



Pinnacle Group

Tenant Welcome Pack



Welcome to your new home!

Welcome to your new home with Pinnacle Group.

Pinnacle Group are your housing management provider, and we are here to support you with your home and will be your main point of contact for any matters arising. This can include paying your rent, reporting defects or repairs, and addressing any other specific queries you may have.

Please take a moment to review the contents of this welcome pack where you will find key information relating to your tenancy, advice on looking after your home and answers to the most commonly asked questions. This pack does not replace or add to the conditions of your tenancy agreement.

If you have any queries or require any further information please do get in contact and we will be happy to help and answer any questions.

Your Landlord

Pinnacle Group manages homes and neighbourhoods across the UK. Your landlord is a registered provider of social housing, regulated by the Regulator of Social Housing. This may be Pinnacle Affordable Homes Ltd or Pinnacle Spaces Ltd (both 100% owned and managed by Pinnacle Group), or a third-party registered provider.



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1. About Us

Pinnacle Group is a leading property management company with more than 30 years' experience. Pinnacle Group is committed to:

- Providing high quality affordable homes
- Ensuring properties meet and are kept to Decent Home Standards
- Creating safe and pleasant communities for Pinnacle Group tenants and their neighbours
- Providing value for money services that focus on customer needs
Working with our residents to continually improve our services Helping develop communities that people are proud of
- Meeting and exceeding customer expectations



Contact Us

Call us: +44 (0)20 7017 2000

Email us: enquiries@pinnaclegroup.co.uk

Head office: 8th Floor, Holborn Tower, 137-144 High Holborn, London WC1V 6PL

This welcome pack is also available in other formats such as large print or multilingual audio.

2. Your Tenancy and responsibilities

It is important that you read and understand the terms of your tenancy agreement and your responsibilities when occupying your home. Your responsibilities include but are not limited to:

- Paying your rent on time
- Looking after your home and garden
- Keeping your home well ventilated to help avoid condensation Disposing of your waste refuse and recycling properly
- Being a good neighbour
- Taking responsibility for your behaviour, and the behaviour of anyone who lives with or visits you
- Notifying Pinnacle Group of any issues relating to your tenancy at the earliest opportunity
- Working with Pinnacle Group and allowing access when required during your tenancy
- To seek relevant permissions as documented in your tenancy agreement for items such as completing improvement works to your home

If found to be in breach of your tenancy agreement, you may be at risk of losing your home.

Should you have any queries or require support, please do speak with a member of our staff as soon as possible.

3. Payments

Rent

You will have been made aware of your rent schedule, including the total amount, and date due. If you are unsure please refer to your tenancy agreement for details.

How to make a payment

We accept the below payment methods:

- Direct debit
- Standing order
- Payment directly to bank
- Allpay

Should you not be able to make a full payment, please call our Income Collection Team on 0333 241 4557, option 1. We are here to help and can offer Welfare and Benefit Advice. Alternatively, additional information and support links can be found on the next page.

Universal Credit

What is Universal Credit?

Universal Credit is a benefit administered and processed by the Department for Work and Pensions. Its aim is to make the welfare system simpler and has replaced six benefits and tax credits with a single monthly payment.

How is Universal Credit different to previous benefits?

- It needs to be claimed online
- It's paid directly to you and not your landlord
- It's paid monthly in arrears
- It's paid into your bank account, building society account or similar, such as a 'jam jar' account
- If you live with your partner and both claim Universal Credit you will receive one monthly payment that covers both of you

Key Facts

- To claim Universal Credit you must be over 18 but below pension credit age
- If you and your partner are above the pension credit age you won't be affected by Universal Credit
- If you already claim one of the above benefits, you'll continue to do so as normal and you'll be told when Universal Credit will affect you

How does this affect my rent?

- If you currently receive Housing Benefit or have your Housing Benefit paid directly to your landlord it will stop immediately once you claim Universal Credit
- It may take at least 6 to 7 weeks before you receive your first payment
- Your Universal Credit payment will include an amount of money to pay your rent
- You will be responsible for paying your rent directly to your landlord yourself
- If you don't make rent payments you could lose your home

Prioritise your rent payment

- You'll soon be responsible for paying your rent yourself and will need to keep this part of the Universal Credit payment separate from your general spending money.
- If you feel you are having difficulties or may be falling into arrears, contact Pinnacle Group as soon as possible for help and support.

