



At Rooftop Housing Group, we listen to what matters most to you. Every year, we ask for your views to help shape our annual plans.

This year, almost 700 customers responded to our survey in March 2025. Thank you for sharing your invaluable views with us.

We're committed to making the changes that matter most to you:

 **modernising and improving homes**

 **providing excellent repair service**

 **dealing with anti-social behaviour**

# This year, we'll...

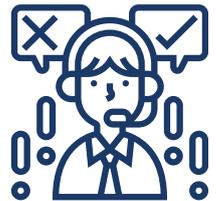
## Provide a better repair service

We're increasing our repairs team from 25 to 30 staff so we can achieve our target of carrying out routine repairs within 28 calendar days. We're introducing a new function on the MyRooftop App to make booking and tracking repairs online easier for you.



## Improve complaints handling

We understand that it's frustrating when complaints aren't dealt with properly. That's why we're putting in place a new Complaints Improvement Plan. Our goal is to handle complaints even better and keep learning so we keep improving.



## Support vulnerable customers

We're working to improve how we identify and support customers who may be vulnerable. This includes updating our systems and making sure our teams have the information they need to offer the right help at the right time.



## Keep safer and cleaner neighbourhoods

We understand that anti-social behaviour (ASB) is a big concern. Our dedicated ASB team will work on plans for our garage sites to help keep areas clean and safe.



## Listen to your views

This year, we've appointed a new Customer Engagement Manager. The role is to ensure that your feedback is not only heard but also acted on.

In addition, we're forming a Strategic Customer Group to provide direct feedback to our Board. We'll continue to run service reviews through our Customer Scrutiny Panel and gather specific feedback through customer focus groups. If you're interested in being involved, please see P.5 for more information.



# Ways we gather feedback from customers



# Value for money

As a not-for-profit organisation, every penny we collect in rent and other income stays within the business to reinvest in major expenditures. This year, we're spending £12 million on repairs and £10 million capital expenditure on planned works like new kitchens, bathrooms, and heating systems. We also plan to upgrade homes so that at least 70% reach energy rating EPC Band C.

We know there's always more to do, but we're listening and taking action. Everything in the annual plan is shaped by what you've told us matters. Thank you for your time and your ideas — together, we're making Rooftop a better landlord and building better services for everyone.



## Making it simpler to reach us

Starting in May, we are making it easier for you to contact us.

We are integrating our two systems, meaning there will be one phone line for repairs and general enquiries and one live chat option.

We are creating a Customer Contact Team by merging two teams. Staff will be trained to help with wider range of queries, so you could get the right help faster.

Training is happening now and will continue during the change. We are also improving our systems to help resolve queries on the first contact.

Soon, any team member will be able to help you, meaning less impact from staff absences.



# Exciting opportunities to get involved

We now have 110 customers on our contact list for engagement opportunities. We are working on our 2025-26 Engagement Calendar, which will offer you many ways to help shape our services.

## Want to be involved?

Email: [customer.engagement@rooftopgroup.org](mailto:customer.engagement@rooftopgroup.org)

Call: 01386 420800 or speak to your Neighbourhood Housing Officer.

Many customers have shown interest in joining our Customer Scrutiny Panel. We had the first introductory meeting and look forward to formally appointing panel members.

We'll also be looking for customers to join our Customer Strategic Group. Keep an eye on our website and social media for updates.



We're excited to welcome Eva King-Smith as our new Customer Engagement Officer. Eva currently supports our HR Team and is passionate about making a difference for customers.



# New Homes in 2025

This year, we're set to deliver 186 new affordable homes, continuing our commitment to supporting local communities across the region. The homes will be built in the areas where we work, including Worcester, Bishops Cleeve, Pinvin, Fladbury, Beckford and Badsey.

These new developments will provide good quality, energy efficient and sustainable housing for local people. We remain focused on creating homes that are not only affordable, but also built to meet modern living standards, reduce environmental impact, and to help people access safe, secure homes in the areas where they live and work.

