



Rooftop
Housing Group

**Customers and
Community**
RESIDENTS UPDATE



Real support, real stories: How we make a difference

At Rooftop, our colleagues work closely with customers to make sure they feel safe and supported in their homes. From everyday enquiries to complex tenancy and welfare issues, Neighbourhood Housing Officers (NHOs) are the first point of contact for many. They listen and offer advice and support about your tenancy and community. Here's what some of our customers have said.



Helping an older customer downsize with dignity

An 81-year-old resident spoke to her NHO during a routine tenancy visit. Though she loved her home full of family memories, her arthritis made managing the large garden and three-bedroom house difficult. The NHO discussed the possibility of a management move and supported her through the application process. A smaller, more manageable home closer to her support network meant a new chapter with more independence and peace of mind.

Intensive support in a complex housing case

In Evesham, an NHO has been supporting a customer and her daughter living in a heavily hoarded two-bedroom home. Rooftop had previously obtained an injunction to carry out the legally required five-year electrical safety check as the customer would not allow access.

The NHO completed a safeguarding referral, resulting in social services arranging three daily carer visits and a care plan to support the customer, who attends dialysis three times a week. A successful management move application led to her being offered a new home in one of our housing with care schemes, which she accepted. The NHO visited frequently, helped complete paperwork, and even assisted in physically clearing the property. The customer moved into her new home in April.

At the same time, the NHO worked closely with Wychavon's housing team to support the customer's daughter, submitting paperwork for a homelessness application and sourcing her a garage to store belongings temporarily.



A compassionate response after a stroke

Another customer was struggling to cope in her home after suffering a stroke. With limited help from family and carers visiting just twice a day, she was isolated and anxious.

Her NHO supported her to apply for a move to a bungalow close to her GP and family. They guided her through the housing application and contacted the local authority to support her move. Aware the customer needed extra help, the officer reached out to Adult Social Care, Age UK's social prescribers and Citizens Advice. They also explained how to self-refer to the Enablement Services, which provides in-home and community support, and advised how to access an occupational therapy referral to help improve her day-to-day life while she waited for a move.

These real-life stories show Rooftop's commitment to being **here for our customers**. Rooftop colleagues live out our values every day: they **work together** with customers and partners, go the extra mile to **make things better** and always strive to **do the right thing**.

Whether helping someone move, tackling complex needs or simply being there to listen, we are at the heart of building stronger and supportive communities.



Meet our officers and the areas they manage

Team Leaders



Ryan Williams

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Bishop's Cleeve

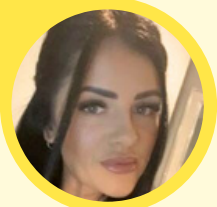
☎ [01386 420887](tel:01386420887)



Naomi Murphy

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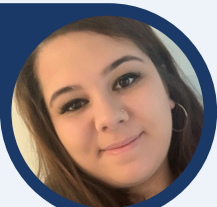
Shannon Price

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Cookhill - Bromsgrove - Birmingham - Redditch - Kidderminster - Stourport - Droitwich

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Neighbourhood Housing Officers



Zoe Evans

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Fairfield - Cheltenham Road

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Jessica Ward

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Wickhamford - Childswickham - Four Pools - Broadway

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Corinne Davis

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Blackminster - Bretforton - Badsey - Pebworth - Honeybourne - Cleeve Prior - North Littleton - South Littleton - Aldington - Middle Littleton

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Lisa Tandy

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Pershore - Pensham

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**Tracey Rogers**✉ tracey.rogers@rooftopgroup.org☎ [01386 420889](tel:01386420889)

Offenham - Harvington - Norton - Bengeworth

**Catherine Wood**✉ catherine.wood@rooftopgroup.org☎ [01386 420869](tel:01386420869)

Evesham - Hinton-on-the-Green- Sedgeberrow

**Gina Simpson**✉ gina.simpson@rooftopgroup.org☎ [01386 420832](tel:01386420832)

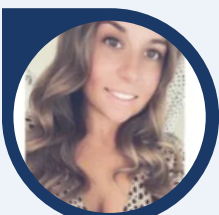
Bishampton - Church Lench - Lower Moor - Peopleton - Wyre Piddle - Throckmorton - Fladbury - Eckington - Birlingham - Bricklehampton - Charlton - Elmley Castle - Great Comberton - Little Comberton - Wick - Cropthorne - Hampton - Rous Lench

