



ANNUAL REPORT 2016

October 2016

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

OUR ANNUAL REPORT

Rochdale Boroughwide Housing (RBH) is the UK's first tenant and employee co-owned mutual housing society, placing members at the heart of decision making to provide better places for everyone to live and work.

Welcome to our annual report to tenants for 2016. In this report we describe how we met the standards set by the housing regulator in the year from April 2015 to March 2016.

The standards that we have outlined inside this report are:

- **Tenant Involvement and Empowerment**
- **Neighbourhood and Community**
- **Home**
- **Tenancy**
- **Rent**
- **Value For Money**
- **Governance and Financial Viability.**

We hope that you find our report informative. If you'd like to get involved, why not become a member of RBH? [Join us today via our website!](#)

The housing regulator is the Homes & Communities Agency. It published the current standards in the regulatory framework for social housing in England from April 2012, updated in April 2015.

This report is based on information that we have already provided in these following reports:

- RBH report and financial statements for the year ending 31 March 2016
- The Representative Body annual report to members
- Self-assessments against the HCA's standards reported to the RBH Board

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on **0800 027 7769** or **(01706) 274100**

Follow **rbhousing:**



INVOLVING TENANTS

The Tenant Involvement and Empowerment Standard is about:

- Providing excellent, customer service, choice about the services you receive and ensuring you can access those services easily
- offering all tenants the opportunity to be involved in the management of their home
- having a clear and accessible complaints policy

What we did in 2015/16

- We developed and distributed a new leaflet and questionnaire to inform tenants and offer members a range of opportunities to get involved in a way that suits them, whether from home, in the community or at meetings.
- Our Continuous Improvement Groups continued to ensure that we upheld the promises made to our tenants when we transferred.
- We consulted widely on our new income policy and day to day repairs policy, and on RBH's future purpose as part of our "facing the future" response to the Government's Summer Budget.
- We reviewed the way we fund community led activities in our neighbourhoods, and introduced a new approach focusing on increasing social, environmental, and economic well being. Funding decisions are now made by our members. Funding has been provided to run over 30 projects throughout our neighbourhoods, delivered by 20 different community organisations.
- We reviewed our customer feedback policy and agreed performance measures with our continuous improvement group these include customer satisfaction on formal complaint handling.
- We have reviewed the feedback from complaints relating to our repair service and this has been used when developing our new repair policy.
- We will always aim to learn lessons from any formal complaints received; in response to a complaint we introduced a change to the way we respond to customers who may need major works to their home.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



OUR NEIGHBOURHOODS AND COMMUNITIES

The Neighbourhood and Community Standard is about:

- keeping neighbourhood and communal areas clean and safe by working with you and other agencies
- working with our partners to promote social, environmental and economic well being in our neighbourhoods
- working with others to prevent anti-social behaviour (ASB)

What we did in 2015/16

Some of the projects we supported and promote:

- **Integrated Partnership Work** – we worked closely with Rochdale Council and other partners to pilot integrated partnership working which focused on improving the social and economic well being of households most at risk, through cross agency support
- **Apprenticeships, traineeships and work experience** – we provided a range of opportunities for people from our neighbourhoods to gain skills and experience to improve their employment opportunities. In 2015/16 we offered 26 new volunteering placements, 11 new in-office traineeships and three new trade apprenticeships. Working with Groundwork, we offered 15 placements for people to learn environmental improvement skills, enabling young people to participate and gain qualifications through the Prince's Trust programme.
- **Prison Me No Way Project** – we secured match funding from the Youth Aspiration Fund to expand our Prison Me No Way programme to more secondary schools. This project provides young people with an understanding of the impact of crime and anti social behaviour both for themselves and the wider community
- **Crucial Crew** – we continued our successful partnership working with the Emergency Services to promote personal safety and responsibility.
- **RBH Annual Community Awards** – Each year we award good neighbours and Community Volunteers of the Year, recognising that it is the people who go the extra mile in our neighbourhoods that make our communities successful.
- **Grounds Maintenance team** – in April 2015 we launched our own in-house grounds maintenance team, aiming to provide a first-class service for our neighbourhoods.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



