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FOCUS ON

my **ROSEBERY** RESIDENT PORTAL

Register
for a chance
to win a £50
voucher



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DIGITAL SUPPORT

Register with My Rosebery for a chance to win a £50 voucher

We launched our new resident portal this year and it is the fastest way for you to get in touch with us. When a new message is sent to your account, you will now receive a text or email letting you know about it. There's no need to wait for a call back or stay on the phone waiting to be transferred to the right team. Reporting a repair through My Rosebery takes as long as making a cup of tea – and you can do it at the same time!

Portal benefits:

- A one-stop-shop for everything to do with your tenancy
- View your rent statements to check whether you are up-to-date with payments
- Easy to use, any time, anywhere and from any device – and it's the quickest way to report a repair
- Make a rent payment, update your information, message us, book a repair
- Report any changes in your personal circumstances – such as who is living in your home?
- Receive a response to your message within five days

We've had a fantastic response from residents who have already signed up to the portal:

“I love the flexibility of the portal, as the responses come within an efficient timeframe. I think it's a good method of communication and suits people who are working full time.”

“I think the new portal is a good improvement.”



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You can use your account through:

- Rosebery website – www.rosebery.org.uk/my-rosebery-login/
- Apple app store – apps.apple.com/gb/app/rosebery-housing-association/id1189112299
- Android Google Play store – play.google.com/store/apps/details?id=com.AppInstitute.gracegerapp&hl=en

If you haven't already signed up, then please register at www.rosebery.org.uk/my-rosebery-login/ You will need your:

- Date of birth
- Tenancy reference
- Email address
- And a username and password to remember in the future

Once you have registered, the only thing to remember is your username and password for logging in.

Don't miss out, sign up today to be in with a chance of winning a **£50 Love2Shop voucher!**



Improve your digital skills

We understand the importance of using digital skills in everyday life and the benefits of being connected to the internet. Our Digital Officer regularly runs free workshops for residents, where topics can be tailored to what you want to learn. They can include:

- Setting up an email account
- Using social media
- Registering for a My Rosebery account and how to use it
- Staying safe online
- Shopping online and saving money
- Using Skype
- Finding local information and events
- Downloading and using the Rosebery app
- And anything else!

To find out more or to book a session, please email digitalofficer@rosebery.org.uk or call us on 01372 814 000.





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Electrical product recalls – are your appliances safe?

Resident safety comes first and we are committed to doing all we can to keep you and your family safe in your home.



Faulty electrical appliances pose a serious risk. Sometimes faults are detected within specific products and this may result in the recall of a particular item or model across the country. It is the manufacturer's responsibility to contact their customers to issue a repair or replace the appliance, or to provide them with a full refund.

It's often easy to miss official notifications of product recalls and to carry on using these appliances unaware of the potentially life-threatening risks.

The threat of faulty tumble dryers, fridges and washing machines remains very high. We encourage residents to stay alert to any potential faults and to respond to product recalls. If you'd like to check whether any of your domestic appliances have been recalled by the manufacturer please visit their website to find details or visit the recall register on the **Electrical Safety First website**:

www.electricalsafetyfirst.org.uk/product-recalls/categories/domestic-appliances/

Keeping your new fire door safe



Over the past year, we have invested significantly in our fire door replacement programme, which puts resident safety first. Fire doors – which have been fitted to the homes of residents living in blocks of flats – are designed to stop fire spreading for 30 minutes, providing valuable time for people to take action in an emergency.

It's important that you do not make any changes to the door, as that could have a serious impact on your safety.

DO NOT:

- X** Paint your door with oil-based paints
- X** Move the door closer
- X** Remove or replace the locks, spy holes, hinges or letter box
- X** Install any additional locks to the front door
- X** Cut or ease the door in any way

The only paint that you are allowed to use on your door is water-based. If you wish to make any changes to your door please contact our Customer Experience Team first: customerexperience@rosebery.org.uk

If you change the door then you may be putting yourself and others at risk and you could be liable to pay for a repair or replacement.





Fighting for a gas safe nation

Raising awareness of gas safety is vital and, as with last year, we supported Gas Safety Week 2019, which ran during mid-September.

This annual safety week is coordinated by Gas Safe Register, the official list of gas engineers who are legally allowed to work on gas. The aim is to raise awareness of gas safety and the importance of taking care of your gas appliances.

Badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning. The Gas Safe Register advises you to carry out a few simple checks to keep you and your family safe.