Universal Credit Has replaced

- Housing Benefit
- Income Support
- Child Tax Credits
- Working Tax Credits
- Income-based Job Seekers Allowance
- Income-related Employment & Support Allowance

Get the right bank account

Universal Credit is be paid into a bank, building society, or credit union account that lets you make and receive automated payments.

You might wish to open a separate account to receive and manage your universal credit payments.

Set up Direct Debits

It is useful to set up Direct Debits and standing orders for priority bills like your rent and Council Tax.

Decide whether you need a joint account

If you and your partner are both eligible for Universal Credit, you'll get a single payment for both of you.

You can choose to have it paid to a joint account or one of your individual accounts.

For more information on Universal Credit and help with your claim:

Visit: www.gov.uk/universal-credit

Universal Credit helpline Telephone: 0800 328 5644

Textphone: 0800 328 1344

Opening hours: Monday to Friday, 8am to 6pm

We advise all occupants to set up a direct debit payment to Pinnacle Group to ensure you rent is paid regularly and on time.

Please remember your rent will not be paid to your landlord directly, this will be paid to you as part of your monthly Universal Credit payment. It is your responsibility to ensure this is paid to Pinnacle Group.

4. Utility Bills

As the tenant of the property, it is your responsibility to set up an account for all utilities from the first day of your tenancy. These utility bills include gas (if applicable), electricity and water.

To find out who your current utility providers at the property are you can go to the following link:
<https://www.findmysupplier.energy/>

5. Council Tax

To find out information in relation to your Council Tax, including banding, cost, discounts and ways to pay visit www.gov.uk/pay-council-tax.

6. Contents Insurance

You are responsible for any loss or damage to your belongings through theft, fire, flooding or accident therefore we recommend taking out home contents insurance.

7. Repairs and Maintenance

Pinnacle Group's Repairs and Maintenance team are committed to offering our clients and customers a timely and professional repair service. Pinnacle Group or your landlord are responsible for maintaining your home, however there are items that you will be responsible for. This information is clearly set out in your tenancy agreement, further information can be found in our repairs and maintenance policy. If there is damage to your home, please contact us immediately.

Repairing timescale:

- Emergency 24 hours: An emergency includes anything that has a danger to your Health and/or Safety
- Urgent Repair 5 Working days: An urgent repair affects your comfort or convenience
- Non-Urgent Repair 28 days

Planned maintenance:

- During your tenancy, planned works maybe required to maintain the quality of your home.
- Examples of planned maintenance include:
- Kitchen and bathroom replacement
- Electrical rewiring
- Door/window replacement
- We will provide advance notice of any scheduled works and an estimated timeframe for completion.

Improvements

If you want to carry out improvements you must request permission in writing from Pinnacle Group first who in turn may need to request permission from your landlord. All works must be carried out to a good standard and must comply with current regulations. All electrical and gas works must be carried out by a fully qualified contractor.

Rechargeable repairs and missed appointments

A resident will be responsible for the costs of rectifying any items which are identified as having been damaged.

Examples of rechargeable repairs and missed appointments:

- If we have to change a lock because you've lost your keys
- A member of your family or a visitor has caused damage to the property Incorrect information is provided , e.g. if you tell us that a leak is a flood
- A contractor/representative has a pre-arranged appointment but cannot gain access to carry out works

We will always provide a minimum of 24 hours' notice if we, or anybody instructed by us, need to access your property; except in the case of an emergency whereby we feel you, or the property's safety, is at risk.

Adapting your home

You may at some point need your home adapting to make life easier for someone in your household who has mobility or other physical impairments. This might be something straightforward, such as fitting taps which are easier to turn on or off, a grab rail by the bath or more complex adaptations such as installing a walk-in shower or the lowering of kitchen units.

In order to carry out any adaptations, you will need the approval of your landlord. You may also be able to obtain financial support to get an adaptation put in place from your local authority, who can award Disabled Facilities Grants (DFGs).

