

1. Work in partnership with Participation Development Team and the Housing and Communities Directorate to improve services and ensure compliance with Consumer and Building Safety Standards.	
Required Outcome: Evidence of improved services and assurance of compliance.	
Demonstrated by:	Progress/evidence supplied:
1.1 Number of new referrals onto involvement activities inc. groups.	1.1 Involvement activity information from Dudley MBC was sent to our members & non-members throughout the year, this is currently 182 people. Unfortunately, no one signed up via the information that we sent.
1.2 Number and impact of housing related service issues/trends raised via DFTRA	<p>A total of thirty-four housing related issues were dealt with in 2025, brief details of these can be seen in Issue Reports 2025 – Housing related.</p> <ul style="list-style-type: none"> ▶ These issues cover a wide variety of topics, including three safety-related concerns (gas servicing, fire alarms/doors, and lift breakdowns). A clear trend continues to be the slow response from Dudley Council across multiple departments. While we are pleased to assist tenants in getting their issues acknowledged and, hopefully, resolved, our strong preference is for these matters to be dealt with properly at the outset, without the need for involvement from us, local councillors, or heads of service. <p>Twelve housing related general enquiries were answered, brief details can be seen in General Enquiry Reports – Housing related.</p> <ul style="list-style-type: none"> ▶ By answering these queries we have supported tenants, strengthened transparency and maintained good communication with councillors and heads of departments at Dudley Council.
1.3 Number and impact of Housing related involvement activities attended and/or supported	1.3 Thirteen housing related involvement activities were attended in 2025. The details of the activities can be seen here Involvement Activity Reports 2025 – Housing related .

	<p>Attendance at Housing Assurance Board ensures that tenants are represented in high-level discussions. Regular attendance at TRA-led coffee mornings builds relationships and trust.</p>
<p>1.4 Number and impact of Housing related partnership meetings attended and/or supported</p>	<p>1.4 Seventeen partnership meetings were attended in 2025, a breakdown of the meetings attended can be seen here Partnership Meeting Reports.</p> <p>(It is worth noting that painting meetings are not taking place very often, and there haven't been any electrical contractor meetings for some time. Lift meetings have taken place, but there is an issue preventing Dudley Federation members from joining these via Teams. We have investigated this, but the cause of the problem remains unclear).</p> <ul style="list-style-type: none"> ▶ We attend these meetings to support a genuine two-way exchange of information. This enables us to escalate tenants' concerns where necessary and to communicate important updates to our members and non-members where appropriate.

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

Required Outcome: Evidence of positive contributions to community wellbeing and safety and assurance of compliance.

Demonstrated by:	Progress/evidence supplied:
<p>2.1 Number of non-housing related issues signposted and impact</p>	<p>Nine non-housing related issues were dealt with in 2025. Brief details of these can be seen in Issue Reports 2025 – Non-housing related.</p> <ul style="list-style-type: none"> ▶ Supporting residents with benefits such as Attendance Allowance has helped vulnerable households to access financial support and adaptations, improving independence and quality of life. This also helps tenants to continue to pay their rent, preventing arrears and any related stress. ▶ Co-ordination with Street Care, Green Scene, and councillors resulted in waste removal, clearer pathways, and safer school routes. ▶ Overall, we believe that our assistance with non-housing issues strengthens communities, enhances wellbeing and prevents problems from escalating. <p>Fifteen non-housing related general enquiries were received in 2025, brief details can be seen here General enquiry report 2025 - Non-housing related.</p> <ul style="list-style-type: none"> ▶ We believe that our assistance in these enquiries has led to improved resident wellbeing, reduced risk, enhanced access to services, and strengthened relationships with partner agencies as well as trust in the organisation.
<p>2.2 Number and impact of non-Housing related involvement activities attended and/or supported</p>	<p>One non-housing related involvement activity was attended in 2025, more information in Involvement Activity Report 2025 – Non-housing related.</p> <ul style="list-style-type: none"> ▶ Attending police events is useful as it keeps us informed of local issues.

