



Rooftop
Housing Group

Residents Update

Summer 2026

Customers and
communities



Supporting customers Strengthening communities

At Rooftop, we support customers through various circumstances, helping them stay safe, secure and connected to the services they need. By working together with our partners and communities, we're committed to making a positive difference by delivering reliable landlord services, building stronger relationships and doing the right thing for our customers and communities.

A place to feel safe and supported

When John (not his real name) moved into his home, life felt uncertain. During the first starter tenancy visit, our Neighbourhood Housing Officer (NHO) found that John was struggling with his mental health and his home had become very untidy.

The NHO spent some time sitting with him, explained his tenancy in a clear and simple way, and reassured him that he would not be asked to leave. Instead, the focus was on support. John was encouraged to stay in touch, take small steps with cleaning, and build routines that felt manageable. The NHO also offered practical help by contacting his social worker.

With regular contact and reassurance, John began to make steady progress. At the next visit, his home was noticeably improved, and he appeared more settled and positive.

Feeling secure in his home made a real difference. John even shared photos to show how far he had come and spoke about plans to decorate and make the house his own.

Thanks to this progress, John has now been offered an assured tenancy, providing him with long-term stability as he continues to build his confidence day by day.

“ I finally feel I have stability now and don't have to worry about being homeless... Thank you for understanding and supporting me. ”

John

REAL SUPPORT STORIES

Doing the right thing for our customers



Strong partnership working between Rooftop and various agencies is key to support our customers.



Following reports of threatening behaviour and criminal activity at one of our neighbourhoods, our colleagues worked alongside the police to investigate the incidents and take appropriate action.

This included taking tenancy enforcement action where necessary and carefully assessing the safety of those affected.

As further reports of noise nuisance and anti-social behaviour (ASB) were received over the following months, colleagues closely monitored the situation, gathered evidence and reviewed support options.

We also informed the customers that ASB can impact their tenancy and any offers of alternative accommodation.

In this case, we worked closely with the police. We shared information, carried out joint visits and listened to customers' concerns. We were able to take informed action to help protect the wider community.



When a vulnerable customer visited our office feeling distressed and confused, our colleagues acted quickly to make sure she was safe and received the support she needed.

An urgent repair for no heating and hot water was logged, and the case was immediately picked up. As we were unable to contact the customer by phone, our NHO visited her home to carry out a welfare check alongside a repairs operative.

During the visit, it became clear the customer had been without electricity for some time because of an issue with her energy account following a difficult change in personal circumstances.

Our team worked with the energy supplier to restore power, arrange emergency credit and help set up a more suitable payment plan. We also checked the customer's safety, provided information, signposted her to a relevant agency for support and arranged follow-up visits to make sure she continued to receive the support she needed.



Working together to

A new chapter for Rooftop's repairs and maintenance service

Looking after your home is one of the most important things we do. That's why we've been working behind the scenes over the past year to introduce a new repairs and maintenance service that supports our commitment to providing good quality homes and reliable landlord services.

Following a thorough procurement process, we appointed Mears Group as our new long-term repairs and maintenance partner. Customers played an important part throughout the process, helping to shape service priorities and sharing what matters most to you.

From 1 June, Rooftop, Mears and our previous contractor worked together to transfer services in stages.

Now, Mears is fully delivering services and here to help you.



www.rooftopgroup.org

deliver reliable repairs

What services will Mears provide?

- Day-to-day repairs and maintenance
- Out-of-hours emergency works
- Disrepair works
- Damp, mould and condensation remediation works
- Void property inspections and works
- Major and planned works
- Structural repairs
- Disability adaptation works
- Servicing, safety checks and routine maintenance of installations
- Technical inspections; and
- Property health checks/MOTs.

Electrical and gas safety visits

- Hewer is carrying out Gas Safety checks and Electrical Installation Condition Report (EICR) inspections that are due in July, August and September 2026. These important safety checks help us ensure customers' homes remain safe and meet legal requirements.
- The technicians attending your home will carry identification and an appointment letter and be happy to confirm who they are and why they are attending.



www.mearsgroup.co.uk

Putting customers first

We know that providing an excellent repairs service is one of the top five priorities that matter most to our customers. This new partnership is about more than changing contractor. It's about continuing to provide reliable landlord services and responding to the changing needs of our customers.

