



Dudley Federation

of Tenants and Residents Associations

Summer newsletter 2023

Dudley Federation update

Our next general meeting on Thursday 29th June at 6pm will be our first hybrid meeting, so it will take place both in person and online.

Details have been sent to TRA members, if you haven't already let us know if you plan to attend please do so ASAP and if you haven't had the details or need further information please email info@dftra.org.uk.

Summaries of general meetings are available on our website, as well as a lot of other information including our recent Away Day/annual planning report.

As always, if you need advice on housing issues, your TRA or anything else, let us know and we will do our best to help.

The Regulator of Social Housing Regulatory Notice

Dudley Federation are very disappointed, but not surprised at the decision to issue a regulatory notice after Dudley MBC failed to meet the requirements set out of the Regulator for Social Housing. The details of the notice can be viewed [on the gov.uk website](#).

Dudley Council's response can be seen [on their website](#).

Whilst we accept that there is a plan in place - a stock condition survey of all 21,123 properties - we do have concerns that Tenants will pay for the mistake in the long run.

We, along with Dudley's Housing Board, will continue to meet with necessary Heads of Service and staff involved with rectifying the situation to ensure that the work is carried out with the best interests of Tenants in mind and that data is stored effectively in the future.

More information on the stock condition survey can be found [here](#).

If you're a tenant and would like to speak to Dudley Council about any concerns, please call Dudley Council Plus on 0300 555 2345.

Dudley MBC Satisfaction Survey

Dudley Council's Housing Services will be conducting a satisfaction survey during July and August 2023. The telephone survey will be carried out by research company Acuity who will contact a random selection of council tenants.

If you get called by Acuity, they will identify themselves and ask your permission to ask questions as part of the survey. You are under no obligation to take part in the survey, but this is an opportunity for you to share your views about the housing service you receive.

If you receive a call from Acuity the number displayed will be 01384 880 162, which is a local area code. If you call this number back you will hear a recorded message stating that someone from Acuity tried to call to complete a survey for your landlord.

The survey will ask questions about your home and the housing service that the council provides. Results from the survey will be published later in the year. Please see further information in Survey FAQs [via our website](#).

Housing Application News

As part of their Service Improvement Plan, Dudley Council will shortly be moving from their existing Dudley at Home choice based lettings system to a new integrated customer platform to combine both our waiting list and choice based lettings systems.

In order to prepare for this, new applications have been paused from Sunday 4th June 2023.

Customers who are at risk of homelessness, either immediately, or within the next 56 days can contact our Homeless Prevention and Response team on 0300 555 2345.

During this period, customers already on the waiting list will still be able to place bids via www.dudleyathome.org.uk. These customers will also be invited to make new applications on the new system 'Dudley Homes' in the coming weeks.

The New Dudley Homes' system should be launched in the Summer, it is advised that those wishing to make a new application to the waiting list to check back on 18th June for the date upon which the new system will be ready to accept applications.

Dudley Federation have made some queries regarding the changes and will update via our website and Social Media pages.

Your Home Your Forum

The next round of meetings have begun, [click here](#) to see when and where your local meeting is.

TRA training

We will be working with the Participation Development Team to arrange training for TRA members. Courses include Chair, Secretary and Treasurer training.

If you and/or your TRA members are interested in any training, please email info@dftra.org.uk or participation@dudley.gov.uk and we will let you know when courses will take place.

Hawbush TRA litter pick

Well done to Hawbush TRA who held a successful litter pick on Saturday 10th June!

If you're interested in holding a similar event, contact your Participation Development officer.

If you require insurance cover for your TRA led event, or would like a Dudley Federation representative to attend, please let us know.



Community Housing Day

The next in the series of High Rise Living Events will be held at Clent & Claverley Court, Dudley on Wednesday 28th June 2023 12-4pm.

Staff from several departments will be present to discuss concerns you may have about staying safe and well in your home. Residents that take part will be eligible to be entered into a prize draw to win £50 worth of shopping vouchers.

Free traditional afternoon tea will be provided for all attendees.

For more information please contact the Participation Development Team on 01384 815168 or email participation@dudley.gov.uk.



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1 St Giles Street, Netherton DY2 0PR

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

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