

Residents Update

Spring 2026
Year Ahead

Listening to you and improving our services

Every year, we survey all our customers to understand what matters most to them and ask their views on the draft of our Annual Plan.

Thanks to the 871 customers who took part in our survey in March, 75.7% of the respondents said the Plan was easy to understand and 64.5% of them felt it clearly showed our priorities for the year ahead.

Customers have told us the same key priorities since 2022. This year is no different. You told us that the most important areas are:

Top five priorities	
1	Modernising and improving existing homes
2	Providing an excellent repairs service
3	Dealing with anti-social behaviour
4	Security of homes and communal areas
5	Going green, renewable energy etc.

We use different ways to hear your views. Our **Customer Scrutiny Panel** reviews services and reports to our Audit and Risk Committee. Our **Customer Strategy Group** also feeds insights to the Board. More than **300 customers are now our 'Resident Voices'**, helping shape services on topics that matter to them.

You can find more details on P.4 about how our customers engaged with us.

Making improvements and planning ahead

We are regulated by the Regulator of Social Housing. After our 2024 inspection, we received a top G1 rating for governance and a C2 rating for the new Consumer Standards. Our compliant V2 financial rating remained unchanged.

In 2025, we launched our improvement plan, **Achieving Excellence Together**. This focused on repairs, complaints, customer engagement and better support for vulnerable customers.

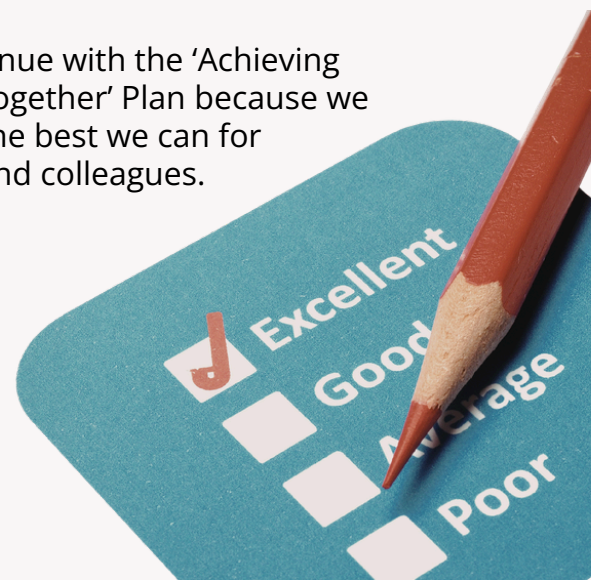
Our repairs service improved dramatically during 2025 but struggled to keep up with demand over the winter.

We are sorry for this. A new service provider from July this year will help us improve, though there may be some short-term challenges.

Updated information on repairs and maintenance services is on P.5.

In the remaining three areas, we have completed what we set out to do.

We will continue with the 'Achieving Excellence Together' Plan because we want to be the best we can for customers and colleagues.



Value for money

Rooftop is a not-for-profit organisation. This means all rent and income is reinvested into services and homes. Each year, we carry out around 21,000 repairs, meet important safety checks, improve homes and pay staff and loan costs.

In 2026-27, we'll **increase spending on planned improvement to £14 million**, including rewiring, an expanded doors and windows replacement programme, and heating system replacements.

We'll also spend around **£10 million on responsive repairs, including £800,000 to tackle damp, mould and condensation.**

Everything in the annual plan is shaped by what you've told us matters. We know there's always more to do, and we're listening and taking action.

New homes for local people

This year, we expect to take handover of **152 new homes.**

In total, we aim to deliver more than 400 homes in the next five years. These will be low-carbon, energy-efficient homes whenever possible, helping reduce energy bills, provide a comfortable living environment and safe neighbourhoods.



@Bredon View, Broadway Lane, Fladbury

Your voices shaping our services

Customers have played a bigger role in shaping our services. With **more than 300 Resident Voices**, we've worked together throughout 2025-26 to listen, learn and make real improvements.



From the summer onwards, customers shared their views on a wide range of topics.

In June, focus groups helped us check that our safety and wellbeing procedures in supported housing are working as they should. Customers also told us they preferred the name 'Resident Voices' over 'Engaged Customers' – and we were pleased to make that change.

Your feedback also helped confirm that our kitchen and bathroom upgrade plans are on the right track, and shaped how we plan and deliver repairs and maintenance services.

Customers played an important role in improving how we explain our complaints process, making sure our information is clear, useful and focused on what matters most.

We also listened to how you want to contact us. A survey showed many customers prefer to contact us from home, helping us better focus our resources.

Later in the year, your views shaped our priorities for 2026-27, and helped us design an interview question so we choose the right staff for customer-facing roles.



Behind the scenes



During the new Repairs and Maintenance service provider procurement process, **customers helped choose contractors by joining interviews, visiting sites and scoring bids.**



Customer Scrutiny Panel (CSP) made **17 recommendations to improve services** like Shared Ownership and Air Source Heat Pump Installations.



Customer Strategy Group (CSG) **reviewed key documents**, including our complaints policy and annual plan.



Services Update on Repairs and Maintenance

We're pleased to tell you that we're planning to award our new Repairs and Maintenance contractor to Mears Group, one of the largest providers of repairs and maintenance, and regeneration services across the UK (subject to the contract being finalised and signed).



