

# Annual Report to Tenants 2020 - 2021



WE SUPPORT **SUCCESSFUL LIVES**,  
BY **BUILDING GREAT HOMES**  
AND BEING A **BETTER BUSINESS**

## Corporate Plan 2021 - 2026

### Great Homes

Rooftop Living  
Home Standard  
1000 New Homes

### Successful Lives

Excellent  
Customer Service  
Building Stronger  
Communities

### Better Business

Leadership and  
Learning  
Excellence  
Digital by Design



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**Improving your home**

**Keeping you safe**

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**How we spend your money and value for money**

**It has been an interesting and unusual year for the Resident Excellence Panel (REP). There have been lots of challenges in continuing our work in the pandemic, and like everybody else we have had to adapt and evolve how we operate.**

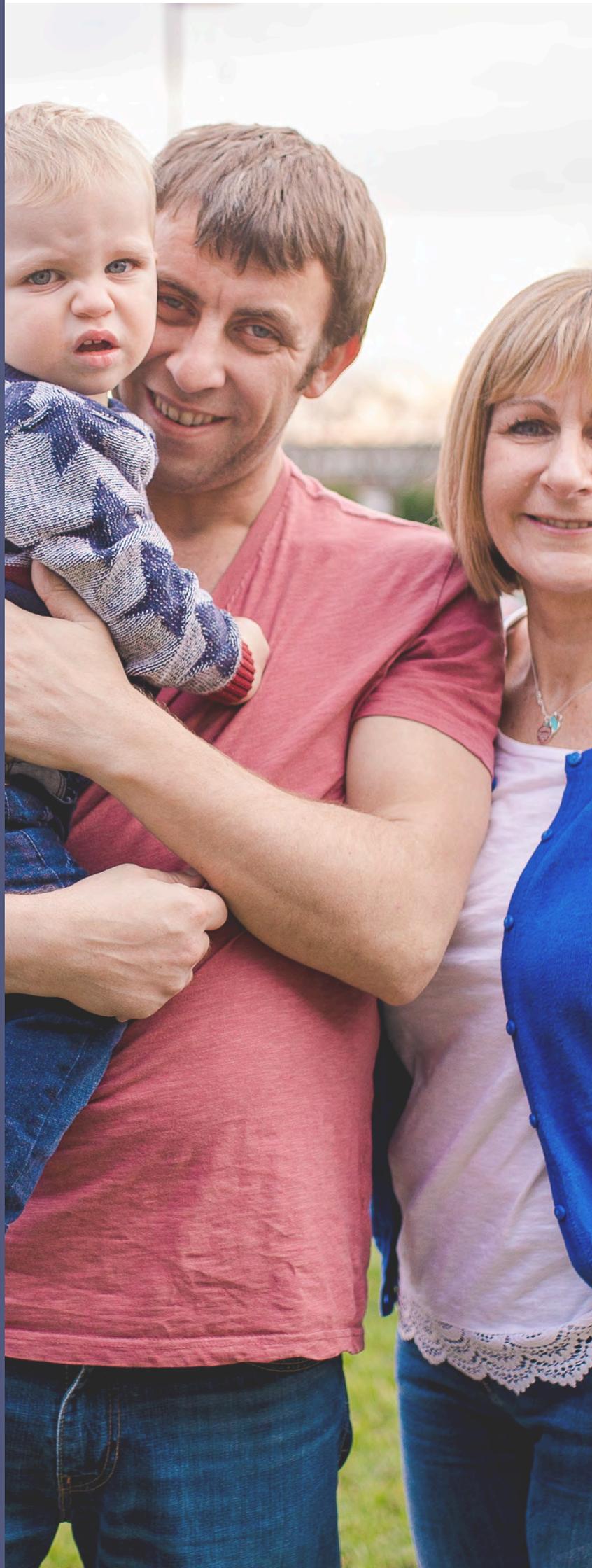
The REP is an independent group of residents that works with Rooftop to review service areas, make recommendations, and improve things from a customer perspective. This is an important function in enabling Rooftop to meet the consumer standards, as required by the Regulator of Social Housing.

Despite having to meet virtually, during the last year we have carried out a recruitment drive and acquired four new members. It is very strange, that to this day, we have never all met face to face.

We have managed to complete two reviews, have been involved in interviews for recruiting customer facing roles, and have also supported Rooftop with policy, procedure, and strategy.