**Nick Bennett**✉ nick.bennett@rooftopgroup.org☎ [01386 578760](tel:01386578760)

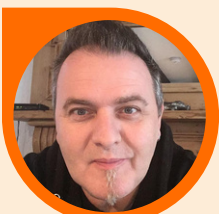
Gloucester - Hempsted - Dursley - Stroud - Forest of Dean - Minsterworth - Walkinshaw Court - St Catherine Street

**Gaynor Jalowiecki**✉ gaynor.jalowiecki@rooftopgroup.org☎ [01386 420825](tel:01386420825)

Gretton - Winchcombe - Moreton-in-Marsh - Ashton-Under-Hill - Coombehill - Beckford - Bredons Norton - Kemerton - Bredon - Tewkesbury - Cheltenham - Stoke Orchard

**Jamie Fell**✉ jamie.fell@rooftopgroup.org☎ [01386 420807](tel:01386420807)

Welland - Malvern - Fernhill - Norton-Juxta-Kempsey -Whittington - Kempsey - Broughton - Dormston - Inkberrow - Stoulton - Upton Snodsbury - White Ladies Aston - Besford - Defford - Pirton - Strensham - Wadborough - Tibberton - Worcester - Drakes Broughton - Pinvin - Lower Sapey - Hereford - Naunton - Ross

Tenancy Services Officer - Gypsy and Travellers**Tony Henderson**✉ tony.henderson@rooftopgroup.org☎ [01386 420888](tel:01386420888)

Houndsfield Lane - Gables Close - Rosamond Close

Tenant Satisfaction Measures

In April 2023, the Regulator of Social Housing introduced the Tenant Satisfaction Measures, TSMs for short, to measure how well social housing providers are performing. This is to make sure they are held to account for their actions and give customers greater visibility of their performance.

We want to express our sincere appreciation to everyone who has participated in the survey.

	TSM MEASURE	2024/25 RESULTS
Overall	TP01: Overall Satisfaction	65.9%
Keeping properties in good repair	RP01: Proportion of homes that do not meet Decent Homes Standard	1.6%
	RP02 (i): Proportion of Non-emergency repairs completed within target timescale of up to 28 calendar days	63.2%
	RP02 (ii): Proportion of Emergency repairs completed within target timescale of within 24 hours	90.6%
	TP02: Satisfaction with repairs	63.8%
	TP03: Satisfaction with time taken to complete most recent repair	57.7%
	TP04: Satisfaction that the home is well maintained	63.0%
Maintaining building safety	BS01: Gas safety checks	100%
	BS02: Fire safety checks	100%
	BS03: Asbestos safety checks	100%
	BS04: Water (legionella) safety checks	100%
	BS05: Lift safety checks	100%
	TP05: Satisfaction that home is safe	72.2%

Report 2024-2025

	TSM MEASURE	2024/25 RESULTS
Respectful and helpful engagement	TP06: Satisfaction that we listen to tenant views and act upon them	54.6%
	TP07: Satisfaction that we keep tenants informed about things that matter to them	64.7%
	TP08: Agreement that we treat tenants fairly and with respect	69.1%
Effective handling of complaints	CH01 (i): Stage 1 complaints relative to size (per 1,000 homes)	41.8
	CH01(ii): Stage 2 complaints relative to size (per 1,000 homes)	13.9
	CH02 (i): Proportion of Stage 1 complaints within timescales	95.7%
	CH02(ii): Proportion of Stage 2 complaints within timescales	74.4%
	TP09: Satisfaction with our approach to handling complaints	24.9%
Responsible neighbourhood management	NM01(i): Number of anti-social behaviour (ASB) cases relative to size (opened per 1,000 homes)	16.9
	NM01(ii): Of which, no of ASB cases that involve hate incidents relative to size (opened per 1,000 homes)	0.2
	TP10: Satisfaction we keep communal areas clean and well maintained	55.7%
	TP11: Satisfaction we make a positive contribution to neighbourhoods	53.9%
	TP12: Satisfaction with our approach to handling ASB	50.0%

Note:

The tenant perception (TP01-TP12) measures are based on 686 surveys conducted across a random sample of 6,169 Low Cost Rental Accommodation households (Rooftop Housing Group LCRA stock in ownership as at 31 March 2025).

RP02: Non-emergency repairs completed within target timescale. We aim to carry out 80% of non-emergency repairs within 28 calendar days.

