



Customer

ANNUAL REPORT

2019 - 2020



**WE WORK
TOGETHER**

**WE MAKE
THINGS
BETTER**

**WE DO THE
RIGHT THING**

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**We want to show you
how we are **building**
great homes and
supporting successful
lives by being a
better business**

WHERE WE ARE NOW

Rooftop Housing Group is here to build great homes and support successful lives by being a better business. In this report to you, our Rooftop residents, we show you how we are achieving this. You will find information on how we're performing as a business, information on how we're working in your communities, supporting those most in need, and how satisfied you are with our services.

We know that what matters most to you is a good repairs service and responsive customer services. Our target is that at least 9 out of 10 customers are satisfied with the services we provide. Last year we achieved **89.2%** satisfaction with landlord services and **90.6%** satisfaction with responsive repairs. Like any organisation, we know that sometimes we don't get things 100% right but we will listen and work hard to learn and improve.

We are always trying to do better, and our independent Resident Excellence Panel plays a key role in challenging our services and the way we work. If you are interested in joining the REP, we would be delighted to hear from you.

As this report covers the financial year from April 2019 to the end of March 2020 you won't see much mention of the COVID-19 pandemic in most of our figures, but as it has changed the way that so many of us live, you will see some of the things we have been doing to support you, our residents, through this difficult period.

In March 2020 we were forced to shut down most of our services for 3 months.

Our repairs service was reduced to emergency and urgent cases only, we had to go from face to face to telephone or video, our grounds maintenance work was delayed through the growing season. We had no choice but to follow the Government guidance. However, we are catching up with the backlog and working in different ways to keep you, our contractors and our staff safe. During lockdown we made hundreds of welfare calls, helped those living with domestic abuse, supported food banks, helped people living with mental health issues to get the support they needed, and our income team, money advisers and job coaches helped people as they were furloughed, or found themselves out of work. Throughout this period you were understanding, you were patient, and we are hugely grateful, because the effects of COVID-19 will be felt for far longer than any of us could imagine.

Our response to COVID-19 has been to respond to the immediate impact, refocus our services to get them going again, and to begin to help rebuild the community when the time for recovery comes. We are changing the way that we work, the way that we offer services, and the way that we help communities in response to this new world.

Again, thank you for your patience, thank you for being involved.

Boris Worrall - Group Chief Executive
Nicola Inchbald - Chair RHG



99.7%

occupancy of general needs

that means



4,895

houses have been made into homes



321

extra care apartments allocated



BLACKDOG WAY, GLOUCESTER

95 Apartments



PINNEY PERSHORE



GRETTON ROAD, GRETTON

9 Homes

In the past year

18

new homes, of which

119

for rent



SEDGEBERROW, EVESHAM

8 Homes



MALVINHAM, MALDEN

Phase 1



**WIN,
MORE**

16 Homes



**PAUL STREET,
GLOUCESTER**

Phase 2 - 25 Homes

...ar we have built

34

...comprising of:

65

for Shared
Ownership



**FARHILL CLOSE,
STAVERTON**

7 Homes



**A COURT,
VERN**

...e 1 & 2 - 10 Homes



**MILL HOUSE,
CHELTENHAM**

14 Homes



231

key worker accommodation
rented to NHS staff at our
hospital sites



294

shared ownership
houses sold giving
people the opportunity
to own their own home



98.6%

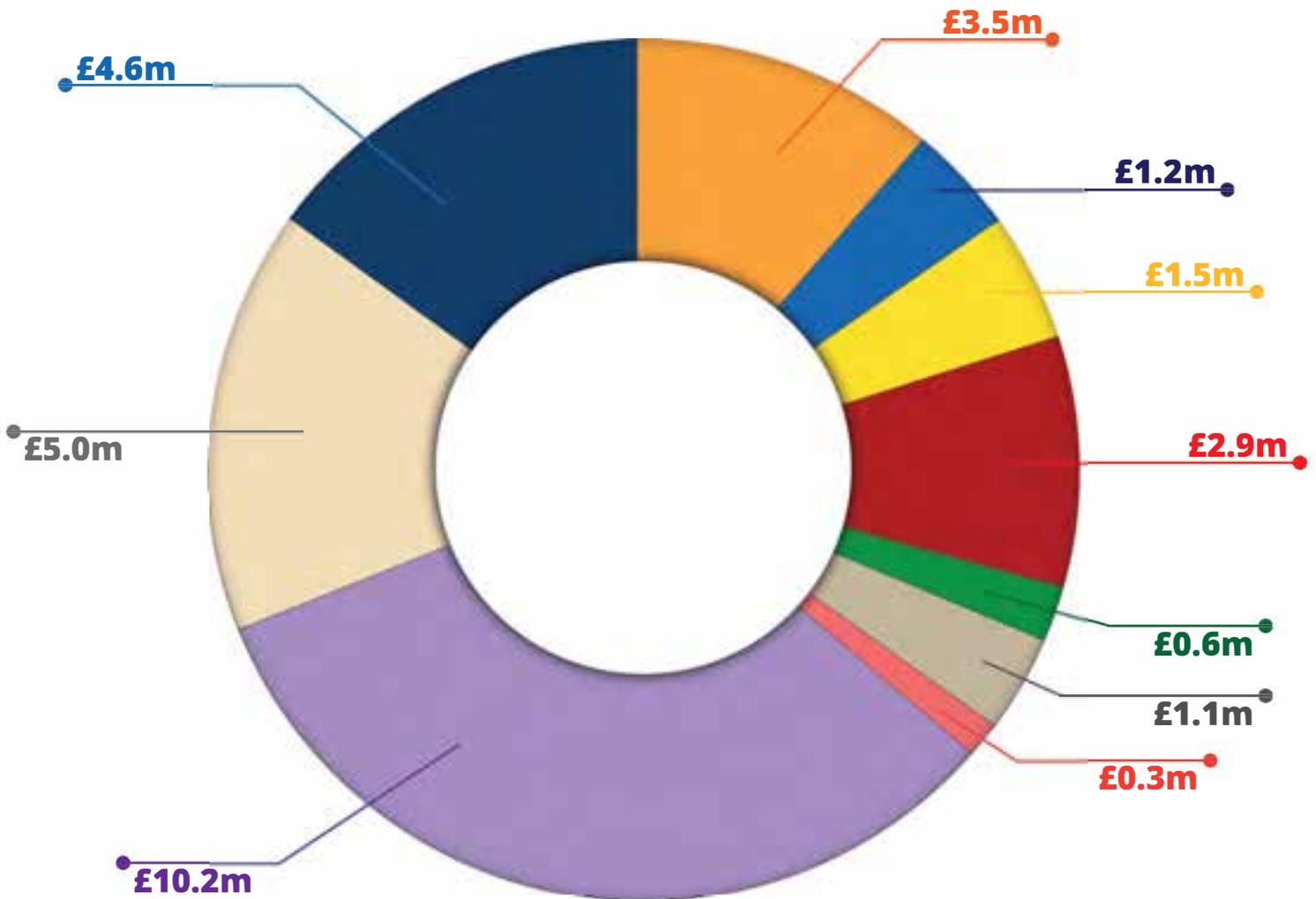
rent collected



How do we spend our money?

**We spend our
money ensuring
that we can
provide the best
service possible
for our customers**

ROOFTOP ANNUAL SPENDING



Major improvements - replacing kitchens, bathrooms and heating systems - **£4.6m**

Day to day repairs - £3.5m

Painting and other home improvements - £1.2m

Servicing systems eg. heating, water - **£1.5m**

Bills (Gas, electric, water, cleaning) - **£2.9m**

Gardening and environmental work - £0.6m

Resident's welfare and support - £1.1m

Insurance - £0.3m

Paying our loans and bank charges - £10.2m

Managing Properties - £5.0m



How we are responding to COVID-19

**We have had to
adapt and introduce
a variety of
temporary protocols
and communicate
these to our
customers**

HOW WE ARE RESPONDING TO COVID-19

Along with the rest of the country, the Coronavirus Pandemic has impacted Rooftop and the way in which we are able to deliver our services. We have had to adapt and introduce a variety of temporary protocols and communicate these to our customers.

Our approach is in three phases – Respond, Refocus and Rebuild within our Corporate Plan themes of Great Homes, Successful Lives and Better Business. To provide structure we have allocated these phases to our reporting quarters, though elements of responding, refocusing and rebuilding will appear throughout the year. We will revise our Business Plan priorities and targets at the end of the Respond and Refocus stages.

On a practical level, our Neighbourhoods, Health and Wellbeing and Money Advice teams have been contacting customers, making welfare calls, providing support and COVID safe activities.

Our Voids team have helped house rough sleepers and those at risk of homelessness and our key-worker accommodation, usually occupied by students, has been reallocated to on-call NHS staff working during the pandemic.

Our Repairs team have been managing and prioritising the repairs service and while we are still in the Respond phase, we will continue to focus on delivering core services and on keeping customers and colleagues safe.



7 ROUGH SLEEPERS WERE HOUSED DURING COVID PERIOD

PRIORITY CASES AT RISK OF HOMELESSNESS WERE HOUSED **22**

£690

AVERAGE SPENT PER HOUSEHOLD FOR THE HOMELESS REHOUSED



The money advisors have dealt with

603

money advice / benefits cases since 6 April providing support with **96** UC claims **197** other benefits **310** budgeting, signposting, rent arrears, debts