By working closely with Mears, we want to build a long-term partnership that supports our customers and reflects our values of working together, making things better and doing the right thing.

We want to thank everyone for your support. Your understanding and feedback have helped make the changeover as smooth as possible.

'Meet and Greet Mears' sessions in Gloucester, Evesham and Pershore on 5 June.



Building a long-term partnership with Mears to support our customers.

Meet our officers and the areas they manage

Team Leaders



Ryan Williams

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Bishop's Cleeve



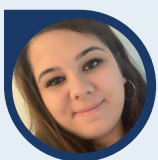
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Hampton, Charlton, Cropthorne,
Elmley Castle, Bricklehampton

Neighbour housing officers



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Wickhamford, Childswickham,
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Fladbury, The Combertons, Wick,
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Peopleton, Wyre Piddle, Malvern,
Welland, Ross-on-Wye, Pinvin, Cookhill,
The Lenches, Inkberrow, Upton-upon-
Severn, Church Lench, Lower Moor,
Rous Lench, Drakes Broughton

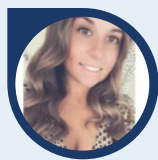


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Ashton under Hill, Aston Somerville,
Bredon, Bredons Norton, Beckford,
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Kemerton, Winchcombe, Stoke Orchard,
Moreton-in-Marsh, Tewkesbury, Eckington,
Strensham, Defford, Naunton, Birlingham,
Pirton, Besford, Wadborough



Jamie Fell

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Worcester, Hereford, Whittington,
Broughton Hackett, Upton Snodsbury,
Kidderminster, Redditch, Stourport,
Bromsgrove, Droitwich, Lower Sapey,
Norton, Powick, Stoulton, Tibberton



Recruiting

✉ enquiries@rooftopgroup.org

☎ 01386 420800

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

Tenancy Services Officer - Gypsy and Travellers



Tony Henderson ✉ tony.henderson@rooftopgroup.org

☎ [01386 420888](tel:01386420888)

Houndsfield Lane – Gables Close – Rosamond Close

Your ideas are making a difference

Every time you share your feedback, you help us improve our services.

Improving the moving-in experience

Customer feedback has contributed to the creation of the Lettings Improvement Plan.

Resident Voices shared their own experiences when they first moved into a Rooftop home, reviewed our proposed sign-up information and suggested ways to make it clearer for new customers.

A focus group also gave feedback on our property advert to make it more useful and easier to understand.

“

I enjoyed today's session on how Rooftop advertise properties. Although we were a small group we all contributed positively in a great discussion!

A Customer Scrutiny Panel member

Helping us choose the right people

Recently, three Resident Voices members joined the interview panel to recruit our new Head of Customer Experience.

They also told us the qualities they value most in Rooftop colleagues, including transparency and accountability, vulnerability, and equality, diversity and inclusion.

Thanks to their feedback, their ideas are now helping shape future recruitment.



Grand prize winner

Congratulations to our lucky winner, Tony from Pershore, who has received a brand-new PC tablet after taking part in our 'Keeping in touch' survey prize draw.

A big thank you to everyone who completed the survey, your updated information helps us plan the services that suit your needs.

Look out for our new Resident Voices logo

Resident Voices have voted and chosen a new logo to represent the group.

Keep an eye out for this logo published alongside reports, stamped on policies and procedures, and posted on social media whenever we celebrate our Resident Voices.



Building connections with the GRT communities

Crystal Smith, Rooftop's Community Engagement Officer, recently attended a Traveller Movement event as a guest speaker.

The event focused on supporting Gypsy, Roma and Traveller (GRT) communities to access education, training and employment opportunities.

The event also gave Crystal the opportunity to speak with organisations working closely with GRT communities about Rooftop's new Virtual Voices project.

The project will use WhatsApp's voice messages to make it easier for GRT customers to share their views, especially those who find speaking easier than writing.



By using a platform many of them already know and trust, Virtual Voices aims to encourage more open and regular engagement, making it possible for members of the GRT community to influence services to suit their needs.

Want to have your say?

Listening to and implementing your ideas is incredibly important to us at Rooftop. If you would like to join our 300+ Resident Voices, you can:

Email:

Customer.Engagement@rooftopgroup.org

Call: 01386 420800

Visit: Rooftop Housing Group, 70 High Street, Evesham, Worcestershire, WR11 4YD

Speak to: Your local Neighbourhood Housing, Support Housing or Housing with Care Officer

Tenant Satisfaction Measures Report 2025-2026

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.