Rooftop is keen to work with its customers and to have an open and transparent relationship. To achieve this it is developing more opportunities for customers to get involved.

The REP believe that Rooftop is more committed than ever to hearing the customer voice and using the feedback it receives to shape and improve the services it provides. If you want to participate, please get in touch at [residentinvolvement@rooftopgroup.org](mailto:residentinvolvement@rooftopgroup.org)



**LINDSEY  
HENDRY**  
*Chair , Rooftop Resident  
Excellence Panel*

# WELCOME

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**This report shows you, the Rooftop customers, how we have performed in the year from April 2020 to March 2021. It is here to help you understand what we do and how well we do it.**

Last year the Annual Report to Tenants gave details of how we started to work during the COVID pandemic. We closed our offices in March 2020 with one month left in the year covered by that report.

This report covers a full year of living and working during the COVID pandemic. Our services have changed in the last year, most for the better, some for the worse. Whilst this report celebrates what we have done well, we will not hide where we have fallen short.

The national shortage of tradespeople and materials has influenced how we, through our repairs partner, Platform Property Care, provide you with repairs and safety checks.

We have listened to your feedback and have increased our call handling teams, and we are working even more closely with the team at Platform Property Care.

In the past year the Government published the Social Housing White Paper setting out a new charter for social housing tenants. We want you to be involved in how we operate, and we have

already asked your views on our Annual Plan 2021-2022 and Corporate Plan 2021-2026, our Community Investment Strategy and to rate us on how you feel we are doing against the charter.

At every Board meeting, we consider your feedback in the Customer Voice report, with a focus on how we are responding to feedback, and causes of dissatisfaction and complaints.

During the year, we have also adopted the Housing Ombudsman's Complaints Handling Code and revised our policy to reflect that. We know we have more to do in improving issues resolution and complaints management, with good communication and 'keeping you in the loop' a key theme from customer feedback.

As we come into a new post-pandemic world, we are listening to your feedback, and we are shaping our services to match your expectations.

If you have any questions about anything in this report, please join me every other month for my Facebook Live Question and Answer sessions, where you can ask me anything about Rooftop and the services we provide. You will find details on the Rooftop Housing Group Facebook page.

**BORIS  
WORRALL**

*Group Chief Executive,  
Rooftop Housing Group*



**Home and community have never held more significance for our generation than over the past, difficult 18 months.**

We have all pulled together and supported each other, but it has been tough. At Rooftop we had to close the office, work remotely, and do our best to maintain our services to you. Overall I think we did this well, and I am so proud of our team who, as ever, rose to the challenge. But there were areas of significant difficulty, notably repairs, where accessing properties and responding quickly was not always possible.

I am pleased to say that that we are now dealing with the backlog and have taken on additional resources to help us improve our service.

Lockdown, furlough, home-schooling and mental health issues means that asking 'how are you?' holds such significance, and we all need to take care to really listen to the response, and at Rooftop we are here to listen. Since I became Chair we have had a standing Board report on 'Customer Voice' so that we know that we are putting our tenants at the heart of our decision-making. We are an early adopter of Together with Tenants, and Daisy Halford, one of our Board Members sits on the national committee of this important initiative.

One message we are hearing loud and clear is about rising fuel costs. At Rooftop all our new homes are built to a high energy efficiency standard, but we also want to tackle our existing homes. Over

the next year, we will be undertaking a stock condition survey to create a plan for each and every home to reach a higher energy standard through better insulation and renewable energy installations, where possible.

My term as Chair has come to an end and I step down in September. I am pleased to introduce you to my successor, Sally Higham. Sally has great housing association and third sector experience and will be a great Group Chair.

As I write this I reflect on the many successes we have had at Rooftop. Two Regulatory inspections confirming Rooftop has the highest ratings for governance and financial viability, Together with our Matrix colleagues being awarded the Queen's Award for Enterprise. D--elivery of over 1000 new homes, including building the carbon neutral houses at North Littleton, the military covenant homes at Norton, and more recently Walkinshaw Court in Gloucester.

Of course we mustn't forget three Royal visits and (one of my personal highlights) dancing with Anton du Beke from Strictly at the Yates Court extension opening celebrations. Most of all I will take fond memories of home and community – delivering homes to families, supporting successful tenancies, opening ceremonies, garden competitions and of course, cake.

Wishing you all the very best for a successful future.

