



IN THIS ISSUE:

2 | **Rosebery News**

Christmas 2020
Together with tenants

3-5 | **Resident engagement**

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | **Working together**

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | **Your home**

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | **Employment, income and training**

-12 Supporting your income
When things go wrong
Ethos
Improving your skills



*Working together
with our residents*



IN THIS ISSUE:

2 | Rosebery News

Christmas 2020
Together with tenants

3-5 | Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | Employment, income -12 and training

Supporting your income
When things go wrong
Ethos
Improving your skills



Christmas 2020

Rosebery office arrangements

This year, the Rosebery office will be shutting down for Christmas at 4pm on **Thursday 24 December** and will reopen on **Monday 4 January 2021**.

Our repairs and gas services will be open for emergency repairs only during this time. If you need to report a repair please contact **01372 814 000** or **0333 700 1025** (from a mobile) or **0800 0960 395**. If you have a gas repair, please contact T Brown on **0800 0930 447** (from a landline) or **0208 786 1241** (from a mobile).

Wishing you a wonderful Christmas and New Year, from all of us at Rosebery Housing Association.

Together with Tenants

Rosebery is actively supporting the National Housing Federation (NHF) campaign entitled Together with Tenants, which is aimed at building a stronger relationship with residents. We were involved in the early stages of its development and we signed up to this initiative as 'early adopters'. We are continuing to lend our weight to this campaign and will be supporting the six commitments which are set out in the Together with Tenants Charter:



1. RELATIONSHIPS

Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.



2. COMMUNICATION

Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.



3. VOICE AND INFLUENCE

Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.



4. ACCOUNTABILITY

Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.



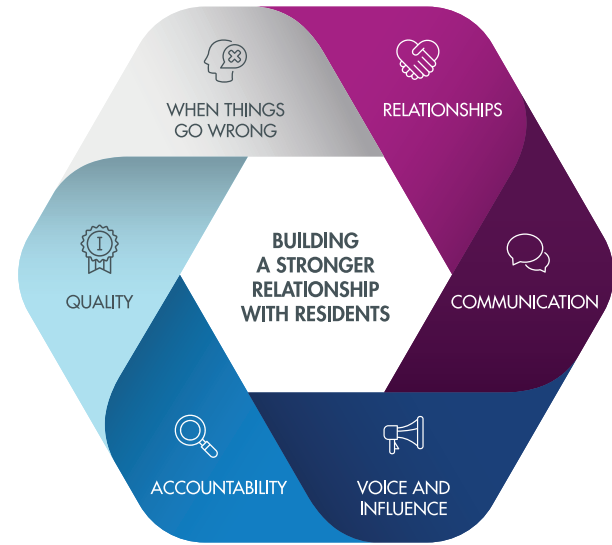
5. QUALITY

Residents can expect their homes to be good quality, well maintained, safe and well managed.



6. WHEN THINGS GO WRONG

Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.



IN THIS ISSUE:

2 | **Rosebery News**

Christmas 2020
Together with tenants

3-5 | **Resident engagement**

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | **Working together**

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | **Your home**

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | **Employment, income and training**

-12 Supporting your income
When things go wrong
Ethos
Improving your skills



The Sounding Board

As part of our ongoing commitment to listening to our residents' view, we have established a 'Sounding Board'. This is made up of those residents who have told us they are happy to engage with Rosebery using digital channels and, through surveys that we send out via email, we are able to ask residents how satisfied they are with the services we provide. If you are not already a member of the Sounding Board and would like to be included then please let us know by emailing marketing@rosebery.org.uk



You said, we did

In November 2019, The Sounding Board told us that your top priorities are Anti-Social Behaviour (ASB) and contacting us. We have taken this feedback onboard and are making changes to the way we work:

Increasing staff resources

We have:

- introduced a new specialist role. Our new Tenancy Enforcement Officer will tackle any serious breaches of tenancy including anti-social behaviour (ASB), tenancy fraud and subletting.
- employed an additional Customer Experience Officer and Neighbourhood Officer. With these additional staff we aim to improve your experience when you contact and interact with Rosebery.
- also recruited another Tenancy Sustainment Officer who will increase our capacity to assist residents to maximise their income.

A new Contact Centre

We recently implemented a new platform with additional features, to enhance your first point of contact when you call our Customer Experience and Repairs teams.



