platform housing group

Customer connect E'Bulletin

Important Tenancy News and Information | November 2026

We are delighted to welcome you to this edition of your Winter Ready Customer Connect Newsletter. It's packed with helpful advice and new opportunities to get involved in shaping the services that matter most to you.

We know that good communication is the foundation of a great service and this newsletter is just one of the ways we make it easier for you to stay informed. You'll find information on how to keep your home safe and well maintained, access support, report repairs, energy advice and the importance of keeping your appointments.

Read our publications, guides and policies here

Are you Winter Ready?



As the temperature drops, there are things we can all do to ensure we stay warm and safe over the winter months. We also tend to see more emergency callouts at this time of year.

We have a dedicated webpage that brings together advice and resources to help you with many common home maintenance issues.

Read more



Repairs support

We offer you practical advice to keep your home well maintained this winter from pipes and plumbing to central heating and lighting.

For more information and to report repairs, visit our dedicated webpage.

Read more



Damp and mould

Damp and condensation mould can damage the structure of your home, so it's important to let us know as soon as you notice a problem.

For more information, visit our dedicated webpage with guidance and advice.

Read more



Keeping you safe - don't miss your appointment

Your safety is a top priority. As your landlord, we're legally required to carry out regular gas and electrical safety checks, asbestos and water hygiene checks, to make sure that your home is safe for you and your family.

Read more



Energy advice

We want you to keep warm this winter, so our dedicated webpage gives you some top tips to help you reduce your energy bills and find help and support.

Read more



Here to help

If you're struggling with your finances, we are here to help. Our advisers can assist with all aspects of money, budgeting, grants and benefits advice.

They can also refer you to Platform's Wellbeing Fund.

Read more



Protect your belongings – Get insured

It's our responsibility to insure your home, but this doesn't cover your personal belongings including furniture and carpets.

To protect against accidental damage, fire, and flooding, we strongly recommend arranging home contents insurance.

Read more

Your Voice. Your Platform. Get involved!



Did you know there are lots of ways to get involved at Platform and help shape the services we provide?

Whether you'd like to share your views through surveys, get involved in your local community or join one of our customer panels, there's something for everyone.

Find out more about getting involved and how you can make a difference.

Find out more

Save Time Report it online



Did you know that you can report non-urgent repairs and ASB concerns, along with making applications to our Wellbeing and Community Chest funds on our website?

You can also contact us via the Platform Facebook account.

Find out more