

## 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 1 for gas and electrical repairs and option 2 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**
- For any gas, electrical, boiler related issues please email **repairs@rugby.gov.uk**. All other repairs **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**.

## Thank you

Thank you to those who took part in our Annual Tenants Survey! This survey was a great chance to help Rugby Borough Council improve our services for our tenants

All those who sent their survey back in the first three weeks were entered into a prize draw to win one of 20 £25 shopping vouchers.

This is one tenant with her voucher! We look forward to sharing the results of the survey with you!



## For Our Lifeline Customers

The UK is currently switching from analogue to digital phone signals. The Council are in the process of upgrading all of our Lifeline equipment to make sure it is digitally compatible. It is important to let our Control Centre know if you are a Lifeline Customer and:

- You have recently changed telecommunications provider
- You are considering changing telecommunications provider
- You have been contacted by your provider with a request to upgrade to a digital service

Please contact our Control Centre on **01788 579706** or email **Control24H@rugby.gov.uk** if any of these apply to you.



## Shaping the Future of Rugby Borough Council's Website

Rugby Borough Council offered tenants an exciting opportunity to have their say in shaping the future of our website. We hosted a tenant workshop where we gave tenants the chance to provide us feedback to improve the websites functionality, accessibility, and overall usability.

We value your input and are committed to creating a digital platform that truly reflects the needs of our community. Whether you have suggestions for improvement or want to highlight what works well, please email **rbc.tenants@rugby.gov.uk**

# Tenant's Newsletter



Hello

Welcome to the Winter 2025 Edition of our Tenant's Newsletter!...

Winter 2025 | News and updates

## Rugby Borough Council Spreads Festive Cheer to Independent Living Schemes

In December 2024, Rugby Borough Council brought festive joy to nine Independent Living Schemes with vibrant Christmas celebrations. These events were filled with delicious food, and great company, bringing residents together to celebrate the season.



These celebrations also demonstrated the importance of collaboration and kindness. By creating spaces where residents could share meals and laughter, the events reminded everyone of the value of togetherness, especially during the holidays. It was a chance for people to build friendships, share stories, and support each other, reinforcing a strong community spirit that will carry forward into the new year.

If you would like support for any events in your community, please email us at **rbc.tenants@rugby.gov.uk**

## The Tenants' Panel

We would like to thank those who attended the latest Tenant's Panel meeting on Wednesday 13 November 2024 at the Rugby Art Gallery and Museum. These meetings ensure we work with tenants to improve our services.

THANK YOU!

At the November meeting we looked at:

- Communication with tenants following Damp and Mold inspections
- The first edition of the tenants newsletter
- RBC annual performance report (2023/24)

## OUR NEXT TENANTS PANEL MEETING WILL TAKE PLACE ON

Monday 26 May 2025 from  
12:30pm – 2pm at the

Rugby Art Museum and Gallery

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** or call her on **01788 533533** for more information on how to join!

# Meet the Managers

## THE ROLES & RESPONSIBILITIES OF SENIOR OFFICERS AT RUGBY BOROUGH COUNCIL:

Including who has responsibility for compliance with the Consumer Standards of the Regulator of Social Housing.

### Michelle Dickson - Chief Officer Communities and Homes

Michelle is the strategic lead for Housing (including enabling affordable housing and strategy development), Homelessness and Benefits Advice, Housing Management Services for Council owned properties, Asset Management, community development, and working with partners to tackle issues of poverty. Michelle is the strategic lead for all four consumer standards.

Contact the Team on [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or **01788 533533**

1

### Safety & Quality Standard

**David Thomas**  
Property Repairs Manager (Interim)

**Peter Nicholas**  
Asset Maintenance Manager

Peter and David are responsible for compliance with the Safety and Quality Standard. The standard requires landlords to provide safe and good quality homes to tenants. It covers:

- Stock Quality
- Decency
- Health & Safety
- Repairs Maintenance and planned improvements
- Adaptations

Peter & David are responsible for our statutory compliance with gas, electric, asbestos, Legionella, fire safety and lifts.