Anti-Social Behaviour (ASB) Scrutiny

Our Virtual Scrutiny Panel has reviewed our ASB service, resulting in an action plan which will work towards improving our ASB services over the coming months. As a service which the Sounding Board identified as a priority, we will be

providing regular updates to all residents on improvements to our ASB service.

If you have any questions about these new improvements, please get in touch and send us a message through your *My Rosebery* account.

IN THIS ISSUE:

2 | Rosebery News

Christmas 2020
Together with tenants

3-5 | Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | Employment, income and training

Supporting your income
When things go wrong
Ethos
Improving your skills

RESIDENT ENGAGEMENT

Virtual Scrutiny Panel – driving service improvements for residents

Our Virtual Scrutiny Panel (VSP) is a resident-led group that examines Rosebery's frontline customer services.

They follow three guiding principles:

- 1 Being resident-led and focused.
- 2 Reaching evidence-based decisions.
- 3 Ensuring all recommendations are acted upon, achieving the desired outcomes to improve services.

The VSP is one way of ensuring that Rosebery is accountable to residents for the performance and quality of services we deliver. It decides on what areas of Rosebery's services it wishes to scrutinise, based on customer feedback and performance data. Panel members are provided with any relevant information to enable them to gain a view on how Rosebery performs in that area. Or the panel can commission independent reports from our mystery shoppers. This information will be used to make recommendations that will be presented to Rosebery's Board for proposed service improvements.

To support the panel members' development so that they understand their role and constraints as they relate to resident scrutiny, we recently appointed Housing Quality Network (HQN) to take on the role of 'Resident Mentor'.

"HQN is delighted to have been appointed to work with Rosebery residents. We are a resident engagement consultancy and have extensive experience of working with residents and landlords to drive service improvement. We are very excited about working with you and can't wait to get started."

Joining the VSP is a great way of helping to continually improve services and it's something that will directly benefit you, your family, your neighbours and your local community. You can also meet like-minded people from your community. So if you are interested and would like to learn more about joining our VSP, please email customerexperience@rosebery.org.uk for an information pack.

A selection of quotes from members of our VSP

"I am proud to be a part of the Virtual Scrutiny Panel as I feel that I am making a positive contribution to Rosebery."

"The residents' voice is becoming an increasingly valuable tool in improving the services provided by housing associations and I couldn't be prouder by being part of this change. It is a great honour to be part of Rosebery's growth and to realise that our suggestions are valued and, once implemented, will help to improve services for all of us."



IN THIS ISSUE:

2 Rosebery News

Christmas 2020
Together with tenants

3-5 Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 Employment, income -12 and training

Supporting your income
When things go wrong
Ethos
Improving your skills

RESIDENT ENGAGEMENT

My Rosebery – managing your account

Your online *My Rosebery* account is the best way to check on your tenancy and get in touch with us. It has several great features. For example, you can send us a message 24/7 and when we reply, you will receive a text or email in response. And reporting a repair through *My Rosebery* takes no longer than making a cup of tea!

Account 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
- Make payments
- Easy to use any time, anywhere and from any device
- Report repairs in your home and choose your appointment
- Report any changes in your personal circumstances and information
- Message our Customer Experience Team and your Neighbourhood Officer directly



You can use your account on our website or download our App on the Apple App store and Android Google Play store.

We've had a fantastic response from residents using their account:

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

If you haven't already signed up and logged in, please register at www.rosebery.org.uk/my-rosebery-login/

You will need your:

- date of birth
- tenancy reference
- email address
- username and password to remember in the future



Once you have registered, the only thing you need to remember is your username and password to log in. If you are having difficulty registering or logging in, please email customerexperience@rosebery.org.uk





IN THIS ISSUE:

2 Rosebery News

Christmas 2020
Together with tenants

3-5 Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 Employment, income and training

Supporting your income
When things go wrong
Ethos
Improving your skills

Catalyst and Rosebery in ongoing partnership discussions

Housing associations Catalyst and Rosebery announced in August 2020 that they are in early talks to enter into a partnership to work across London and the South East. Catalyst owns and manages 32,000 homes and Rosebery has around 2,700 homes in Epsom and surrounding areas. These discussions are ongoing and have yet to be fully approved by either board.