**NICOLA**  
INCHBALD  
*Chair -  
Rooftop Housing Group*



New customers to our **Money Advice** service  
**1,657**

Food parcels and hampers distributed to people in crisis  
**561**

**4349 WELFARE CALLS** made to our most vulnerable customers

## COVID-19 RESPONSE

This was the year that the world came together to fight a global pandemic. Like many other housing organisations, our main aim at Rooftop was to keep our customers safe.

During the pandemic we adapted our existing services, we introduced new ways of working, and we ensured that we kept in contact with the most vulnerable members of our communities.

**We Adapted** - To keep our staff and customers safe, we closed our reception, paused home visits and completed emergency repairs only - maintaining a safe working distance.

**We Were Innovative** - Our IT systems allowed us to make video calls with our customers remotely and we were still able to assist with any issues and queries that they had.

**We Communicated** - Our staff completed welfare telephone calls to our older tenants, and those tenants that needed extra support, to ensure they remained safe. We liaised with local organisations to help our tenants get extra assistance when needed. Through that difficult time we made sure that we keep our customers and stakeholders up to date with our changes of operations.

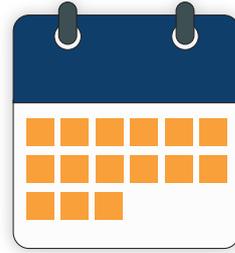
We have proven that we can work in a number of new ways over the past 12-18 months and some of the processes that we had to put in place will now stay with us into the future.

# HOMES



**99.3%**  
of general needs  
housing have been  
made into homes

**23**  
Days **void**  
turn around time



**231**

Key worker accommodation  
rented to **NHS staff** at our hospital  
sites in Worcester and Shrewsbury

## BUILDING NEW HOUSES



**50** New houses have  
been built to help  
families create a home



**7** Houses were built to  
be sold on the **OPEN  
MARKET**, helping  
provide funds to create  
more affordable housing



**FOR  
RENT**



**16**  
SHARED OWNERSHIP



**37**

Shared Ownership houses sold giving people  
the opportunity to **own their own home**



**99.9%**  
Rent collected

# PROVIDING SUPPORT

**We Make Things Better by providing support services for our customers.** Our Money Advisors help you with budgeting and accessing benefits, and in the last year have helped you claim around £3.5 million that you are entitled to. The Domestic Abuse Team have supported, women, men and families fleeing abuse, a service that has sadly been needed more than ever in the pandemic. Our Job Coaches have helped people into training and work and our Support Team have been advising and aiding customers in both our Young People's Schemes and our Older People's Service.

Our Money Advisors have helped support  
  
**1,657**  
new customers

There has been **1641**  
**6** universal credit claims  
successful benefit appeals  
and **687**  
other benefit claims

Our customers have been awarded benefits totalling  
**£3,197,040**  
Our customers have been awarded benefits totalling

**2023**



Number of people provided with one to one support by our **Domestic Abuse Team**

  
**323**

People supported in work and training by our **Job Coaches**

  
**10**  
Successful job applications

Supplied training courses to the value of  
  
**£531.84**

# CUSTOMER VOICE

## RESIDENT EXCELLENCE PANEL

As you will have read from the Chair's introduction, it has been an extraordinary and challenging year for the REP, to continue their fantastic work in reviewing Rooftop's services and making recommendations for improvements.

Particularly as there was such a strong focus on the sector around customer engagement and hearing the customer voice. However, they started off their year by attending our Audit and Risk Committee meeting virtually, to present the findings and recommendations from the **Customer Voice** including **Customer Offer** review.

With the offices closed and no-one able to meet face to face, the REP review programme was placed on hold, but we were able to continue meeting virtually and get their feedback on some key issues and priorities.

It was great that they were able to continue to provide value to Rooftop in their role as REP members whilst normal activities were on hold.

Later in the year we carried out a targeted recruitment drive to increase membership with a view to restarting the review programme and were successful in welcoming four new members onto the REP.

This enabled them to start their next review, which was **Repairs Right First Time**, and despite the new REP members being thrown well and truly into the deep end and meetings only being

able to take place virtually, they settled in well.

The work of the REP is invaluable for Rooftop, and we do not take for granted the time and commitment that each member gives. We are currently working on raising the profile and visibility of our REP so that our wider customer base understands what they do and how important it is.