2

### Transparency, Influence & Accountability Standard

**Mary Jane Gunn**  
Communities and Projects Manager

**Matthew Deaves**  
Communication, Consultation and Information Manager

Mary Jane and Matthew are responsible for compliance with the Transparency, Influence and Accountability Standard. The standard requires landlords to be open and honest with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlords to account. It covers:

- Fairness and respect
- Diverse needs
- Engagement with tenants
- Information about landlord services
- Performance Information
- Complaints
- Self-Referral to the Regulator of Social Housing

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### Neighbourhood & Community Standard

**Marie Barlow**  
Housing Services Manager

**Claire Daly**  
Interim Housing Services Manager

Marie and Claire are responsible for compliance with the Neighbourhood and Community Standard. The standard requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes. It covers:

- Safety of shared spaces
- Local Cooperation
- Anti-Social Behaviour and Hate Crime
- Domestic Abuse

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### Tenancy Standard

**Marie Barlow**  
Housing Services Manager

**Claire Daly**  
Interim Housing Services Manager

**Daniel Khan**  
Housing Advice and Benefits Manager

Marie and Claire are also responsible for compliance with elements of the Tenancy Standard. The standard sets requirements for the fair allocations and letting of new homes and for how those tenancies are managed and ended by landlords. It covers:

- Allocations and Lettings
- Tenancy Sustainment and evictions
- Tenure
- Mutual Exchange

Marie & Claire are responsible for letting homes to new tenants, tenancy sustainment and eviction, tenure and mutual exchange.

Dan is responsible for compliance with an element of the Tenancy Standard, how we allocate our homes.

## Change to Rent and Council Tax

Rugby Borough Council residents will shortly be receiving notification of the rent charges for the new financial year April 2025 - March 2026.

The rent increase amounts to 2.7%. We increase rent charges to continue with the investment in our homes, communities and services we provide.

If you are struggling to pay your rent, we are here to help you, but we can only do so if you talk to us.

You can contact your Income Officer on **01788 533375** or via email at [IncomeOfficers@rugby.gov.uk](mailto:IncomeOfficers@rugby.gov.uk). We also offer a Rent Drop every Tuesday and Thursday at the Town Hall between **10.00am and 4.00pm**. No appointment is necessary, you can just come along.

We can also make a referral to the Tenancy Support Team who will offer 121 assistance. The team will look at income maximisation via a benefit calculator which is available on our website [www.rugby.gov.uk/calculator](http://www.rugby.gov.uk/calculator)

Alternatively, we may refer you to one of the following free of charge specialist agencies.

- **Citizen Advice on 0808 250 5715 or <https://brancab.org.uk>**
- **Step Change [www.stepchange.org](http://www.stepchange.org) or**
- **National Debt Helpline [www.nationaldebtline.org](http://www.nationaldebtline.org) or**
- **Money Advice Trust [www.moneyadvicetrust.org](http://www.moneyadvicetrust.org)**
- **Help to Claim National Helpline 0800 144 8444 (available Monday - Friday 8am - 6pm)**

## Rugby Borough Council Engages Tenants for Positive Change in Housing Services

We are working hard to ensure our housing services meet the standards set by the **Regulator of Social Housing**.

In October 2024 Rugby Borough Council held a series of tenant engagement sessions, as part of our “mock inspection” of housing services. These sessions were designed to listen to residents’ views and gather feedback on how we can continue to improve our housing services.



### Come and Review our Housing Services with us! Your Input Matters!

Rugby Borough Council is committed to ensuring our housing services meet the standards set by the Regulator of Social Housing. To achieve this, we need your valuable input!

We are inviting tenants to join us for dedicated feedback sessions where you can influence how landlord services are being delivered.

It’s an excellent opportunity to contribute to shaping the future of housing services in Rugby.

### How to Participate

- Each session has 10 spaces available on a first-come, first-served basis.

**All meetings will be held at the Town Hall**

### Session Schedule

- **Tuesday, 18 March 2025 (10:30am - 12:30pm): Tenancy Standard**
- **Wednesday, 19 March 2025 (10:30am - 12:30pm): Safety and Quality Standard**
- **Tuesday, 25 March 2025 (10:30am - 12:30pm): Neighbourhood and Community Standard**
- **Wednesday, 26 March 2025 (10:30am - 12:30pm): Transparency, Influence, and Accountability Standard**

### Book Your Spot Today

Secure your place by emailing [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) or calling **07881 533533**.

Don’t miss this opportunity to make your voice heard and help shape the future of housing in Rugby. Spaces are limited, so act fast! Lunch will be provided along with a £10 voucher for those who attend to say thank you for their time and to cover any costs, i.e for travel.

