

Workshop	You Said	We Did	How you and your communities can help
Not in my Communal area - problems with shared landings and foyers	Items left on landings and in foyers put all residents at risk	<ul style="list-style-type: none"> The fire safety policy has been reviewed and approved Regular inspections are carried out and tenants are requested to remove their items immediately. If they fail to do so, they are removed by the council We will be introducing a faster process to remove items and re-charge tenants where necessary 	<ul style="list-style-type: none"> Make sure all communal areas such as landings, foyers and stairwells are clear Don't attach anything to the walls or doors Don't leave or charge electric bikes or scooters in hallways, stairwells, on landings, or in communal areas Don't over fill bin bags so they don't fit down the chute Don't leave bin bags or boxes etc. next to the chute. Take them to the bin room when they are open Make use of the council's bulk collection service (this is chargeable)
	You weren't aware of works being undertaken in blocks	<ul style="list-style-type: none"> Information to be put on notice boards and in communal areas with immediate effect Letters to be issued to tenants in advance of works 	<ul style="list-style-type: none"> Stay up to date with notices Don't ignore letters and get in touch if you feel there may be a problem or issue In case of emergency please let us know if your circumstances change.
	You don't know who your community housing team is	<ul style="list-style-type: none"> Posters have been produced for each area and information is available on the council's website and on Participation in Dudley Facebook page This information will be issued to new tenants when they sign up for a property 	<p>View the information via the following links:</p> <p>https://www.dudley.gov.uk/residents/housing/housing-contact-points</p> <p>https://www.facebook.com/participationindudley/</p>
	Notice boards are not kept up to date with useful and relevant information	<ul style="list-style-type: none"> Your community housing officer will keep the notice boards up to date. 	
	Tenants need to be kept informed of work being carried out in the block	<ul style="list-style-type: none"> Notices will be displayed in your block regarding works Letters will be issued to tenants as required 	

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<p>Not in my Communal area - problems with shared landings and foyers</p>	<p>Tenants need to know and understand the safety procedure for their block</p>	<ul style="list-style-type: none"> • Each high-rise block will have a new fire safety strategy by 1st April 2024 • All tenants who live in flats will receive a fire safety information pack to include fire door information by April 1 2024 • All buildings taller than 11 metres will have communal fire doors checked quarterly and annual checks on flat entrance doors • Fire notices are displayed in all blocks 	<ul style="list-style-type: none"> • Let us know if the fire safety information is missing so it can be replaced • Let us know about any communal repairs such as doors not closing properly • Familiarise yourself with the information pack when you receive it • Tell us if you need the information in another language or format
	<p>Tenants need to know how to use bin chutes, where fire exits are located, assembly points</p>	<ul style="list-style-type: none"> • Where relevant, information about bin chutes is provided by the community housing officer at sign up and at the new tenancy visit at 4 to 12 weeks • Fire exits are clearly marked in all high-rise blocks • Fire Action Notices are being fitted in all low rise blocks by the fire safety team. • All blocks taller than 11 metres have a stay put fire action policy unless otherwise indicated on fire signage located within the building, so there are no designated assembly points 	<ul style="list-style-type: none"> • Stay up to date with notices • Don't ignore letters and get in touch if you feel there may be a problem or issue • In case of emergency please let us know if your circumstances change.
	<p>Tenants raised concerns regarding having animals, particularly dogs in high rise</p>	<ul style="list-style-type: none"> • Pets are allowed but must be appropriate for the accommodation There are benefits of dog ownership as long as this is both reasonable and responsible. • Your community housing officer will deal with any issues that arise regarding problematic pets 	<ul style="list-style-type: none"> • If you own a pet you are responsible for their care and behaviour <p>Make sure you clean up any mess made by your pet</p>
	<p>There isn't a regular cleaning schedule in many low-rise blocks. This means that tenants are cleaning communal spaces themselves which may make them liable if someone falls or slips</p>	<ul style="list-style-type: none"> • We are commencing a review of communal cleaning and how communal areas can be kept clean and tidy. 	