65

community inspections have been completed during this period



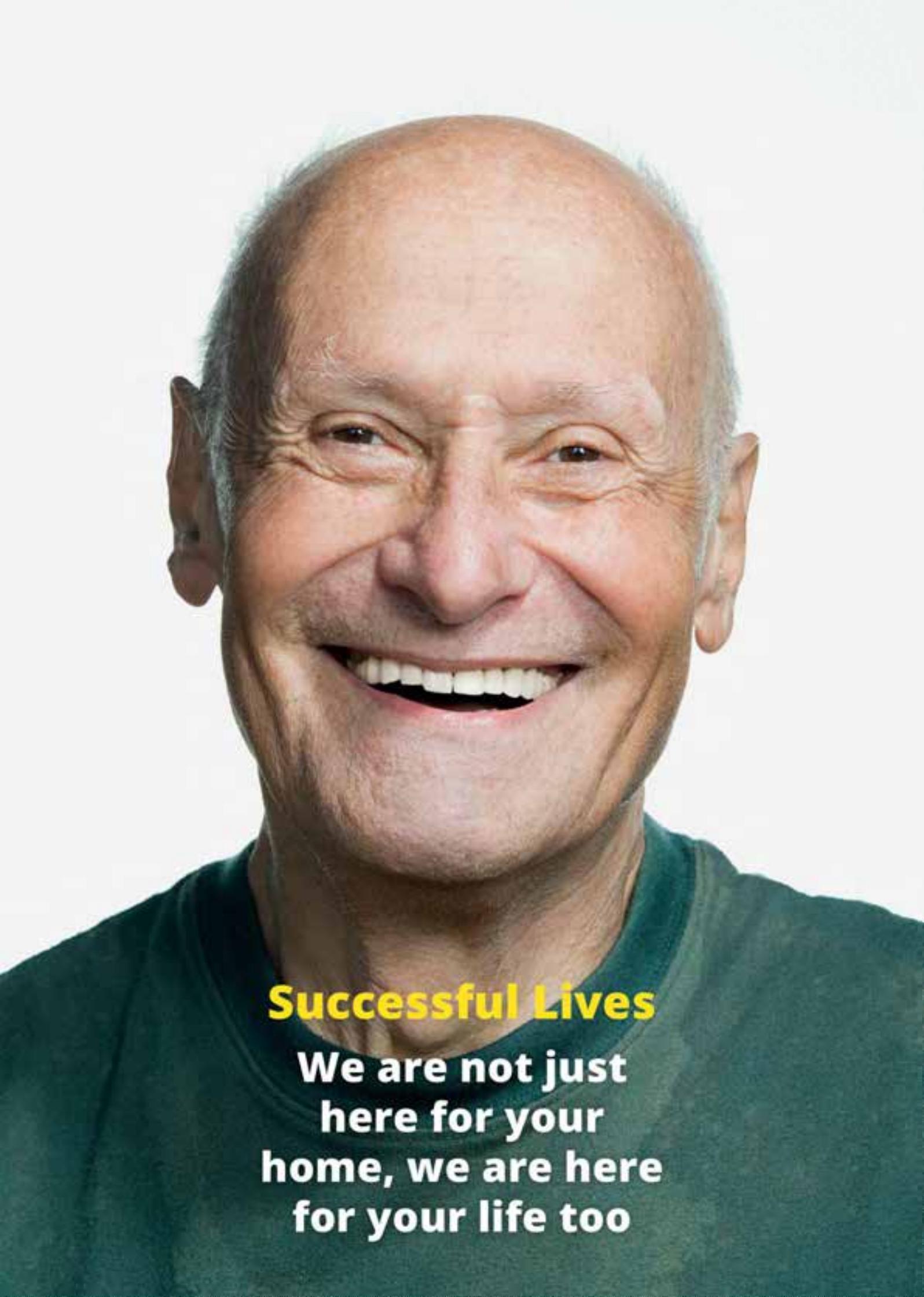
1000

ACTIVITY BOOKS DELIVERED TO ISOLATING AND VULNERABLE CUSTOMERS



2083

WELFARE CALLS HAVE BEEN MADE TO SUPPORT **141** PEOPLE



Successful Lives

**We are not just
here for your
home, we are here
for your life too**

SUCCESSFUL LIVES CUSTOMER FOCUS

Part of the way that we are regulated by the Regulator of Social Housing is by following a number of 'standards' one of these is the Tenant Involvement and Empowerment Standard. This standard sets out how we offer ways that you can be involved with the work that Rooftop does. This includes the Resident Excellence Panel, a group of involved residents that scrutinise our services, and feedback to make things better. We want to focus on what you think of our services and how we can help you lead a successful life.

We make sure that our tenants have access to a range of services that support tenancies. We are not just here for your home, we are here for your life too. Our Money Advice Service helps customers who are having difficulties with their benefits, with their debts and their budgeting. With recent changes to benefits, like the switch to Universal Credit, some of our tenants found themselves in financial difficulty for the first time in their lives, and our team helped. They can sign-post to our specialist Job

Coaches who have helped tenants find work, some have been long term unemployed but are now enjoying a fruitful working life.

We run a successful partnership with West Mercia Women's Aid, supporting and helping those living with domestic abuse, both female and male victims have access to our services and we are helping with group work, individual support, and safe house emergency accommodation.

The Rooftop Health and Wellbeing team have run community activities across the older persons accommodation and in the general housing communities, and our Mental Health out-reach worker has led tenants who are having mental health difficulties to find the right help at the right time.

All of this is about making sure that you, our tenants, residents, customers can lead successful lives, sustain your tenancy, and remain part of our vibrant communities.

OUR MONEY ADVISORS HAVE HELPED

SUPPORT **1849** NEW CUSTOMERS
WITH **93** UNIVERSAL CREDIT CLAIMS

7 SUCCESSFUL BENEFIT APPEALS AND
421 OTHER BENEFIT CLAIMS. THIS
HELPED OUR CUSTOMERS IN
BEING AWARDED

£2,819,782

IN BENEFITS AND **£224,630.70**
IN LUMP SUMS

WORK AND MONEY ADVICE

JOB COACHES SUPPORTED

222

PEOPLE WITH ADVICE ON
JOB APPLICATIONS, CV
WRITING, INTERVIEW
PREPARATION AND
TRAINING

Together with Tenants

I have been very fortunate to be able to be involved and work alongside the NHF



TOGETHER WITH TENANTS

Rooftop Housing Group is here to build Together with Tenants (TwT), a new initiative from the National Housing Federation (NHF).

I have been very fortunate to be able to be involved and work alongside the NHF to help shape and guide them to get the charter right. To do this I am part of the Tenant Advisory Panel (TAP) who have members from all over the UK.

We are independent to the NHF and we all come from different housing backgrounds. We are all passionate about housing which is why the roll out of TwT is very important to us all.

On 1 May 2019 I spoke to other Housing Associations and other residents about TwT, my involvement with The Social Housing Green (now White) Paper and my personal story.

It's really important to get this right. So, we have worked alongside the NHF, Early Adopters (EA) and The Member Steering Group (MSG) to make sure that relationships between residents and

Housing Associations is stronger now more than ever.