8. Gas Safety

Annual gas and safety checks

Your safety is our main priority. Around 40 people die each year from accidental carbon monoxide poisoning, usually caused by gas appliances and flues that have not been properly installed or maintained. As your landlord we must by law make sure there is an annual safety check carried out on all the gas-fired appliances we own, such as gas boilers. You must allow an engineer access to your home to do these safety checks. If you do not allow us access, it is a breach of your tenancy agreement.

Carbon monoxide alarm

A carbon monoxide alarm is a device that sounds an alert if it detects the presence of the odourless, tasteless and colourless gas. It continuously monitors and measures the level of carbon monoxide in the air. When viewing your home your property manager will identify the location of your carbon monoxide alarm. The alarm will be tested to ensure it is in working order prior to you occupying your home. You should test your carbon monoxide alarm once a month at minimum, but once a week is recommended.

If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999 or via textphone (minicom) on 0800 371 787. If you're a British Sign Language (BSL) user, you can use SignLive to contact the National Gas Emergency Service free of charge.

9. Fire Safety

The easiest way to protect your home and family from fire is with working smoke alarms. When viewing your home your property manager will identify the location of your fire alarms. The fire alarms will be tested to ensure they are in working order prior to you occupying your home. You should test your fire alarms once a month at minimum, but once a week is recommended.

We also recommend discussing a safe escape plan with everyone who lives in your home this will help you act quickly if there's a fire.

What to do if there's a fire:

- Keep calm and act quickly, get everyone out as soon as possible.
- Don't waste time investigating what's happened or rescuing valuables. If there's smoke, keep low where the air is clearer.
- Before you open a door, check if it's warm. If it is, don't open it – a possible fire is on the other side.
- Call 999 as soon as you're clear of the building

Most fires can be avoided and it's important that we all play a part in preventing them.

For further advice, visit:

[www.gov.uk/government/publications/fire- safety-in-shared-or-rented-accommodation.](https://www.gov.uk/government/publications/fire-safety-in-shared-or-rented-accommodation)

10. Damp, Mould and Condensation

We will carry out investigations and necessary works in line with Awaab's Law timeframes.

Damp in a home is caused by excess moisture. Homes could be affected by any of the three common types of damp:

Condensation

This is the most common form of damp in rented properties. It appears when excess moisture in the air meets a cold surface, such as a cold wall or window. Condensation is made worse by inadequate ventilation, heating or insulation and tends to be worse in Winter.

Penetrating damp

This is caused by water coming through external walls or the roof. It can occur when there is an internal leak or plumbing problem.

Rising damp

This occurs when moisture beneath the building is soaked up into the brick or concrete. It is a common problem on the ground floor of older properties.

Mould

Damp can lead to mould growth on walls and furniture, mildew on clothes and other fabrics and the rotting of wooden window frames. The growth of mould can appear as a cloud of little black dots and has an unpleasant smell.

Produce less moisture

Moisture in the home can lead to or exacerbate damp and mould. Where there is a potential problem with damp and mould, the following may reduce the amount of moisture produced:

- Keeping the kitchen door shut and leave the windows open and/or extractor fan on when cooking.
- Hanging washing outside if possible. Avoid drying washing on radiators. If you need to dry clothes indoors, open the window and close the door of the room where clothes are drying so that moisture can escape outside rather than circulate around your home.
- Not overcrowding your home, the more people and pets living in your home means that more moisture will be produced.

Reduce excess moisture

- To prevent mould around your windows; we advise wiping the windows each morning with a dry cloth if you wake up to condensation. Once you have done this, open the window slightly for an hour maximum.
- Opening the bathroom window and/or keeping the extractor fan on when taking a shower or bath.
- Keeping trickle vents in windows open. They are designed to ventilate your home without causing draughts.

Remove mould growth

It's easier and more cost effective to clean mould when it first appears.

- Only use mould treatments that is approved by the Health and Safety Executive and has an approval number.
- A combination of different methods, such as using paints that resist mould growth, may be necessary to address the problem.
- You must always follow the instructions on product label. This will include application, ventilation, protective clothing and action to take in the event of an accident
- If you are in any doubt or the mould keeps returning, please seek professional advice either from your property manager or a qualified mould removal contractor.