YOUR SAFETY

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✓ **Check any gas appliances you own every year.** You are responsible for any gas appliances that you personally own. You should arrange for these to be safety checked once a year and serviced regularly by a Gas Safe registered engineer.

✓ **Check that your engineer is Gas Safe registered.** You can find or check an engineer at GasSafeRegister.co.uk call 0800 408 5500 or ask to see the engineer's Gas Safe identity card when they arrive.

✓ **Check for warning signs that could indicate your appliances are not working correctly.** Signs may include yellow /orange flames instead of blue ones, black marks on or around the appliance, a pilot light that keeps going out and too much condensation in the room.

✓ **Make a note of the six main symptoms of carbon monoxide poisoning –** headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness.

✓ **Install an audible carbon monoxide alarm and make sure your friends and relatives have one too.** Ensure the alarm is marked EN50291 and displays the British Standards' Kitemark.

If you rent your home, we have a landlord responsibility to make sure:

- Gas pipework, appliances and flues in your home are maintained in a safe condition.
- All gas appliances and flues provided for your use have an annual safety check arranged by us.
- We provide you with a Gas Safety Record within 28 days of completing the check or this is issued to any new tenant before they move in.
- We keep a copy of the Gas Safety Record until two further checks have taken place.
- All maintenance and annual safety checks are carried out by a qualified Gas Safe registered engineer.
- All gas equipment (including any appliance left by a previous tenant) is safe or otherwise removed before re-letting.



For gas safety advice and to find or check an engineer please visit the Gas Safe Register website at GasSafeRegister.co.uk Alternatively please call the free helpline on 0800 408 5500.





Storage of personal items

Keeping you and your family safe in your home is important to us. It's our responsibility to make sure the buildings and internal areas of your home meet fire safety requirements. Alongside this, our residents and leaseholders have their own responsibility to keep communal areas clear of fire hazards. We carry out regular checks on this.

You are not allowed to store or place any items in the internal and external communal areas of your block of flats. We operate a zero tolerance policy for belongings left in these areas. They will be removed immediately if they are found there.

These include, but are not limited to:

- Bags of rubbish
- Plants
- Other decorative items
- Larger objects such as bikes and prams

What are internal and external areas?

These are areas that are both inside and outside a block of flats which all residents have access to and share. Examples include:

- External bins and sheds
- Entrance lobbies
- Landings
- Stairwells
- Meter cupboards
- Bin and chute rooms
- Lifts
- Open walkways
- Shared balconies

Goods left in these areas pose a serious fire risk. Stored items could stop you escaping from a fire and could also prevent fire crews and emergency services from entering the building. Our zero tolerance policy is in place to keep you and your families safe from danger.

Any goods or materials that we have removed will be available for owners to collect – but for a period of 14 days only. If these items have not been collected after this time then we will recharge the owner for the disposal – and when the owner is not known to us, the cost will be passed on to residents via their service charges. Please note that we take no responsibility for the condition or safe keeping of these items and we'll dispose of them without giving you any prior notice.

Reclaiming your belongings

To collect any of your items that have been removed by us, please contact our Customer Experience Team:

Live chat via our website www.rosebery.org.uk
Message us through your My Rosebery account
www.rosebery.org.uk/my-rosebery-login/



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Tenancy audit visit to your home

As part of our commitment to improving the services we provide to you, we will be carrying out tenancy audits at our rented properties.

The tenancy audit is a survey which involves us gathering some information about you. These audits help us to make sure that we are providing the right services for you, so they are an important part of what we do.

We understand that privacy is important to you, so we want to reassure you that we always treat your information with great care.

The visit will not take long – about 20 minutes – and it must be carried out.

The audits will be completed over two years so you may see an increase in the number of Rosebery staff in your area. Staff will carry identity cards with them, which you can ask to see.

Frequently asked questions

Why are you carrying out a tenancy audit?

These audits are to check that we have up to date contact details for you. We also want to check who is living at the property to make sure you are not under-occupying your home.

What happens during the audit?

When we call, we'll check whether the information we have about you is up to date and will ask you some other questions too. We will also take a look in each room of your home to assess the property condition.

What will I need to show or have with me?

Named tenants of the property and people over the age of 18 living with you will need to show photo identification. We will accept the following:

- Passport or National Identity card
- Drivers licence
- Residence permit, Immigration and Nationality Directorate
- Bus pass
- National Insurance number

We can only accept original documents.

Please note – for future verification of your identity and to help prevent tenancy fraud, we'll also need to take a photograph of each tenant present at the visit.



What will you do with the information that I provide?

