

What can you expect from us?

Our resident offer

2026



Lifestone
Homes

Contents



04
Talking to us

05
Moving in

06 - 07
**Living in your
home**

08
**Living in your
neighbourhood**



09
Involving you

10
**When things
go wrong**



Welcome

Our purpose is to give residents a firm foundation on which to build their lives.

We do this by:

- **Being relentlessly resident focused** - We put residents first because they are the reason we exist.
- **Being a responsible social business** - We take the long view and make decisions to ensure that we can always deliver on our social purpose and provide great value for money for residents.
- **Providing safe and warm homes** - We want to provide homes and places residents are proud of and help create a more sustainable future for the neighbourhoods where we work.
- **Meeting housing need** - We will improve access to housing, supporting better life chances for residents.

Our Resident Offer gives an overview of the services we provide. Find out more about our service standards at:

www.settlegroup.org.uk/our-customer-service-standards

We want to make it as easy as possible to access information about how we work at Lifestone. We can provide printed copies of this document, and of our policies and other information about our work, and provide this in large print, Braille or a different language if English isn't your first language. Please contact us on 0300 303 1010 if you would like to arrange this.

Our website gives more information about the services we provide and how we can help you.

Visit www.settlegroup.org.uk or call us on 0300 3030 1010 and we can talk through this with you.

Talking to us

There are lots of different ways you can contact us and access our services. The majority of your queries will be handled by our customer service Hub.

When you call us we will:

- Talk through your query with you to understand the situation
- Aim to resolve your query there and then. If this is not possible, we will let you know what will happen next.

When you contact us by email or in writing, we will:

- Provide you with a response that addresses all aspects of your query. We will aim to resolve your enquiry with our first response, but if that isn't possible, we will let you know what to expect next
- Provide you with a member of our team to correspond with directly.

More technical queries will be passed to one of our other teams for a response.

When we visit your home, we will:

- Arrive on time for the appointment or contact you if we are delayed
- Always show our identification when we arrive
- Be polite and respectful of your home
- Let you know what to expect next.

You can also access lots of our services through your online account, including:

- Checking your rent balance or paying your rent
- Updating your contact details
- Telling us if members of your household have changed.



You can help us by:

- Letting us know if you would like to receive communications from us in Braille or a language other than English, or if you would like to have a chat with us while having access to a BSL interpreter or a language translator
- Letting us know if your circumstances, personal information or contact details have changed so we can provide a service which meets your needs
- Letting us know if you have concerns about a neighbour's wellbeing, so that we can provide appropriate support.

Moving in

At Lifestone we know that moving house is a big moment in your life. That's why our lettings team will support you to move into your new home and be on hand to answer any questions you may have.

When you view a home, we will:

- Agree a convenient time with you to carry out the showing
- Show you around the home and explain what type of heating system it has, where the meters are, and where the stopcock can be found.

Before you move in, we will:

- Ensure your new home meets our empty home standard, particularly that it is safe, clean and well-maintained
- Complete all safety checks
- Be clear on what we plan to do if any repairs are needed.

When you accept a home, we will:

- Talk you through your Tenancy Agreement before you sign it
- Talk to you about any specific needs you may have and how we can support you in your new home
- Provide information about how to contact us and access your online account, including how to report a repair.

Once you have moved in, we will:

- Visit or check in with you to check you have settled into your new home and answer any questions you may have.



Things to think about:

- Accidents happen from time to time. We strongly recommend that you take out home contents insurance to protect your belongings. We can support you to access an insurance scheme for Lifestone residents, from as little as 40p a week
- If you plan to make a claim for Universal Credit or Housing Benefit, make sure you do this as soon as you get your keys to avoid any payment delays
- We'll let you know who your utility suppliers are so that you can contact them to connect your services. Our partner Pocket Power may also be able to help you get the best deals on your bills. Please talk to us about the support we may be able to provide.

Living in your home

Our purpose is to give residents a firm foundation on which to build their lives. We are committed to ensuring that all homes are well-maintained, safe and secure. We do this through the work of our neighbourhood and repairs teams.