@Crown Close, Bishops Cleeve

## THE NEWS

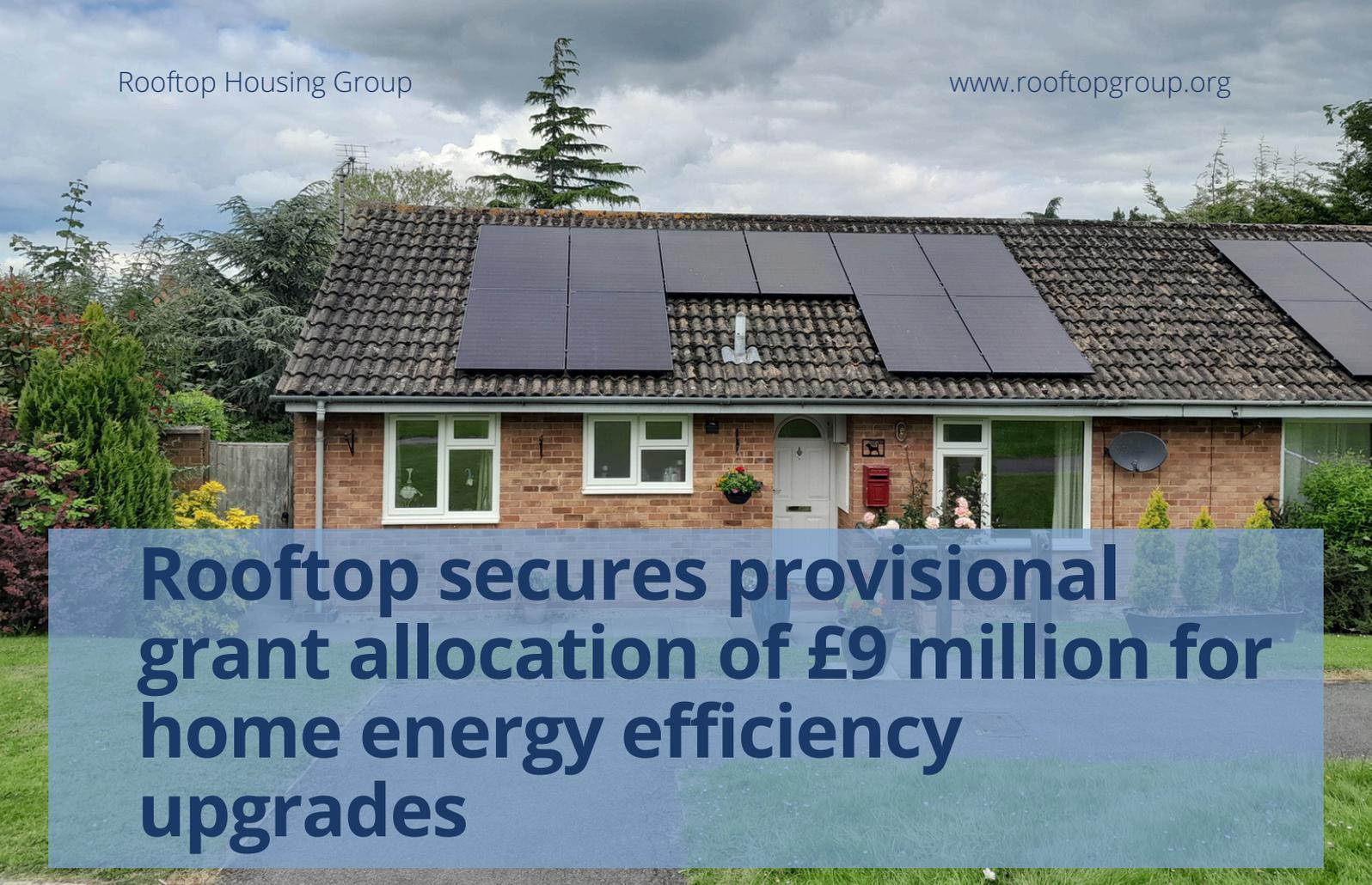
### MP visits Rooftop's retirement living scheme in Pershore



Boris Worrall (right) and Dame Harriett Baldwin, (left at the front), review progress in Almonry Close.

Working in partnership with Homes England and Wychavon District Council, we are redeveloping Almonry Close, Pershore. The 54 modern, energy-efficient retirement flats for rent and shared ownership is expected to be completed in late 2026.

On 28 February, Dame Harriett Baldwin, MP for West Worcestershire, visited the site alongside Rooftop Housing Group Chief Executive Boris Worrall to review the progress.

A photograph of a single-story brick house with a dark tiled roof. Several large, dark solar panels are mounted on the roof. The house has white-framed windows and a white door. A red mailbox is visible on the wall. The house is surrounded by greenery, including trees and bushes. A semi-transparent blue box with white text is overlaid on the bottom half of the image.

# Rooftop secures provisional grant allocation of £9 million for home energy efficiency upgrades

Rooftop Housing Group is pleased to announce that it has successfully secured a provisional allocation of £9 million in grant funding through the Social Housing Decarbonisation Fund (SHDF). This funding is part of the £1.29 billion Warm Homes: Social Housing Fund Wave 3, aimed at improving the energy efficiency of social housing across England.

With the investment, Rooftops plans to retrofit up to 700 existing homes over the next three years, enhancing their energy efficiency through various energy performance measures, such as loft insulation, cavity wall insulation, upgrading doors and windows, low-carbon heating systems and solar panels. All homes will achieve a minimum Energy Performance Certificate (EPC) rating of C, making them warmer, more energy-efficient, and reducing energy costs.

The investment also marks a crucial step towards achieving sustainable, energy-efficient housing and supports Rooftop's commitment to providing good quality homes that are fit for the future.

# Easy-read tenancy guides available on website



We want to make moving into your new home as simple as possible.

To help, we provide Easy Read guides explaining different tenancy agreements – Assured, Assured Protected, and Starter.

These guides outline key information in a clear and accessible way, so you understand your rights and responsibilities.

When you move in your Lettings Officer will talk through your tenancy to help you settle in.

You can find the Easy Read guides on our website: [www.rooftopgroup.org](http://www.rooftopgroup.org) or if you would like a hard copy, please call us on 01386 420800 or email [comms.web@rooftopgroup.org](mailto:comms.web@rooftopgroup.org)

## Radio Teleswitch Service Ending

Radio Teleswitch Service (RTS) uses a radio signal to tell some older electricity meters when to switch between peak and off-peak rates. **As part of a nationwide shift in managing energy services, the RTS will be switched off by 30 June 2025.**



If your meter depends on RTS, it may stop working properly after the switch-off, and your heating and hot water may not turn on or off as expected.

All electricity suppliers have contacted impacted customers to offer them a smart meter upgrade at no extra cost before the RTS service ends. **You must act when your supplier contacts you or you may pay more for your bills or be restricted to certain tariffs.**