Shaping your future repairs service



We've learnt from feedback that your needs for property maintenance and estate services have changed in the 12 years since our current contractor, Platform Property Care (PPC), began delivering the majority of our repairs and maintenance in 2013.

That's why we've begun the search for a new contractor to deliver these services from July 2026.

For now, there's no change to how you report repairs. PPC will work closely with Rooftop over the next 12 months to support a smooth and well-managed transition.

If you've already reported a repair, it will still be carried out as planned. The existing ways for reporting a repair will stay the same, and so will the Rooftop staff and PPC (and other contractors) trades teams who deal with repairs.

We'll work with customers and colleagues to shape what we want the future service to offer in the months ahead, and involve customers in the ongoing process and any decision on the future provider. If you're a leaseholder, a formal consultation (called Section 20) will be held before any changes are made to service charges.

We want the new service to be shaped by you, so if you have any concerns or would like to get involved, please contact us at customer.engagement@rooftopgroup.org or call 01386 420800.

Thank you for being part of this. We look forward to working with you.

SCAN ME !



You can scan the QR code above to read our Frequently Asked Questions (FAQs) on the website.

Say Hello to

Residents Voices!

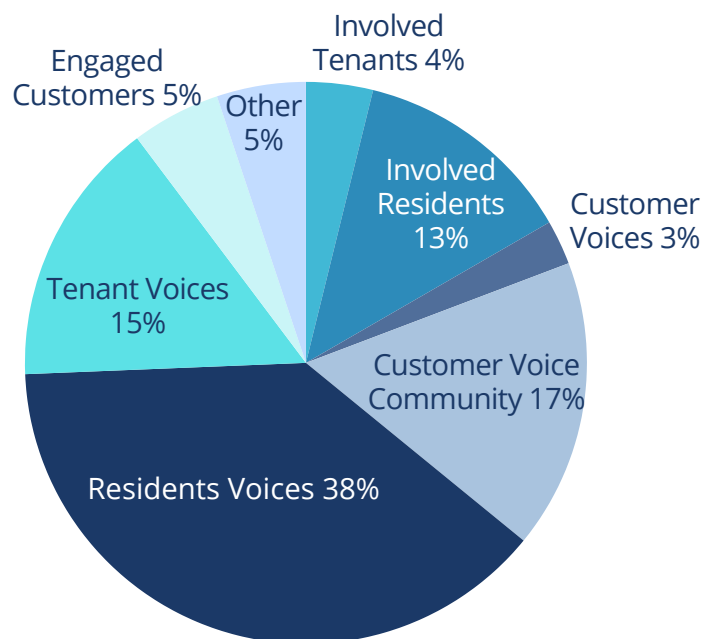
We'd like to say a big thank you to everyone who helped us choose a **new name for our Engaged Customers group!**

On 2 June 2025, we asked 167 of you to vote for the name you felt best represented the group – and we had an amazing 78 responses, representing a 47% response rate. We really appreciate each one.

The most popular name, winning 38% of the vote (30 votes) is Residents Voices! We'll be working with our Residents Voices group in the coming months to shape its identity and make sure your ideas continue to be heard.

Want to be involved? Email: customer.engagement@rooftopgroup.org
Call: 01386 420800 or speak to your Neighbourhood Housing Officer.

GROUP NAME	VOTE
Involved Customers	0
Involved Tenants	3
Involved Residents	10
Customers Voices	2
Customer Voice Community	13
Residents Voices ★	30
Tenants Voices	12
Engaged Customers	4
Other	4
TOTAL VOTES	78
TOTAL INVITES SENT	167
RESPONSE RATE	47%



Our plans for the years ahead



The Rooftop Housing Group Annual Plan 2025 – 2026 and Corporate Plan 2025 - 2028 have now been published on our website. These documents outline our strategic priorities and key objectives for the upcoming years ahead.

If you want us to send you a hard copy, please contact us on 01386 420800 or email comms.web@rooftopgroup.org with your name and address.

Community Highlight

A special event at our Broadway Lane development in Fladbury in July showed how rural housing can directly benefit communities.

Representatives from Homes England, Wychavon District Council, the local Parish Council, the developer Owl Partnership Ltd., Rooftop's board members and colleagues, as well as a local resident Emily Mobley who had spoken in support of the scheme joined the event, demonstrating the importance of community voices in shaping rural development.



Local resident Emily Mobley (middle), Boris Worrall, Rooftop's Chief Executive and Cllr Angie Crump - Member for Fladbury, Wychavon District Council (right).

