



RBH Neighbourhood News

Welcome to the second edition of your new RBH Neighbourhood News



We'd love you to get involved with RBH - open this newsletter to page 7 to find out all the different ways you can contribute



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We want to make sure that the information in this newsletter is available to all our customers. Large print, plain text, and audio versions can be downloaded from our website at www.rbh.org.uk/newsletter. You can also request these by calling us on **Freephone 0800 027 7769**, emailing us at newsletter@rbh.org.uk, or making a request through the MyRBH portal.

We're looking for RBH customers to work with us to help create this newsletter. We also want to make sure that whenever we write to you, we are doing so in a way that is understandable and helpful. If you'd like to join our Communications Champions group, email engagement@rbh.org.uk, or call us on Freephone **0800 027 7769** and ask for the engagement team.

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

Para traduzir estas informações, ligue para o número **0800 027 7769** ou envie um email para customer@rbh.org.uk

اس معلومات کا ترجمہ کرنے کے لیے، براہ کرم **0800 027 7769** پر کال کریں یا customer@rbh.org.uk پر ای میل کریں۔

Aby przetłumaczyć tę informację, prosimy o kontakt na **0800 027 7769** lub poprzez e-mail customer@rbh.org.uk

برای ترجمہ این اطلاعات، لطفاً با شماره **0800 027 7769** تماس بگیرید یا به customer@rbh.org.uk ایمیل بنزید .

Hello from Amanda



Welcome to our second edition of Neighbourhood News.

As the nights start to draw in and the weather turns to autumn, we are delighted to share with you our second edition of Neighbourhood News.

We've had a busy few months at RBH as we work to improve our services, and this is a great opportunity to thank all of our customers who have been working with us to change what we do and deliver the things you need. Our goal is to become a great provider of homes across the borough of Rochdale and your help and feedback is making a huge difference.

After we issued the first edition of Neighbourhood News, lots of you took the time to feed back to us with your thoughts, letting us know what you like, what could be improved, and what you'd like to see more of in future editions.

We've taken this feedback on board as we've developed this second edition. In here you will see more stories featuring good news from your neighbourhoods, a focus on Diversity where RBH was proud to join Houseproud in the parade at Manchester Pride and a fun section with puzzles and content for the younger people in your homes. I particularly loved the winning picture from our art competition from Alice, aged 4 who drew us her home and told us how much she loves it. We're excited to see more of these!

There is also plenty of information on how to get involved with our decision-making – whether that's by coming to our engagement sessions, joining the Representative Body, sitting on our Customer Services Committee or much more.

Full details on our engagement opportunities are from page 7 onwards. Applications are currently open for the final customer place on our Customer Services Committee, which is a real opportunity to work alongside our Board and influence how we shape the services customers value - visit www.rbh.org.uk/csc or turn to page 8 now to find out more.

Over the past year much has changed at RBH, and we are working very hard to deliver improvements to our services. We want to make it much easier to contact us and get the services you need to stay safe and warm in your home.

We'll always put our customers first, listen to you about the things that are important, and use your feedback to keep improving every day.

In this edition we also focus on the work our operatives do across our neighbourhoods to keep your homes well maintained and safe. This means tackling any issues early, before they turn into even bigger problems, and also making sure that important checks, such as gas safety, are carried out on time.

Last year, 99.2% of our customers allowed us into their homes to carry out these essential safety checks, which is brilliant, but there is more work to do. We know it can be disruptive to have people in your home but I can't stress enough how important it is for us to ensure you and your family are safe. Turn to page 11 to find out more about why these checks are important and how you can report any concerns to us.

Finally, this newsletter also lets you know how we're performing. The full results from our Tenant Satisfaction Measures, or "TSMs" are published from page 12 onwards, showing how satisfied you, our customers, are with the service you receive from RBH.

While I'm pleased that 72% of you told us you're satisfied with the service we provide, we know there is more to do and more improvements we can make. You can learn more about the detail behind these figures in our brand-new Annual Report to Customers.

This is published on our website, or ring 0800 027 7769 if you aren't able to get online and we'll make sure you receive a copy.

