



Dudley Federation

of Tenants and Residents Associations

Spring newsletter 2025

Plus 2024 Annual Report

Dudley Federation Update

We are hopeful that we will receive our funding for 2025/26. We will be having our annual away day soon where we will plan for the coming year and identify where we can make improvements.

Our next general meeting will be on Tuesday 29th April, details will be sent to members ahead of the meeting.

Play Area Makeover

After raising the need for new play equipment for many years, Wollaston Farm TRA worked with Dudley Council to apply for funding through UKSPF (Shared Prosperity Fund) for new equipment on Kent Road Park.



Before:
equipment was
sparse and
outdated



After: An array of equipment including swings for all ages, a junior Multi-Play with 2 steel slides and a rock climber, a toddler Multi-Play, educational and sensory panels and a wheelchair carousel.

Service Charges

Dudley Council introduced service charges for a range of communal services on Monday 13th January 2025.

The charges cover services such as grounds maintenance, lighting in hallways, and cleaning of communal areas and lifts.

Frequently asked questions can be found on the Council website [here](#).

If you feel you are paying for a service that you aren't receiving, or you are unhappy with the service, please get in touch with us and we will do our best to assist.

Transitional Support Fund

If you are experiencing difficulty in paying your service charge you can make an application to a support fund through Dudley Council.

You will need to provide information regarding your income and expenditure so that they can assess your application.

Once assessed, they will provide you with a decision within 10 working days. This decision will include the amount awarded and the period it has been awarded for.

To request a form, please call Dudley Council's Income Team on 0300 555 0010.



Dudley Federation 2024 Annual Report

Our Service Level Agreement with Dudley Council is broken down into 4 sections. Below you will see the headings of these sections and how we demonstrate that we have completed the aims set out.

1. Work in partnership with Community Involvement and the Housing and Communities Directorate to improve services and ensure compliance with Consumer and Building Safety Standards

How did we demonstrate this?

- ✓ We shared involvement group information regularly with our mailing list of over 150 tenants and residents.
- ✓ We dealt with or signposted 5 Greencare and 27 Housing issues.
- ✓ We handled 39 general enquiries, including 4 from DMBC officers, 2 from local councillors/MPs, 11 from non-TRA members, and 19 from TRA members.
- ✓ We attended 11 housing related involvement activities, including High Rise Safety events, walkabouts, and Housing Scrutiny Panel set up. We led 3 of these.
- ✓ We attended 17 partnership meetings, raised various issues raised and fed necessary information such as boiler issues back to the board and TRA members.

2. Work in partnership with Dudley Council and partners to ensure community safety and development

How did we demonstrate this?

- ✓ We dealt with or signposted 9 non-housing related issues, including street lighting and speeding cars.
- ✓ We attended 3 non-housing related events including a fun day and an anti-hate group meeting.



Dudley Federation 2024 Annual Report

C o n t i n u e d

3. Effectively support TRA members

How did we demonstrate this?

- ✓ We promote what we do to both our members and non-members via newsletters, email updates, meetings and our website.
- ✓ We attended 20 TRA meetings, 8 of these were AGMs and 15 people were supported into key committee roles. Forty-two issues were taken from these meetings and dealt with.
- ✓ We supported groups outside of meetings 6 times, ranging from lift issues to getting members to meetings.
- ✓ We attended 4 events let by tenants and residents.

4. Meet DMBC requirements for funding

How did we demonstrate this?


- ✓ We have up to date Health and Safety, GDPR and Equal Opportunities policy in place.
- ✓ We review our Articles of Association as needed.
- ✓ We ensure that DFTRA Board members undertake training as needed to run effectively.

Our plan for 2025/26

We plan to continue what we do well - keeping in touch with our members and supporting groups, and we will build on what we aren't so good at - blowing our own trumpet.

We will work harder on reporting what we do, so that we can report even better to you - our members, next year.

Further plans will be made at our away day later this year and will be shared on our website. If you have any suggestions for us, please let us know.



MyDudley

Dudley borough residents will no longer be able to access the Dudley app after 31 March 2025. Council services can now be accessed using MyDudley.

To make life easier for you, and to help reduce unnecessary spend on paper, printing, and postage costs for Dudley Council (Make savings that can be reinvested into the services that matter most), you can sign up to receive your council tax bill online at [MyDudley](#).

[MyDudley](#) is an online service which makes managing your council requests and reports easier with everything available in one place.

With MyDudley you can:

- Request services
 - Report issues
 - View your council tax statement
 - Book a bulky waste collection service
 - Report anti-social behaviour
 - Order copies of certificates for births, deaths, marriages and civil partnerships
 - Report a missed bin collection
 - Subscribe to the garden waste collection service
- ...and much more!

Repairs Responsibility

Dudley Council has made changes to its Repairs Responsibility, [you can download the updated guide here](#).

If you have any questions regarding the changes, please let us know and we will do our best to get them answered for you.

Housing Satisfaction Surveys

Tenant Satisfaction Measures surveys are now carried out every three months by Acuity Research & Practice.

If tenants receive a call from Acuity, the number displayed will be 01384 981091. They will not call from any other number.

The fourth batch of calls will commence on Monday 17th March for 2 weeks.

FAQs can be viewed [on our website](#), and the results from the last survey can be viewed [on the Dudley council website](#).

Your Borough Your Home

Keep up to date on what is going on in the Borough via Your Borough Your Home.

The Spring edition is now available as well as past editions [on the Dudley Council Website](#).

Dudley Federation of Tenants and Residents Associations
C/O Griffiths & Pegg, Hagley Court South, Level Street, Brierley Hill DY5 1XE

☎ Tel: 01384 868 010 🌐 Website: www.dftra.org.uk

✉ E-mail: info@dftra.org.uk

f www.facebook.com/dudleyfed t www.twitter.com/DudleyFed

📷 www.instagram.com/dudleyfed