Ventilate your home

Keep a small gap between large pieces of furniture and the walls to allow airflow, and where possible placing wardrobes and furniture against internal walls.

Don't over-ventilate your home by leaving windows open in cold weather for long periods as your walls will lose all the heat stored in them. Only open the windows for a short period at a time so that any moisture is able to escape.

11. Toilets and Drainage

Please DO NOT put objects down the toilet/sinks that could cause a blockage, e.g. baby wipes, cleansing pads, cooking fat. If the toilet or drainage becomes blocked due to misuse then it will be charged to the tenant responsible.

12. Recycling and Waste

As one of our tenants, you are responsible for making sure all your household waste is disposed of and recycled properly and legally. Rules and regulations will vary from area to area.

13. Communal Cleaning and

If you live in an apartment we will keep your building clean and safe. We will display our schedules for cleaning and grounds maintenance on your notice board where relevant.

If you contact us about a general cleaning issue on your estate we will respond within five working days and explain how we plan to resolve the issue.

We will carry out routine building inspections.

14. Property Access

As part of your tenancy agreement you must provide access for us to carry out repairs or complete routine inspections of the property. An example of this is the annual Gas Safety Check, which is a legal requirement.

Pinnacle Group will contact you in advance and will attempt to arrange an appointment that is convenient to you.

15. Anti-social Behaviour

You must not commit or cause or allow members of your household or invited visitors to commit any form of harassment on the grounds of race, ethnic background, gender, sexual orientation, age, disability or religion (or otherwise) against any other person.

You are responsible for your property and any visitors and the behaviour of them. You or any visitors to your property must not do anything which annoys or causes a nuisance to your neighbours, Pinnacle staff or contractors, or people living in the surrounding area. Anti-social behaviour is a breach of tenancy and may result in you losing your accommodation.

16. Complaint Resolution

Pinnacle Group aim to provide the highest level of customer service. However, In the event that we fail to do so then we would like to hear from you. We shall do our utmost to resolve any issue in a fair and honest manner and to your satisfaction. Please visit our Policy below for more information:

<https://www.pinnaclegroup.co.uk/wp-content/uploads/2026/09/Complaints-Policy-Affordable-and-Social.pdf>

17. Moving Out

Please refer to the required notice periods in your tenancy agreement and contact Pinnacle Group to discuss the process of ending your tenancy.

When you move out, please make sure that the following has been completed.

- You have paid all the rent you owe
- The property is left clean and tidy (including gardens)
- You take all your belongings with you and clear any rubbish from the property
- We will charge you the cost of removing any items that are left behind
- All sets of keys are returned
- Notify Council Tax and your utility suppliers that you have moved from the property and provide them with meter readings, pre-paid meters must be left in credit.

18. Abandonment

If we suspect that you have moved out without having provided the required notice, are no longer using the accommodation as your main home or the property is otherwise identified as having been abandoned. Then we may begin steps to formally terminate your tenancy.

Please note if a property is suspected as abandoned we will attempt to contact you via phone or email. It is very important that you keep us informed of your correct contact details so we can discuss any concerns we have with you.

In the case of an emergency, to safeguard the property, the surroundings or people, we may need to enter the property with keys.

An example of this could be, if:

- There is a flood in the property
- The property is found to be insecure
- Gas or electrical appliances are a risk to the safety of the property Structural damage which requires urgent attention
- There is reason to believe crime or violence is taking place

19. Getting involved and influencing services

We understand that residents feedback is vital if we are to continue to improve our services and build a strong community.

All our residents will be asked to tell us what they think of the service provided by Pinnacle through an annual survey.

We will also meet with local resident groups which could be in person or on line.

Tenant Satisfaction Measures

Tenant satisfaction measures surveys (TSMs) help show how well social housing landlords are doing at providing good quality homes and services. We will reach out to you yearly to gather your feedback on our performance against the standards set by the Regulator of Social Housing. Your feedback will contribute to improving our services for both current and future residents.

20. CORE

How are we using your information?

If your household has entered a new social housing tenancy, social housing providers will share your personal information with The Department for Levelling Up, Housing and Communities (DLUHC) for research and statistical purposes.

How is this information provided?