Our neighbourhood team will:

- Make sure you are aware of your rights and responsibilities under your tenancy agreement
- Provide timely information about your tenancy, including when we make a change to your rent or service charges
- Offer advice, support and practical help
- Investigate and act on any issues promptly
- Visit your neighbourhoods on a regular basis – if you see us out and about, feel free to stop and have a chat!
- Complete home visits including tenancy audits. These visits can help to answer any questions you have or resolve any outstanding issues. It also allows us to ensure you are remaining compliant with your tenancy agreement.

When it comes to paying rent, we will:

- Provide you with two rent statements a year and an annual rent and service charge statement for the year ahead
- Give you a clear breakdown of how any service charges you pay are spent
- Offer different ways of making payments and help you to set up alternative ways, such as direct payments from Universal Credit
- Provide support with applying for benefits, debt advice and help with ways into employment
- Agree with you any referral for specialist advice, either through our in-house teams or referring you to external partners including the Citizens Advice Bureau.



Ways we can help you:

Let us know if you are experiencing any financial difficulties that affect your ability to pay your rent – we'll always do our best to help you. At Lifestone, we know that at times residents experience difficulties in their lives. There's lots we can do to help, either provided directly by our in-house teams or by working with specialist partners. We'll always work with you to understand your personal circumstances and tailor the support we provide.

You can see more about the ways we can help at: www.settlegroup.org.uk/support-from-settle

Living in your home

Permissions to make changes to your home and tenancy:

We understand that there may be times when you wish to make changes within your home or tenancy, for example to keep pets, run a business from your home or add a joint tenant. Through your tenancy agreement with us, we ask that you seek our permission for these changes. Also for any larger alteration requests, which will require our written permission.

When you contact us to request one of these permissions we will:

- Consider each request fairly
- Let you know the time it will take us to respond
- Explain our reasons clearly where we are unable to give permission for something.

When it comes to repairs and maintenance, we will:

- Offer you a choice of appointment slots when you book a repair
- Provide a range of ways for you to book repairs, including over the phone
- Ensure you can report an emergency repair 24 hours a day, 365 days a year
- Keep you informed about your repair appointments, where possible via text message and email
- Ensure that contractors working on our behalf reflect Lifestone's values, respecting you and your home
- Explain any follow-on works that we identify are needed after a visit, so that you know what to expect next and by when
- Keep you updated about when we will replace things such as kitchens and bathrooms
- Contact you in advance of all routine gas and electrical safety checks to arrange an appointment time.

Repair responsibilities:

There are three categories of repairs we work to:

Emergency repairs - Planned responsive repairs - Routine repairs

We also complete programme works as part of our ongoing investment in homes.



You can help by:

- Reporting repairs promptly, and contacting us if you need to change an appointment
- Giving us as much information about repairs as possible to help us diagnose the problem as quickly as we can
- Allowing access to your home so that we can carry out safety checks.

Living in your neighbourhood

We want the neighbourhood you live in to feel safe, clean and well maintained. Our Neighbourhood team will carry out regular walkabouts within your neighbourhood and we're completing more home visits where residents request to speak to us in person.

In our biggest neighbourhoods, we will:

- Work with residents and partners to create Neighbourhood Plans that identify how we can work together to tackle community issues, improve outcomes for local people, and create places where people feel proud to live.

In our communal areas, we will:

- Carry out regular inspections of all neighbourhoods to ensure they are safe and clean, identifying and raising repairs to communal areas where needed
- Inspect the quality of work completed by our team and contractors
- Respond to reports of fly-tipping and abandoned cars, working in partnership with other local enforcement agencies
- Respond to and treat pests in communal areas.

If you report anti-social behaviour to us, we will:

- Put you at the centre of our response
- Make sure you are clear about the steps we will take, as well as agreeing with you how often we will keep you updated
- Work with local partners to find sustainable solutions to anti-social behaviour in our neighbourhoods.



