



Dudley Federation

of Tenants and Residents Associations

Summer newsletter 2024

Dudley Federation Update

Due to a rise in costs, but not funding, we have had no choice but to give up our office space that was based in Netherton. We remain committed to being available to provide support to our TRAs and the wider community, we'll just be doing it more dynamically!

So, if you or a TRA group needs assistance, just let us know and we'll do our best to assist.

Our previous office will still be opening as a Housing Hub in the future - so stay tuned for updates on that! Current Housing Hub information can be found [on our website](#).

As well as the above change, our Organisation Manager Caroline will be on maternity leave from July and will return in December. Please allow extra time for calls and queries to be answered while she is off, and ensure that emails are directed to info@dftra.org.uk.

People will be able to donate (small) unwanted household items (no furniture or white goods) that are in good working order including curtains, bedding, cushions, kitchenware, small electrical items, clothes, food and unused toiletries. The general rule is: Could another person use this? A list of example items can be seen here: www.dudley.gov.uk/council-community/starting-over/

The items will be shared between charitable organisations in the borough, including Provision House, which repurposes them for community use.

Waste disposal

Following a discussion around green waste bins at our last general meeting, we can clarify that the Household Waste Recycling Centre (aka 'the tip') at Stourbridge and the pop up sites at Lister Road, Dudley and Northway, Sedgley do indeed accept garden waste.

The next dates for the pop-up tips are:

- 6 July 2024 - Lister Road, Dudley
- 20 July 2024 - Northway, Sedgley

Please remember to book an appointment for any Dudley Council tips [via their website](#), you can also check here for future pop-up dates as they are released.

There's also a full list of accepted and prohibited waste as well as all other relevant information.

Items too good for the tip? Try community reuse and recycling events!

On Tuesday 9 July between 10am and 3pm, Dudley Council is holding a third 'Too Good To Throw Away' event - this time at The Halesowen Housing Hub on Andrew Road.

Quality checks on recent gas and electrical inspections

Dudley Council have appointed Morgan Lambert to carry out an audit on the quality of recent gas and electrical inspections to check the quality of work completed by contractors and ensure high standards are met to keep you and your home safe.

Morgan Lambert will contact you by text to arrange a suitable appointment, you can then confirm your appointment by texting 07860 098 610 or emailing info@morganlambert.com. Alternatively, you can call 01757 210 598 from 9am to 5pm, Monday to Friday.

More information can be seen on the [Council's recent e-bulletin](#). If you are contacted by a different number claiming to be Morgan Lambert, please contact Dudley Council Plus 0300 555 2345 to report.

Tenant Satisfaction Measures survey

A Tenant Satisfaction Measures survey will now be carried out every three months by the same company as before – Acuity Research & Practice.

If tenants receive a call from Acuity, the number displayed will be 01384 981 091.

The first batch of calls will commence Monday 17th June, then 2 weeks in September; December and March.

The FAQ document produced by Acuity can be viewed [on our website](#).

Successful litter pick

Dudley Federation were very happy to be able to provide Netherton Central TRA with insurance cover for their recent litter pick.

If your group is holding a TRA led event where there will be no council officers present, you will need insurance.

Please get in touch to see how we can help!

Four Million Homes - empowering social housing tenants

Four million homes is a program that was launched in April 2023 by the Department for Levelling Up, Housing and Communities – DLUHC.

The aim is to educate social housing tenants about their rights and how to hold their landlords accountable for repairs, maintenance, and addressing issues. It offers free webinars, training modules, and online resources covering a wide range of topics related to social housing which you will find at www.fourmillionhomes.org.

One particular course that our members (or prospective members) may be interested in is their upcoming online training session 'How to run an effective residents' association' which will take place on 16th July from 6.30-8.30pm. You can view and RSVP to this and their other courses [on their website](#).

There is also a recorded webinar on [Running an effective Residents' association](#).

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