The information is provided via CORE (COntinuous REcording), a website funded and managed by the DLUHC. It collects information on the tenants/buyers, tenancy/sale and dwelling itself. Some of this information is personal and sensitive so DLUHC is responsible for ensuring that all data is processed in line with Data Protection legislation.

Why are we sharing this information

Information collected via CORE is shared with other Government Departments and Agencies. Data is shared with the Greater London Authority and the Homes and Communities Agency. CORE data providers can also access data for their organisations via the CORE system. Data is only shared for research and statistical purposes.

If you want to know more...

CORE Data is collected on behalf of the DLUHC for research and statistical purposes only. Data providers do not require the consent of tenants to provide the information but tenants have the right to know how and for what purpose your data is being collected, held and use. The processing must have a lawful basis which, in this case, is that the processing is necessary for the performance of a task carried out in the public interest to meet a function of the Crown, a Minister of the Crown or a government department.

You have the right to object and you have the right to obtain confirmation that your data is being processed, and to access your personal data. You also have the right to have any incorrect personal data corrected.

The information collected via CORE relates to your tenancy, the dwelling you are living in or buying, and your household. Some of the information may have been provided by you as a tenant when signing the new tenancy or buying your property; other has been gathered from the housing management systems of social housing providers.

Data collected will be held for as long as necessary for research and statistical purposes. When no longer needed, data will be destroyed in a safe manner.

We are aware that some of the data collected is particularly sensitive: ethnic group; previous tenure in hospital or prison/approved probation hostel support; if household left last settled home because discharged from prison/ long stay hospital/ other institution; or if source of referral is probation/ prison, youth offending team, community mental health team or health service. Please rest assured that all the information collected via CORE is treated in accordance with Data Protection requirements and guidelines.

Data is published by DLUHC in aggregate form on an annual basis as part of a report and complementary tables. To access the annual publications on lettings please do the following:

Visit: <https://www.gov.uk/government/collections/rents-lettings-and-tenancies>

To see the publications on sales please do the following:

Visit: <https://www.gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers>

CORE data is shared with other public sector bodies for research and statistical purposes only. For example, data is shared with Homes and Communities Agency and the Greater London Authority to allow them to exercise their role in providing adequate social housing. The detail level

data is anonymised and protected to minimise the risk of identification and deposited with the UK Data Archive for research purposes.

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact Department Data Protection Officer at:

dataprotection@communities.gsi.gov.uk.

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk/concerns>

21. STAIRs

The Social Tenant Access to Information Requirements, known as STAIRs, are new government transparency rules for social housing landlords in England. They set out information that landlords must publish, and give social housing customers a right to ask for information that is not already published.

Where STAIRs applies at Pinnacle

Pinnacle Group manages homes and neighbourhoods across the UK, and not all of that work falls under STAIRs. Within the group, two companies are registered providers of social housing, regulated by the Regulator of Social Housing:

- Pinnacle Affordable Homes
- Pinnacle Spaces Limited

STAIRs covers the social housing these two companies own and manage. If you rent your home from one of them, the information on this page is about your landlord.

Where Pinnacle manages homes on behalf of another landlord – like a housing association or a private owner – that landlord is responsible for its own publication scheme, and you should go to them for this information.

Read more information about STAIRs, including our full Publication Scheme at:

<https://www.pinnaclegroup.co.uk/social-tenant-access-to-information-requirements-stairs/>

22. Privacy Policy

Pinnacle Group is committed to ensuring that your privacy is protected and our use of your personal information is governed by Privacy Notice.

For more information relating to the Pinnacle Group Privacy Policy please do the following:

Visit: <https://www.pinnaclegroup.co.uk/privacy-and-cookies>

Stay up to date with the Ark app

Our Ark app allows you to stay up-to-date with everything happening in your community. Ark is integrated with our systems, so you can be immediately notified of updates.

Our dedicated App allows you to interact with us via smartphone whenever you wish, as well as being able to access your documents in one place. The App provides:

- Push notifications to your smartphone
- An easy way to contact your property/building manager
- Real time updates on repairs and building news
- Updates for local community news, offers and events

Scan the QR code to download Ark to your device today.

Please speak to your Property Management team if you need any





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