I am so proud that Rooftop became an EA and have supported the charter and myself. Rooftop have supported me at events, such as the one at Millennium Point and developing the charter in our Customer Charter alongside the new Housing Director, Lisa Nicholls.

Even though this year has been a strange one with the pandemic, that hasn't stopped us, NHF, EAs or MSG from getting to grips with the charter. It's great to see so many Housing Associations sign up to the charter and it's really exciting to see where this will take us.

Daisy Halford- Tenant and Board member, Rooftop Housing Group



CUSTOMER SATISFACTION

SERVICE REQUESTS AND COMPLAINTS

539

New service requests (CSMs) over the 12 months

89.2%

Customer Satisfaction with Services Provided

5

Stage 1 complaints were taken to Stage 2

27

Service requests, just 5% (equivalent to 1 in 20), escalated to Stage 1 complaints.

How we find out what residents think?

We carry out monthly customer satisfaction surveys including our repairs service and the property lettings process. We use the responses to review and improve our services with the help of our involved customers and our Resident Excellence Panel. Our Neighbourhood Officers and other 'front line' staff are out in the community engaging with our customers every day.

We are recruiting 'Neighbourhood Champions' to be our point of contact in villages, roads and blocks so that we can work together to resolve local issues. We sometimes carry out very specific surveys on certain aspects of our service and carry out consultation on issues such as service charges and replacement kitchens and bathrooms.

0

**Stage 3 complaints
(the highest level in
our process)**

Working with TPAS

We are members of the Tenant Participation Advisory Service (TPAS)

TPAS promote, support and champion tenant involvement and empowerment in social housing across England and is dedicated to improving tenant engagement standards across the country.

Bringing tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training.

They provide us with the skills and knowledge we need to work together. Because together we can have conversations that matter. Finding solutions together, saving money and bringing lasting change to communities.

Joining TPAS is open to staff and customers alike. Customers can create their own login and access all the support and information that they provide.

For more information on TPAS visit www.tpas.org.uk.

WHAT WE HAVE CHANGED AS A RESULT OF FEEDBACK

The Resident Excellence Panel (REP) is how residents scrutinise our services and an important way for members of our community can feedback and make real changes in Rooftop. The REP looked at the Aids and Adaptations, Tenancy Sustainability, and Customer Engagement policies at Rooftop and made recommendations that have been taken on.

The Aids and Adaptations policy will be promoted more in the communities it effects most, especially amongst people in our older persons settings. We agreed that minor adaptations wouldn't need Occupational Therapy (OT) referral, and this was agreed alongside the community OT Service. Rooftop also agreed to review the 30-day response time for minor adaptation work.

The Tenancy Sustainability review agreed that we would report annual figures of why tenancies were not kept, focusing on failed tenancies; those where there has been an eviction or an abandonment. Rooftop agreed to make tenants aware in writing when key points of contact for them change.

The Customer Engagement review agreed that there would be a new formal Customer Strategy. Rooftop are early adopters of the National Housing Federation "Together with Tenants" charter. Rooftop also agreed that there will, as soon as COVID-19 restrictions ease, be tenant involvement with contractor meetings.



Together with tenants charter

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Housing associations that adopt the charter commit to:



Relationships – Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.



Communication – Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.



Voice and influence – Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.



Accountability – Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.



Quality – Residents can expect their homes to be good quality, well maintained, safe and well managed.



When things go wrong – Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

To find out more about Together with Tenants, visit housing.org.uk/tenants

**NATIONAL
HOUSING
FEDERATION**

Together with tenants plan

Together with Tenants aims to create a stronger relationship between housing associations and residents.

We have been working with residents, our independent Tenant Advisory Panel, our Member Steering Group and our members and others to understand what change is needed.

Through this we have developed a four-point plan for change:

- 1. A new requirement in the National Housing Federation Code of Governance for boards to be accountable to residents** – this will help ensure all organisations value the voice and experience of residents, and use their insight to inform decision making.
- 2. A new Together with Tenants charter** – this will ensure all residents know what they can expect from their housing association landlord, regardless of where they live, the type of home they live in, or who their landlord is.
- 3. Resident oversight and reporting of progress against the charter** – this will give residents a stronger role in holding their landlord to account, and boards would be expected to take action where required.
- 4. Giving residents a stronger collective voice with the regulator** – issues that are uncovered by resident oversight and reporting could be referred to the regulator, so that action is taken where appropriate to protect residents' rights and interests.

Our ambition is for all housing associations to support this plan and adopt the Together with Tenants charter.

You can find out more via housing.org.uk/tenants

**NATIONAL
HOUSING
FEDERATION**



Supporting Communities **HOW WE WORK WITH OUR COMMUNITIES**

Each year we hold a number of community events ranging from Easter Egg Hunts to Father Christmas and reindeer. We are happy to support local initiatives that directly benefit Rooftop residents.

This has also included gardening clubs and the supply of plants and gardening items. We have sponsored a local football team in one of our areas and contributed to the costs of kit and training.

We work closely with partner agencies in our areas to improve services to residents. Our Health and Wellbeing Team provide a number of activities for residents including walking football, day trips and other social events. We also support environmental projects through our sustainability funds.

HEALTH AND WELLBEING

Rooftop Housing Group's Health and Wellbeing team provide a wide range of activities, groups and events which can help benefit your wellbeing and enjoyment of life!

It doesn't matter about your age, physical condition or ability we have something for everyone. You don't even have to be a Rooftop customer to participate.