When we collect personal information, we can assure you that it's always for the right reasons and we'll keep your details safe. If you would like to find out more, take a look at our Privacy Notice which is posted on our website at www.rosebery.org.uk

The information that we collect as part of your tenancy audit will be stored until your

next tenancy audit visit is carried out, unless your tenancy ends before then.

What happens if I am not at home for my tenancy audit visit?

If you are not at home when we visit, you will be left a calling card to contact us. Please call us and we can then make arrangements to visit you at another time.

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Virtual Scrutiny Panel – spotlight on customer complaints

Last year we set up our Virtual Scrutiny Panel (VSP), with the aim of scrutinising our frontline services and offering recommendations for ways in which we could make improvements. They have now completed their first service review, focusing on our customer complaints service, as this was a service area where the speed of resolution could be improved.

The purpose of their investigation was to:

- review the volume of complaints received and escalated through the complaints process
- identify exactly where the complaints service standards were not being met or were failing to meet customer expectations
- highlight these issues based on their evidence findings
- offer recommendations to help us achieve faster resolution



The VSP reported their findings to our Board and offered five recommendations, which they believed would help to improve the complaints service we provide. The Board approved each recommendation and we have now agreed a service improvement plan. A summary of the VSP recommendations and the service improvement plan for customer complaints can be viewed on our website at www.rosebery.org.uk/get-involved/publications/

Make your voice heard!

The main role of the VSP is to scrutinise the performance of our customer facing services and offer recommendations as to how they might be improved. We are currently looking to recruit more residents to join our VSP, so if you are interested in applying and would like more information please contact our Customer Experience Team by using your 'My Rosebery' online account or emailing customerexperience@rosebery.org.uk

CUSTOMER EXPERIENCE

How we handle your complaints

We provide a range of services to our residents. We do our best for you, but sometimes things do go wrong. When residents complain about a service they've received, this gives us the opportunity to work with them to put things right.

We give residents the option to complain about a service because it:

- provides them with a route to express their dissatisfaction
- enables us to collect feedback, which we can review and then continuously work to improve our services

The information below shows the number of complaints we received between July and September 2019 and how these complaints have been handled:

PERFORMANCE INDICATOR	JUL	AUG	SEP
Number of expressions of dissatisfaction (EOD) we received	4	0	2
Percentage of EOD to which we responded within our target of five working days	100%	N/A	50%
Number of EOD escalated to a formal complaint	0	N/A	0
Number of formal complaints we received	1	0	3
Percentage of formal complaints acknowledged within our target of two working days	100%	N/A	100%
Percentage of formal complaints to which we responded within our target of ten working days	100%	N/A	30.33%*
Number of formal complaints which were escalated to stage 2 of our complaints procedure	0	N/A	0
Complaints we received	6	3	0

*two complaints are still under review within target

Our VSP completed a review of how we manage customer complaints in May 2019 and reported their findings to Rosebery's Board, providing several recommendations. This included a service improvement plan and, as a result of the plan, we will be providing residents with quarterly reports on the number of complaints we receive and how effectively we have been in handling these complaints against our service standards.





Universal Credit – is your rent account ready?

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Universal Credit (UC) is a new benefit for working age people, which is replacing these six other benefits, including housing benefit:

1. Housing Benefit
2. Child Tax Credit
3. Income Support
4. Income-based Jobseeker's Allowance (JSA)
5. Income-related Employment and Support Allowance (ESA)
6. Working Tax Credit

UC is paid monthly in arrears, however rent is due in advance. Anyone of working age claiming the six benefits highlighted above will be switched over to UC. If you are not already paying your rent a month in advance, then it's important to start saving or building a credit on your account to ensure that it does not fall into arrears.

If you're already receiving UC, then you must report any changes in your circumstances through the UC portal. For example, this includes changes in your household income or in your rent charges.

Our Tenancy Sustainment Officers are available to help you with any questions or support you may need with regards to UC, so please do get in touch if you need any support.

For more information about UC visit:
<https://www.gov.uk/universal-credit>



In April this year, Citizens Advice launched a 'Help to Claim' service for people making their first initial UC claim. The service is available face-to-face, via phone or online through webchat. People can be signposted or referred by other support agencies or they can self refer.

Citizens Advice will assess a person's individual needs to ensure they are able to get access to the right level of support and they will also check if UC is the right benefit for them. Assistance includes:

- Checking if a client needs UC
- Helping to set up an email address or UC account
- Accessing the UC phone claim service or DWP home visits support
- Providing additional evidence when needed
- Preparing for the practicalities of a monthly payment
- Applying for any additional financial support

For more information please visit www.citizensadvice.org.uk/helpclaim or contact Citizens Advice Epsom & Ewell on **0800 1448 444**.

