



# Dudley Federation



of Tenants and Residents Associations

2022/23 2nd Quarter newsletter August - October 2022

## **Dudley Federation Update**

Our next general meeting will be on Thursday 29th September, 6pm on Microsoft Teams.

We will be proposing some amendments to our memorandum and articles at this meeting. Copies of the existing documents and the proposed changes will be going to member by post. If you don't receive a copy and would like one please let us know and we will pop one in the post for you. A vote will be taken at this meeting on

If you have any queries on the proposed changes, please let us know. We will be joined by Becky Pickin from DCVS on the evening who has been integral in bringing these documents up to date and we are delighted that she will be on hand to answer any questions.

We want to hear from you - if you would like us to attend your TRA meetings or events, or if we can support you in any way please let us know!

## **Netherton Central Clean Up**

On Saturday 13th August there were 2 skips organised and filled on the land on Yew Tree Road, Netherton.

Over 17 people attended to use the skips which were arranged to discourage fly-tipping. If you're interested in holding a clean-up in your area please let your Participation Development officer know.

To see what Netherton Central TRA are up to next, like their Facebook page to get updates:

<https://www.facebook.com/NethertonCentralTRA>



## **Tenants and Residents news**

If you would like us to promote an event or report on your successes, just let us know!

# Dudley Federation Annual Report 2021-22

**Policies and Procedures** The Dudley Federation Policies and Procedures were reviewed in our Away Day in June 2021 and updated on our website. A Covid addendum was added to the Health & Safety policy and has been reviewed regularly since. Although things have returned to normal we remain cautious to ensure the wellbeing of staff, volunteers and visitors.

**Information** We are in contact with several group members and hope to further build our contact database in 2022 to keep as many members as possible informed of information as possible.

Newsletters, minutes, and financial reports continue to be made available on the website and shared to social media. At the moment our social media reach is 100% organic as we haven't paid for any advertising.

At the end of January, we managed to hold our first virtual meeting and have continued these quite successfully. We hope to hold hybrid meetings in the future with people attending both in person as well as virtually to allow as many people as possible to take part.

**Partnership meetings** We continue to attend various partnerships, new boiler replacement meeting EPLAN. Meetings with Repairs Management Centre have also begun again. A full list of partnership meetings and representatives can be found [on our website](#).

**Equality and diversity** We continue to work with the Participation Team on developing groups in diverse areas and making sure that meetings are accessible to as many as people as possible.

**Resources** We continue to make necessary changes and improvements to our office to ensure that it is as safe as possible for staff, volunteers and visitors and hope to be able to open our doors to visitors soon.

Board members and staff have been trained on ensuring that the office is a Covid-19 safe workplace.

We continue to raise issues on behalf of Tenants and Residents, with 12 issues being directed to the customer team during 2021-22. This is double that of 20-21. Issues consisted of 7 x housing, 2 x repairs, 2 x contractor and 1 x Greencare issue. General enquiries dealt with by Dudley Federation representatives / staff totalled 36, 8 cases of gas inspection no-shows were dealt with as well as 4 green care issues.

We have also assisted with 22 universal credit claims, 6 Personal Independence claims, 11 Housing Application forms and 4 succession cases.

We plan to encourage TRAs to apply for Discretionary Bids up to £100 is available for groups to purchase items to assist them in running their TRAs, particularly during the transition into electronic/hybrid meetings.

**The Dudley Federation Board members** are a great team of people who are committed to ensuring Tenants and Residents are treated fairly. If you are interested in joining the DFTRA Board please get in touch. Necessary training will be provided and expenses will be covered.

More information can be found in the 'About Us' section at [www.dftra.org.uk](http://www.dftra.org.uk). Just give us a call or drop us an email if you're interested.

# Our plan for 2022-23

## **Support the Way Forward for Customer Involvement**

We have been tasked with working in partnership with Housing and Communities to develop and co-produce Customer Involvement Strategy & Involvement Framework. We will be encouraging groups to get involved and have their say on these important items.

## **Increase the Number of Involved Customers**

We have been tasked with encouraging new people to get involved with involvement opportunities such as the Service Improvement Groups.

## **Continue Support for Existing and New TRAs**

Take part in TRA meetings when required - please let us know if you would like a DFTRA representative to attend your meeting virtually or in person.

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## **Develop DFTRA**

We are keen to hear your thoughts on the service we provide and make necessary changes. Hold Dudley Federation General meetings & AGMs. We hope to hold a hybrid meeting with people attending both in person as well as virtually to allow as many people as possible to take part.

## **Promote & Publicise the Work of DFTRA**

Being transparent and accountable remains very important to us, we want our groups to have as much information as possible. We will be working on getting information out to anyone who has requested it. We will, as always, raise issues on behalf of Tenants and Residents.

## **Develop Partnerships with Housing and Communities and the Housing Board**

We look forward to working on upcoming projects.

## Think CO

Carbon Monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels, including gas, oil, wood and coal. Carbon-based fuels are safe to use. It is only when the fuel does not burn properly that excess CO is produced, which is poisonous.

Incorrectly installed and poorly serviced appliances can cause carbon monoxide poisoning. It is important you have your gas appliances safety checked every year by a Gas Safe Registered engineer to avoid this outcome. A CO alarm is also a useful tool to detect this poisonous gas.

Regulations in England are changing from 1st October 2022 meaning that CO alarms will be installed in all rented accommodation and new build properties where there is a fixed combustion appliance, (excluding gas cookers). Fixed combustion appliances are generally powered by gas, oil, coal or wood, like gas or oil-burning boilers or a wood-burning stove.

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 will require that both private and social sector landlords must repair or replace alarms, once informed that they are faulty.

If you are a Dudley council tenant, call Dudley Council Plus on 0300 555 2345 to book your gas check.

## Reducing energy costs

While we hope there will be more help made available ahead of the rise in the energy price cap, here are some tips that could help you save money:

- 💡 Switch appliances off standby
- 💡 Turn your lights off when you're not using them or when you leave a room
- 💡 Replace all the lights in your home with LED bulbs
- 💡 Use your washing machine on a 30-degree cycle instead of higher temperatures
- 💡 Do full loads of washing
- 💡 Use 'eco' modes where available (e.g. washing machines)
- 💡 Avoid using a tumble dryer for your clothes where possible
- 💡 Swap a bath for a shower, and make it speedy
- 💡 Avoid overfilling the kettle - only boil what you need
- 💡 Only run your dishwasher when it is full
- 💡 Turn the thermostat down and pop on a jumper
- 💡 Get a smart meter and monitor your energy use by looking at it regularly
- 💡 Close doors to keep the heat in
- 💡 Use a draught excluder
- 💡 Close curtains at night

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