



TRA Updates

Stay up to date with TRAs and what's going on via Facebook!



Well done to all groups who held events, clean ups and litter picks during the summer, and we wish all the groups holding Winter events all the best.

If you wish to advertise your event here please let us know by the first week in November.

If you are interested in joining a group that looks at Home Affairs - the Council's magazine for tenants - please let us know!

Don't forget that our next general meeting will be a Christmas event! Information on this will follow soon so keep your eyes peeled!

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)

Call 01384 815168 to sign up to the service

Active Citizens Fund

The Active Citizens Fund combines three previous streams of funding so that West Midlands Police will be better placed to engage with the public and encourage 'active citizenship'. This means that communities in the West Midlands will be actively involved in projects that will make a positive difference to themselves.

Neighbourhood Policing Units (NPU's) have an annual budget to help fund community projects that reflect the priorities of West Midlands Police and its partners.

Two types of applications will be considered for funding: Community Projects and Small Grants.

For more information on the fund and how to apply, go to: www.westmidlands-pcc.gov.uk/key-issues/active-citizens-fund

Dudley Federation of Tenants and Residents Associations

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

-- Tel: 01384 868010 -- Website: www.dftra.org.uk -- E-mail: info@dftra.org.uk --

-- www.twitter.com/DudleyFed -- www.facebook.com/dudleyfed --



News letter

2017/18 2nd quarter: August, September, October 2017

Including Annual report for 2016-17

Grenfell Tower fund donation

Following the awful tragedy in London on 14th June, the Dudley Federation Board decided to have a collection at the general meeting at the end of June.

We were overwhelmed with the response and generosity of our TRA members. Thanks to you we have been able to make a donation of £300 to the Red Cross London Fire Relief Fund.

Thank you to everyone who contributed, particularly Beacon Hill TRA, Butterfield Court TRA and Green Street Gardens TRA who held their own collections which contributed to the final amount. The payment confirmation can be viewed [on our website](#).

For up to date information on Fire Safety in Dudley, see <https://goo.gl/3goCet>.

Council Tax Reduction Scheme consultation

Council Tax Reduction schemes reduce the amount of Council Tax that low income households have to pay to the council.

This consultation is seeking views on:

- ? Whether DMBC increase the cut in CTR from 22% to 23%
- ? Introducing a new protected group for care leavers aged 18 to 24, resulting in some care leavers under the age of 25 having their Council Tax reduced to zero.

Please take the time to click the link below and familiarise yourself with the current situation and the proposed changes and then complete the questionnaire.

Information on the DMBC website : <https://goo.gl/rQw9vd>

The consultation began on 24th July and you have until 15th October 2017 to have your say.

Dogs in properties consultation

After initial consultation around dogs in high rise properties, a draft policy has now been produced. This draft policy is now ready for you to read and have your say on. This will be available to view on our website soon.

New Police Portal

A brand new website has been launched by the police to revolutionise their contact with the public. You can find useful information at the touch of a button, report certain crimes and track reported crimes. You can check it out at:

www.west-midlands.police.uk

Working with communities for a better future

Annual Report 2016 - 2017

Remind me - what's this all about?

Every year, Dudley Federation produces an end of year report for Dudley Council in line with our Service Level Agreement with them. The latest report, which covers April 2016 - March 2017, is available to view in full on our website. This is a round up of the main facts and figures from this report, as well as our plan for the coming months.

As a Federation we have a responsibility to our members to tackle issues and keep them informed. We rely on our member groups and members of the public to highlight these issues in order for us to challenge them.

When these issues are brought to our attention we not only aim to get the problem resolved for the individual but to prevent the same thing happening again in the future.

We continue to be integral in the solution of many complaints, some relatively simple to resolve and some very serious and complex. We now have a robust procedure with DMBC to deal with the more complex cases, meaning that we will be kept informed of outcomes and changes in policy made.

So, what's new?

Policies and procedures have once again been reviewed and updated. These can be viewed on our website.

Our General meetings have changed, these will no longer be bi-monthly but quarterly. We hope that this will mean a more 'concentrated' meeting with more to discuss. Newsletters will be produced quarterly in line with these meetings - March, June, September and December.

Email updates are being sent via a great email newsletter tool called 'interests.me' which allows you to produce stories to then add to an email. Stories can also be shared with the Dudley interests.me community and you can add shared stories to your email updates! If you don't already receive these updates you can sign up at interests.me/org/DudleyFed and take a look at the Dudley network at dudley.interests.me.

Our office continues to be available to TRA members who wish to use the facilities for photocopying, WiFi, laptops or meeting rooms for any TRA business as well as for advice and guidance. Just give us a call or send us an email to arrange a visit to suit you.

As mentioned above, a new way to deal with enquiries has been devised between Dudley Federation and DMBC. There is a reliable and secure procedure for issues to be sent to one place in DMBC and we are kept informed of the responses and actions following these enquiries. This will make it easier for both us and Dudley Council to identify areas of concern that need to be investigated further.

Ok, what next?

Communicating with our TRAs and their members remains a priority, which we can only do if we have up to date information. Please ensure that you complete data protection forms for your Participation Development Officer and then they can share the information with us (providing you have given consent).

Our 16/17 in numbers



Our 16/17 in words

The number of complaints remained in the 30s during 16/17 compared with 15/16. Although Housing Manager and Housing Department issues were the most common, there were no distinct trends identified.

We are happy that 87 more TRA members came to the office in 16/17 than 15/16 and we hope that this continues to increase. If you wish to visit the office please let us know and we can arrange a time to suit your needs.

We will always endeavour to attend TRA meetings when required, 8 more visits were done in 16/17 and 2 more groups were visited compared to 15/16.

General enquiries were recorded for the first time in 16/17, although these generally don't take too much time to resolve, the time does add up so we think it is important to track these and be able to track any trends and raise them as an issue.

Leaflet printing was almost halved in 16/17 from the previous year. After investigating, it seems the main reason for this is that leaflets are no longer printed for reconvened meetings, also in 15/16 we printed for 24 groups but this reduced to 18 groups in 16/17.