3. Work in partnership with the PD Team to effectively support recognised TRAs/local groups and be an accountable and effective member organisation.

Required Outcome: Evidence of supporting TRAs/local groups to provide a representative voice for their communities and feel enabled and supported to achieve this.

Demonstrated by:	Progress/evidence supplied:
<p>3.1 Evidence of effective promotion and awareness of the work of DFTRA</p>	<p>3.1 Four email updates were sent to TRA members and non-TRA members on our mailing list during 2025.</p> <p>These can be seen here: Spring update, Summer update, Autumn Update, Winter Update.</p> <p>Our quarterly newsletters were included in these updates and can be seen here: Spring 2025 newsletter (including 2024 annual report), Summer 2025 newsletter, Autumn 2025 newsletter, Winter 2025 newsletter.</p>
<p>3.2 Feedback on promotion and awareness of the work of DFTRA from members/non members</p>	<p>We asked for feedback on each of our updates, a total of thirty-five were received over the year and the results of these can be seen in Mailing list feedback 2025.</p> <p>Overall, we are happy with the feedback on our updates and have taken suggestions on board.</p> <p>We also asked for general feedback on the organisation as a whole via our annual Satisfaction Survey, the results can be seen in Satisfaction Survey results 2025 – TRA members and Satisfaction Survey results 2025 – non-TRA members.</p> <p>Our Satisfaction Survey responses have reduced significantly since 2023, when we had 21 responses. This year we have had only 6, though we do appreciate those who took the time to respond and believe that all feedback is worthwhile.</p> <p>It is possible that there is some survey fatigue, either from frequency or length. This will be discussed at our Away Day this year.</p>
<p>3.3 Number and impact of DFTRA members enquiries responded to</p>	<p>3.3 There were seven TRA member enquiries in 2025, as can be seen in General Enquiry Reports 2025 - TRA members.</p> <p>Handling enquiries from TRA members improves trust with residents, helps clarify DMBC processes (such as service charge policies and funding information), and provides</p>

	guidance and resources to support community groups. It also highlights recurring tenant concerns, allowing us to raise these issues as an organisation.
3.4 Evidence of support for TRA groups and meetings	3.4 Support was provided to TRAs fifteen times during 2025, as can be seen in TRA Support reports 2025 . Nine TRA meetings were attended during 2025, details can be seen in TRA meeting report 2025 .
3.4.1 Numbers of bids and funding completed/supported for groups	3.4.1 We are yet to be asked to assist with any funding bids.
3.4.2 Number of TRA led community events supported and the impact	3.4.2 We supported three TRA led events in 2025, as can be seen in Involvement activity report 2025 – TRA led . Supporting these TRA-led coffee mornings strengthened relationships with TRA members and other residents, this has enabled early identification of issues, and reinforced partnership working with groups, contributing to better outcomes.
3.5 Evidence of a clear complaints procedure to all members regarding the organisation	3.5 Our complaints procedure is on our website here .

4. Meet DMBC requirements for funding

Required Outcome: Ensure compliance with any requirements needed to secure funding

Demonstrated by:

Progress/evidence supplied:

4.1 Evidence of health and safety policy

4.1 Our health and safety policy can be seen [here](#).

4.2 Evidence of GDPR policy

4.2 Our data protection policy, including GDPR can be seen [here](#).

4.3 Evidence of an equal opportunities policy

4.3 Our equal opportunities policy can be seen [here](#).

4.4 Review and update the Articles of Association as needed.

4.4 The latest review was completed in February 2025 and the current version can be seen [here](#).

4.5 Ensure that DFTRA Board members undertake training as needed to run effectively. E.g. data protection, equality and diversity.

4.5 Training needs are reviewed regularly and were discussed in our [away day](#) in May 2025.