Rosebery's objectives in seeking a partner were to continue to create more homes in well-designed neighbourhoods in its expanded geography in partnership with local communities, and to work with a partner with a proven track record in estate regeneration which Catalyst has a long and successful history of delivering.

Ian McDermott, Chief Executive of Catalyst, said: "Rosebery's strong reputation, clear values and local expertise make them a very attractive potential partner.

"We now look forward to continue talking and getting to know and understand each other better.

"Myself, our board and my executive team are open to thoughtful, gradual

growth opportunities. The potential of this partnership would fit that philosophy."

Deborah Pike, Chief Executive of Rosebery Housing Association, said: "Catalyst and Rosebery are committed to sustainable communities – this partnership offers the opportunity to bring together Catalyst regeneration experience and capacity and Rosebery's expertise in resident involvement in the provision of good quality local services."

"The Board and Leadership team at Rosebery are excited about the prospects for this to be a rewarding and enduring partnership."

Proposals are that Rosebery will join Catalyst as a subsidiary with authority over a defined geography.



Maintaining our G1/V1 rating

Rosebery has retained its G1/V1 rating for Governance and Viability, awarded by the Regulator for Social Housing on 25 November 2020. The Regulator reconfirmed our top standard after they conducted their annual stability review which considers the strength of our governance systems and procedures, our finances and our long-term business plan.

G1/V1 is the highest rating that can be awarded to a housing association and it reinforces the quality and commitment of our Board and our people.





Working through this together

We would like to reassure all our residents that we are continuing to work through the COVID-19 restrictions and we are complying with the Government's new tier system. Epsom and all of the areas where our residents live are located in Tier 2, which is High Alert. Please check the Government and NHS websites for the latest updates and remember to follow the health advice: **Hands. Face. Space.**



HANDS:

Wash your hands regularly and for 20 seconds



FACE:

Wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet



SPACE:

Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

When meeting people you do not live with, it is important to do so outdoors where possible, or to make sure that any indoor venue has good ventilation (for example by opening windows so that fresh air can come in).

Please continue to follow the guidance above. Our number one priority is your health and well-being and we want to minimise the risk to all of you. Our Leadership team is responding to the ongoing crisis and are taking appropriate action by implementing a series of measures to help keep everyone safe and ensure we are able to continue delivering our services as smoothly as possible.

Our operatives continue to work as normal during this period, carrying out day-to-day works, planned repairs and attending to emergencies. Rest assured that they will be closely adhering to the guidance on



health and safety, including the proper use of PPE (Personal Protective Equipment) at all times.

"I wanted to call to let you know how pleased I am with the job your operative has completed at my home. I am very impressed that he wore a mask and gloves, and he sanitised the surfaces he worked on when he finished. I cannot praise him enough."

Should you have any questions or concerns, please contact us through our normal channels of communication, **My Rosebery**, live chat (you will find this at the bottom right hand side of our website), email customerexperience@rosebery.org.uk or if your enquiry is urgent, call the **Customer Experience or Repairs teams on 01372 814 000**.

IN THIS ISSUE:

2 | Rosebery News

Christmas 2020
Together with tenants

3-5 | Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | Working together

Catalyst and Rosebery in ongoing partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | Employment, income and training

-12 Supporting your income
When things go wrong
Ethos
Improving your skills





IN THIS ISSUE:

2 | Rosebery News

Christmas 2020
Together with tenants

3-5 | Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | Your home

Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11-12 | Employment, income and training

Supporting your income
When things go wrong
Ethos
Improving your skills

Working in your communal areas

We sometimes hear questions from residents asking why the grass in their communal areas hasn't been cut for a while or asking for the windows inside be cleaned. We are working with you, providing the services needed to keep your neighbourhood and community well cared for. It's important that we confirm what our cleaning and ground maintenance operatives are hired to carry out for you.

Here is an overview of what you can expect:

CLEANING

Weekly

- Clean all entrance areas, including glass, fixtures, fittings, outside letterboxes and porch areas.
- Clean all communal rooms, including lounges, bathrooms, toilets and laundry rooms.
- Restock soap, hand towels and toilet rolls.
- Dust or damp wipe handrails, balustrades, skirting boards, window sills and appliances.
- Clean cobwebs from all areas.
- Clean a guest room after it's been used.
- Spot clean gloss paintwork, walls, switches and sockets to remove any marks.
- Clean lift, especially mirror, control panel and runners.
- Pick up litter, sweep when needed and empty cigarette bins.
- Check and replace faulty lightbulbs and report any faults.
- Vacuum or sweep, then damp mop hard floors and vacuum carpet and entrance mats.
- Sweep up light debris and disinfect bins.