I hope you enjoy this newsletter – and please do let us know how we can make it even better.

Amanda

Help us to make this newsletter better

A big thank you to everyone who provided feedback on the last edition. We've listened to your feedback and have taken it on board when writing this, our second edition of Neighbourhood News – but we'd still love to hear from you about what you like about this newsletter and what we can do better.

You can:

- complete the feedback form on page 16
- email us on customer@rbh.org.uk or call **0800 027 7769** to let us know what you think
- send us your feedback at www.rbh.org.uk/newsletter
- view our engagement menu on pages 7-10 to find out more about becoming a communications champion

Everyone who sends feedback or suggests an article to us will be entered into a prize draw for a £20 shopping voucher

News from your area



Neighbourhood Roadshows success

We want to say a huge thank you to all the customers who came out to meet us at our neighbourhood roadshows, held all across the borough.

These roadshows were held outdoors under our new RBH gazebo, providing extra opportunities to come and speak to us face to face in locations that better suit you. Our new gazebo might be small and simple, but it gives us the opportunity to run community events like this in areas where we might not have a suitable venue to host you indoors.

We held seven events in total - in Stansfield, the Cray, Rhodes, Alkington, Angel Meadow, Milnrow, and Newhey. We had some fantastic feedback at all the events, and in particular about how we could work together better with communities to tackle anti-social behaviour.

We've developed an action plan based on the feedback you've given us - this includes working with the police to tackle quad bikes in Milnrow and Stansfield, improving the park area at Cedar Lane, and better maintenance for the communal areas in Rhodes and Angel Meadow.



Thank you for your support

Our pantry projects are only able to provide the great service they do thanks to the dedication of our volunteers, and the kindness and generosity of those who donate additional items.

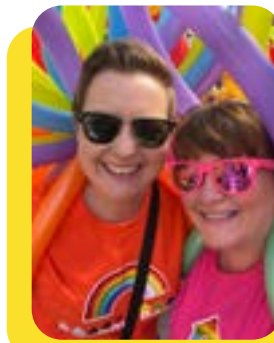
We'd like to say a big thank you to John from Help4All and to Trident for their recent donations. We were also thrilled to be able to celebrate a big milestone for our volunteer Jane, who marked her 70th birthday with cake in the pantry and lunch in the Strand Community Café.

If you've got a story you'd like to see in a future edition of Neighbourhood News, please let us know. Email customer@rbh.org.uk or call us on Freephone 0800 027 7769.

Proud to be part of Pride

We had a fantastic time at the Manchester Pride parade, with RBH customers and colleagues proudly taking part together alongside our friends at HouseProud and Rainbow Roofs.

HouseProud helps to support LGBTQ+ colleagues, and Rainbow Roofs is an organisation for LGBTQ+ tenants and customers. If you'd like to get involved with Rainbow Roofs, get in touch with our diversity lead Rachael Ray on Rachael.ray@rbh.org.uk or by calling Freephone **0800 027 7769**.



Community Day in Turf Hill



Even the sun turned out to join us for our neighbourhoods day in Turf Hill.

Our Neighbourhood Environment Team spent the day carrying out maintenance on the play area and kick pitch, and our Neighbourhoods Team called on customers across the area to listen to their views as well as making sure that their household details were up-to-date.

We'll be carrying out a similar exercise in neighbourhoods across the borough soon, so please do keep an eye out for us.



Get In Touch

We want to make it as easy as possible to get in touch with us.



Call us on Freephone **0800 027 7769** – you can call this 24/7 to report an emergency repair



Access services online at MyRBH – **www.rbh.org.uk/myrbh**



Visit our website at **www.rbh.org.uk**



Information about your Neighbourhood Housing Team is available at **www.rbh.org.uk/neighbourhoods**



Email us at **customer@rbh.org.uk** and report a repair by email at **rbh.repairs@rbh.org.uk**



Access cost-of-living advice at **www.rbh.org.uk/costofliving**



/rbhousing



@rbhousing



/rbhousingfilms

Useful contacts

Rochdale Housing Solutions – housing applications

Rochdale Housing Solutions look after all social housing applications in the Borough, including for RBH homes.