Our annual TSM return was recently submitted to the Regulator of Social Housing, who have started the sign-off process. The 2025-2026 results and targets have been included in this update.

THEME	TSM MEASURE	2025/26 RESULTS	2025/26 TARGETS
Overall	TP01: Overall Satisfaction	71.4%	71%
Keeping properties in good repair	RP01: Proportion of homes that do not meet Decent Homes Standard	1.5%	0%
	RP02 (i): Proportion of non-emergency repairs completed within 28 calendar days	51.4%	80%
	RP02 (ii): Proportion of emergency repairs completed within 24 hours	94.4%	100%
	TP02: Satisfaction with repairs	72.2%	69%
	TP03: Satisfaction with time taken to complete most recent repair	67.1%	63%
	TP04: Satisfaction that the home is well maintained	71.7%	68%
Maintaining building safety	BS01: Gas safety checks	100.0%	100%
	BS02: Fire safety checks	100.0%	100%
	BS03: Asbestos safety checks	100.0%	100%
	BS04: Water (legionella) safety checks	100.0%	100%
	BS05: Lift safety checks	100.0%	100%
	TP05: Satisfaction that home is safe	76.7%	77%

	TSM MEASURE	2025/26 RESULTS	2025/26 TARGETS
Respectful and helpful engagement	TP06: Satisfaction that we listen to tenant views and act upon them	62.0%	60%
	TP07: Satisfaction that we keep tenants informed about things that matter to them	69.3%	70%
	TP08: Agreement that we treat tenants fairly and with respect	74.6%	74%
Effective handling of complaints	CH01 (i): Number of Stage 1 complaints relative to size (received per 1,000 homes)	74.6	N/A
	CH01 (ii): Number of Stage 2 complaints relative to size (received per 1,000 homes)	17.8	N/A
	CH02 (i): Proportion of Stage 1 complaints within Complaint Handling Code timescales	98.1%	100%
	CH02 (ii): Proportion of Stage 2 complaints within Complaint Handling Code timescales	85.6%	95%
	TP09: Satisfaction with our approach to handling complaints	34.6%	30%
Responsible neighbourhood management	NM01 (i): Number of anti-social behaviour (ASB) cases (opened per 1,000 homes)	12.7	N/A
	NM01 (ii): Of which, number of ASB cases that involve hate incidents (opened per 1,000 homes)	0	N/A
	TP10: Satisfaction that we keep communal areas clean and well maintained	62.7%	61%
	TP11: Satisfaction we make a positive contribution to neighbourhoods	61.2%	59%
	TP12: Satisfaction with our approach to handling ASB	60.8%	55%

Notes:

The tenant perception measures (TP01-TP12) are based on 576 surveys conducted across a random sample of 6,235 Low Cost Rental Accommodation households (Rooftop Housing Group LCRA stock in ownership as at 31 March 2026).

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

BS01: Gas safety checks. The compliance result for 2025/26 is 99.98%. This variance is due to a single property, where a landlord gas safety certificate could not be completed within the target timescale due to access issues.

Annual plan 26-27

Read about our priorities for the year ahead and what you told us matters most to you. Scan the QR code below to read the plan on the website.



New homes for sale

Shared Ownership homes in **Pershore, Evesham and Drakes Broughton.**

Affordable route to home ownership with a lower deposit.

Contact the Sales Team:

Email: sales@rooftopgroup.org

Tel: 01386 420 837

Visit our website for development details.



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

Be wary of Claims Farmers

You may come across some companies that call, message or visit you saying they can help you make a claim for 'housing disrepair' cases. These companies are known as Claims Farmers. They often work for commission or finder's fees and do it for their own financial gain and may try to trick you into signing contracts or documents with them, which can lead to hidden costs or legal problems later on.

Rooftop DOES NOT work with any Claims Farmers.

As your landlord, keeping your home safe and secure is our priority. **If you have a repair issue, contact us directly.** Reporting to us is quick, free and the safest way to get things fixed properly.

If you're unsure whether someone is genuine, call us first to check. To report a repair:

- Call us on 01386 420 800
- Live Chat function on the website: www.rooftopgroup.org
- Email: enquiries@rooftopgroup.org