



Rooftop
Housing Group

Residents Update

Autumn 2026

Safe and supported

Your Home, Your Safety, Our Support

Feeling safe, secure and comfortable in your home matters to all of us.

As a reliable landlord, we are committed to keeping your home safe. We are continually strengthening how we identify, assess and respond to potential hazards. We also work closely with local partners to provide the right care and support to help improve wellbeing to our customers.

Your voice is an important part of this journey. Through your feedback and involvement, we can improve our services, better understand what matters most to you, and ensure your views help shape the decisions we make.

Keeping your home safe

Awaab's Law: What it means for you

Awaab's Law was introduced in October 2025 to help make sure serious hazards in social housing are investigated and addressed within set timescales.

The first phase covers emergency hazards and significant damp and mould hazards. From 30 November 2026, the second phase will extend the requirements to a wider range of significant hazards, including excess cold and heat, falls, structural problems, fire and electrical hazards, and domestic hygiene.

As a reliable landlord, we've strengthened our approach so we can identify and respond speedily.

Scan this QR code to find out more about Awaab's Law on the government website



Dedicated approach

Covering damp, mould and condensation and wider housing hazards.

Strong processes

Identifying, categorising and tracking hazards through dedicated systems and workflows.



Refresher training

Helping colleagues to identify risks earlier and escalate concerns appropriately.

Improved procedures

By triaging hazards according to risk, vulnerability and household's urgency



Improved monitoring and governance

Helping us to track cases, evidence compliance and continue improving our services.

Spot it. Report it. We investigate and act

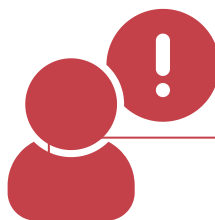
If you notice a problem that could affect your health and safety tell us about it straight away. **Early reporting helps us investigate the issue and take appropriate action.**

If we need to visit your home to investigate or carry out work, please **keep your appointment** or contact Mears to rearrange it.

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

If anyone in your household has a **health condition or vulnerability** that may be affected by housing conditions, please **let us know**. This helps us assess risk and prioritise support appropriately.

How to report



Call 01386 575070

Website live-chat function
(multi-lingual services available)

Send an email to
enquiries@rooftopgroup.org

Contact your Neighbourhood Housing Officer or a Rooftop member of staff

For damp, mould and condensation, fill out the online form on our website and upload photos of affected areas

We take reports seriously. When you tell us about a concern, we will investigate it, take action where needed and keep you informed throughout the process.

Get your home ready before winter



- **Test your heating, boilers and radiators to make sure everything works properly before the colder months arrive.** If you find the heating isn't working as it should, contact us.
- **Keep your gas appointment.** Contact Mears to rearrange it if the time isn't convenient.
- **Allow the engineers access to your home** to check Rooftop-provided gas pipework, fuels and appliances.
- For **gas leaks**, call 0800 111 999 immediately.
- Keep vents and flues clear so gas appliances work safely.
- Test your carbon monoxide alarm and report faults.
- Keep your home at least 18°C, especially if you're over 65 or have health conditions. **For help with bills, see our website.**
- Seal draughts, ventilate rooms to prevent damp, and protect pipes from freezing.
- Avoid using portable heaters overnight.
- Stay active. Contact friends or your GP for support.



Our offices will be closed from 4pm Thursday, 24 December and will reopen on Monday, 4 January 2027. For Emergency Repairs over Christmas and New Year, please call 01386 420 800.



Real support in action

Real stories showing how we work with customers, partner agencies and local authorities to make a positive difference.

Supporting customers and keeping communities safe

We began receiving reports from residents about repeated shouting, excessive noise and other anti-social behaviour (ASB) from a customer's home and in communal areas.

We contacted and visited the customer and neighbouring residents and took steps to solve concerns, but the situation continued, and we became concerned about the customer's wellbeing and support needs.

We made safeguarding referrals and worked closely with local police, adult mental health services, the local authority, and other partner agencies to understand the customer's circumstances and identify suitable support.

We continued to visit regularly and work with partner agencies, but the customer refused any help or support. When the ASB didn't stop and continued to impact residents, we took enforcement action.



Creating a safer and better place to live

When communal areas at one of our Retirement Living Schemes started to build-up with personal belongings and unwanted furniture, the Retirement Living Officer encouraged customers to get involved and take ownership of their shared spaces so they could continue to enjoy a safe and pleasant environment.

Working together, customers donated items to churches and charity shops, helping to reduce waste and support the wider community. The officer also helped arrange the removal of remaining items and with administration.

Communal areas are now safer, tidier and more welcoming for everyone to enjoy.





Working together to provide the right care

Sometimes, providing the right support for a customer takes time, teamwork and a shared commitment to finding what works best.

When a Housing with Care Officer became concerned that a customer's care and support needs were changing, they raised a safeguarding concern.

The customer had no family or friends who could advocate for her, so the officer worked closely with Adult Social Care to understand her circumstances and needs.

A care package was put in place, but the customer continued to experience difficulties and needed occasional hospital treatment, which highlighted that her support needs required further review.

REAL SUPPORT STORIES

We continued to work closely with Adult Social Care and other partner agencies.

By sharing information, discussing concerns and reviewing support available, a new care plan was agreed with an external care provider, giving a higher level of support tailored to the customer's needs.

Today, because the customer is receiving the care and support she needs, she is able to stay in her home, where she feels safe, settled and content.



Your involvement, our services

Our customers play an important role in helping us improve our services and make sure the customer voice is heard.

