

# TENANT VOICE @ROTHERFED

Newsletter of RotherFed Tenant Voice  
ISSUE 5



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[www.rotherhamfederation.org](http://www.rotherhamfederation.org)

Rotherham Federation (RotherFed) is a local, community led charity that helps to strengthen communities. We work in partnership with Rotherham Metropolitan Borough Council to ensure local people are represented, have a voice and make a difference.

## Meet the RotherFed Staff .....

Hi! I'm Zoe and I'm part of community team, my role is to support the local neighbourhood centres by organising events and activities which will bring people together.



The goal is for local residents to become more social which will hopefully turn into long standing community groups led by local people for local people.

I am passionate about making Rotherham a safe and inclusive place to live. I hope I can make a difference to residents lives which will make them feel empowered to be part of their community again.

If you would like to support your local neighbourhood centre or have any ideas of what might help the community please give me a call or send me an email.

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## Upcoming Events

**Coffee Morning**  
Thrybergh Parish Hall  
Tuesday 7th December  
12pm until 2pm

**Santa's Crafty Workshop**  
St James' Church, East Dene  
Monday 20th December  
12pm until 2.30pm

**Coffee Morning**  
Thrybergh Parish Hall  
Tuesday 11th January  
10am until 12pm



If you are a current Tenant Voice Volunteer or a Council tenant who would like to get involved? Come along and see what Tenant Voice is all about. (all events are free of charge but booking is essential)  
Book via [info@rotherfed.org](mailto:info@rotherfed.org)

## You said the Council Listened!



### The tenant scrutiny panel asked

Make sure that tenant details are recorded correctly when reporting a repair

### The Council responded

Contact centre staff have been reminded of the need to take accurate information. A new telephone system to check if people are happy with their repairs will make sure that contact details are correct.



Merry Christmas and a Happy  
New Year

From RotherFed

# Volunteers - In Their Own Words

I was elected chair of ARCH (Association of Retained Council Housing) in November, this for me is a big honour as I am representing Rotherham tenants and tenants throughout Britain.



ARCH is an association of councils in England who have retained ownership and management of their council homes. Our 69 member councils manage over 575,000 council homes and are building or planning to build many more as we aim to make sure that a positive future for council housing is secured.

ARCH does this through keeping members informed of policy agenda, making the case for council housing and lobbying government for a strong retained stock sector.

ARCH is the only sector-wide body to have a constituted national Tenants Group that shares sector best practice and policy affecting council tenants nationally ensuring that the tenants voice is represented on the ARCH executive and reflected in our policy responses.

We have six meetings a year and there are fortnightly bulletins on the ARCH website that share good news stories and what is going on in government for housing, we also have a tenant conference every year, please go on the website and have a look.

I will do my best to represent Rotherham and do you proud.

## Spotlight on .....

How did Rotherham Council do in September?

### Rent collection

We collected **99.72%** of rent owed (excluding arrears brought forward)

We achieved above our September's monthly target of **99.35%**



### Re-let times

On average it currently takes **43.62** days to re-let our homes

We are working towards achieving our target of **21 days**

### Repairs to your home



**96.24%** of you were satisfied with the repair service received.

We achieved above our target of **81%**



### Time taken to complete your repair

**99.26%** of your responsive repairs were completed within time

We achieved above our target of **94%**



### Gas Safety

**100%** of our homes are gas safety compliant.

We achieved our target of **100%**

### Right First Time

**90.74%** of you were satisfied your repair was completed right first time.

We achieved above our target of **87%**



### Homelessness

We have **102** households in temporary accommodation

We are working towards achieving our target of **50** 



### Complaints

We have responded to **90%** of your complaints on time

We achieved above our target of **85%**

### Anti-Social Behaviour

**100%** of cases were closed as resolved. 

We achieved above our target of **99.5%**

