

Rooftop Housing Group

Annual Report to Residents 2025 - 2026





www.rooftopgroup.org



Welcome from Boris Worrall

Group Chief Executive

Welcome to this year's Annual Customer Report. This is our opportunity to share how we have done over the past 12 months.

Firstly, your satisfaction with us increased for all of the 12 Tenant Satisfaction Measures, with 71% customers satisfied with the service we provide compared to 65.9% in 2024-25. Although this is a great starting point we know we still have room to improve.

Your feedback told us where you think we need to get better. We have listened to you and have been focused on improving the services you say matter most.

Following customer feedback and complaint trends, we made the major decision to appoint a new repairs and maintenance contractor to improve the experience that you have with repairs. I'm pleased that customers were involved in the selection process which saw Mears Group appointed. Although this report covers the period from April 2025 to the end of April this year, I feel it is important to say that Mears have got off to a strong start with more than 90% of customers who have had a repair in June and July recording that they were satisfied. Our teams will be monitoring Mears and their performance as well as your complaints and feedback to ensure a reliable service that works for you.

This year we also looked at our contractors for communal areas following your feedback about and I'm pleased to see the positive results we've seen from the new contractor, Krinkels. We will continue to focus on improvement, but I hope that you have already seen an improvement in the neighbourhoods where you live.

Another area we have been working hard on is our complaints handling. We know we don't always get things right first time around so having a fair and timely complaints service that you can trust means is important. Satisfaction with complaints handling increased from 24.9% in 2024-25 to 34.6% last year against a sector average of 35.5%. Your complaints are also helping us to improve every day.

At Rooftop, we pride ourselves on making things better, and I am pleased that we have been able to listen to you and make some key changes that make a difference. I look forward to the improvements we can continue to make together and encourage you to join our Resident Voices group to shape our services by working together with us. Your voice really matters and helps us to do the right thing and ensure that we provide a service that works for you.

Boris

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HOMES & INVESTMENT

156 Energy efficiency improvements through Warm Homes: Social Housing Fund Wave 3

115 New kitchens installed

64 New bathrooms fitted

9 Complete electric upgrades of homes

668 Stock condition survey

221 Heating upgrades

NEW HOMES

164 new homes built

104 Social Rented

60 Shared Ownership

49 Properties sold to help build more affordable homes

91 Houses

19 Bungalows

42 Flats

12 Maisonettes

SAFETY & COMPLIANCE

- Gas safety checks
- Fire risk assessments
- Communal asbestos inspection
- Legionella risk assessments
- Lift inspections

100% SECURE

COMMUNITY SUPPORT

184 Weekly health and safety checks for older person schemes

1,229 Customers wellbeing visits

Resident Voices
Community-driven, change focused

332 Resident Voice Group **members**

9 Customer Scrutiny Panel members

4 Customer Strategy Group members

Average call wait time **reduces** from 5.2 mins **to** **4.61 mins**

COMMUNITY SAFETY AND SUPPORT

3,224 Weekly fire alarm tests

1,814 Monthly communal area checks

121 ASB cases resolved

241 Fly tipping removed

65 Community Safety Partnership Meetings attended



LETTINGS AND SUPPORT

826 Homes Let

81.7% Satisfaction with our lettings process

2.03% Rent Arrears against a target of 3%

133 Customers accessed welfare and benefit advice

COMPLAINTS

642 Complaints handled

More complaints are being resolved earlier, with the number of complaints being escalated to stage 2 going down from 32% to 21%.

We continued to learn from your complaints. **The most common stage 1 complaints were about repairs and following your feedback, Rooftop have appointed a new repairs contractor, Mears to improve the service you receive.**

REPAIRS

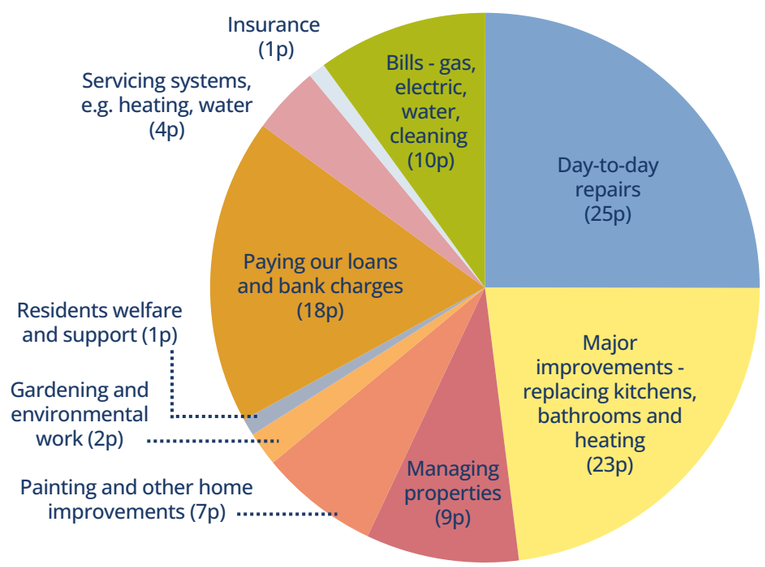
85.6%

Satisfaction with Responsive Repairs

94.4% Emergency repairs completed to timescale

89.2% Satisfaction with planned work

For each £1 received, this is how your money was spent



Promoting our services

Work Together - Resident Voices

We want to work together with you to improve and to shape our services.

If you are interested, please join our Resident Voices groups.

This year our groups have been involved in procurement for our new repairs contract; telling us what they thought about our letters and communication around lettings and income; and to tell us what your priorities for the upcoming year were. Your views have helped us to improve and we want to work together with you.

If you would like to join, contact us by email **customer.engagement@rooftopgroup.org** or call **01386 420800**.

Make Things Better - Repairs and Maintenance

We recently appointed a new contractor, Mears, who is responsible for all eligible repairs.

You can book repairs by calling **01386 420800** or emailing **enquiries@rooftopgroup.org**.

While Mears will do the majority of repairs, some repairs are your responsibility as a customer. You can view what is your responsibility and what are Rooftop's by visiting Request a repair guidance | Rooftop Housing Group.

Do the Right Thing - Complaints Process

We know we don't always get things right first time, but we always want to make things right.

You can make a complaint by calling us on **01386 420800**; emailing **complaints@rooftopgroup.org**; or by writing to us at our head office: **70 High Street, Evesham WR11 4YD.**

You can view our complaints process here: Complaints - A guide for customers