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<p>I'm not letting you in – no access to properties</p>	<p>There needs to be better understanding of diverse needs and the requirements of tenants such as disability</p>	<ul style="list-style-type: none"> • A no access team has been established to better manage the process • The no access policy has been drafted and will be approved shortly • The letters we issue are being reviewed and streamlined • There will be more use of other communication methods introduced as part of the process • The council will take swift action regarding repeat offenders who will not allow access for important safety checks • We are taking a co-ordinated approach to clear the backlog of cases. • Where we identify a vulnerable tenant in need of help or support, we refer to the relevant agencies for help 	<ul style="list-style-type: none"> • Gas safety checks (yearly) and electrical safety (every five years) are extremely important for the safety of the whole building as well as for your home, and are a legal requirement • You can do your part by allowing our teams access to your home to carry out these essential checks to keep you and your neighbours safe
	<p>Information needs to be accessible and available in different formats.</p>	<ul style="list-style-type: none"> • Requests regarding alternative formats can be requested through Dudley Council Plus on 0300 555 2345 	

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I'm not letting you in – no access to properties	Ensure contractors working on behalf of the council follow the same guidelines as our own workforce.	<ul style="list-style-type: none"> • How contractors are expected to behave is written into the contract. 	Let us know if you experience any problems.
	Ensure information is appropriate and timed so there is appropriate notice given	<ul style="list-style-type: none"> • This information is part of the contract 	Let us know if you experience any problems.
	Make use of other communication methods such as telephone, text and email.	<ul style="list-style-type: none"> • Communication with tenants is part of the contract. 	Let us know if you experience any problems.
	Build relationships with tenants, especially where there may be challenges	<ul style="list-style-type: none"> • This is being addressed through the new neighbourhood model, with local hubs being established and ensuring all front line staff adopt the 'every contact counts' philosophy • Teams are encouraged to share information 	

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<p>This can seriously affect your health – damp and mould issues</p>	<p>This is a real worry for tenants as we have seen this happen regularly in other boroughs on the news. How can we ensure this isn't a problem in Dudley?</p> <p>How do I report damp and mould, even if it's just a few spots?</p>	<ul style="list-style-type: none"> • The problem is already being addressed and all cases are logged under one priority code so this is effectively monitored and ensures accurate recording of data • New information leaflets are being produced and all out of date information has been removed from the council's website. • We are building a fully trained specialist team to deal with damp and mould which includes a specialist painter and decorator. • A new damp and mould policy has been developed and is due to be approved shortly • Cases are being identified through the stock conditions surveys and dealt with • Small cases are dealt with immediately as all vans carry a damp repair kit 	<p>Report any damp and mould issues even if it's a few spots so that it can be checked and treated quickly.</p> <p>Consider:</p> <ul style="list-style-type: none"> • Opening your bathroom window a few centimetres for 30 minutes after taking a shower • Keeping pan lids on saucepans. This can stop water vapour escaping into the kitchen and wastes less energy • Crystal dehumidifiers capture so much moisture from drying clothes. They are really cheap to buy and can make

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<p>Let's shout about it – what good communications looks like</p>	<p>Can the tenants' Home Affairs magazine be more prominent within the Your Borough, Your Home, magazine?</p>	<ul style="list-style-type: none"> • There was a message on the front cover of the winter issue of the magazine reminding people Home Affairs is included 	<p>You can help by giving us ideas regarding the content of the magazine and what's important to tenants.</p>
	<p>Home Affairs needs more information and pages.</p>	<ul style="list-style-type: none"> • At present there is not an opportunity to increase this but we are looking at introducing ebulletins in between issues over a trial period to see how effective they are. We are also sharing information in alternative formats. 	<p>You can sign up to receive the ebulletin.</p>
	<p>Website development</p>	<ul style="list-style-type: none"> • We are reviewing and streamlining our webpages and the key words for searches. • This will be included as part of the tenants' communication group plans • This will be on going as part of the introduction of the new MyDudley online platform 	<p>Sign up to the MyDudley app to check information such as your rent and council tax and report a range of issues quickly and easily</p>

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<p>Let's shout about it – what good communications looks like</p>	<p>Restart the tenants' communication group</p>	<p>The communications group was launched on October 26 2023. This group will support the development of a housing communications plan.</p>	<p>Give us your views and opinions. Join the Dudley 500 group to take part in surveys.</p>
	<p>Improve communications and customer service to increase information and trust.</p>	<p>This will form part of the work with the communications group as above. Ensure that services take ownership of their communications and respond.</p>	<p>Join the Dudley 500 group to take part in surveys.</p>