Paying your rent and service charges

As our residents, you have agreed to pay all charges in advance as stated in your tenancy agreement, including rent and service charges.

This means that your account should always be in credit or at a £0 balance.

If you are currently receiving Housing Benefit which pays in arrears, then you need to make additional payments to ensure that your account remains **in credit or at a £0 balance**.

Please contact us to agree a payment plan if your account is not currently being paid in advance.





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Mystery shopping – revisiting customer touch points

In June 2018, our group of mystery shoppers carried out a shopping exercise on our customer touch points. They recently decided to revisit this service area to note whether any improvements had been made in the 12 months since. It was also an opportunity to test our new tenant portal 'My Rosebery', which we launched in May this year. The touch points tested in this exercise were responses to letters, emails and home or office visits.

The service areas tested were:

- Response times and the quality of communications received via 'My Rosebery', emails and letters.
- Whether our service reflected our performance standards.
- Levels of satisfaction with the overall experience.

The feedback received was positive, with the group of shoppers impressed with the service provided by our Customer Experience, Income and Repairs teams. The general opinion across the group was that the service our teams provided was "very responsive and helpful with all their queries".

How did we do?

In total 40 mystery shops were completed over a period of four weeks. The touch points used were as follows:



Shoppers were also satisfied with using our new tenant portal 'My Rosebery' and felt it offered a useful communication channel. It also exceeded their expectations in terms of ease of use. They recommended a few improvements, such as a feature to upload photos in the messaging section of the portal.

Satisfaction rating

At the end of the exercise, our shoppers were asked to rate their overall satisfaction with our customer touchpoints. This satisfaction was measured on a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied. A rating of **3.5** was awarded, which is a **0.5 improvement** on the rating awarded in June 2018.





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A key reason for the improved service rating was the positive use of the new tenant portal 'My Rosebery'. Feedback from our mystery shoppers included these comments:

What next?

We are pleased that improvements have already been made and we have developed an action plan to take forward all the recommendations suggested by our shoppers. If you'd like to view the service improvement plan and the full mystery shopping report, visit our website at www.rosebery.org.uk/get-involved/publications/

Become a mystery shopper

We are still looking to recruit more mystery shoppers to test the quality of our services and offer constructive feedback on their experiences. Training is provided and, as a thank you for your time, we offer gift vouchers for completed shops.

If you're interested, please contact the Customer Experience team via your 'My Rosebery' resident account or email customerexperience@rosebery.org.uk

"I did enjoy mystery shopping and I identified issues that I managed to sort within this exercise. I am glad I have taken part. Overall it met my expectations. I thought the repairs team were brilliant and thorough."

CUSTOMER EXPERIENCE



"I loved the flexibility of the portal and found the responses came within an efficient timeframe. I think it is an effective method of communication and suits people who are working full time."



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Helping you into work

We understand how being out of work can affect a person's well-being and self-confidence. We work closely with the Ethos Project, a local service which supports people who are either unemployed or working fewer than 16 hours per week and who are looking for work.

The Ethos advisors provide guidance and support with learning and skills to help with your search for employment. This includes help with:

- Writing CVs and covering letters or emails to potential employers
- Searching and applying for jobs
- Finding training courses
- Providing advice on interview techniques

If you would like to make a one-to-one appointment with an Ethos advisor please complete the online referral form at www.surreyllp.org.uk/referrals-to-ethos-project/



Ethos also runs a weekly Job Hub at the Epsom Methodist Church on Ashley Road on **Fridays from 12-2pm**. Laptops and internet access are provided so that people can apply for jobs, search for training or courses and create CVs. Anyone living in the Borough of Epsom & Ewell is welcome to attend.

ADVICE AND SUPPORT



Taking care of communal areas

As the weather starts getting cooler, some of our grounds maintenance services will be changing over the autumn and winter months. Groundscapes, our grounds maintenance contractor, will be scheduled to visit the communal gardens of our blocks of flats once a month. Instead of cutting the grass, they will be focusing on other work, including:

- Clearing and turning flower beds
- Reducing and cutting back hedges so they are easy to maintain
- Scraping and clearing hardstanding areas
- Clearing leaves

The work carried out by Groundscapes over the winter months will set them up for the next season. Come early springtime, they'll be ready for the first cuts to the grass areas and will be prepared for another season of growth.

Please note that there will be no changes to the cleaning service provided through Cleanscapes.