New customers to the service



Health chats / MOTs performed



Volunteers signed up to the Health and Wellbeing service



Customers supported by our Mental Health Outreach Worker



Total number of hours of activities provided



200+

FOOD PARCELS AND HAMPERS DISTRIBUTED TO PROVIDE A MINIMUM OF THREE DAYS' EMERGENCY FOOD AND SUPPORT TO PEOPLE IN CRISIS.

WE DO THIS WORK IN PARTNERSHIP WITH CARING HANDS IN THE VALE AND THE TRUSSELL TRUST



GREAT HOMES

**We want to provide
you with great
houses that you can
make into great
homes**

YOUR HOME

90.3%

**PROGRAMMED WORKS
SATISFACTION**

from our telephone survey programme

17.6 DAYS

Average number of calendar **DAYS TO
COMPLETE** a Responsive Repair



Percentage of
Routine Repairs
RIGHT FIRST TIME



Responsive **REPAIRS
SATISFACTION** from
our telephone survey
programme



**Gas Servicing
compliance**

Throughout the 12 months to March 2020, only six properties were overdue for gas servicing, four of which were overdue at the end of March, all due to COVID-19 tenant self-isolation.

Our repairs and maintenance service to homes and communal areas throughout the year has performed well with responsive repairs satisfaction remaining positive.

We have continued to work through our partnership with Platform Property Care (PPC) to deliver responsive repairs, gas servicing, programmed works and landlord compliance safety checks.

During the year we have maintained a strong focus on keeping customers safe in their home and ensuring Rooftop complies with all

statutory requirements. Our annual servicing alongside health and safety management maintained high levels of compliance.

Programme works have been carried out to ensure that properties are sustainable and meet customer needs. Over £1,418,462 has been invested in routine maintenance and general refurbishment projects.

Work in conjunction with our local authorities has also been progressed in relation to aids and adaptations and energy improvement initiatives.

ROOFTOP LIVING HOMES STANDARD

The **Rooftop Living Homes Standard (RLHS)** is how we make sure our “Land Led” new build homes are as warm, as cheap to run, as ecologically friendly, and as ‘liveable’ as they can be.

“Land Led” developments are those where Rooftop are the developer, and we employ a builder to work to our specification.

When we develop our own homes, this is not a ‘one size fits all’ approach, it’s about putting the right home on the right site. Some homes may have some things like solar panels others may not, but those homes may benefit more from an air source heat pump... The goal is to have a set of guidelines that mean we are building the best homes.

The RLHS is split up into six sections, each with different goals, they are:

ENERGY

Solar panels, specialist double or triple glazing, airtightness of a home whilst still allowing air circulation.

WATER

Recycling grey water, rainwater harvesting, how the water soaks away without causing flood risk elsewhere.

CARBON

Reduced carbon footprint, electric vehicle charging points, recycling ability.

SPACE

Better storage, lifetime homes standard.

COMFORT

Smart technology, acoustic glazing, correct shading.

PLACE

Increased biodiversity, public open spaces, green roofs.

By using these approaches, whether across an estate or a single home we can make sure that they are right for the resident, the environment, and future generations.

LOOKING AFTER THE ENVIRONMENT

Environmental overview of our new builds and retrofitting of existing homes. We are committed to developing high quality, well designed, energy efficient homes for our customers and this year was no different.

In 2019-20 Rooftop took handover of 184 new homes across South Worcestershire and North Gloucestershire.

Here are some of our highlights.



95 Apartments at Walkinshaw Court in central Gloucester, benefit from 80kw of Photo Voltaic Panels on the roof to provide renewable energy to the building; electric car charging points for our customers and the public to use through our car club.

In Staverton, a village just outside of Gloucester, we took delivery of seven new homes that were built off-site in a factory. This is known as a modern method of construction which enables us to build homes more quickly and efficiently. This method also allows us to achieve high levels of thermal and acoustic performance with a reduction in site waste materials.

These houses achieved the highest energy rating possible with an EPC A rating.

In Sedgeberrow where mains gas is unavailable, we have upgraded the heating systems of eight new build homes to include air source heat pumps. An air source heat pump works by transferring heat absorbed from the outside air to an indoor space via radiators and provides domestic hot water.

As a result, our customers will save money on their energy bills and the carbon footprint of the property is significantly reduced compared to a gas or electric heating system.



DEVELOPMENTS IN PROGRESS



The Orchard, Harvington Lane, Norton, Evesham
8 homes (5 homes for affordable rent & 3 shared ownership)
On-site

To continue helping provide high quality affordable housing in our communities we are constantly looking for development opportunities.

This year we will be creating many more new properties for affordable rent and shared ownership.

These properties will allow people the chance to remain living in the communities that they call home.

We are building the houses for you to make homes in.



Adelaide House, Park Road, Malvern

Refurbishment & conversion of former Care Home to provide 8 apartments for shared ownership. **In for planning**



Broomhall, Worcester

91 new homes providing a mix of houses and apartments (58 affordable rent & 33 shared ownership). **Planning submitted**



Bishops Cleeve Regeneration scheme

Former garage site at Bishops Drive, Bishops Cleeve

11 new homes (4 affordable Rent & 7 shared ownership). **Planning to be submitted Nov/Dec**

Crown Close, Bishops Cleeve

25 homes (14 affordable rent & 10 shared ownership). **Planning to be submitted early 2021**



Cowl Street, Evesham

Providing 6 new social rented homes. **Planning submitted**



Swan Lane, Evesham

Providing 27 apartments all for affordable rent. **On site**



Almonry, Pershore

Demolition of existing development, providing 55 new apartments of 28 social rent & 27 shared ownership. **Planning submitted**