- **Website:** www.rochdalehousingolutions.co.uk
- **E-mail:** housingsolutions@rochdale.gov.uk
- **Telephone:** 0300 303 8874

Rochdale Council

- **Website:** www.rochdale.gov.uk
- **Switchboard:** 01706 647474
- **Out-of-hours:** 0300 303 8875

Other advice

- **Citizens Advice:** citizensadvice.org.uk
- **Debt helpline:** 0800 240 4420
- **Advice line:** 0800 144 8848



We're on WhatsApp!

Did you know you can now keep up-to-date with the latest RBH news by following our WhatsApp channel?

Search for "Rochdale Boroughwide Housing" on WhatsApp or visit **www.rbh.org.uk/whatsapp** to find out more.

We want you to get involved!



We've got some great opportunities for you to make improvements to our services and make things better for you, your family, and your neighbours.

Why get involved with RBH?

- Shape and improve our services
- Share your feedback and make your voice heard
- Make your area a better place to live
- Help us to better understand the needs of our customers
- Meet new people from across the Borough

Will I be able to gain something in return?

As well as helping to shape our services and improve your community, getting involved with RBH is a great way to gain new skills and experience.

It could even help to improve your CV and, depending on the role, you could receive training and support to help you to participate.

Will it take a lot of my time?

That's entirely up to you. We've got a range of opportunities, some of which require no commitment and only a few minutes of your time, and some which require more commitment. Have a look at our menu of engagement overleaf and find out what works for you.



Our Menu of Engagement

Your opinions matter to us and we want to get things right for you. Here are some ways you can share your voice and help shape our services.

If you'd like to get involved with any of these opportunities, please contact us on engagement@rbh.org.uk, by calling Freephone **0800 027 7769**, or by visiting www.rbh.org.uk/getinvolved. You can also complete the response form on page 16.

Service Improvement and Decision Making

Customer Services Committee

- Up to three customers sit on the Customer Services Committee of our Board.
- This is a paid role with a minimum of four meetings per year.
- The committee ensures customers have a say in our strategies and policies.
- Applications are open now! Visit www.rbh.org.uk/csc to find out more.

Representative Body

- Our elected Representative Body includes 15 tenant Representatives and 8 employee Representatives.
- Elections are held every year and the body meets at least four times per year.
- Tasks including reviewing RBH performance and conducting three scrutiny reviews each year.

Customer Complaints Panel

- Our Complaints Panel reviews our complaint handling every three months.
- It helps to suggest improvements and reports to the Customer Services Committee.

Policy and Strategy Reviews

- We ask customers to give us feedback when we have a new or updated policy or strategy.
- We hold meetings in person and online and you can also feed back via email.
- You can get involved as much or as little as you like!

More Opportunities

Community Diversity Advocates

- Our community diversity advocates help us to promote diversity, inclusion, and wellbeing.
- It's a great opportunity for you to challenge discrimination and share knowledge.
- There's no fixed time commitment for this - get involved as much or as little as you can.

Rainbow Roofs

- We're proud to be part of Rainbow Roofs, which brings together LGBTQ+ customers from social housing providers across the north west of England.

TPAS Membership

- We're members of the Tenant Participation Advisory Service (TPAS) which gives customers the opportunity to access events and resources. Ask our Engagement Team for more information.

In Your Neighbourhood

Customer Voice Forums

- Every quarter we hold a forum in each township - Rochdale, Heywood, Middleton, and Pennines.
- This is a great opportunity to meet the RBH team and partners to discuss local issues.

Independent Living Service (ILS) Get Togethers

- We hold frequent Independent Living Service Get Togethers for customers who live in our ILS schemes.
- It's a great opportunity to discuss issues with the service managers and make suggestions for improvements.

Community Drop-Ins

- We hold regular drop-ins across the Borough.
- No appointment needed - come and have a chat with us!

Community Champions

- We're looking for community champions to represent customers in your community and work with the RBH team to improve your neighbourhood.

Residents Associations and Community Groups

- We support existing groups across the Borough and our Community Investment Team can also help support you to set up a new group.