## Tackling Anti-Social Behaviour (ASB)

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/antisocial-behaviour-counciltenants>

## Be a Tenant Reader

### – Have Your Say, from the comfort of your home

Would you like to help shape the services we provide for tenants? We’re looking for tenants to join our Readers Group, where you can review and provide feedback on our policies, procedures, and much more.

Your insights and ideas are invaluable in helping us improve. This is a fantastic opportunity to ensure your voice is heard and to make a real difference—all from the comfort of your own home!

If you’re interested in getting involved or would like to know more, please email us at [rbctenants@rugby.gov.uk](mailto:rbctenants@rugby.gov.uk).

Let’s work together to make our services the best they can be!



## Introducing the Tenancy Standard



In this newsletter we would like to tell you about the Tenancy Standard of the Regulator of Social Housing and how we meet the expectations set out in the standard. To do this we’d like to introduce Claire...

Hi, my name is Claire Daly, I joined Rugby Borough Council last September as the Interim Housing Services Manager. I’m working with Rugby while our Housing Services Manager, Marie Barlow is focusing on some important projects.

Part of my role is to be the lead for the tenancy standards for the council. My role is to oversee the housing team, which consists of our housing coordinators who support the whole team, our housing officers who manage the tenancies, our income officers who support tenants and collect the rent payments, our offer tenancy support team who are there for all customers, and our independent living coordinators who oversee the independent living schemes. I have worked in housing since 2000 across housing associations and local authorities.

Our mission for the tenancy standards is to offer great services to all our tenants, to ensure that our homes are let correctly within the community, and the services managed by the team are set up to provide successful tenancies. If you’re interested in what the social housing regulator has set out as our standard, please visit their website via the QR code on the right



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



The reception area at the Town Hall has now been refurbished and looks amazing! Rent drop ins and housing officer drop ins are now running face to face at the Town Hall again!

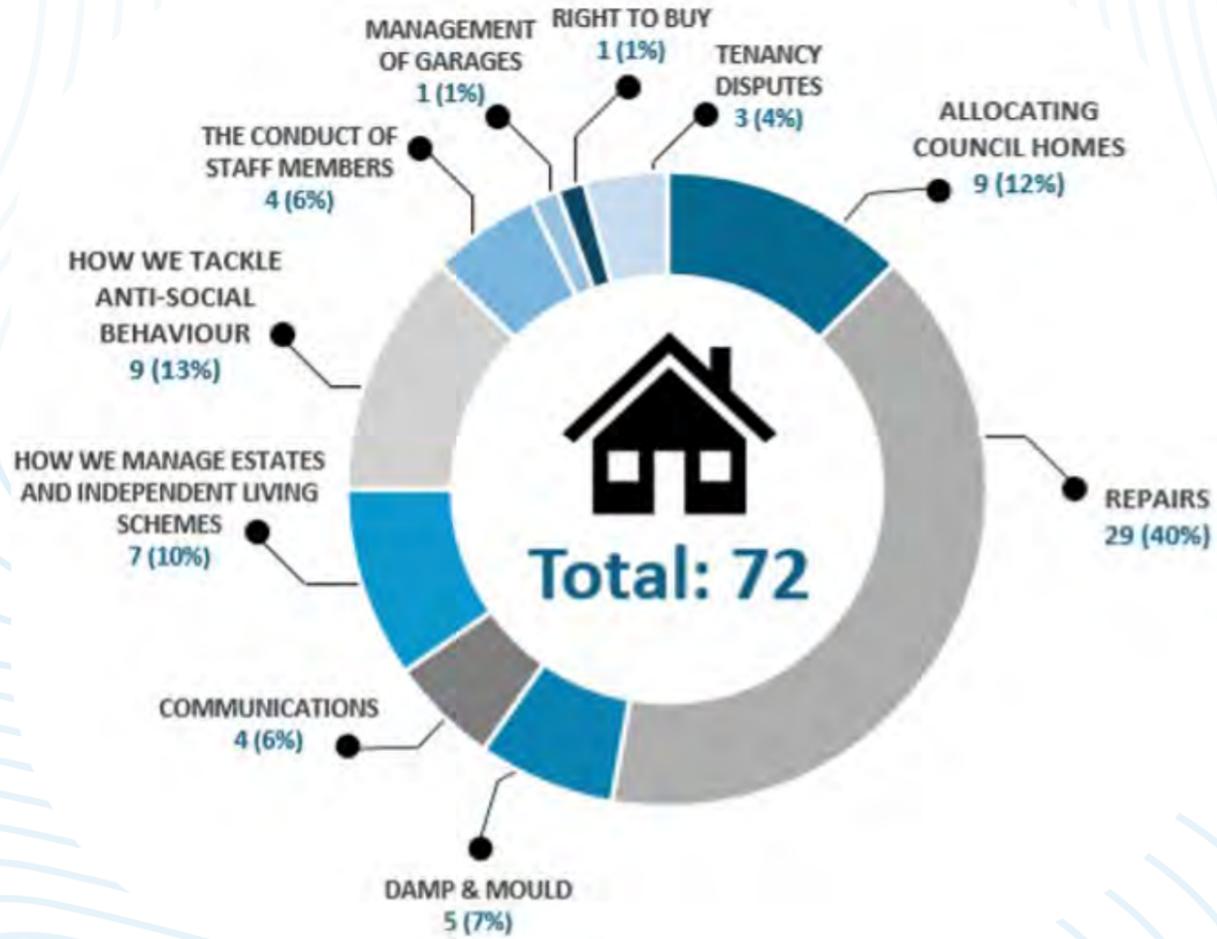
If you have any questions about your rent, drop in and speak to one of our friendly and knowledgeable income officers for help and advice any **Tuesday and Thursday between 10am-4pm**. No appointment is needed!