You can help us by:

- Letting us know as soon as possible if you notice anything that isn't right or if you have any health and safety concerns
- Keeping communal areas free of personal possessions to ensure that no fire escapes or routes are blocked.

Involving you

At Lifestone, we focus on residents first. This means we involve you in decisions that affect your homes, communities, and services. We want to give every resident a real say, making sure your feedback brings about real change. We're committed to making sure all residents, no matter their background, needs, or situation, can take part in ways that work best for them.

We will:

- Make it easy for you to tell us what you think
- Act on what we're hearing
- Keep you updated on what we've changed as a result of what we've heard
- Provide a wide range of opportunities for you to give feedback and shape how we do things at Lifestone.

All residents can get involved by:

- Taking part in surveys we send to find out what you think of us and our services, including the Tenant Satisfaction Measures surveys
- Speaking to us through the Big Door Knock, where Lifestone colleagues visit residents in person to find out how you think we're doing and how we can do better
- Joining Lifestone Connect or a resident panel.

Lifestone Connect

For those who prefer an online platform, we offer Lifestone Connect, an easy way for residents to provide feedback regularly on a variety of topics.

Lifestone Connect is our digital platform where you can share your ideas and feedback, and review and provide feedback on our policies, plans, and projects. It is open to all residents and you can get involved as little or as much as you like. We're extremely grateful to those who give their time in this way and we're always encouraging new members to join!

Resident panels

We have groups like the Voice of the Resident Panel and the Green Panel, where residents can contribute by helping shape decisions and offering their perspectives.

The Voice of the Resident Panel helps improve services and the Green Panel focuses on environmental sustainability. These panels are open to everyone, and we provide support to make sure anyone who wants to join can take part.

Co-creating services

Residents also have the opportunity to work alongside Lifestone in developing new services or service offerings. We invite all residents to participate in workshops, brainstorming sessions, and focus groups, where their real-life experiences and needs can help shape and improve services.

We know that everyone's life is different... there are options for everyone. For details of the latest opportunities to get involved and give your feedback, visit: www.settlegroup.org.uk/get-involved or call us on 0300 303 1010.

When things go wrong

We are committed to providing great services, but we know that sometimes things go wrong. We want to hear from you when this happens so that we can put things right as quickly as possible.

When you raise a complaint, we will:

- Acknowledge it within five working days
- Provide you with a point of contact in our Customer Resolution team
- Respond to your complaint in writing within 10 working days (where more time is needed, we will talk to you about this and agree a different timescale with you)
- If you are unhappy with our response and escalate your complaint further (to stage 2) - we will acknowledge your escalation within five working days and respond in writing with our final response within 20 working days
- Be open and transparent, acknowledging when we get things wrong
- Be honest about what we can and can't do to resolve your complaint
- Ensure any follow up actions are completed on time
- Learn from where we have gone wrong, make changes to our service based on these lessons, and share these learnings and improvements with you.

You can see details at:

www.lifestone.co.uk/our-performance/complaints-report

If you make a complaint, we will always aim to respond to your complaint as quickly as possible. However, if we need more time to investigate your complaint, we will contact you to let you know.

Did you know?

The best way to get your complaint resolved is by talking directly to us. However, you can also contact the independent Housing Ombudsman for help and advice at any time.

If you've exhausted our complaints process and remain unhappy with the outcome, they will consider investigating it for you.

Contact the Ombudsman on:

0300 111 3000
info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Write to:

Housing Ombudsman Service,
PO Box 1484, Unit D, Preston, PR2 0ET

You can help us by:

- Telling us as much as possible about your complaint at the beginning and what outcome you are looking for
- Telling us how you would like us to communicate with you
- Being patient with us while we investigate your complaint thoroughly.

Telephone

You can reach our Customer Services team by telephone on 0300 303 1010.

Our telephone lines are open Monday to Friday 8am – 5.30pm. Please be aware that calls are recorded for training purposes.

Post

Lifestone Homes
Blackhorse Rd,
Letchworth Garden City
SG6 1HA