KEEPING YOUR HOME IN GOOD REPAIR

The Home Standard is about:

- Carrying out the necessary works to maintain your home to at least the Government prescribed **Decent Homes Standard**
- Delivering an efficient repairs and maintenance service that provides opportunity for tenant choice and makes the best use of available money
- Working with our partners to provide adaptations for people who are older or who have disabilities

What we do

We carry out a number of different types of repairs and maintenance:

Day-to-day repairs work to repair a fault or damage to your home

Empty homes repairs work carried out on empty homes usually before a new tenant moves in

Planned maintenance which is scheduled on the basis of what we know about our homes and when things are likely to need replacing

Improvement work when it is needed to bring homes and their surroundings up to modern standards, including adaptations to help access where required

Servicing of gas, electrical and other appliances

Painting of outside woodwork, the common parts of flats and communal areas.

What we did in 2015/16

- Introduced a new repairs policy including revised completion timescales for day to day repairs following extensive consultation with tenants
- Introduced new service standards and ways of working to repair our empty homes, making them available to let again as quickly as possible and improve the quality of these homes
- Increased satisfaction for completed repairs from 93.4% to 94.4%
- Completed year four of the approved Investment Programme in line with our Offer Document commitment
- Built 26 new homes (in Lower Falinge) to the HCA's construction design and efficiency standards
- Continued to incorporate energy saving installations and materials into homes including condensing combination boilers, thermostatic radiator valves, double glazed windows and increased depth of loft insulation
- Carried out a number of environmental improvement works across the Borough including external fencing and new driveways in Kirkholt and Syke and courtyards at Higher Wood Street in Middleton.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



HOW WE MANAGE YOUR TENANCY

The Tenancy Standard is about:

- Making sure rules for letting empty homes are open, fair and transparent both for tenants who want to move from one home to another and for people waiting for a home.
- Making applying for a home as easy as possible for everyone
- Landlords having support in place to help prevent people losing their homes
- Providing all tenants with the most secure form of tenancy that the circumstances allow and having tenancy agreements that meet all the relevant legal requirements

What we did in 2015/16

We have introduced structured move on from supported homes in order to ensure homeless customers or people at risk of being homeless are equipped with the skills they need to sustain a tenancy.

Our new online application form has made it quicker and easier for people to register for a home.

HomeChoice, our lettings team has a brand new easy to use website for customers to bid for homes and receive feedback on their bids.

We provide housing options interviews for customers to talk about their housing choices.

We have established a New Tenants Team to support customers and undertake financial assessments to ensure people are able to afford and sustain an RBH home with RBH. The team keeps in contact with people from application through to getting the keys to their new home.

New tenants are contacted within the first two weeks of their tenancy.

Our new tenancy policy outlines the RBH approach to tenancy management and types of tenancies we offer.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

Follow **rbhousing:**



RENT

The Rent Standard is about:

- RBH sets all rents in line with the government's guidelines ensuring that all rents are fair for all.
- We have a Rents and Payments team that is responsible for the collection of rents and maximising income for RBH to sustain service delivery for tenants.

What we did in 2015/16

We increased the rents in line with the government guidelines.

We increased rent collection from the previous year from 100.08% to 100.64% and reduced the debt owed to us from rent arrears brought forward by £80,000.

We incorporated bar coding onto all our rent arrears letters to enable tenant to pay their rent without having the rent card present.

We have increased the number of customers paying by direct debit by a further 5.1% to 38.2%, which has reduced our transaction costs.

We have installed a payment kiosk at our St Alban's House customer centre to provide a central payment point for customers.

All contact centre advisers are now able to deal with rent enquiries, set up direct debits and take payments. We have retained specialist rent advisers to deal with more complicated enquiries.

We have worked closely with the Rochdale Council Housing Benefit team to access Discretionary Housing Benefit payments for our customers and have strengthened partnership working with the Department for Work and Pensions.