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

## Complaints about Housing Services

From 1 April 2024 – 31 December 2024 there were **63 complaints about housing services** and a further **9 complaints about how council houses are allocated**.

These are the services that tenants and prospective tenants complained about:



### 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 post: The Town Hall, Evreux Way, Rugby, CV21 2RR
- By talking to your independent living co-ordinator or housing officer
- By using our online complaint form: <https://servicescm.rugby.gov.uk/complaints>
- **By calling into the Town Hall on any Wednesday 10am – 4pm and speaking to a housing officer – No appointment is required.**

If you are unhappy with how we've handled your complaint you can contact the **Housing Ombudsman Service**:

- Using their Online complaint form <https://www.housing-ombudsman.org.uk/residents/bring-your-complaint-to-the-housing-ombudsman/>
- By phone: **0300 111 3000**
- By post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

## Rugby Borough Council Communities and Homes Performance Data

Safety and Quality of Homes	April/May/June 2024 - Q1	July/August/September 2024 - Q2	October/November/December 2024 - Q3	
% of RBC homes with all required gas safety checks	99.8%	99.6%	99.5%	😊
A proportion of homes for which all required Fire Risk Assessments have been carried out.	98.7%	98.3%	100%	😊
Proportion of homes for which all required electrical inspection condition reports have been carried out	98.4%	97.9%	98.3%	😊
% of homes in buildings where the communal passenger lifts have had all the necessary checks	96.08%	96.08%	100%	😊
% of homes in buildings that have had all the necessary asbestos management surveys or reinspection	97.3%	97.3%	100%	😊
% of homes in buildings that have had all the necessary legionella risk assessments	82.9%	91.2%	95.1%	😊
Your Neighbourhood and Community	April/May/June 2024	July/August/September 2024	October/November/December 2024	
Number of Planned Estate Inspections Completed	20 (100%)	18 (100%)	14 (100%)	😊
Number of Anti-Social Behaviour Cases reported	40	42	40	😊/😞
Our Tenancies	April/May/June 2024	July/August/September 2024	October/November/December 2024	
Number of people moving into a council home (allocations)	73	84	57	😊
Number of homes sold through right to buy	3	5	4	😊/😞
Number of new homes bought by RBC to meet housing need	8	1	0	😊
Number of people nominated to housing association properties	65	46	52	😊
Number of people evicted for nonpayment of rent and ASB	1	4	0	😊/😞
Transparency Influence & Accountability	April/May/June 2024	July/August/September 2024	October/November/December 2024	
Number of people involved in influencing service delivery	10	22	5	😊
Number of people involved in scrutiny of services, policy and processes	6	3	52	😊
Number of people involved in activities in their scheme or neighbourhood	82	58	112	😊
Number of people consulted about regeneration and improvements to their home	106	35	8	😊/😞
Number of tenants provided with information about accessing services, landlord performance etc	141	All our Tenants*	All our Tenants*	😊
Number of complaints received**	20	22	30	😊/😞

😊 = Good, or going in the right direction

😞 = We want to make improvements here

😊/😞 = We are about where we want to be