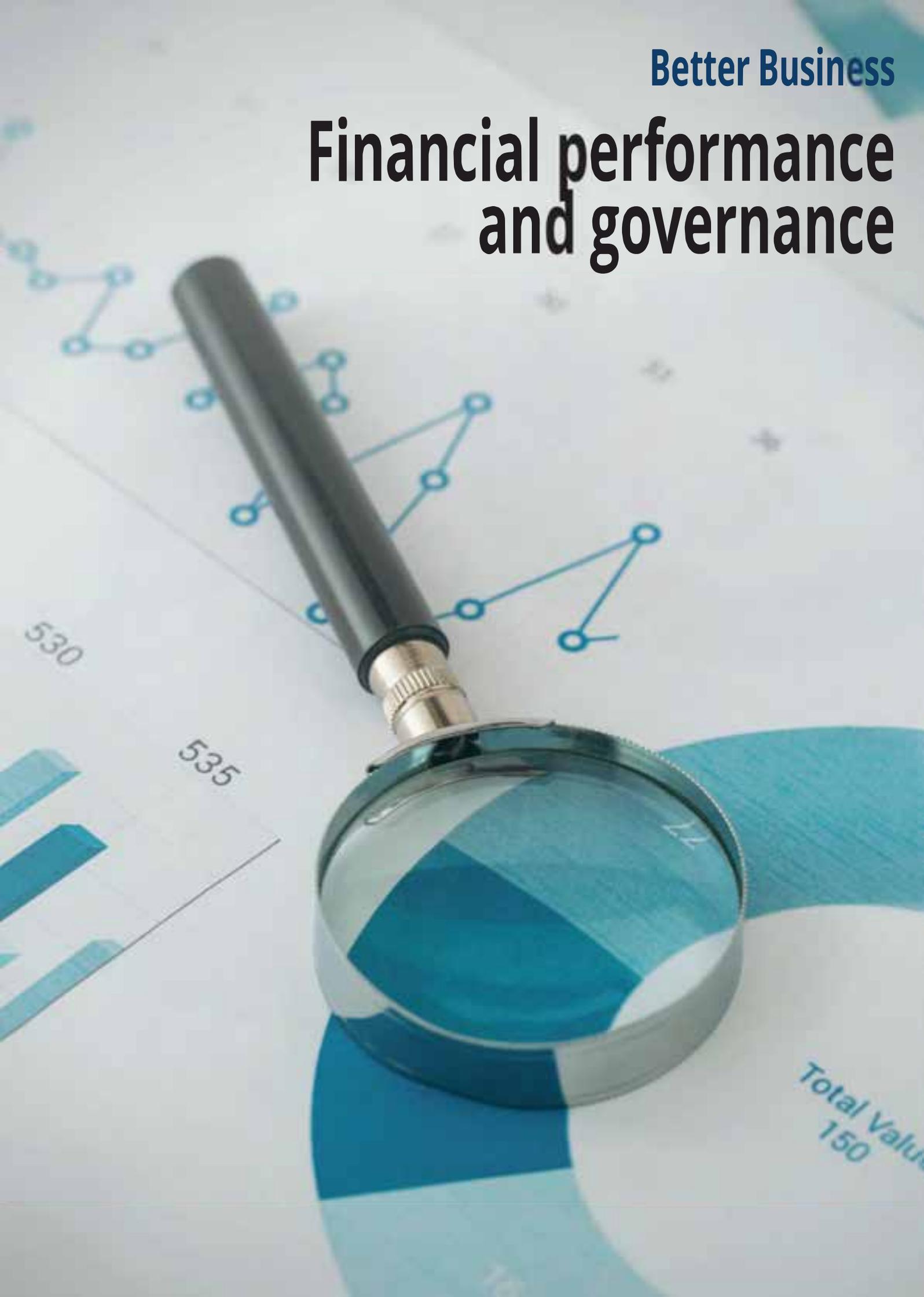


Glenmoor, Eckington

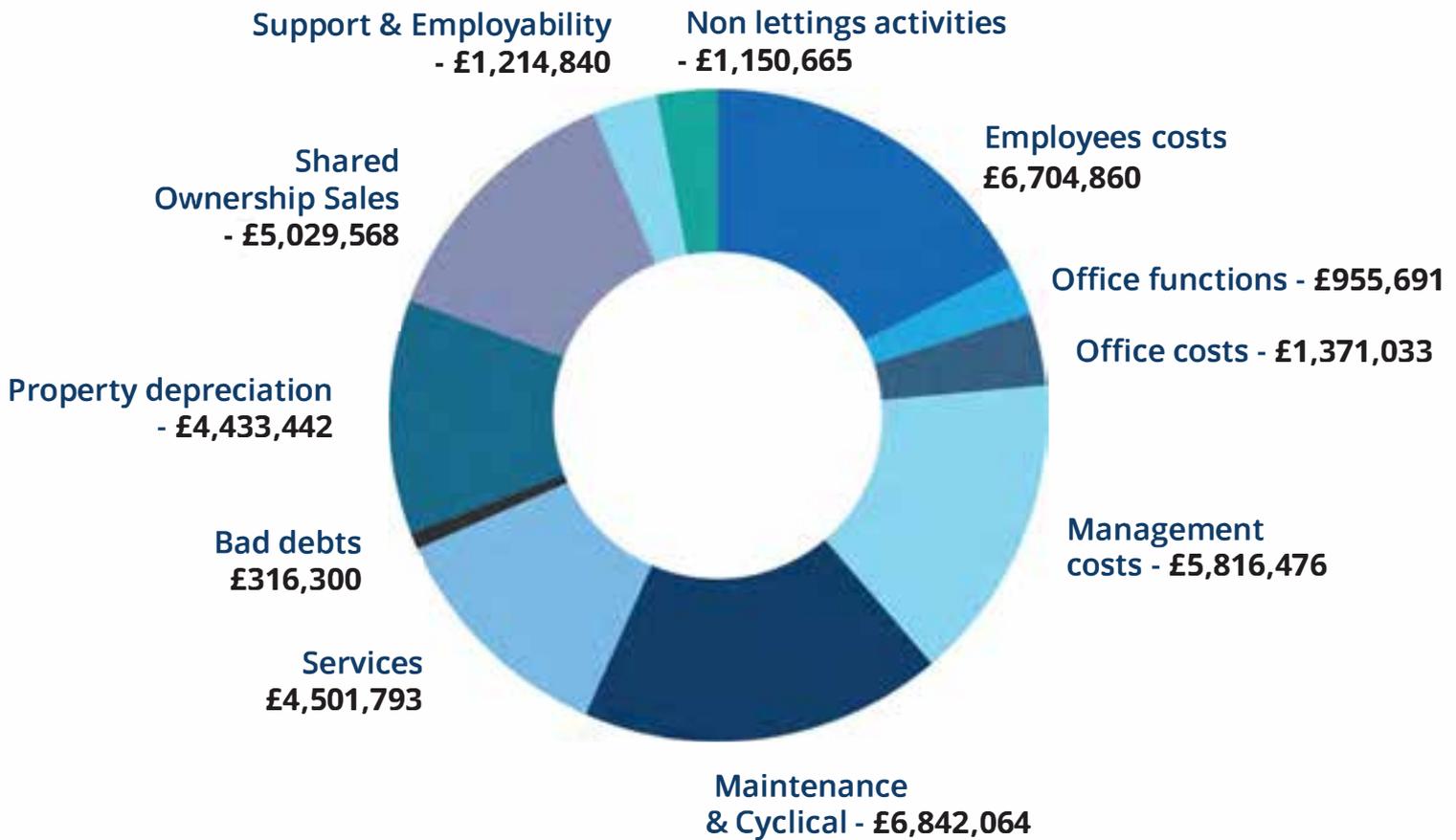
3 homes (2 social rent & 1 shared ownership). **Planning submitted**

Better Business

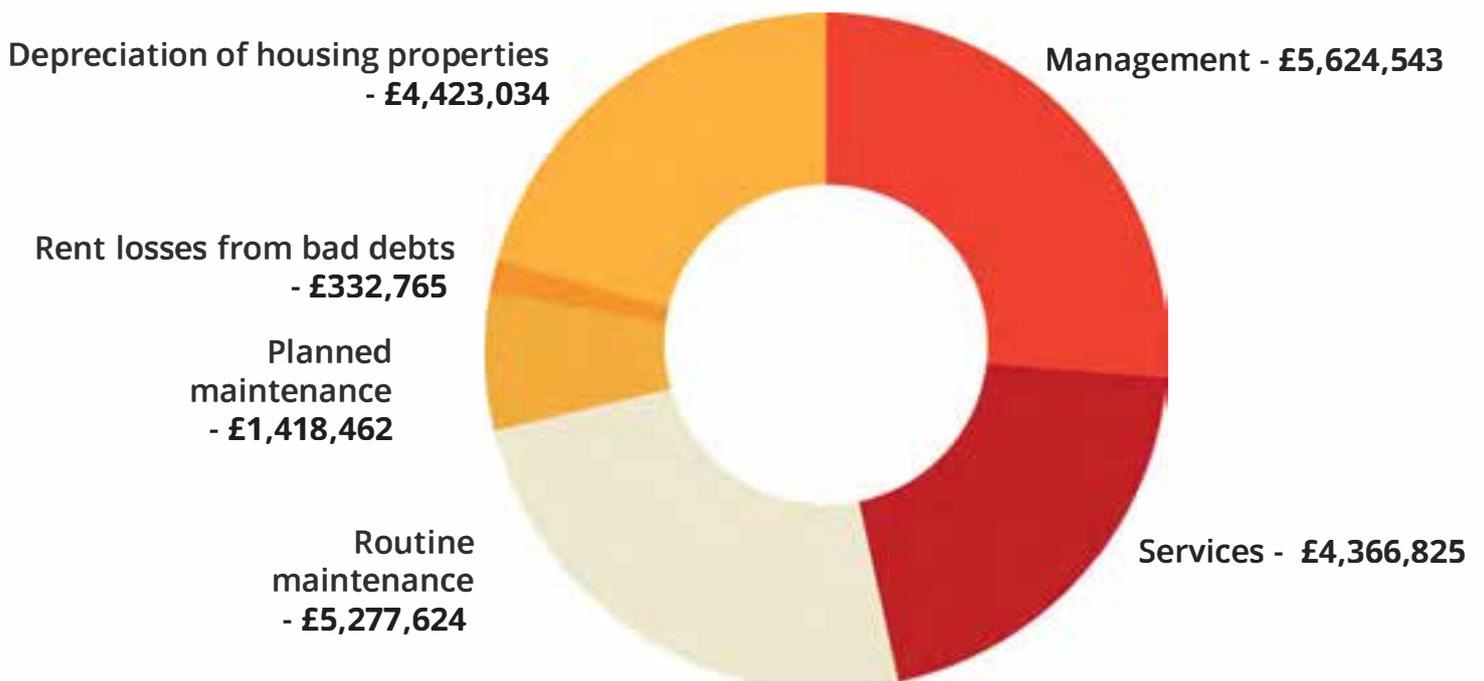
Financial performance and governance



Group Operating Costs 2019 - 2020



Social Housing Operating Costs 2019 - 2020





AVERAGE WEEKLY RENT

£97.26



TURNOVER

£43,056,000



OPERATING SURPLUS

£5,877,000



REGULATOR'S ASSESSMENT

Housing Associations have to be inspected by the regulator and Rooftop had an In Depth Assessment (IDA) carried out in March this year. The **Regulator of Social Housing** (RSH) published its judgement and we are delighted that Rooftop Housing Group has retained the highest grading that can be awarded, **G1/V1**.