The RBH Better Living Team has worked closely with tenants struggling to make ends meet financially ensuring they are accessing the right benefits, provide debt advice, help them budget effectively and apply for grants and other funding that may be available for them.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



VALUE FOR MONEY

The Value for Money (VfM) Standard is about:

- Making sure we make the best use of the money we have available
- Working with you to ensure we are providing good quality services that meet your needs

What We Do

We have a well established framework in our value for money strategy to make sure that we are thinking about VfM in everything we do. This helps us to:

- understand the costs of providing our services, the impact of those services on you, and how we compare with similar organisations.
- constantly review the way we do things to make sure that time and money are not wasted.
- work with tenants to ensure we continue to provide the services tenants value

What we did in 2015/16

- We published our Value for Money Self-Assessment for 2014-15
- We reviewed and updated our VfM Strategy
- We achieved savings of £1.9M last year mostly related to effective procurement of Improvement programme contracts.
- Following the July 2015 Budget, we commenced a savings programme called 'Facing the Future' aimed at delivering £6M savings annually which will be phased in over the next 3 years in order to mitigate the impact of the 1% reduction in rent income imposed in the budget.
- We updated our own model for assessing the 'return' or financial value we get from our homes which informs our Asset Management Strategy and decision making at all levels in the society and at the local neighbourhood level. We also refreshed our approach to neighbourhood action planning with tenant and employee members to deliver local improvements
- We started a fundamental review of how tenants can effectively scrutinise specific elements of the business and provide a greater VfM challenge and a new scrutiny process was piloted initially in June 2016.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



A WELL RUN ORGANISATION

The Governance and Financial Viability Standard is about:

- Making sure the organisation is run and managed properly and delivers outcomes for tenants in an effective and accountable way
- Making sure the organisation manages its money and other resources efficiently so that it remains financially secure

Governance Arrangements

RBH adopted its mutual governance arrangements in June 2013 and since then work has continued to ensure that they provide efficient and effective decision-making. Whilst the Board is legally responsible for the overall control of the affairs of the Society, the Representative Body is responsible for representing the views of members and the wider community interest, and providing a strategic framework for the Board to operate and deliver within.

The Board

The Board continued its commitment to the delivery of high quality housing services to its customers, and to ensure RBH's aims and objectives are carried out openly, honestly, and responsibly. In total it met 8 times and held two joint meetings with the Representative Body. It made the following critical decisions:

- Approved £7 million for major regeneration programmes including working jointly with the council to create a new retail and community hub at the heart of Kirkholt, RBH's biggest neighbourhood;
- In response to the Government's Summer Budget Announcements agreed critical changes to enable RBH's "Future Purpose" as agreed by the Representative Body;
- Adopted the NHF 2015 Code of Governance and agreed a fully reviewed governance framework compliant with the new HCA regulations.

The Board's Audit Committee

- Oversaw the development of the Society's Value For Money Statement;
- Oversaw the necessary adjustments to the Society's accounting practices in readiness for Financial Reporting Standard (FRS) 102 including a review of the method by which RBH values its housing stock;
- Received substantial assurance from internal auditors as to the performance of the Governance functions.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



The Board's HR and Governance Committee

- Approved plans for changes to employee terms and conditions as well as employee structures as part of the Facing the Future programme;
- Approved the new and reviewed documents which were part of the Mutual Governance Excellence Framework review.

Representative Body

The Representative Body which is the elected body representing members and the wider community met 11 times and held two joint sessions with the Board. It made the following important decisions:

- Approved the RBH Older Person's Strategy;
- In response to the Summer Budget, approved the RBH Future Purpose;
- Reviewed its engagement and representation of the membership;
- Appointed Luen Thompson to the Board of Directors and appointed Lee Sugden for a second three year term on the Board.

The second annual elections for the Representative Body were held from 16 July to 17 August 2015. Members from the tenant and employee constituencies voted with 20% and 59% turn out respectively and re-electing 1 tenant for a second term and electing 3 employees and 5 tenants as new Representatives.

RBH Membership

Members are separated into 2 constituencies: tenants and employees. Members have access to information, a voice in the Society and the opportunity to vote for representatives and play a representative role in its governance.

