



Dudley Federation



of Tenants and Residents Associations

Annual Report 2015-2016

9
Board
members

25
member
groups

1
Main
objective



Working with communities for a better future

What's this all about?

Every year, Dudley Federation produces an 'end of year' report for Dudley Council in line with our Service Level Agreement with them. The report, which covers April 2015 - March 2016, is available to view in full on our website. This newsletter is a round up of the main facts and figures from this report, as well as our plan for the coming months.

As a Federation we have a responsibility to our members to tackle issues and keep them informed. We rely on our member groups and members of the public to highlight these issues in order for us to challenge them.

When these issues are brought to our attention we not only aim to get the problem resolved for the individual but to prevent the same thing happening again in the future.

We have been integral in the solution of many complaints, some relatively simple to resolve and some very serious and complex. Regardless of the difficulties in getting to the bottom of an issue, once the problem has been resolved it is completely worth it and very rewarding.

So, what's new?

Although it is not new, promotion for TRA groups has increased over the last few years with tools such as social media making it free and easy for groups to share their public meeting dates as well as information that affects their communities. We have supported the set up of many TRA social media pages alongside the Participation Development team and continue to work together to help groups set up and manage their online presence.

We acknowledge that not everyone uses a computer or social media so we continue to print leaflets for groups and after a suggestion from a TRA member, we recently started printing these on coloured paper. This may seem like a small change but we are keen to help groups to get noticed in any way possible. It also helps us to save money by printing in black and white!

Did you know? You can modify your leaflets or even submit your own design! Just let us or your Participation Development Officer know what you would like.

As well as printing leaflets for TRA meetings, we now produce information cards for groups. These are business card size and have information such as social media pages and text alert sign up instructions - everything you would want people to know about your group in a handy snapshot. If you would like information cards for your group please get in touch and we will design and print.



OK, what's next?

We will of course continue to support our member groups and help anyone who comes to us by signposting them to necessary information or dealing with their problems. We would really like to improve communication with our groups and we do have plans to call and have a chat about how things are going on a regular basis.

Our 15/16 in numbers

39

Complaints were dealt with

The most common issues were:

4

Safeguarding

4

Anti-social behaviour

There were also

22

General queries dealt with over the phone

5

Communication with Dudley Council or their partnerships

11

Benefits

96

visitors to our office, including 40 TRA members (non-DFTRA reps)

£924.05

Of projected savings in 16/17 due to contract changes and general belt tightening

Leaflets produced
60,000
to promote TRA meetings and events

There were

21

visits to

10

TRA groups by a DFTRA representative

Our 15/16 in words

In comparison to 14/15, the number of serious issues reported to Dudley Federation has decreased, but the amount of general advice and guidance being requested has risen. The main issues in 14/15 were DMBC repairs or incomplete work, whereas this year the number of benefit queries directed towards us has almost doubled.

We have also noticed that a lot of complaints were from individuals not part of a TRA who had been signposted by other agencies and organisations.

The number of TRA visits has remained almost the same as last year. Remember, if you would like a Federation representative present at any of your meetings, all you have to do is ask!

The use of our facilities is free to member groups for TRA related business. If you need a room for a meeting, the use of a computer, or any printing or photocopying, just get in touch and we can arrange.

It is vital for us to show value for money, therefore we have been conducting reviews of contracts annually to ensure that we are getting the best price and the best service possible.

Book your place now at socialmediasurgery.com/events/1160 or give us a call to let us know that you plan to attend. This session is open to anyone community or voluntary group.

Brierley Hill Social Media Surgery

Thursday 13 October 2016

2:00pm - 3:30pm

Dudley Federation of Tenants and Residents Associations
Ground Floor Complex
Booth Court
Lower Derry Street
Brierley Hill
DY5 2SJ

Previously the average saving from the scheme was over £300 per household, so it's well worth getting registered.

The Big Switch brings people together to reduce their energy bills by switching their energy suppliers collectively. The more people who register; the better the deal offered by the energy companies. The deals offered are market leading rates which are not available through ordinary switching sites.

In previous auctions more than 6000 people across Dudley have registered to switch with fantastic savings on offer.

People can register online or by phone to take advantage of cut price rates offered by energy companies. The Big Switch auction opened in early August and closes for registration on 10 October.

The scheme is open to all householders, including people living in rented accommodation, those with a prepayment meter or people paying for dual fuel or for gas and electricity separately and those with a fuel debt of up to £500 or less.

We are also holding a TRA social media drop-in on the evening of Tuesday 4th October from 6pm, let us know if you would like to attend.

Save money on energy bills with the Big Switch

With the summer moving on quickly and autumn looming ever nearer Dudley Borough residents are being encouraged to think ahead and get saving on their energy bills.

Dudley Council is urging people to be proactive and to sign up to the Big Switch – the council's energy switching scheme.

Sign up to Dudley's big switch to save money on your energy bills



To find out more call Dudley Council Plus on:

0300 555 2345

or visit:

www.dudley.gov.uk/bigswitch

Stay up to date on meetings and events - sign up for FREE email and text alerts



Online at www.dudley.gov.uk/housingalerts



Text your surname, house number and postcode to 07797 870352
e.g. Brookes, 10, DY1 1HF (initial text will only cost your standard text rate)

or



Call 01384 815168 to sign up to the service

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