High Rise Building Safety

- We've got a range of opportunities for residents in College Bank to help us to keep our high-rise buildings safe, including a Building Safety Residents Panel, drop-ins, and "walk and talk" events.

Give Feedback

Customer Communications Champions

- Our communications champions help us to create and review communications - like this newsletter!
- You can give feedback on letters, newsletters, and social media content.

Complaints and compliments

- We want to know what we are doing well and where we need to improve!
- Email us on customer.complaints@rbh.org.uk or call **0800 027 7769**.

Surveys

- We carry out a range of surveys over the year, including for our Tenant Satisfaction Measures
- We really appreciate your time when you are asked to complete a survey - thank you.

Community drop-ins

Our community drop-in sessions are an opportunity to meet with members of your RBH Neighbourhood Team in person. There's no appointment needed, and you can get help and support with a variety of things, including reporting repairs, paying your rent, dealing with damp and mould, tackling anti-social behaviour, and much more!

At every drop-in you will be able to talk to a member of our team including a Neighbourhood Housing Officer. We'll also have support for paying your rent and other bills from our Income and Money Matters teams. No appointment or booking is required, just drop in and say hello.

We've listened to your feedback about the location of our regular drop-ins, and from September 2024 our sessions in Rochdale and Heywood have new locations. We are particularly pleased to be able to move the Rochdale drop-in to a town centre location within easy access of the bus station, tram stop, and parking. Thank you to our partners at Rochdale Borough Council for hosting us at the Rochdale Housing Solutions hub.

There is no change to the times or locations for our drop-ins in Middleton, Smallbridge, and Freehold.

Our drop-in sessions from October 2024 until February 2025 are as follows:

- **Heywood:** First Thursday of the month (10am until 12 noon)
at Sandon House Community Centre, Taylor Street, Heywood, OL10 1EF
- **Middleton:** Second Wednesday of the month (10am until 12 noon)
at the Hollin Hub, 48 Nowell Road, M24 6FL
- **Pennines:** Third Friday of the month (10am until 12 noon)
at 9 Stevenson Square, Smallbridge, OL12 9SA
- **Rochdale:** Fourth Thursday of the month (10am until 12 noon)
at Rochdale Housing Solutions, 2 Smith Street, Rochdale, OL16 1TU
- **Freehold:** Last Friday of the month (10am until 4pm)
at the Freehold Annex, Olney, OL11 4LQ



Stop Press!

We've listened to your feedback and we're excited to introduce evening drop-in sessions for a trial period.

All sessions will take place on Tuesdays from 5pm until 7pm and we'd love to see you there!

12 November, and 10 December

- Middleton Arena

26 November, and 17 December

- Rochdale Leisure Centre



Help us to keep you safe

Help us to keep you and your family safe

The law says that every year we need to carry out safety checks on your boiler and other gas-supplied appliances in your home. It is really important that we do this for your safety and the safety of your friends and family, your neighbours, and our RBH team.

We also need to carry out a check of the electrical installation within your home at least every five years.

We'll contact you in advance to let you know when our engineers will visit your home. If the appointment is not convenient, please let us know straight away so that we can rearrange your appointment.

Please make sure you allow us access to carry out these essential safety checks. These are to keep your home safe. As this is a legal requirement, if we're not able to gain access to your home, we will need to take additional steps. As a last resort, we may need to ask the court to help us gain access to your home. If this happens, you may have to pay these costs - an average of £940.

Last year,

99.2% of our customers allowed us access to their homes to carry out these essential safety checks.

Thank you for helping our team to keep you safe.

Tackling damp and mould

If you have any concerns about damp or mould in your home, please contact us so we can work together to find ways to resolve the issues you are experiencing.

- Email: rbh.repairs@rbh.org.uk
- Freephone: **0800 027 7769**
- Online at www.rbh.org.uk/myrbh

Please report all cases of damp and mould in your home, as soon as you notice them. This can assist us to identify the cause sooner.