	<i>Start of year</i>		<i>End of year</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>Tenant members</i>	3,688	20.1	4,301	27.4
<i>Employee members</i>	533	82.5	555	87.4

Code of Governance

RBH has adopted the National Housing Federation's 2015 Code of Governance. This code was chosen as being the most relevant as it is tailored to the housing sector. During 2015-16 RBH complied with the provisions of the Code with three minor exceptions. For each exception suitable explanation has been provided or remedial action taken.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



HOW WE SPEND OUR MONEY

The cost of each of the RBH teams providing services from 2014-15 to 2018-19 is shown in the table below.

	2014-15 Actual £'000	2015-16 Actual £'000	2016-17 Budget £'000	2017-18 Budget £'000	2018-19 Budget £'000
Customers Team					
Customer Experience	536	950	1,080	837	824
Homelessness	990				
Housing Access & Support	1,328	1,446	1,415	1,144	1,181
Income & Customer Support	1,333	1,795	1,894	1,703	1,754
Communities Team					
Assets & Investment	897	923	895	723	753
Community Investment	3,349	2,580	2,296	2,480	2,540
Safeguard Security Solutions	815	815	829	603	625
Resources Team					
Finance & Procurement	848	863	815	823	833
Risk & Compliance	1,281	1,178	904	920	971
HR & Learning	864	709	743	713	729
Legal , Governance & Mutual Services	1,177	1,155	1,365	1,207	1,232
Business Improvement (including IT)	1,387	1,672	2,004	1,916	1,907
Directorate	876	623	502	345	330
Total Management Costs	15,681	14,709	14,742	13,414	13,679
Number of units	13,567	13,465	13,319	13342	13345
Management Cost per unit	1.16	1.09	1.11	1.00	1.02
Homelessness Team		1,111	1,456	1,469	1,493
Service charges	3,815	4,336	4,145	4,185	4,226
Responsive & Empty Property Repairs Teams	12,368	11,394	12,857	12,483	12,347

Note: Management cost actuals have been adjusted to exclude restructuring costs and pensions accounting adjustments. Homeless figures were treated as social housing costs for 14/15 but reclassified as 'other social' from 15/16 onwards in accordance with HCA guidance.

More detailed information about value for money (VfM) is set out in our full VfM Self-Assessment 2015-16 and accompanying summary. These are available on [the RBH website](#).

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



HOW ARE WE PERFORMING

Satisfaction survey

Satisfaction is a key method to measure our service quality and we regularly survey customers to get their views on how we are performing and to identify priorities for improvement. In 2015 we commissioned The Leadership Factor (TLF) to conduct a telephone survey with 1,250 of our customers using HouseMark's STAR (Survey of Tenants and Residents) questions to enable year on year comparisons and benchmarking against our peers.

The table below shows the results for 2015-16 compared to those from 2012/13. Whilst changes in the survey methodology (previous surveys were conducted by post) mean that the results are not strictly comparable, this should not detract from the fact that these are the most positive results we have had for a number of years.

RBH satisfaction survey results 2015-16

	2012-13	2015-16
% satisfied with overall service	83%	85%
% satisfied with VfM from rent	75%	85%
% satisfied with quality of home	74%	83%
% satisfied with neighbourhood	79%	79%
% satisfied with repairs and maintenance	76%	76%
% satisfied that RBH listens to their views	65%	73%
% satisfied with VfM from service charges	N/A	78%

As part of the work completed by TLF, they calculated for us a Customer Satisfaction Index (CSI) score which takes into account both the satisfaction and importance scores given by our customers in the survey. Our CSI of 79.7% put us above the average when compared to the results of other Registered Providers who TLF work with and only slightly below the average when compared against all the other organisations TLF work with.

From the analysis completed by TLF, the areas identified as priorities for improvement were quality of home, repairs and improvements, and service charges. Key themes running through the comments made by customers were that we need to be more proactive in our communications with them and set realistic expectations around the services we provide. Our new repairs policy, and the development of a Customer Charter and Service Standards, should go some way to addressing the issues raised by customers and a repeat of the

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



survey in 2017 will measure the impact which these, and other actions taken in response to the survey findings, have made on customer satisfaction.

