



Rooftop
Housing Group

Safe and Supported

RESIDENTS UPDATE

AUTUMN 2025



Taking damp and mould seriously: our commitment under Awaab's Law

At Rooftop, keeping your home safe, sound and secure is our priority. Damp, mould and condensation (DMC) can affect your health, your home and your comfort. That's why we take every report of DMC seriously.

What is Awaab's Law?

In October 2025, Awaab's Law was introduced. This new law requires social landlords, including Rooftop, to fix reported damp, mould and emergency repairs within strict timeframes. The law will focus first on damp and mould before covering further housing hazards from 2026. To read more about Awaab's Law, scan the QR code below.

We are committed to following Awaab's Law fully.

- We will investigate your report quickly
- We will take action within timescales set by law
- We will communicate with you about what is happening

SCAN ME



HOW WE ARE RESPONDING

New process for speedy response



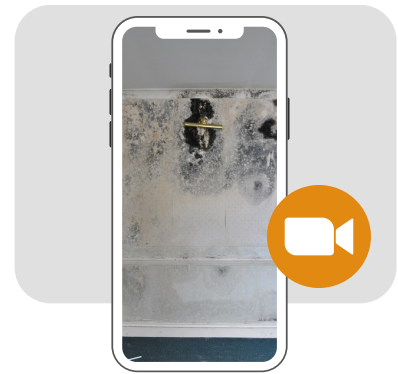
We now have a dedicated team who will log your report and arrange contractors to attend within the legal timescales.

Experienced inspectors



Our Building Inspectors are experienced to identify the causes of DMC. If needed, they will visit your home and carry out a full survey.

Video call inspections



We are introducing video call inspections. This means our team can see the problem in real time while you're on the phone. It saves time and helps us decide what work is needed straight away.

We ensure you have access to a team that will **listen, diagnose, take action, and fix** the issue in line with the regulatory requirements of Awaab's Law.

If you're concerned about damp or mould issues in your home, please contact us by using the link on the damp, mould and condensation page on our website or call us on 01386 420800.

To understand more about what damp and mould is, please read the damp, mould and condensation information page on our website: www.rooftopgroup.org



Tell us straight away

The most important thing you can do to help us keep your home safe is to report damp, mould and condensation and other hazards as soon as you notice them. The earlier we know about a problem, the quicker we can take action and prevent it from getting worse.

Report

Ways to report DMC to us:



Call 01386 420800



Website's live chat function



Fill out the online form on our website and upload photos with affected areas



Send an email to enquiries@rooftopgroup.org



Contact your Neighbourhood Housing Officer or a Rooftop member of staff

Allow Access

It's also very important that you **allow our inspectors and contractors access to your home**. Without access, repairs can be delayed.

Stay safe and warm

As winter nears, take steps to keep your home safe and warm.

- Check your heating, boiler and radiators. We strongly advise you to test for one hour weekly to ensure they work properly. **If there's a problem, contact us via the website's live chat or call 01386 420800 for repairs before the cold sets in.**
- Ideally, keep your home at least 18°C, especially if you're over 65 or have health conditions. If you're worried about bills, there's a list of organisations offering help and advice on our website.
- Keep your gas appointment – it's vital to protect you and your home. **For gas leaks, call 0800 111 999 immediately.**
- Seal windows and doors to prevent drafts, ventilate rooms to help prevent damp, and protect pipes from freezing. Test smoke and carbon monoxide alarms and avoid using portable heaters overnight.
- Stay active and reach out to friends or your GP if you need support.



Real Support Real Stories

Working together for a safer community

In early 2022, we began receiving complaints of anti-social behaviour (ASB) at one of our over-50s schemes. The perpetrator caused distress by making threats, being verbally abusive, and playing musical instruments at all hours. The behaviour upset and frightened many neighbours.

Our Tenancy Services Officers (TSOs) worked closely with the police, making joint visits and issued warnings to address the behaviours. When these warnings didn't work, we used further legal powers – including an acceptable behaviour contract and Community Protection Notice Warnings.

Unfortunately, the behaviour continued, and after a court process, we were granted possession of the property in September 2024. Throughout, we also worked with adult mental health services and the local council to ensure the customer's future needs were considered.

We supported those affected by providing additional CCTV, helping them feel safer.

This case shows how we work together with partners, respond quickly to protect customers and always do the right thing even when the situation is complex.



Seven years in arrears cleared through partnership and support

We have recently supported a customer who had been in significant rent arrears for over seven years.

Alongside a history of tenancy and anti-social behaviour issues, her arrears

regularly fluctuated between £1,000 and £1,800. A court order remained on her account throughout this period, creating long-term pressure and risk to her tenancy.

In 2023, the customer entered a Crisis Breathing Space for several months and experienced health issues.

During this time, our colleague worked closely with a health care professional who was appointed to act on her behalf. Once the breathing space ended, a friend of our

REAL SUPPORT STORIES

customer stepped forward to help manage communications with Rooftop.

