



FOCUSING ON WHAT YOU SAY MATTERS MOST

We always want to hear your views and give you more influence over what we do and how we can make things better. That's why we consistently ask for your feedback through our customer surveys.

Most recently we asked for your feedback on the draft of our annual plan and asked what your priorities are for Rooftop over the next few years. Thank you to everyone, over 570 of you, who took the time to tell us about what matters most to you.



You said that modernising and improving homes matters

We have allocated more resources to focus on various issues, including additional funding to:

- tackle damp, mould, and condensation in customers' homes
- upgrade the energy efficiency of around 157 of our lowest energy-rated properties in the next two years
- install 245 new kitchens, 175 new bathrooms and 288 new heating systems

We also expect to spend around £8 million on an anticipated 18,000 repairs this year.



You said that providing an excellent repairs service matters

We admit that due to the record level of demand for repairs, we are experiencing some delays in completing repairs.

To address this issue, this year, we will focus on reducing the time it takes to repair your home by expanding the Platform Property Care repairs team from 24 to 28 tradespeople.

We aim to deliver at least 80% of routine repairs within the 20 working day target by the end of this year.



You said that support and advice matters

We have increased our permanent Money Advice team from two to three, aiming to support at least 700 customers in the year.

We will continue to offer support and advice for customers who are struggling financially as well as financial support via our Emergency Assistance Fund, and work in partnership with local authorities to provide further financial support and distribute food vouchers.

We have allocated repairs, income and neighbourhood housing officers to 13 identified areas to ensure they understand you and the communities and provide better services.

We know that we need to improve how we deal with complaints and a new centralised team to oversee customer complaints was put into place in March.



Transparency

You told us you want more information on how we are performing.

From May, we will provide you with more information, including timescales for completing a repair, waiting times for appointments, number of new cases and completed/resolved cases about damp and mould and anti-social behaviour, as well as average call waiting times when you call us.

Your Voice

Throughout the year, we have provided a wide range of ways to ensure we get feedback from you, but we know we need to do more to listen to you and act on your views.

We have set up three Customer Experience Groups focused on Reliable Landlord Services, Good Quality Homes and Support and Advice. We would love to hear from you. If you would like to join, call us on 01386 420 800.

We also have a Rooftop customer joining a new Platform Property Care customer group to focus on repairs and planned maintenance.

We are going to form a new customer group that will report to the Group Board to influence the strategic direction we take. We will recruit customers to join it over the summer.



NEW HOMES

We will continue to develop affordable homes for local people in the areas where we work, with a target to complete **151 homes** this year.



We will seek to secure planning to deliver up to 300 new homes on a brownfield site next to Gloucester City centre.

The new development will be built on derelict land at St Oswald's Park, the site of the former Gloucester Cattle Market which has laid dormant for year.

Around two-thirds of those homes will be for rent or Shared Ownership. We aspire to deliver this as a net zero-carbon housing development.



WHO IS RESPONSIBLE? REPAIRS IN YOUR HOME



Rooftop takes the maintenance of your home seriously. We deal with an average of 18,000 repairs a year.

As a reliable landlord, we are responsible for your home's long-term maintenance and essential repairs to keep your home safe, sound and secure within our target timescales.

However, when you move into your home, you must keep it in reasonable condition and manage some day-to-day maintenance issues. Some of these minor repairs can be done yourself, and some are your responsibility. You are informed of this information when you sign the Tenancy Agreement.

When you move into your home, considering a [home content insurance policy](#) is also a good idea.

What is Rechargeable Repairs and Recoverable Costs?

A rechargeable repair:

- Work undertaken by us that is the customer's responsibility.
- The consequence of wilful damage, neglect, misuse, or abuse by the customer or third party.
- To return the property to the agreed standard at the end of a tenancy.
- Emergency repair reported when not required.

Recoverable Costs:

- Incurred when court action has to be taken to gain access to ensure gas and electrical/health and safety inspections are completed in line with regulatory requirements.
- Chargeable to replace items provided by us at the start or during a tenancy.
- Disposal of items left in situ at the end of a tenancy or abandonment.

You can find a full list of the repairs that we will undertake, and those that you are responsible for on our website: www.rooftopgroup.org or by scanning the QR code.



WHEN YOU REPORT A REPAIR TO US

If you need repairs, please report to us promptly.

Most of our repairs are carried out by our partner, Platform Property Care (PPC), and other contractors for specialist work. We work as a team and meet them regularly to improve efficiency.

Request a repair call us on 01386 420 800

We will log the information and pass on to PPC to book a visit

**Within
24
hours**

Emergency repair

Something that could cause an immediate hazard/danger to your health or others.

Non-emergency repair

Something that can be left for a while without causing too much of a disturbance or inconvenience

**Up to 20
working
days**

You will receive a notification to confirm the repair details e.g. date and time via text notification or a phone call

Let us know if you need to change the appointment date and/or time.

DOWNLOAD THE NEW PAYROOFTOP APP



To make it easier for you to pay your rent, download the new 'PayRooftop' App to:

- make rent payments
- view your payment history
- save bank card details
- schedule recurring rent payments

The App is now available in the Apple App Store and in Google Play, **just search PayRooftop.**

ANALOGUE TO DIGITAL LANDLINES: HOW YOU CAN PREPARE

Telecoms companies in the UK are making the switch from the analogue networks that most home phones work on today and are moving to digital.

The change will be straightforward for most customers. It will depend on your telecom company and the equipment they use.

Your telecoms company will contact you before the switching, so you don't need to take action until they tell you so. Please look at the communications materials they sent you.

Suppose you or someone you know is vulnerable, depends on a landline or has other devices connected to your telephone line, such as alarm systems, telecare devices, or fax machines. In that case, you should take extra actions, such as purchasing replacement devices or adaptors.

Contact your telecom provider if you have questions so that they can advise on how the switch could affect you.



MOVE TO UNIVERSAL CREDIT



Universal Credit is simplifying the benefits system by combining the following six benefits and tax credits (Housing Benefit, Income Support, Income-Based Job Seekers Allowance, Income-Related Employment and Support Allowance, Working Tax Credits and Child Tax Credits) into one single monthly payment.

From April 2024, the Department for Work and Pensions is writing to some people who receive these benefits to let them

know that they need to claim Universal Credit instead, to ensure they still continue receiving financial support. This letter is called a 'Migration Notice'.

You do not need to take any action until you receive your Migration Notice letter, however when you do, it's important you check the date that you will need to claim by as you won't be moved automatically.

Please don't ignore your letter as it explains what you need to do next. It also provides information on the help available to prevent you from missing out on financial support from the government.

[Find out when you're likely to be asked to move to Universal Credit.](#) 

If you want some help with your Universal Credit application or you're concerned about managing your income until you receive your first Universal Credit payment, [there are different types of support available.](#) 

This government website <https://ucmove.campaign.gov.uk/> provides information you need to know about Universal Credit, including UC explained, why you need to apply, step you need to take and what you'll get. Please scan this QR code for information.



If you are struggling with your finances, please contact our Income Team and Money Advisors. We are here to support you. Please call: 01386 420 800.