Our focus going forward is to increase customer satisfaction by being better at what matters most to customers. This focus has been informed by an analysis HouseMark benchmarking information and data from STAR and we have a clear action plan in place to ensure that we concentrate on the priorities for improvement which have been identified. This in turn will improve customer retention and reduce the costs involved in dealing with empty homes and repeat contact from less satisfied customers.

Cost and performance comparison

Comparing our services with the performance of other similar organisations can help us to demonstrate that we are providing value for money and can identify areas where improvements need to be made. We monitor performance against the following measures as part of our Financial Strategy

The table below shows RBH's actual and forecast operating costs per home (unit), and for 2014-15 (the year for which the most up-to-date comparative data is available), it compares our costs with the average for the whole sector.

Cost structure and efficiency ratios 2013-14 to 2015-16

	Actual 2014	Actual 2015	Sector Av 2015	Actual 2016
Headline social Housing cost per unit (£)	4,230	4,530	3,960	3,990
Management cost per unit (£)	1,080	1,160	1,030	1,090
Service charge cost per unit (£)	260	280	510	320
Routine/planned mtce per unit (£)	920	910	1,020	850
Major repairs cost per unit (£)	1,890	2,090	930	1,590
Other social housing cost per unit (£)	80	90	470	140
Empty homes	4.1%	3.2%	1.8%	2.5%
Bad debts	3.4%	2.2%	0.8%	1.4%

Note: Management cost actuals have been adjusted to exclude restructuring costs and pensions accounting adjustments.

The table shows that RBH's overall costs per unit are £570 higher than the sector average in 2014-15 with the key drivers for this being management costs per home and major repairs cost per home. The HCA has published an in depth analysis of unit costs across the sector using data drawn from the global accounts which identified significant disparities across providers and seven key explanatory variables for these. Two are particularly relevant to RBH.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



Key variable: large scale voluntary transfers less than seven years old

The HCA analysis concludes that providers that transferred less than seven years ago have costs per unit on average £1,500 per unit higher. As RBH are a recent Large Scale Voluntary Transfer or LSVT, higher major repairs costs reflect the significant expenditure in the early years of our major improvement programme. The five year programme will be completed in 2016-17 after which we would expect unit costs to fall.

Key variable: Index of Multiple Deprivation

One of the key drivers for higher than average management costs identified by the HCA is neighbourhood deprivation, where providers like RBH operate in neighbourhoods that are ranked in the 1% most deprived according to the Index of Multiple Deprivation. 19% of our homes are in the 1% most deprived Lower Super Output Areas (LSOAs); 34% in the 3% most deprived; and 87% in the 31% most deprived LSOAs. The HCA has identified that such providers have costs on average £500 per unit higher than the average.

Routine and planned maintenance costs fell significantly post transfer following a fundamental review of the service and are below the sector average.

The level of empty homes and bad debts are important measures of efficiency and the former is an area where RBH did not perform well in 2013-14 but has delivered continuous improvement since. The amount provided for bad debts has been contained well within targets for the last 4 years.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



COMPLAINTS

Complaints in 2015/16

RBH received a total of 98 formal complaints in 2015/16. These related to the following areas of the society:

- Asbestos Team (1)
- Asset Management (8)
- Contact Centre (1)
- Customer Experience Team (1)
- Repairs (37)
- Enforcement (3)
- Finance and Risk (1)
- Caretaking & Grounds Maintenance (5)
- Homechoice (3)
- Homelessness Team (1)
- Income and Rents (7)
- Neighbourhoods (25)
- New Tenants Team (2)
- Safeguard/CCTV (2)
- Supported Housing (1)

Of the 98 complaints received, seven were escalated to formal stage two appeal, and the stage one decisions were upheld. Three cases were referred to the Housing Ombudsman and were upheld in favour of RBH.

The 98 complaints can further be broken down into the following categories:

- Compensation (7)
- Policy Challenge (13)
- Employee Conduct (3)
- Service Request (75)

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

Follow **rbhousing:**



JARGON BUSTER

Benchmarking

Organisations compare their performance against each other to see whether they are performing well or need to improve.