To learn more please contact [Lisa.Sutton@rooftopgroup.org](mailto:Lisa.Sutton@rooftopgroup.org)

## TOGETHER WITH TENANTS

Following a long period of consultation with housing providers and tenants the National Housing Federation launched its **Together with Tenants** charter in **November 2020**.

The charter aims to strengthen the relationship between tenants and their landlords by focusing on six key areas:

- Relationships
- Communication
- Voice and influence
- Accountability
- Quality
- When things go wrong

Since 2018, this initiative has evolved through different stages, and you may remember that Rooftop was an early adopter of the charter.

Rooftop has consulted with customers to incorporate some of the key principles of the **Together with Tenants** charter into our customer strategy, and

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## COMMUNITY CHAMPIONS



are continuing work to strengthen customer engagement to ensure residents have a strong role in shaping our services, with a direct link to our Board.

Work that has been carried out to date, to embed the principles of Together with Tenants is that:

- We have fundamentally changed our approach to engaging with our customers on key issues that matter the most. Examples of this have included engagement on strategies, such as Community Investment and Supported Housing, as well as our response to the Social Housing White Paper.
- We are committed to having a Tenant Board Member who has the skills, training, and knowledge they need to be an effective member of our Board and we also committed to ensure that our customer's voice is heard at Board through a Customer Voice report.
- We have reviewed our complaints policy in line with the Ombudsman's complaints code and regularly seek feedback via surveys to understand and learn where we can improve.

We are keen to ensure, with your support, that we have a commitment to setting clear expectations and strengthening accountability. In order for residents to have confidence in Together with Tenants, it is important we can show that Rooftop is adopting the charter in a way that is genuine and to reassure you that Together with Tenants is not a tick box exercise, and the intent is to genuinely drive change and build stronger relationships.

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## MEMBERS OF THE RESIDENT EXCELLENCE PANEL

### COMMUNITY CHAMPIONS

**Community Champions** are volunteers on our estates or in accommodation blocks. They have the commitment and dedication to assist in improving their neighbourhoods.

Our Neighbourhood Officers can't be everywhere at once, so we rely on Community Champions to work closely with their Neighbourhood Officer and other residents, to help ensure that the neighbourhood or community remains a safe and clean place to live.

Some of the things they assist us with are:

- Reporting issues such as fly-tipping or abandoned vehicles
- Promoting and taking part in any local community events
- Resolution of areas of dissatisfaction

During 2020 / 2021, we recruited 42 Community Champions, and we are always on the lookout for more.

If you are interested in becoming a Community Champion, please contact your Neighbourhood Officer.

# REPAIRING AND MAINTAINING YOUR HOME

96.6%

**Programmed works satisfaction**  
*taken from our telephone survey programme*

16.1 DAYS

Average number of calendar days to  
**complete a responsive repair**



Percentage of routine repairs  
**right first time**



Responsive **repairs satisfaction**  
from telephone survey programme

## KEEPING YOU SAFE

**We take the safety of your home very seriously.** We carry out annual gas safety checks on all of our homes that have gas heating, and electrical safety checks on all of our properties every 5 years. You need to know that your home is safe and complies to correct standards and we make sure that happens.

Gas Servicing compliance **98.8%**

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)



**Rooftop Housing Group is proud to be an early adopter of the new housing association Environmental, Social and Governance (ESG) reporting standard, as overseen by The Good Economy.**

The Good Economy are specialists in measuring and managing long-term, sustainable impact, and in November 2020 they launched the Sustainability Reporting Standard (SRS) for Social Housing. The SRS was developed with the ESG Social Housing Working Group, which is a collaboration between 18 housing associations, banks, investors, and sector experts.

**“Social”** includes how affordable and how secure our tenancies are, how safe and how high quality our buildings are, and how we support and listen to our residents.

**“Environmental”** includes how we are reacting and tackling climate change, how we support our ecology, and how we manage our resources.

**“Governance”** includes how well we are structured and governed, the make-up and skills of our Board, and our staff wellbeing.

This reporting standard gives consistency, and comparability in ESG reporting, and aims to encourage ESG investment in social housing.

You will be able to read the full ESG Report once it is published on the Rooftop website.

