



DFTRA Annual update

The last year

Over the last year we have tried to keep making changes to improve the organisation and how it works. We like to think that we have maintained the transparency that was requested and continue to think of our member groups as an important extension of Dudley Federation, after all without the hard work of the Tenants and Residents Association volunteers this organisation wouldn't be necessary!

Achievements

Our Christmas Awards presentation evening was a great achievement, made even more special as for the first time we asked for the help of volunteers from TRAs. The result was an excellent night in a different venue which went down very well.

Another stand out success has been the work that has been done with Social Media. With the help of Dudley MBC's Participation Team there has been an increase in Tenants and Residents groups with an online profile and we are also making an effort to share, update, tweet, favourite and like on a regular basis.

Things to improve

We hope in the next year to be in touch with our groups more, we will be looking to give you a call every now and then to see how things are going and whether we can help in any way. Of course you are more than welcome to give us a call, pop in or send us an email whenever you like.

Moving forward

Our focus remains on our member groups to help them in any way possible, from assisting with flyer printing to dealing with complaints and taking up the bigger issues to ensure that the matter is not just solved, but we have done everything we can to prevent it from happening again.

We are really looking forward to working with the new involvement structure interim board that has been formed following the 'Take Control and Get Involved' events and consultation.

Plans for the next 12 months

Over the next few months we will once again be planning our annual Christmas event which celebrates the hard work of our members - with the help of our members. If you are interested in helping to plan the event please let Caroline know as soon as possible.

In the first quarter of 2015 we will be working with the involvement structure interim board to put together the official board.

In the next 6 months we are hoping to complete another satisfaction survey to get your opinion on how we have been doing and what you would like from us in the future.

Over the coming year we would like to encourage our existing tenants and residents group members to accompany our officers to partnership meetings, this would give you as community representatives a heightened understanding of Dudley Council's Partnerships and how different departments in the council work.

We hope to continue to work as we have been over the last year, and we are aiming to improve communication with all of our members.



"The past 12 months have been very interesting for ourselves and for TRAs with the development of the new engagement structure".

Martin Smith, Chairperson

"Another good year. With the introduction of the new board there is plenty to look forward to over the next 12 months".

Stan Chance, Vice Chairperson



"A very positive year for the fed, more issues are being challenged on your behalf than ever before".

Christine Phillips, Treasurer

"I have enjoyed that last year at DFTRA. I hope that next year will be as interesting".

Phyllis Rowley, Director

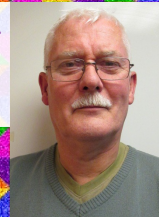


"I am very pleased with the way that Dudley Federation have been able to deal with tenants and residents complaints efficiently".

Graham Hudson, Director

"I have enjoyed working hard for all in the Dudley Borough over the last 12 months as a director of Dudley Federation".

Peter Hartshorne, Director



"The last year has been excellent, as a federation we have helped people, attended meetings to get information and kept our members up to date".

Steve Jinks, Director

"The learning curve has continued for all of us over the last year and I have enjoyed working with the Dudley Federation board and our members to assist them with any issues.

The board and I have been working over the last few months to develop this newsletter into a more informative 2 page monthly update including an update from us, any important information, focus articles on TRA groups and features on capital bid projects. We hope that this has been more useful for our members.

An extra effort is now being made to keep online content up to date, as well as maintain contact with people who don't use the internet.

We hope that our members feel that they can contact us for advice should they need it".

Caroline Salter, Office Manager



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