Every two months

- Clean all communal windows inside when it's safe to do so.

Yearly

- Steam clean all carpets.
- Deep clean hard floors.

GROUNDS MAINTENANCE

Every visit

- Remove all debris and leave the site neat and tidy.
- All staff who visit to report any Anti-Social Behaviour, bulky waste, fly-tipping and graffiti.
- Litter pick outside.
- Sweep or blow all paths, parking bays and hard standings.

Every month

- Try to keep all outside areas free of moss.
- Cut grass and use strimmer when needed during the growing season (usually March to October).
- Weed, fork and rake over all flowerbeds.

In autumn and winter

- Collect leaf fall and debris when needed.

In May and September

- Remove all weeds from hardstandings and treat with weed killer if needed.

In April and October

- Edge up all paths, boundaries and edges of flowerbeds by hand.
- Trim all hedges and prune all shrubs (unless flowering).





IN THIS ISSUE:

2 Rosebery News

Christmas 2020
Together with tenants

3-5 Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 Your home

Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 Employment, income -12 and training

Supporting your income
When things go wrong
Ethos
Improving your skills



A two-way street

We provide the cleaning and grounds maintenance as outlined on page 8. We also expect our residents to respect their neighbourhoods and keep their communities clean and safe. Please report any issues that need attention, keep all communal areas free from personal items and correctly dispose of any rubbish.

During the Christmas period, we often find a large amount of waste items and Christmas trees dumped in communal areas. Please dispose of these responsibly.



Your fire doors

Your safety is our number one priority. During the past year (2019/20), we installed 550 fire doors to our properties and we are planning to install a further 500 over the coming months. Please make sure you are aware of the upkeep that is required.

The new fire door and frame set fitted to your home are designed to resist the spread of fire for one hour, giving you and your family time to take the correct course of action in the case of a fire.

It is important that you do not make any changes to the door that may compromise its integrity and your safety.

The following do's and don'ts will help to keep you and your loved ones safe.

If you alter change the door in any way you may be putting yourself and others at risk and you may be liable for the cost of repair or replacement. If in doubt, call Rosebery Repairs for advice on 0333 700 1025.

DO:



- Call Rosebery if you want to modify or change your door in any way.
- Only paint your door with water-based paints.

DON'T:



- Do not paint your door with oil-based paints.
- Do not remove the door closer.
- Do not remove or replace:
 - Locks
 - Spy holes
 - Hinges
 - Letter boxes
- Do not install any additional locks to the front door.
- Do not cut or ease the door in any way.





IN THIS ISSUE:

2 | Rosebery News

Christmas 2020
Together with tenants

3-5 | Resident engagement

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | Working together

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | Your home

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | Employment, income and training

-12 Supporting your income
When things go wrong
Ethos
Improving your skills



Our shared commitment

We welcome you as a Rosebery resident and see our relationship with you as a shared commitment. We're here to help you in your tenancy, to support you in a variety of ways and to do all we can to offer you quality services that make a positive difference to our residents' lives. We are committed to our resident community and want this to be a shared commitment.

What we ask in return is that you look after your home, respect your community and be kind and tolerant to your neighbours. We will always act responsibly and with our residents' best interests at heart and we expect our staff to feel safe. We won't tolerate any abusive or threatening behaviour towards our staff and contractors, they are there to carry out their work and to make a positive difference. In return, they deserve to be treated with courtesy and respect.

