



Newsletter

Including the Dudley Federation
Annual Report 2017-18

2nd Quarter August - October 2018

DFTRA Update

It's been another busy year at Dudley Federation. As another year passes we find ourselves dealing with more issues than ever. We are very glad to have welcomed new members to the board to assist with the ever increasing workload!

We are currently assisting many people with a variety of issues from benefit reviews to very serious complaints. Despite this, we are still visiting TRAs and assisting where necessary. As always, please get in touch if you or your TRA require assistance.

Loan sharks' cash used to help Dudley savers

Money confiscated from convicted loan sharks will be used to back new credit union accounts in Dudley.

The England Illegal Money Lending Team (IMLT) has joined forces with the [Castle & Crystal Credit Union](#) to use proceeds of crime money as an incentive to encourage people in Dudley town and Coseley to save, and to raise awareness of the dangers of borrowing from illegal money lenders.


The first 50 people to join Castle & Crystal Credit Union before the end of December, and who save £1 per week for 13 weeks, will qualify for a savings boost of £25.

To report a loan shark telephone 0300 555 2222 -- www.stoploansharks.co.uk

Twitter: [@LoanSharkNews](https://twitter.com/LoanSharkNews) -- Facebook: www.facebook.com/stoploansharksproject

Stay up to date on meetings and events - sign up for FREE email and text alerts

 Online at www.dudley.gov.uk/housingalerts

 Text your surname, house number and postcode to 07797 870352
e.g. Brookes, 10, DY1 1HF (initial text will only cost your standard text rate)

or

 Call 01384 815168 to sign up to the service

What our 2017/18 entailed...

26,055 flyers printed

This is 16,635 fewer leaflets than last year, 19 fewer orders and only 12 TRAs printed for compared to 18 last year. This in part is due to some groups having their flyers printed through DMBC although the DFTRA Board acknowledge that there has also been a decline in the number of TRAs and existing groups are in need of more support to prevent a further decline in numbers.

124 general queries dealt with

We are often contacted with queries that don't require the official assistance of DMBC - meaning it doesn't need to be logged as an enquiry. This can be something simple or a little more time consuming depending on the issue. Building Services queries made up over half of the 124 recorded at 71.

22 enquiries sent to DMBC for investigation

These are issues that are usually on the more complex and serious side. Once sent to DMBC, the enquiry is allocated a unique number in order for us to track the progress if necessary. These enquires are dealt with within 28 days and complainants are written to directly with the outcome. We are also informed of the outcome of these complaints.

5 enquiries resulted in a change in procedure

Sometimes an issue highlights where a change is needed to ensure that it doesn't happen again. We are very proud to have been able to raise these officially and be part of a positive change for others in the future.

Our plan for 2018/19

Make information available to non TRA members – encourage non-TRA members to sign up to email alerts via interests.me.

Carry out a Satisfaction Survey with our members

Make more connections with other Federations locally and nationally

Get clear information for groups on the availability of marketing and communication tools from PD Team / DMBC

Keep members informed of important information

Online training courses to be completed by Board members

A polite notice to be polite

Of course most (if not all) of us at one point or another have had to make a phone call that results in us feeling frustrated or even angry. Unfortunately the staff at the Repairs Management Centre (RMC) have felt it necessary to raise the issue of abuse from Tenants over the phone.

This ranges from bad language being directed towards staff to threatening language being used. No one deserves to come to work to be abused. Therefore, staff will be warning people once about their inappropriate behaviour and if it persists, they will terminate the call.

These calls are recorded. So when an officer reports this type of issue to managers, an investigation will be carried out. This could lead to tenants being added to the Early Warning System or in extreme cases, breach of tenancy conditions processes may be invoked.

Dudley Pet Check Returns

FREE wellbeing checks for dogs - - FREE microchipping - - FREE nail clipping and ear cleaning - - FREE advice on pets

Thursday 4th October 2018

Priory Park (near hub building) Priory Road DY1 4EY - 10am to 5pm

Friday 5th October 2018

Huntingtree Park Bassnage Road Halesowen B63 4EX - 10am to 5pm

*Please note that an appointment system will be in place for this event.
Please call 01952 797 306 to book your place

Latest housing news

You can view the latest news from Dudley Council at:

<https://www.dudley.gov.uk/residents/housing/latest-housing-news>

Including the results of the STAR survey, Dudley Housing's Big Conversation road show video, Dog Ownership draft policy plus much, much more!

Dudley Federation of Tenants and Residents Associations

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