Decent Homes

This is the (minimum) property standard set by the Government for all social housing

HCA

Homes and Communities Agency. A government body responsible for overseeing grant funding for housing. Since April 2012 it has been the social housing regulator.

www.homesandcommunities.co.uk

HouseMark

Provides independent advice and support and compares the performance of housing organisations

www.housemark.co.uk

Housing Association

Typically not for profit businesses that provide social housing

Mutual

A membership owned organisation

Offer Document

The written promises, aspirations and commitments about its housing and services made by RBH to all its tenants.

RBH

Rochdale Boroughwide Housing Limited. A charitable community benefit society and a registered provider of social housing.

Registered Provider

The term by which all landlords that are regulated by the Homes and Communities Agency are known.

Representative

A member of RBH's Representative Body.

Representative Body

RBH's ultimate governing body. It consists of 15 tenant representatives, eight employee representatives, two council representatives and may have up to three external representatives.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



Rules

The main governing document or constitution for RBH. All community benefit societies' constitutions are called Rules.

Social Housing

Rented housing provided by councils and housing associations at a social rent. The formal definition of "affordable housing" is homes provided at 80% of market rent.

SSL

Safeguard Solutions Ltd is a company set up by RBH in partnership with a private company to provide a monitored alarm service across the borough

Tenancy types

Assured - The most secure type of housing association tenancy

Assured Shorthold – A short term tenancy (these will be converted to Assured tenancies after 12 months provided none of the conditions of tenancy have been broken)

Introductory - Local Authority, non secure short term tenancy (automatically becomes secure after 12 months provided none of the Conditions of Tenancy have been broken)

Secure - The most secure form of tenancy, usually only council tenants

Customer Panel

Previously called the *Rochdale Borough Tenants' Panel*. A group of tenants who volunteered to become involved in the detailed development of Rochdale Council's proposal to transfer ownership of the borough's council housing to RBH.

TMO

Tenant Management Organisations are groups of tenants who have elected to take on some, or all, of the housing management role for their neighbourhoods.

VFM

Value for Money

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

Follow **rbhousing:**



WHERE CAN I FIND OUT MORE?

You can find out more by visiting our website www.rbh.org.uk for more information about anything you have read in this report.

On our website you can find out about our Representative Body, our Board and keep up to date with our latest news. You can also use a range of online services.

For those people interested in looking at our key strategies and plans, documents such as the Corporate Strategy and Value For Money Strategy are available to view and download.

All of the information is also available in a variety of formats as set out on the back page of this report.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on **0800 027 7769** or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

Follow **rbhousing:**



This information is available in braille, audio and community languages. Please phone: 0800 027 7769 or email: rbh@rbh.org.uk

এই তথ্যাবলী ব্রেইল (অক্ষলিপি), অডিও মাধ্যম অথবা বিভিন্ন কমিউনিটি ভাষায় পাওয়া যায়। অনুগ্রহ করে 0800 027 7769 নম্বরে ফোন করুন অথবা আপনার ন্যাটাইবরহুড হাউজিং অফিসারের সাথে কথা বলুন।

Ces informations sont disponibles en Braille, format audio ou dans des langues communautaires. Veuillez téléphoner au 0800 027 7769 ou parler à votre Employé au Logement du Quartier

Informacje te są dostępne w wersji dźwiękowej, w alfabecie Braille'a lub w językach mniejszości narodowych. Aby zamówić wybraną wersję prosimy zadzwonić na numer 0800 027 7769 lub poprosić o nią pracownika najbliższego biura Wydziału Mieszkaniowego.

Esta informação encontra-se disponível em formato braille, audio ou nos idiomas da comunidade. Por favor telefone: 0800 027 7769 ou entre em contacto com o seu Responsável de Habitação.

یہ معلومات بریل یعنی نابینالوگوں کے لیے بنائے گئے نمونہ، آڈیو یا کمیونٹی کی زبانوں میں دستیاب ہے۔ براہ مہربانی فون 0800 027 7769 پر رابطہ کریں یا پھر اپنے نیبر ہڈ ہاؤسنگ افسر سے بات کریں۔

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on 0800 027 7769 or (01706) 274100

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
Registered as a provider of social housing. HCA register number: 4607.

Follow **rbhousing:**