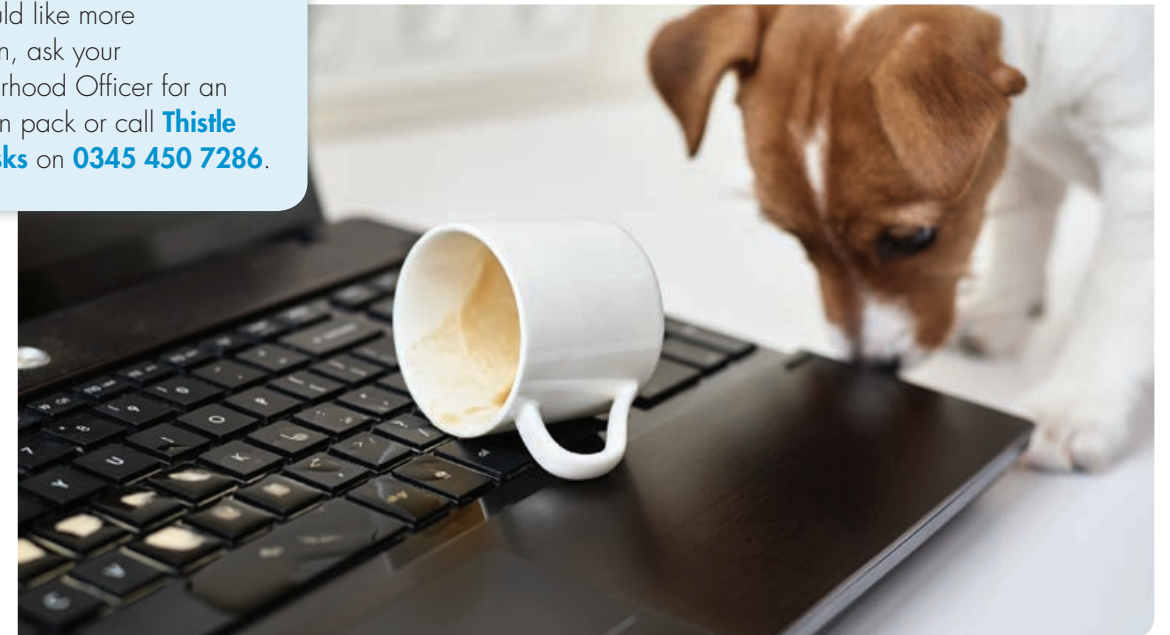
Home contents insurance

Insurance is important to keep your items protected and covered, just in case something goes wrong. Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, Rosebery has teamed up with Thistle Tenant Risks and Ageas Insurance Limited who provide the Crystal Insurance Scheme, a specialist tenants' contents insurance policy.

The Crystal Insurance Scheme offers insurance for the contents of your home, including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

If you would like more information, ask your Neighbourhood Officer for an application pack or call **Thistle Tenant Risks** on **0345 450 7286**.





Supporting your income

IN THIS ISSUE:

2 **Rosebery News**

Christmas 2020
Together with tenants

3-5 **Resident engagement**

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 **Working together**

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 **Your home**

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 **Employment, income and training**

Supporting your income
When things go wrong
Ethos
Improving your skills



Paying your rent and service charges in advance

Please remember that all charges are due to us in advance (as stated in your tenancy agreement or lease). Your account should not fall into arrears at any time, it should always be in credit or at a £0 balance.

Anyone who is currently in arrears needs to make payments until their account is being paid in advance. This is especially important for anyone of working age who currently claims housing benefit, because eventually you will be switched over to Universal Credit.

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

Universal Credit

This is replacing six benefits, including housing benefit, for those of working age. If you are of working age and receive Housing Benefit you will be moved across to Universal Credit.

If your circumstances change and you need support in paying your rent, you will need to claim Universal Credit.

Payment is made monthly in arrears, which means some people may find it more difficult to pay their rent when they first start to claim. Arrears of any kind will place your tenancy or lease at risk. That's why, regardless of whether or not you receive benefits to help towards your rent, it's important that you start paying in advance if you don't already do so.

We are here to help

This has been a difficult year and for many, household incomes may have changed. It can be hard to know where to go if you need advice and support. Our Income Team is here to support you.

We have three Tenancy Sustainment Officers (TSOs) here at Rosebery who work within the Income Team and help residents to maximise their money. They are experts in benefits advice and have helped hundreds of residents to get the benefits they're entitled to. Since April 2020, they have helped Rosebery residents gain £261,930 in unclaimed benefits.

The team also works with several charities to help residents to obtain essential items, including white goods, and they work with other agencies who can help with debt and budgeting advice.

We are currently carrying out the annual review of our rents as determined by your tenancy agreement or lease. We will notify you of the outcome in February 2021.