The coordination between various parties enabled a regular payment plan to be established, and arrears gradually reduced. The turning point came when the customer made the decision to clear her arrears in full.

She is now ahead on her account; her benefits have stabilised and the risk on her tenancy has been removed.



This case highlights our commitment to recognising individual needs. We also work flexibly with external agencies to support our customers.

By adapting the process, listening carefully and working together, we can help customers achieve sustainable outcomes and protect their homes.



Keeping a communal area safe and sustainable

A customer raised concern about fly-tipping in the communal bin store, including a large glass fish tank.

This is a serious risk as broken glass could easily spread unnoticed, putting families, young people and older customers in danger, especially young children who might not knowingly touch it.

The Neighbourhood Housing Officer acted quickly. She contacted a contractor to safely remove the fly-tipped items and visited the area to make sure everything was properly removed.

Since then, regular checks have been carried out to make sure the area has stayed hazard-free. Her action also helped protect the wider community by reducing the chance of pests and promoting a safer shared space.

This is a clear example of how Rooftop's values guide our work – keep our communities safe and sustainable.

Shaping your future repairs service



We would like to say a big THANK YOU to all customers who completed our recent survey asking you about your priorities for a new repairs and maintenance service. We received a fantastic amount of feedback, which will help us design services shaped around your needs.

Invitations sent

6958

Responses received

1206

Priorities for a new repairs and maintenance service

Your feedback told us the top three priorities for residents are the quality of workmanship, followed by faster appointments, and polite, friendly staff.

Other areas you highlighted include making it easier to log repairs online and offering evening and weekend appointments.



Quality of workmanship (29.2%)

Speed of appointments (reduced wait time) 24.1%



Polite, friendly operatives 10.9%

You also told us how you would like to be involved in shaping services. **Almost half of respondents prefer surveys (892), followed by social media (249) and joining a dedicated customer panel (207).**

What happens next?

The expressions of interest from contractors will be reviewed by the end of October.

A new grounds maintenance contractor will be announced in the new year and a new repairs contractor will be confirmed in the spring.



Want to be involved?

If you'd like to be more involved with surveys or customer groups, you can contact us by:

- Phone: 01386 420800
- Email: Customer.Engagement@rooftopgroup.org
- Speak to your Neighbourhood Housing Officer
- Visit us in person at our reception: 70 High Street, Evesham, Worcestershire, WR11 4YD.

New webpage for veterans

We're standing with the Armed Forces.

We launched a new webpage **Homes for Veterans** on the website. You'll find information on Rooftop's commitment, our partnership works and links to specialist support services for our veterans, service personnel and their families.

If you want to know more about housing or employment opportunities for the Armed Forces community, contact us on 01386 420800 or email enquiries@rooftopgroup.org



New homes in Fladbury



Shared ownership homes on the award winning development in Bredon View, Broadway Lane, Fladbury, WR10 2QQ are now available

2-bed houses and bungalows | 3-bed houses

- Prices start from £270,000 (full market value) and shared ownership is available subject to affordability assessment
- Available for off plan reservation now
- Local Connection criteria applies

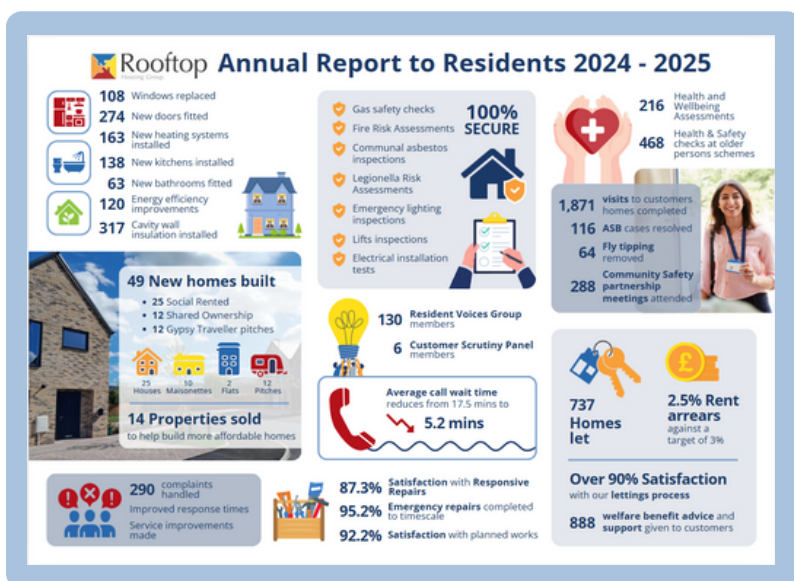
Sales Team:
01386 420837
sales@rooftopgroup.org
More details:
www.rooftopgroup.org

More homes available in Beckford and Bishop's Cleeve, please check our website for details.

Annual Report to Residents

Every year we publish an Annual Report to Residents to show you how we have been doing over the last year.

The report from April 2024 to March 2025 is available to download on our website:
www.rooftopgroup.org



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