

# Tenant's Newsletter



Hello

Welcome to the Summer 2024 Edition of our Tenant's Newsletter!...

Summer 2024 | News and updates

## Edmonson Court celebrates at the Rugby Art Gallery and Museum



19 people attended the Rugby Art Gallery and Museum on 20th March 2024 to celebrate the display of the lovely mosaic table that was hand crafted by residents at Edmonson Court.



The stunning design of the table is inspired by nature, bursting with colour and depictions of birds, bees, the sun, and an array of other animals - made with thousands of tiles it took 4 months from start to finish!

## The Tenants' Panel

We would like to thank those who attended the latest Tenant's Panel meeting on 8th May 2024 at the Rugby Art Gallery and Museum. These meetings ensure we work with tenants to improve our services.

At the last meeting we looked at:

- Information about the performance of housing services, for example the amount of rent we collect
- Complaint handling
- How to increase use of the communal rooms at our Independent Living Schemes.

Our Tenants' Panel meetings take place at Rugby Art Gallery and Museum on:

**Wednesday 13th November 2024**  
12.30pm – 2pm

**Wednesday 12th February 2025**  
12.30pm – 2pm

We are currently seeking members for our Tenants' Panel, if you are interested in helping us to improve our services and improve the way we communicate with our tenants we would love to hear from you.

Please email Freya on [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or call her on 01788 533533 for more information on how to join!

# Get involved and make a difference to where you live

Getting involved means working together to improve our services, giving you better value, better services and creating safe and thriving communities.

## There are lots of ways you can get involved:

- Completing the annual **Tenants' Survey**
- Joining in with tenants' activities, such as coffee mornings, celebrations and community events
- Join our **Tenants' Panel** and take a close and careful look at how we deliver services to you, meetings take place 4 times a year
- Read and contribute to our **Tenants' Newsletter**, produced every 3 months, which is available on our website

For more information on how you can get involved, email Daanish and Freya from our Communities and Projects team at: [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk), call us on 01788 533533, speak to your Housing Officer or Independent Living Co-ordinator or call into the Town Hall every Wednesday 10am – 4pm and talk to us about getting involved.



### BRANCAB can help with a wide range of issues

BRANCAB (Bedworth, Rugby and Nuneaton Citizens Advice) provide free, confidential, impartial and independent general advice and information on a wide range of subjects including welfare benefits, Universal Credit, disability issues, debt, consumer matters, employment, housing, relationships, legal issues, health, education and much more. For more information on how they can help, please visit: <https://brancab.org.uk/>

Call 0808 2505715

## Rugby Borough Council Stock Condition Surveys

Rugby Borough Council has appointed specialist surveyors to check the condition of our council homes. We own 3,500 homes, and it's important that we check them, inside and out.

We'll be using the results from the survey to set plans and budgets for long term replacements and improvements.

### What will happen with the results?

The results will be used to identify when and where homes and schemes will need planned works doing and how much this is likely to cost in future years.

### How long will this project take?

We'll be surveying our homes all through 2024 and beyond, when we've done surveys of all our homes, we'll then do surveys of 20% of our homes every year so we keep our information up to date.

The surveyor who visits you will have photo ID, please don't let anyone into your home without photo ID.

You will receive a letter with more information about the Stock Condition Survey closer to the time when we'd like to visit your home. If you have any questions, please call us on **01788 533533** or email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or call into the Town Hall every Wednesday 10am – 4pm to ask a housing officer about the stock condition survey.



## Estate Inspections make a difference to where you live

Rugby Borough Council is committed to keeping the neighborhood and communal areas associated with the homes we own clean and safe. One of the ways we do this is by hosting Estate Inspections. Twice a year (once a year for Independent Living Schemes), staff from the Housing Services Team and Housing Maintenance Team inspect all areas where there are Council houses in the borough.

Estate Inspections help identify issues that are causing anti-social behaviour.

At the end of every Estate Inspection an action plan is produced and monitored

### All Estate Inspections start at 9:30am.

If you would like to attend one in your area and receive an Estate Inspection schedule or if you have any questions, please email Daanish from our Communities and Projects Team at [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk), telephone **01788 533533** or call in to the Town Hall every Wednesday between 10am to 4pm and one of our housing officers can update you about Estate Inspections in your area.



# Rugby Borough Council Tenant Satisfaction Measures 2023/24

In October 2023 we wrote to all our tenants and asked them to complete a satisfaction survey so we can get feedback on what we are doing well, where we can improve and what our priorities for 2024/2025 should be.

We'd like to say a big thank you to everyone who completed the survey.

## What were the results?

Based on your responses the overall satisfaction score on the services you receive from your landlord, Rugby Borough Council is: **74.4%**

While this score is promising we know that we can improve and over the coming year we'll be working with you to improve the services to our tenants and communities.



## Tenant Perception (Survey)

Proportion of respondents who report that they are satisfied with the overall service from their landlord.	74.4%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	79.8%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	77.8%
Proportion of respondents who report that they are satisfied that their home is well maintained.	75.9%
Proportion of respondents who report that they are satisfied that their home is safe.	82.8%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	64.4%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.3%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	77.7%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	41.5%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	73.3%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	57.1%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	47.8%

THANK YOU!

