



Rooftop
Housing Group

Residents Update

Winter 2026

Here for our customers



Here when it matters

Our colleagues work hard to support residents and do the right thing. By listening, working together with partner organisations and taking action when it matters, we support residents through challenges and help build stronger and caring communities.

This issue of Residents Update shares some of the positive ways we're here for our customers.

Partnership working for a safer fresh start

Our team recently supported a very vulnerable customer who lives with severe mental health problems and the long-term impact of abuse. Because of her experiences, every conversation needed to be handled with great care. The customer had previously stopped engaging with professionals and charities, but our Neighbourhood Housing Officer (NHO) was determined to keep her communicating with us so she could help the customer get the support she needed.

The customer requested to end her tenancy without having anywhere to go, as she was not comfortable being at the property anymore. Our NHO checked in with her to make sure she was okay and continued to check in with her, but the customer was determined to move because of painful memories. We realised that her home was not the right place for her to live anymore.

Just before the notice ended, Women's Aid, a national federation committed to ending domestic abuse and keep women and children safe, contacted us. They said the customer requested to end her tenancy due to pressure from an ex-partner, but she wanted to withdraw the termination. Our team worked with Women's Aid to keep her in her home until she could find a new home to go to.

For her safety, we helped arrange a Mutual Exchange. We are committed to doing the right thing and working with partners to support our residents.



Working together to tackle ASB

In late 2022, we began receiving reports of persistent noise and disruptive behaviour at one of our homes. Neighbours were experiencing shouting, swearing and disturbances inside and outside the property. There were also concerns about the behaviour of children living there.

To understand the situation clearly, we used noise-monitoring equipment and gathered information from those affected. We issued warnings and offered support, hoping to improve the behaviour but the issues continued. Further monitoring raised concerns about the children's welfare, so we worked closely with Social

Services, the police and local schools to make sure they were safe.

Throughout the case, we kept in regular contact with neighbours who were affected, offering reassurance and practical help, including security measures where needed. We also held meetings with the household involved to explain what needed to change and to offer support.

Despite this, the behaviour did not improve. An injunction was granted by the court and after further breaches, we gained possession of the property in 2025.

This case demonstrates Rooftop's visions in action – we work together with external parties to create a safe place where residents can feel secure in their homes and communities.

A resident who **cares:** bi-monthly update helps improve the community

At one of our properties, we are lucky to have a resident who truly cares about the community and his neighbours.

Chris has taken it upon himself to create a short update every two months for everyone in the block, sharing clear information about communal areas, waste collection, safety and any issues that need attention.

Chris also works closely and keeps good communication with our teams. Residents' concerns are shared in a helpful way and everyone feels more informed about what is happening where they live.

His passion for improving the community has already made a difference - cleaner communal areas and a stronger sense of community are the result of everyone's involvement.

We want to thank Chris for his commitment, his positive attitude and for helping make the community a better place for everyone.



REAL **SUPPORT STORIES**

Your voice in action

How residents are shaping Rooftop services






Over recent months, we have been working closely with customers to help choose your

new Repairs and Maintenance service provider.

Thank you to everyone who submitted an expression of interest. We were delighted by the response and are pleased to confirm that **four customers** have been appointed to take part in this important work. They are involved through two dedicated panels, making sure customer insight is influencing the decision-making process.

These customer representatives have played an active role by:

-  **Reviewing and scoring tender submissions**
-  **Interviewing potential service providers**
-  **Taking part in site visits**

Their involvement helps us look beyond the paperwork and focus on what really matters day-to-day for customers.

Progress Update:

The Grounds Maintenance procurement process has now finished, and we continue to make good progress with selecting a new Repairs and Maintenance provider.



We'd like to say a sincere thank you to the customers who have dedicated their time, enthusiasm and experience.

Their commitment and contribution not only support us in choosing the right provider, but also help ensure our services reflect the priorities of the wider community.



Listening to residents: Complaints and feedback

In August 2025, we invited our Resident Voices to take part in an in-person focus group. During the session, residents reviewed the Complaints section of our website and shared ideas on what they would like to see in a quarterly complaints update.

Your feedback has made a real difference. **We're pleased to share that two quarterly complaints reports are now live on the 'Report' page on the website,** shaped directly by what residents told us.

SCAN ME



You said

WE DID



Graphs are helpful	Added clear visual data to make trends easier to understand
Include a case study	Shared real examples showing how complaints are resolved and lessons learned
Compare repairs completed with complaints	Included a snapshot showing repairs completed alongside repairs-related complaints
Keep it brief	Produced concise, easy-to-read reports

Want to have your say?