The **Customer Scrunity Panel (CSP)** completed a review on complaints handling in September 2026. We have completed four out of six recommendations the panel made:

- ✓ Customers are now given their **complaint reference number** when making a complaint by phone, wherever possible.
- ✓ Complaints are now **recorded under specific themes**, giving a clearer picture of the issues customers raise.
- ✓ Our Stage 1 complaint response letter now **explains more clearly how customers can escalate their complaint to Stage 2**.
- ✓ The **'You Said We Did'** section is now included in our Annual and Quarterly Complaints Reports on our website.



**Want to have your say?
Join our 300+ Resident Voices**

- Email: Customer.Engagement@rooftopgroup.org
- Call: 01386 420800
- Visit Rooftop reception in Evesham
- Speak to your Neighbourhood Housing, Retirement Living or Housing with Care Officer

Thank you **Resident Voices** for helping us look at our services from a customer's perspective.

May Improving our lettings services

Resident Voices shared their views on our lettings service in May. We're using this feedback to improve the process, from advertising homes to signing up new customers.

Void Coordinator now attends property inspections, helping us gather more useful information before a home is advertised.

June Improve digital services

28 Resident Voices customers have joined our new digital engagement group. This will help us review future digital services, including our website and Repairs Portal, and share feedback on how they work for customers.

July Reviewing complaints

A new Customer Complaints Panel was set up. The Panel will review a selection of complaints each quarter which will help us check that complaints are handled fairly, transparently and in line with our policies and procedures. The first review will start in October 2026.



Resident Voices
Community-driven, change focused



Protect your belongings

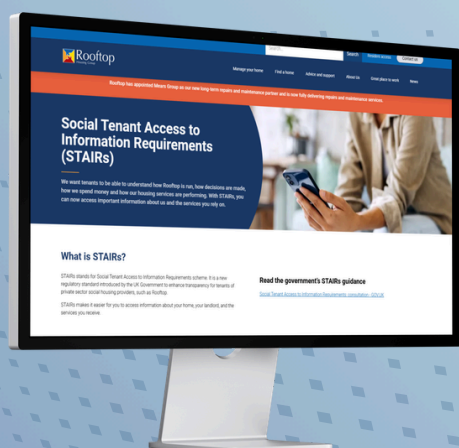
With household budgets under pressure, it can be tempting to cut back on insurance. However, home contents insurance can help protect the things that matter most to you.

Contents insurance covers your belongings, including furniture, carpets, clothes, bedding, electrical items, jewellery and other personal possessions, against risks such as fire, theft, flooding, storms and accidental damage.

Remember, Rooftop insures the building itself, but we do not cover your personal belongings or home contents. Replacing everything in your home after a fire, flood or burglary could cost far more than you think.

My Home Contents Insurance Scheme

Rooftop has partnered with Thistle Tenant Risks and Great Lakes Insurance UK Limited to offer the My Home Contents Insurance Scheme, designed specifically for people living in social housing. Get a quote or find out more: www.thistlemymhome.co.uk or call Thistle Tenant Risks on 0345 450 7288



STAIRs

New rights to access information

From October 2026, social housing tenants have new rights under **Social Tenant Access to Information Requirements (STAIRs)** to access information about how their landlord manages homes and services, such as governance, finance, housing stock management, performance, housing services, lists and registers and social housing management.

We make information available through our publication scheme including our website. Printed information is available on request. If you cannot find the information you need, call or email us.

New shared ownership homes in Evesham

We're delighted to introduce **Brook View in Hampton, Evesham** — offering a more affordable route to home ownership with a lower deposit. Could your new home be closer than you think?

✉ sales@rooftopgroup.org ☎ 01386 420837

Contact our Sales Team today to find out more or visit our website for more details.



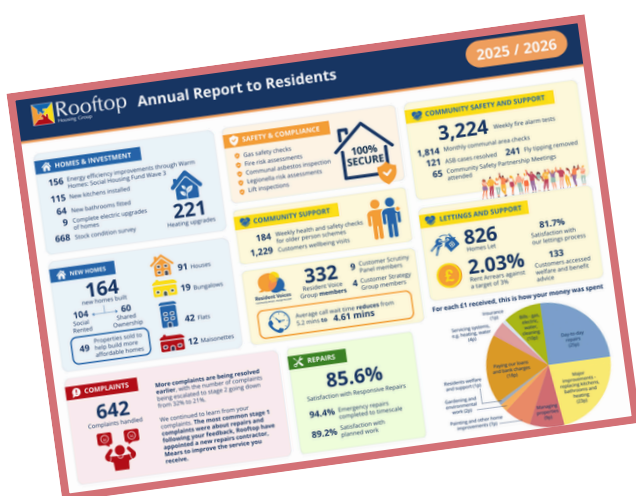
Brook View @ Hampton, Evesham

Speak to our teams in person



We're running regular drop-in sessions at our Evesham office – a simple way for our customers to come in, ask questions and get support from our teams. No appointment needed.

Monday 10 am to 12 noon	Repairs/General Enquiries
Tuesday 10 am to 12 noon	Neighbourhoods, Tenancy and Income Management
Wednesday 10.30 am to 12 noon	Lettings



Annual Report to Residents

Every year we publish a Report to Residents which shows how we've been doing over the last year. The report from April 2025 to March 2026 is available to download on our website: www.rooftopgroup.org

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.

Are you part of the Armed Forces community?

Please let us know if you or anyone living in your household is currently serving in, or has previously served in, the Armed Forces.

By sharing the information with us, we may help identify additional support or signpost you to services that meet your household needs. Contact us:

enquiries@rooftopgroup.org

01386 420800

We are a



MINDFUL EMPLOYER

Rooftop has signed the Mindful Employer Charter as we believe looking after our team's wellbeing is just as important as their physical health.

By creating a positive and supportive workplace, our staff are better equipped to provide you with the best possible service.