An IDA is carried out every four years and assesses whether we are in compliance with the regulator's economic standards. It looks in detail at our financial viability, our approach to value for money and the governance of the organisation. IDAs also encompass assessment of risk profiles, exposures, financial strengths and weaknesses, governance and the delivery of value for money in the broadest sense.

Following the inspection the Regulator noted that the process had been very straightforward and congratulated the Board and Executive Team for the excellent standards.



Our Values

Rooftop Housing Group has developed a set of “Values” that define what we do and how we do it.

They are a set of standards by which we judge our actions and build our services. The Rooftop values are

1. We work together – with our partners, with our communities, with each other. All voices need to be heard. We listen and we act.

2. We make things better – whether that is across a broad range of services or an individual circumstance, we always work to make things better in innovative ways that provide value for money. We learn and we build.

3. We do the right thing – whether that’s difficult choices brought on by a global pandemic, or going above and beyond for our customers, we strive to do the right thing.

We absolutely hold ourselves to account on these values, they are part of our colleague 1-2-1 process, and our staff personal development plans. The values are around us and we challenge each other when we are working together to make sure that we are making things better and we are doing the right thing.



FUTURE PLANS

ACCESS TO ONLINE SERVICES

Helping improve our
online services

We have exciting plans to improve the way you can access Rooftop services and manage your needs better.

We are continuing the development of a resident app and website to enable you to do even more online.

We will soon be launching the 'Rooftop Resident App'. This will be available for you to use on your smart phone, tablet or computer.

The app will be available for iOS (Apple App Store) and Android (Google Play store) and will enable you to do many things, including paying your rent online, getting your rent statement, viewing your repairs and the ability to report repairs that you need carried out.

In the Spring of 2021 we will provide access to a Web portal, this will be a website linked to the existing Rooftop website (www.rooftopgroup.org). This web portal will provide similar services to the app, but the web portal will be available from any smart phone or computer, as it will be used using a web browser.

Further developments include a website 'chatbot' to allow you to ask Rooftop questions 24/7 about your service needs.

If the question is complicated or requires further detailed conversation, the 'chatbot' will provide you with the best contact details for you to speak to the right person to respond to your question.



FUTURE PLANS

SUPPORTING OUR TENANTS

Working together to make things better

As with a lot of things COVID-19 has left a shadow over some of Rooftop's plans. We will make sure that when your lives are affected by restrictions and changes, we will support the most vulnerable in our communities. We will continue to make welfare calls and continue to check-in with our vulnerable tenants especially if there is another national or local lock-down.

We commit to run another Rooftop Customer Academy, where Rooftop residents can get an insight into the world of Social Housing and the background to it. The Academy was hugely important last year as it brought new volunteers forward who would not have found the time to be involved before.

As the economy of the country changes and shifts though COVID-19, our Money Advice team and our Job Coaches are committed to continue working to support those in difficulties so they don't get into a crisis.

Our Neighbourhood Officers are now based in their patches, so they are closer to you when you need them. Our Health and Wellbeing team are restarting their events and are making sure that everything they do is COVID-19 compliant.

We are currently forming a new Customer Strategy to bring together all of the ways that we support our customers, tenants and residents. That new strategy will give us the ability to better target the services that we know are vital to the health of the communities we work in. There will be much more opportunity to get involved in the work that Rooftop does and more ways that you can shape our services so that we work together.



Our new Customer Strategy will develop how we work with our customers, they will help design our services being actively involved.

It will ensure that there are a range of opportunities for our customers' voice to be heard.



Rooftop
Housing Group

**WE
NEED
YOUR
HELP**

You can shape our services and change the way that we work together.

Opportunities are flexible, and varied... you can help as much or as little as you are able to.

Expenses will be provided and you could benefit from Rooftop's training opportunities.

Involvement can be tailored around your needs... we can offer digital meetings, and flexible timing.

To get involved call us on **01386 420800** or email **enquiries@rooftopgroup.org**

YOU CAN HELP US BY...

- Making our repairs service better.
- Getting residents' experiences back to our contractors
- Making sure our empty homes are fit to let.
- Choosing materials for kitchen and bathroom upgrades
- Visiting* potential new contractors.
- Feeding back on policies, procedures and strategies across the business that affect customers.
- Taking part in a new Health, Safety and Compliance panel, giving feedback on contractor service delivery.
- Supporting other tenants who are unsure of their options.
- Making sure our communications with residents are right for residents.
- Being part of our resident scrutiny panel.
- Being the 'eyes and ears' on your estate or block.
- Having regular liaison with your Neighbourhood or Housing Officer.
- Making visits* to other housing associations to assist with improving services.
- Recruiting front-line staff.
- Improving all front-line services by being a 'Mystery Shopper'.
- Learning about the "Social Housing Sector" at our Customer Academy.

GET INVOLVED!
CALL US ON
01386 420800 OR EMAIL
ENQUIRIES@ROOFTOPGROUP.ORG

*All visits are subject to COVID-19 guidelines.



Rooftop
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