## Building Safety

Proportion of homes for which all required gas safety checks have been carried out.	98.2%
Proportion of homes for which all required fire risk assessments have been carried out.	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

## Anti-Social Behaviour

Number of anti-social behaviour cases, opened per 1,000 homes.	27.1
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0

## Decent Homes/Repairs

Proportion of homes that do not meet the Decent Homes Standard.	0%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	66.9%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	74.1%
Overall Satisfaction with Repairs.	75.8%

## Complaints

Number of stage one complaints received per 1,000 homes.	37
Number of stage two complaints received per 1,000 homes.	3
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	35.4%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	77.8%

## What next?

Over the coming months we will be working hard on the issues that affect you, particularly in the areas where you didn't score us too well. Here are some of the things we are working on:

- Updating our tenant engagement strategy – making sure you have plenty of opportunities to tell us what you think
- Delivering training for staff who investigate and respond to complaints
- A new paper Tenants Newsletter will be posted out to all our tenants every three months
- Updating our website

To get involved please contact Daanish or Freya on 01788 533 533 or at [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk)

## Tenancy Health Checks!

Rugby Borough Council is committed to improving its housing management service to its tenants and communities. As part of our service and in order to get to know our tenants better, we plan to visit all our tenants (at least) every two years.

We are carrying out a rolling programme of tenancy checks over the next twelve months and we call these "tenancy health checks".

The main purpose of the health check is to ensure that:

- We identify and support tenants that may be struggling to look after their home and tenancy
- The correct person (the tenant) is living in the property

- You receive information about housing services
- We hold up-to-date information about you and can tailor services accordingly
- You can raise any concerns you have or request information about services



If you have any further questions regarding the tenancy health checks, please email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or call us on 01788 533533 or call into the Town Hall every Wednesday 10am – 4pm to talk to a housing officer.

## Rent Drop Ins and Housing Officer Drop Ins at the Town Hall

Paying your rent is essential for keeping your home, ensuring your rent is paid is part of your tenancy agreement.

If you are experiencing problems and are worried about paying your rent, please come and talk to us.

If you have any questions about your rent, drop in and speak to one of our friendly and knowledgeable income officers for help and advice any Tuesday and Thursday between 10am-4pm. No appointment is needed!

If you'd like to talk to a housing officer, you can come to the town hall every **Wednesday 10am - 4pm** and ask any questions that you may have.



## Our Repairs Service

Please report your repairs to us as soon as possible. The sooner we are aware, the sooner we can put things right.

Here are the ways you can report a repair on your home:

- Phone us on **01788 533 888, 9am – 4pm**. Choose option 2 for gas and electrical repairs and option 1 for all other repairs.
- Drop into the Town Hall and use the phone in reception to report your repair
- Visit the council's website at: [www.rugby.gov.uk](http://www.rugby.gov.uk)
- Email our Repairs team at: [prs.repairs@rugby.gov.uk](mailto:prs.repairs@rugby.gov.uk)
- Complete a Repairs form on our website at: <https://services.rugby.gov.uk/housing-report-a-repair>

For emergency repairs out of office hours, please call 01788 533 888.

We are delighted to report the launch of our new repairs system which will schedule repair visits more efficiently, enabling us to improve our overall repairs service.



## Tackling Anti-Social Behavior (ASB)

The housing team work in partnership with other council teams such as the community wardens, the Police and other relevant organisations to deter and tackle anti-social behaviour in the neighbourhoods where we provide housing.

You are responsible for your actions and the actions of your family, anyone living with you as well as any visitors to your home.

ASB includes persistent loud music and noise, vandalism and graffiti, intimidating and threatening behaviour, abandoned cars and drunken or rowdy behaviour.

Help us safeguard our communities and report signs of abuse, neglect, antisocial behaviour, and discrimination of anyone in your household or community.

### To report ASB please call:

- Emergency – **999**
- Police (non-emergencies) – **119**
- Your Housing Officer – **01788 533 533**
- Community Warden – **0800 096 8800**

Or call into the Town Hall every Wednesday 10am – 4pm to talk to a Housing Officer.

For more information regarding ASB, please visit: <https://www.rugby.gov.uk/w/anti-social-behaviour-council-tenants>

## Complaints Annual Report 2023/2024

In 2023/2024 we received 130 complaints about housing services. Our Complaints Performance and Service Report is available on our website [www.rugby.gov.uk](http://www.rugby.gov.uk) or you can request a copy to be posted out to you by emailing **[rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk)**.

### Actions to improve complaint handling

- Lessons learnt clinic to help us understand where we can improve

- Staff training

You can make a complaint in the following ways:

- Online: [www.rugby.gov.uk](http://www.rugby.gov.uk)
- By phone: **01788 533 533**
- By email: **[contactcentre@rugby.gov.uk](mailto:contactcentre@rugby.gov.uk)**
- By letter: The Town Hall, Evreux Way, Rugby, CV21 2RR
- By talking to your Independent Living Co-ordinator or your Housing Officer
- You can also make a complaint using our online complaint form: **<https://services-cm.rugby.gov.uk/complaints>**
- By calling into the Town Hall Wednesday 10am – 4pm to speak to a Housing Officer.

We will respond to your complaint within 10 days, if more time is required to give you a full response, we will agree an extension of time with you which will be no more than 10 days.

## Housing Ombudsman Service

If you are unhappy with how we have handled your complaint, you can contact the Housing Ombudsman Service:

- Online complaint form: [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)
- Phone: **0300 111 3000**
- Email: **[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**
- Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.