For more information, visit www.rbh.org.uk/safetychecks



How we're performing



Our Tenant Satisfaction Measures provide information about how RBH is performing, how we've taken your views into account, and what we're doing to improve services. You might also see these figures referred to as "TSMs".

Our final figures for the 2023/24 year arrived just as the previous newsletter was going to the printers, and we just had time to share some of the results with you. As part of our commitment to doing what we say and being open and transparent, we want to share the full results with you in this edition.

Did you know?

If you'd like to learn more about the detail behind these figures, you can read our Annual Report To Customers. You can do this on our website at www.rbh.org.uk/performance or contact us on Freephone **0800 027 7769** if you aren't able to get online.

As these are new measures and new questions, we can't make a direct comparison with how we performed in previous years, although we'll be able to do this next year. We can and will share how our performance compares with other landlords when these figures are published - this was something you asked for at our Customer Voice Forum meetings.



Overall satisfaction

Taking everything into account, **how satisfied or dissatisfied are you with the service provided by RBH?**

72.3% said very or fairly satisfied.



Maintaining building safety

Thinking about the condition of the property or building you live in, **how satisfied or dissatisfied are you that RBH provides a home that is safe?**

80.9% said they were very or fairly satisfied.

Our completion rate for safety checks

99.2% for gas safety checks

100% for fire risk assessments

91.6% for asbestos management surveys

89% for legionella risk assessments

97.8% for passenger lift safety checks



Keeping homes in good repair

How satisfied or dissatisfied are you with the overall repairs service from RBH over the last 12 months?

We only asked this to customers who have had a repair carried out.

76.9% said they were very or fairly satisfied.

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? We only asked this to customers who have had a repair carried out.

72.2% said they were very or fairly satisfied.

How satisfied or dissatisfied are you that RBH provides a home that is well maintained?

73.1% said they were very or fairly satisfied.

98.9% of our homes currently meet the Decent Homes Standard

and **1.1%** do not. We have a clear plan in place to make sure that all RBH homes meet this standard.

We completed **80.7%** of non-emergency repairs and

90% of emergency repairs within the time we expect to do so.



Respectful and helpful engagement

How satisfied or dissatisfied are you that RBH listens to your views and acts upon them?

66.8% said they were very or fairly satisfied.

How satisfied or dissatisfied are you that RBH keeps you informed about things that matter to you?

75.6% said they were very or fairly satisfied.

To what extent do you agree or disagree with the following "RBH treats me fairly and with respect"?

82.4% agreed or strongly agreed with this statement.

Effective handling of complaints

How satisfied or dissatisfied are you with RBH's approach to complaints handling?

36.2% of customers who had submitted a complaint said they were very or fairly satisfied.

We received **43.3** stage one complaints per 1,000 homes that we own, and **8.4** stage two complaints per 1,000 homes.

We responded to **68.5%** of stage one complaints and **81.6%** of stage two complaints within the timescales set out in the Ombudsman's Complaints Handling Code.



Responsible neighbourhood management

How satisfied or dissatisfied are you that RBH keeps these communal areas clean and well maintained?

70.9% of customers with access to a communal area said they were very or fairly satisfied.

How satisfied or dissatisfied are you that RBH makes a positive contribution to your neighbourhood?

74.1% of customers said they were very or fairly satisfied.

How satisfied or dissatisfied are you with RBH's approach to handling anti-social behaviour?

67.8% of customers said they were very or fairly satisfied.

We dealt with **41.9** anti-social behaviour cases per 1,000 homes that we own,

and **0.9** hate-related anti-social behaviour cases per 1,000 homes.

News from your Representative Body

Claire Dalton joins the RBH Representative Body as independent Chair

We're delighted to welcome Claire Dalton from Co-operatives UK as the interim independent Chair of the RBH Representative Body.

RBH Representatives have asked Claire to join the Representative Body to help to guide and support them for an initial period of six months. This will include helping to shape the Representative Body's new scrutiny function.

Claire brings a huge amount of experience of governance within the mutual sector. She has been Society Secretary at Co-operatives UK since December 2022 and previously worked in the Board Secretariat team at the Co-operative Group.