The services are due to start on 1 July, however there may be a few weeks before that when the new contractor transitions in and Platform Property Care (PPC) transitions out.

Customers were involved throughout the process, and leaseholders were formally consulted. We would like to thank everyone who took the time to engage and provide feedback.

To stay up to date, please follow us on Facebook or Instagram, or visit the news section on our website.



Scan the QR code to read the FAQs on the website.



Following an open and competitive procurement exercise, we are pleased to share that the new Grounds Maintenance contract has been awarded to Krinkels UK.

Established in 1989, Krinkels UK has many years of experience working in both the public and private sectors.



The new team is fully staffed and started work in April, beginning to deliver their service across our neighbourhoods.

As with any new contract, there may be a short period of adjustment. We're working closely with the contractor to keep impact to a minimum and make sure services run smoothly as quickly as possible.



“Shared ownership is the best thing we’ve ever done”



How **shared ownership** scheme **helps** a young family stay in local village

A Shared Ownership house has meant more than just a new home. For Emily, it has helped her remain part of the community in Fladbury, where she grew up.

Having lived in a village for most of her life, Emily had seen how rising house prices were pushing people out. With average homes costing around £500,000 and very few smaller properties available, buying locally felt out of reach, especially for young families like hers.

Emily also saw the wider impact on the village. The school had low intakes, local businesses and village events were quieter. **“We needed a fresh intake to boost the community spirit.”**

Through the Shared Ownership scheme with Rooftop, she was able to take a step onto the property ladder.

“Without shared ownership, we wouldn't have been able to afford to buy here. Not only did Rooftop make it possible, but they did so by making it such an easy process.”

Now living close to her family, the difference in her daily life has been significant. Her parents help with child care while she and her partner work full-time.

Her daughter spends valuable time with her grandparents, and relatives and friends live nearby.

“We feel settled and at home”

Emily believes developments like this are vital for the future of rural communities.

“Try to see the bigger picture. There’s so much to lose without these schemes but most importantly, you could lose lifelong residents dedicated to growing and improving the village community.”

Looking ahead Emily hopes to own her home outright one day. For now, shared ownership has given her family stability and a foreseeable future in Fladbury.

“Shared ownership is the best thing we have ever done,” she said. “We will never look back.”



More than rent: compassionate support in action

Angela, our Income Officer, works closely with customers to help them manage their rent and keep their homes secure. Each week is busy and varied – from phone calls and emails to payment plans and, when needed, court action. But at the heart of her role is prevention and support.

“If someone falls into arrears, my focus is helping them sustain their tenancy,” Angela explains. “That might mean agreeing on a repayment plan or signposting them to other organisations for extra help.”

Recently, a customer contacted Angela after a sudden change in circumstances made paying rent impossible. They were worried about losing their home.

REAL SUPPORT STORIES

Angela reassured and explained the arrears process clearly, and worked with them step by step so there were no surprises. With the customer’s consent, she also discussed wider support options.

Angela understands how financial pressure can affect every part of life. **“There is no judgment here,”** she says. **“I treat every customer with the respect I would want myself.”**

The customer sent Angela her appreciation,

““ I can’t thank you enough for (the) kindness and help last week. We used the food bank this morning and although I never thought this was where I would be, I’m grateful for your support and kindness while we get through this time.””

Taking action on ASB

Our NHO responded quickly to concerns about anti-social behaviours (ASB) linked to visitors at one flat.

Nearby residents reported frequent disturbances, including a large number of visitors asking to be let in, as well as shouting, arguments and drunken behaviour. On several occasions, the police were called, which added to the worry for neighbours.

By being regularly present on site, the NHO was able to speak directly with the tenant soon after incidents were reported. During these visits, the tenant was reminded of their responsibilities under the tenancy

agreement, including the importance of not causing nuisance to others. It was also made clear that continued issues could put his home at risk. This was followed up with a formal letter to reinforce the message.

This consistent and visible approach led to a clear improvement. While the situation continues to be monitored, recent reports suggested that noise was short-lived and settled quickly.

Our early action, clear communication and regular presence can make a real difference in keeping the community safe and peaceful.

New funding to strengthen engagement with GRT communities

Rooftop has secured £75,500 in government funding to improve how we listen to Gypsy, Roma and Traveller (GRT) communities.

The funding from the Ministry of Housing, Communities and Local Government's Tenant Innovation Fund will support our new project, Virtual Voices.

By using WhatsApp's voice memo function, the project aims to make communication easier and more accessible among GRT communities.

Rooftop was one of just 20 organisations selected from over 180 applications, reflecting our strong commitment to improve engagement with customers.

New homes for sale

We're excited to introduce new shared ownership homes in **Fladbury, Broomhall Way and Drakes Broughton.**

Please contact the Sales Team:
email: sales@rooftopgroup.org
call: 01386 420 837

For development details, please visit our website.

A guide to reduce damp, mould and condensation

Damp, mould and condensation (DMC) can affect your health and home. Our new online guide offers practical tips to help reduce DMC.

Please scan the QR code for more information. If you would like a hard copy, please contact us at 01386 420 800 or comms.web@rooftopgroup.org

