



**Dudley Federation of Tenants & Residents Associations**

**The Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill, Dudley, DY5 2SJ**

**Tel: 01384 868010 -- Website: [www.dftra.org.uk](http://www.dftra.org.uk) -- E-mail: [info@dftra.org.uk](mailto:info@dftra.org.uk)**

**-- [www.twitter.com/DudleyFed](http://www.twitter.com/DudleyFed) -- [www.facebook.com/dudleyfed](http://www.facebook.com/dudleyfed) --**

## **Dudley Federation Away Day report Tuesday 25th April 2017**

After looking at the notes from last year's DFTRA away day the board discussed the pressure put on existing volunteers. It was agreed by all that one of the biggest issues is the pressure put on volunteers and the lack of people involved.

One section from last year's report defining our aims was highlighted as still being the most relevant:

**Our aims are to assist and support tenants and residents of the Dudley Borough. This involves passing on information to groups in order for them to pass this on to the people at their general meetings, like information trickling down.**

### **Moving forward: the plan for 2017/18**

#### **Training**

The Board and staff member highlighted areas where training may be useful and this will be looked into.

#### **Contact with TRAs**

Although board members have a variety of regular contact with groups and their members, it isn't always recorded; a new database is being set up to allow board members to record contact and issues more effectively. The contact exercise will also be restarted to allow board members to improve contact and relationships with groups.

#### **Encouraging TRA involvement with DFTRA**

Ways to encourage TRA involvement was discussed, an idea has been discussed to enable TRA members to be more involved without having to be directors. This will be looked at by board members and TRA members to see whether anyone would be interested and how it should work.

#### **Dealing with enquiries/issues/complaints**

At Dudley Federation, people often get in touch with issues that they are struggling with. For a lot of people we are their last port of call, they have lost all hope and don't know where else to turn. You will see the figures relating to this in our end of year Service Level Agreement Report.

In order to help us deal with issues, we will now have a new way to deal with enquiries. This should be a much easier and manageable way of recording issues and the council will also be able to monitor the problems relating to them in order to identify trends. This should mean that there will be a good idea of the most frequent issues affecting the people who contact us.

#### **Dudley Federation finances**

As an organisation, DFTRA are committed to ensuring value for money. There have been significant savings made on energy and telephones in the last few years and all office contracts are reviewed annually or when due for renewal. This will all be detailed in our soon to be completed financial regulations.

#### **Directors**

**Chairperson: Martin Smith, Vice Chairperson: Stan Chance, Treasurer: Christine Phillips,  
Graham Hudson, Jayne Pearson, John Doughty, Phyllis Rowley**