"I'm really excited to have someone with Claire's skills and experience to help guide and advise representatives over the coming months. We are all looking forward to working with her to help play our part in shaping the future of our mutual."

Andrew Johnson,

Tenant Representative and
Vice-Chair of the Representative Body

"Co-operatives UK is proud to work closely with our members – and the wider co-operative movement – to champion good governance; through sharing best practice as well as delivering services to help our members be the best that they can be.

"Therefore I am delighted to be delivering advice services support to our member Rochdale Boroughwide Housing as Interim Chair of their Representative Body. This group is a vital element of the governance structure of RBH as well as being a key voice in ensuring the needs of tenants are met.

"As a Chartered Governance Professional, I bring almost 20 years' experience in supporting organisations of all kinds – from charities to regulated financial services businesses – and I am also a proud resident of Rochdale."

Claire Dalton,

Society Secretary, Co-operatives UK

Your Representative Body election results

Congratulations to our newly-elected tenant Representatives Andrew Johnson, Rosa Abreu, Samantha Scotson, Barbara Edwards, Robert Dyson, and Roy Kitcher, and to our newly-elected employee Representatives James Coutts, Stephen Edwards, and Jamie Kelly.

A big thank you to everyone who put their name forward for election

Competition

Congratulations to our art competition winner, Alice (aged 4), who submitted this fantastic picture of "our home and how much I love it". Well done Alice!



We had so much fun looking at your drawings that we'd like to run this competition again. If you are under 16, share your drawing about something you love in your community and you could win a fantastic prize. Make sure you get the permission of your parent or guardian, and send your art to customer@rbh.org.uk or in the post to **RBH Art Competition, Rochdale Boroughwide Housing, Unique Enterprise Centre, Rochdale, OL16 2UP**. You can also complete this quiz online at www.rbh.org.uk/competition

We've also got a quiz for the grown-ups! Congratulations to Carrin from Rochdale who won a £20 shopping voucher in our Wordsearch prize draw in the last edition.

There's another £20 voucher up for grabs this time - answer these four questions about our engagement menu correctly and we'll add you to our prize draw. Email your answers to customer@rbh.org.uk or post them to **RBH Competition, Unique Enterprise Centre, Rochdale, OL16 2UP**.

How many customers can sit on the Customer Services Committee?

How many elected tenant Representatives are there on the Representative Body?

How often do we hold our Customer Voice Forums in each township?

How many locations do we have for our Neighbourhood Drop-In sessions?

Tell us what you think

We want to know what you think about how we communicate with you. You can also use this form to let us know if you'd like to get involved with any of the opportunities we shared on pages 7 to 10. Everyone who responds will be entered into a prize draw to win a £20 shopping voucher!

Please complete the form below and email to customer@rbh.org.uk. You can also send it by post to RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP. You can also complete an online version of this form at www.rbh.org.uk/newsletter.

Name: _____

Address: _____

Email address or contact number: _____

1. How satisfied are you with the overall quality of communications you receive from RBH?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. How do you currently receive information from RBH? Select all that apply.

- Printed Materials (e.g., newsletters, letters)
- Email
- Social Media (e.g., Facebook, Instagram, X)
- Website
- Text Messages
- Whatsapp
- Traditional media (eg newspaper, radio)
- Face-to-face / word of mouth
- Other (please specify)

3. Which communication channel do you prefer to use when receiving information from RBH?

- Printed Materials (e.g., newsletters, letters)
- Email
- Social Media (e.g., Facebook, Instagram, X)
- Website
- Text Messages
- Whatsapp
- Traditional media (eg newspaper, radio)
- Face-to-face / word of mouth
- Other (please specify)

4. What improvements, if any, would you suggest for how Rochdale Boroughwide Housing communicates with you? Are there any topics you'd like us to feature in a future edition of this newsletter?

If you'd like to get involved with one of the activities below, tick the box and our Engagement Team will get in touch with more information!

- Customer Services Committee
- Community Drop-In Sessions
- Representative Body
- Community Champions
- Complaints Panel
- Local Community Groups
- Policy and strategy reviews
- Diversity Advocates
- Customer Voice Forums
- Communication Champions