IN THIS ISSUE:

2 | **Rosebery News**

Christmas 2020
Together with tenants

3-5 | **Resident engagement**

The Sounding Board
You said, we did
Virtual Scrutiny Panel
My Rosebery

6-7 | **Working together**

Catalyst and Rosebery in ongoing
partnership discussions
Maintaining our G1V1 rating
Working through this together

8 | **Your home**

-10 Working in communal areas
A two-way street
Your fire doors
Our shared commitment
Home contents insurance

11 | **Employment, income and training**

Supporting your income
When things go wrong
Ethos
Improving your skills

ETHOS

Helping you into employment

ETHOS is a free service, which Rosebery helps to fund. It runs a job club and arranges one-to-one appointments. During the coronavirus pandemic, ETHOS is still operating and is providing support over the phone or during socially distanced appointments.

For many people, the COVID-19 crisis has led to losing their job. ETHOS

can help to find new employment opportunities or training courses and they also help with:

- Writing CVs and covering letters.
- Searching and applying for jobs.
- Interview practice and techniques.

Call **ETHOS** on **07904 908 871** or email **nchandler@surreyllp.org.uk**.

When things go wrong

Despite best efforts, we know that occasionally things can go wrong and we encourage residents to let us know when they do, so that we can take steps to put them right. All complaints we receive will be acknowledged by the Customer Experience Team within two working days. Where possible, this will be by phone, followed up with an acknowledgement letter or your preferred method of contact. Our staff will then seek to resolve the complaint at the earliest opportunity and will maintain an open dialogue with all parties involved in the matter. It is always useful to receive feedback, so please let us know how you feel your complaint was dealt with.

Not only do complaints help us to put things right for an individual but they also offer us the opportunity to learn where we have gone wrong and to make service improvements as a result. We are keen to share these lessons with residents and provide regular reports of these on our website.

EMPLOYMENT, INCOME AND TRAINING

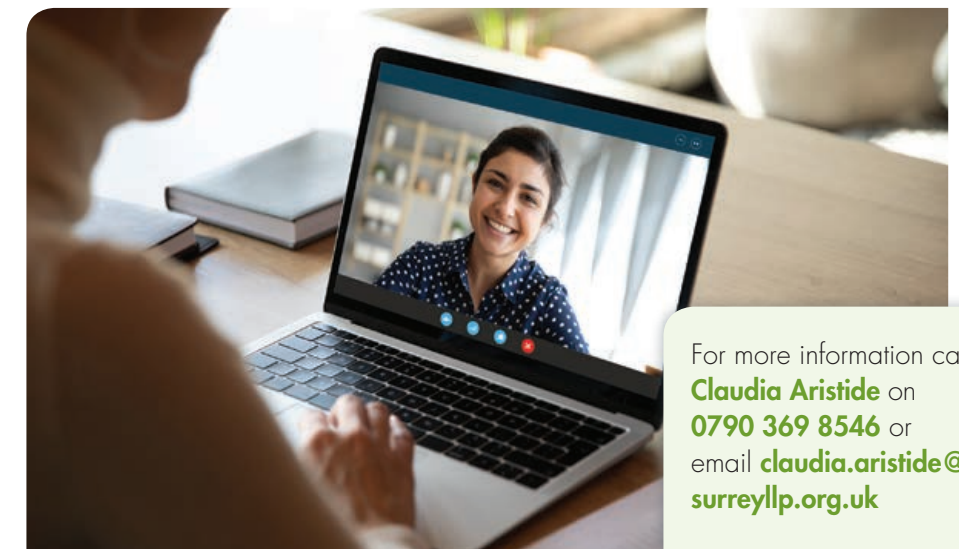
Improving your skills

The Epsom and Ewell Skills Hub provides mentoring and tutor support to residents in the Borough. It is a great place to gain basic qualifications and IT skills to improve employment opportunities.

You can find support in:

- Finding the right course for you.
- One-to-one and small group coaching, mentoring and tutoring.
- Tutor and mentor assistance in basic numeracy, literacy, ESOL (English for Speakers of Other Languages), IT and basic digital training, as well as several other vocational courses.

The Hub is open to support you from Tuesday to Thursday, from 9.30 am to 3.30 pm. Sessions are conducted over the phone, video conferencing (Zoom or Microsoft Teams, for example) and via appointment only sessions in Epsom.



For more information call
Claudia Aristide on
0790 369 8546 or
email **claudia.aristide@
surreyllp.org.uk**

