure they have your written consent first as we will need confirmation of this to process your complaint.

We will acknowledge your complaint in writing within three working days, telling you who is going to be investigating it.

We will then try to resolve your complaint and respond to you within 10 working days. If it takes longer, we will keep you informed of the progress.

Compliments

It's nice to be told when we have done something well. If you think we have please let us know.

We will record the compliment and pass this on to relevant member(s) of staff and the appropriate manager.

The background features several light green abstract shapes. A large, semi-circular shape is in the top-left corner. A long, thin, pointed shape extends from the top-right towards the center. A larger, irregular shape covers the bottom-left and bottom-center areas.

EPIC Telephone numbers

Customer Services

01782 252575

Repairs (including out-of-hours)

0800 694 0434

01782 252575