Listening to and implementing your ideas is important to us.

We're opening up recruitment for three exciting ways to get involved at Rooftop:

- **Customer Scrutiny Panel**
- **Customer Strategy Group**
- **Resident Voices (join our 250+ strong community!)**

If you'd like to express your interest in any of these groups, please get in touch:

- Email: Customer.Engagement@rooftopgroup.org
- Call: 01386 420800
- Visit: Rooftop Housing Group, 70 High Street, Evesham, Worcestershire, WR11 4YD (see website for opening times)
- Speak to your local Neighbourhood Housing, Retirement and Living Officer, or Housing with Care Officer



Bringing festive joy to customers and communities

Rooftop spread Christmas cheer across its communities through a series of festive activities, partnerships, and acts of kindness designed to support customers of all ages.



Working with volunteers from Caring Hands in the Vale, our staff helped prepare and deliver thirty festive hampers to local households most in need. Each hamper was filled with seasonal treats, sweets, non-perishable food items, and toys for children.



Rooftop also contributed £500 to Caring Hands in the Vale, whose hard work ensures that as many households as possible have a great Christmas. Our colleagues also generously donated additional items to help make Christmas a little brighter for families in need.



Thank you so much for the hamper. It was a lovely surprise, and very graciously received. It was very thoughtfully put together and has made a big difference for us this Christmas.

A customer received a Christmas hamper said

In Evesham, Rooftop's Christmas tree was proudly on display at the Evesham Christmas Tree Festival at All Saints Church, helping raise funds for All Saints in the Community and the great work they do for the local community.

On 29 November, Rooftop supported Bishop's Cleeve Rotary to host a magical Christmas Grotto event. The event was successfully organised with lots of fun activities, including Santa in his grotto, twinkling lights, funfair rides, children's entertainment, music and food, bringing the event to life for local children and families.



Across Rooftop's older people schemes, residents and staff put up Christmas decorations, creating warm, festive spaces that bring people together and help reduce loneliness during the winter months.

Post-war Swedish legacy to sustainable living

Former post-war housing in Beckford, Tewkesbury has been transformed into eight much-needed new homes, providing high-quality, energy-efficient housing for local people.



We completed the redevelopment of 1-4 Sweden Lane with the support of grant funding from Homes England. The site previously housed four prefabricated bungalows imported from Sweden after the Second World War. These homes were part of a national effort to tackle Britain's post-war housing shortage.

The site has now been **redeveloped to provide eight new affordable homes**, comprising of six two-bedroom houses and two two-bedroom bungalows for Social Rent and Shared Ownership. **Local residents welcome the redevelopment as a positive step toward meeting local housing demand and supporting the next generation of Beckford residents.**

Besides Sweden Lane, more homes are available in Fladbury and Bishop's Cleeve, please check our website for details or contact our **Sales Team** on:

01386 420837
sales@rooftopgroup.org



Scan here to search our properties.

Photo credit: Aqua Construction



Stay aware of fire door safety

Fire doors play an important role in keeping you and those you live with safe.

If you live in a flat, your flat front door is a fire door and helps to protect you in the event of a fire in your home or other parts of the building.

Here are some things you can do to help keep you safe:

- Fire doors should be closed at all times and never propped open. This will delay the spread of a fire through to other parts of the building. Following this advice could help save your life.
- Keep areas around fire doors clear to provide a route for emergency services.
- Do not alter or modify your fire door (this includes painting over the rubber/brush strips in the door frame), if you are in doubt please ask.
- Check the door closes firmly onto the latch without sticking on the floor or the frame.



If your flat door or any other doors in your building are damaged or in need of repair, please report it to our Customer Contact team on 01386 420 800.

Reception opening hours

Through engagement with our Resident Voices, we learnt that while residents value the option to visit reception in person, **most customers prefer more flexible ways to get in touch, such as email and phone.**

Based on this feedback, we are adjusting our reception opening times so staff can focus on providing support through the channels residents use most, while still keeping face-to-face help available when needed.

Reception at Evesham office

Monday and Tuesday:

10am - 12 noon; 2pm - 4pm

Wednesday:

10:30am - 12 noon; 2pm - 4pm

Thursday:

10am - 12 noon

Friday:

Morning - by appointment only;

Afternoon - closed

Phone lines 01386 420 800:

Monday, Tuesday, Thursday and Friday :

8am - 4:30pm

Wednesday:

10:30am - 4:30pm