# HOW WE ARE PERFORMING

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**To be able to hold Rooftop to account, you need information on how we are performing, what decisions we are making and who is responsible.**

It is important that we are transparent, that we communicate what we are doing and how we are doing it. We know we do not always get things right, and by ensuring that you have all the information about how we operate, you can tell us where we need to improve. The Social Housing White Paper has outlined areas where customer satisfaction can be measured, and we already publish details covering these headings

We will continue to engage with you and listen to your feedback to continue to make things better. To continue to be as transparent as possible we make all of our reporting available to view. It can be seen on our website, or you can contact us for a physical copy or in a format to suit your needs.

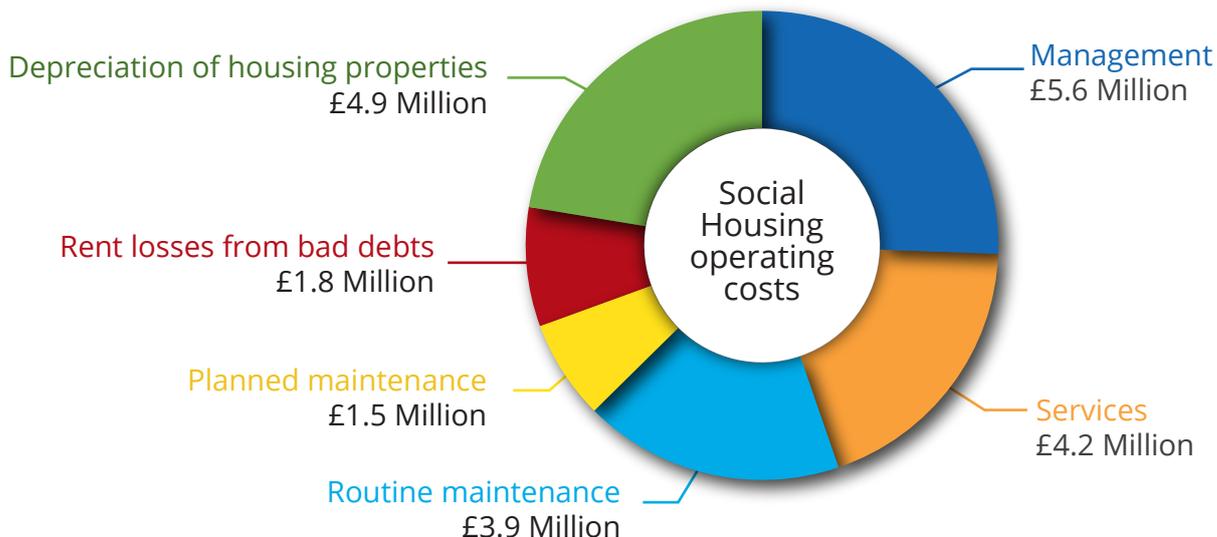
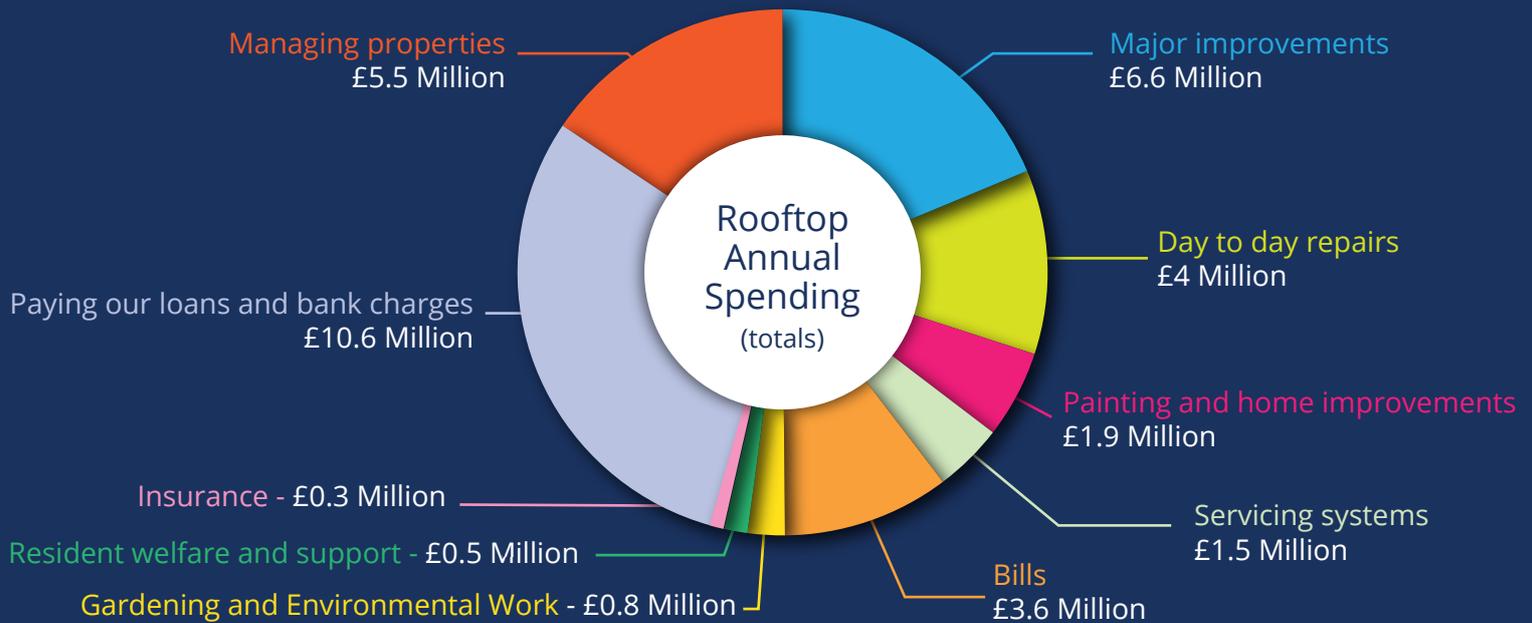
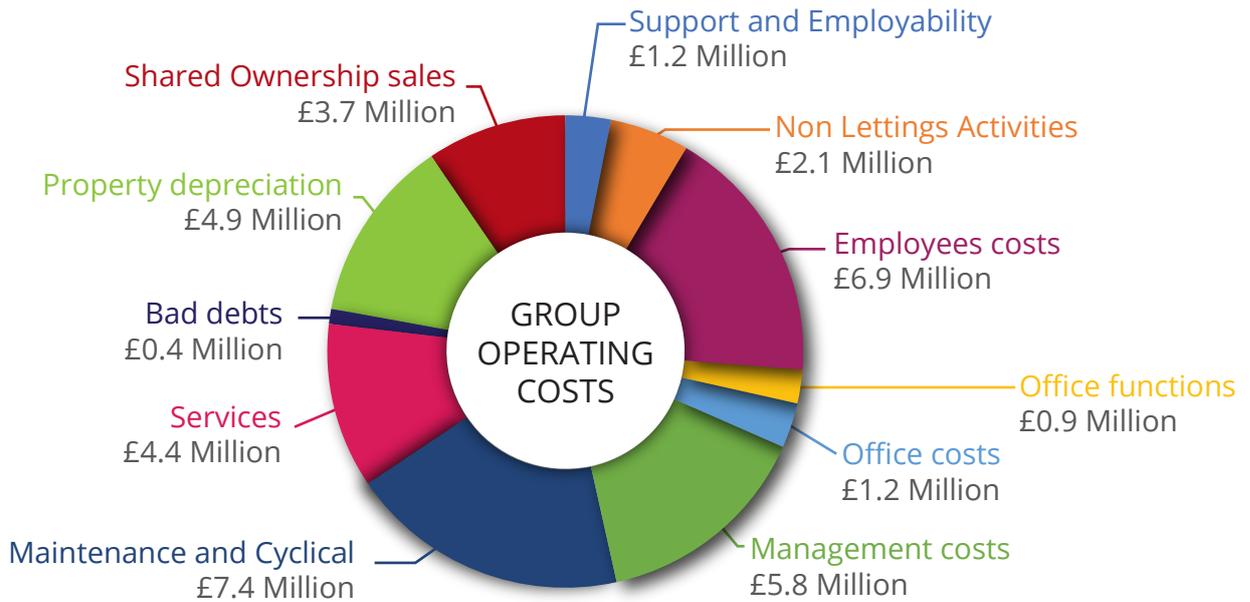
## CUSTOMER SATISFACTION

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### SERVICE REQUESTS AND COMPLAINTS



# HOW WE SPEND MONEY





**Rooftop Housing Group**  
70 High Street  
Evesham  
Worcestershire  
WR11 4YD

**Tel: 01386 420800**

**[www.rooftopgroup.org](http://www.rooftopgroup.org)  
[enquiries@rooftopgroup.org](mailto:enquiries@rooftopgroup.org)**