



ROSEBERY Community news

SPRING 2021

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*The future
is
bright*



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Announcing our partnership with Catalyst

On 1 April 2021, Catalyst Housing Limited and Rosebery Housing Association formally announced their partnership, with Rosebery becoming a subsidiary of Catalyst. Catalyst owns and manages 34,000 homes in London and the South East.



Discussions between the two organisations began in August last year, with both teams exploring the benefits of a partnership that would see them working together across the region, to create more homes in well-designed neighbourhoods.

Catalyst approached Rosebery to explore the mutual benefits of working together. They contacted us because they were looking for a partner that was capable of providing a good quality service.

Rosebery, at the same time was looking for a partner to explore major estate regeneration, which Catalyst has a long and successful history of delivering.

Very early in the discussions, both sides realised the potential and that there was considerable synergy between the two organisations, including their similar culture, aims and objectives.

Working in partnership, Rosebery will operate as a subsidiary of Catalyst and will have its own board and management team, operating within a defined

geographic area. The partnership has an aspiration to deliver 2,000 new homes in Rosebery's area of operation within 10 years.

Ravi Rajagopal, Chair of Catalyst, said: "The strong values and local expertise of Rosebery, as well as their excellent reputation made them an attractive potential partner and we're pleased to welcome them to the Catalyst Group. I very much look forward to working together and welcoming Christine to the Catalyst board as we deliver on our ambitions to provide much needed affordable housing in the area."

Ian McDermott, Chief Executive of Catalyst, said: "Catalyst has been open to gradual growth opportunities and this partnership fits our philosophy of being able to build more homes in a thoughtful, considered way. I look forward to working with Christine and colleagues across Rosebery to deliver on the potential of this partnership."

Christine Turner, Chair of Rosebery's Board, said: "This partnership is a great achievement for both organisations and we look forward to working with our new partners. Catalyst and Rosebery have a lot in common; we are both values-driven, we believe in doing the right things and we pride ourselves on our strong governance. These are the key ingredients of what I am sure will be a successful and enduring partnership with Catalyst."

Rosebery Chief Executive, Deborah Pike, commented: "We are delighted to have created this partnership with Catalyst and the future looks bright for both organisations. Throughout the months we've spent in these discussions, the relationship between our teams has been really positive, we are looking forward to more people connecting and learning from each other as the partnership grows and develops."





Frequently Asked Questions for Rosebery residents



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Why have we pursued this partnership?

To create a stronger organisation that's very much fit for the future. We believe this could bring significant benefits for existing and future residents, including helping us to provide much needed affordable homes locally, investment in neighbourhoods and delivering good value for money.

Is this a takeover?

No. Rosebery is joining Catalyst as a subsidiary organisation.

Who is Catalyst Housing?

Catalyst is one of the leading housing associations in London and the South East, managing over 34,000 rented and shared-ownership homes, and is a member of the G15 group of largest housing associations in London. You can find out more about Catalyst on their website www.chg.org.uk.

What are the costs of creating this partnership?

The partnership will involve some staff time and external advisors' costs, however none of these costs will be passed on to our residents. We are confident that the costs will be offset quickly by the benefits of the partnership enabling us to retain the quality and expand our services, regenerate our existing estates and build more new homes.

What will the new organisation be called?

Nothing will change in terms of the Rosebery name – Rosebery will continue to be your landlord.

Are there any disadvantages to the partnership?

None that we have identified, we believe the proposal is in the best interests of Rosebery's existing and future customers by enabling us to do more than if we remain independent.

How will the new organisation be governed?

Rosebery joins the group as a subsidiary, maintaining our own Board and Executive team, and with responsibility for our defined geographical area.

Who monitors the activities of Catalyst?

Catalyst, like Rosebery, is regulated by the Regulator of Social Housing and this will continue to be the case following the creation of the partnership.

Will my rent and service charges be affected?

Your rent and service charge are not affected by this partnership. Your tenancy rights remain the same.

Will this affect repairs and maintenance to my property?

Those repairs we are responsible for will continue to be carried out in the same way as they are now by Rosebery Repairs.

Will I lose the 'Right to Buy' my property?

If you currently have the 'Right to Buy' that right will continue.

Will the security of my tenancy change in any way?

Your tenancy will not be affected – the terms of your current tenancy agreement remain the same.

I live in a shared ownership property – how will this affect me?

You will not be affected – the terms of your shared ownership lease and your statutory rights remain the same.

I am a leaseholder – how will this affect me?

You will not be affected – the terms of your lease and your statutory rights remain the same.

Will there be any changes to staffing because of this change?

No, you will continue to deal with the same staff on a day-to-day basis.

In becoming part of a larger organisation will Rosebery lose its local and personal touch?

No, we will ensure that we don't lose our local focus. We know it's important to you and it's important to us too.





Getting your COVID-19 vaccine

Waiting to get the vaccine may be an anxious time, but you don't have to worry if you haven't been contacted yet. The NHS are getting in touch with individuals when it is their turn to receive the vaccine.

Please allow the NHS and partners to focus on delivering care and co-ordinating the huge task of vaccinating those people who are at greatest risk.

Letters, texts and calls are being issued every week – you might not get yours straight away. When you are contacted, please attend your booked appointments and follow the NHS guidance.

While the vaccines are being rolled out, please continue to follow the guidelines to control the virus and help save lives.

Further information about the vaccination programme in Surrey can be found on the Surrey County Council website
<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>

You can also find more information directly on the NHS website
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

For an easy read copy of the government guidelines, please visit this link –
<https://tinyurl.com/9zj3mbuh>



Avoiding vaccine scams

Fraudsters are using the COVID-19 vaccine as a way of scamming people. Here are some things to look out for and keep safe:

- **Never** provide your bank details in return for the vaccine.
- The NHS **does not** use automated calls – so hang up if you receive one. You will not be asked to enter anything into your keypad or send a text to confirm.
- Suspicious text messages should be forwarded free of charge to **7726**. Your provider will investigate the origin of the text and will act if it is found to be malicious.
- If you have received an email which you're not sure about, forward it to the **GOV.UK Suspicious Email Reporting Service** at report@phishing.gov.uk
- You may receive a call from a different GP practice than your usual one, this is because practices have come together to pool resources.
- If you are uncertain that the call is legitimate, you can call your designated GP surgery to confirm the booking.
- You will not be cold called on your doorstep in relation to COVID-19 vaccines. If this happens, please contact **Trading Standards** on **0300 123 2329** or call 999 if you feel threatened.
- If you or someone you know receives large numbers of unsolicited phone calls, you may be able to use a free call blocker from **Surrey Trading Standards**. For more information, email trading.standards@surreycc.gov.uk

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Seven ways to reduce your energy waste

Excessive energy usage not only costs a lot of money, but it uses up a valuable amount of natural resources. By making small changes, you can reduce the amount of energy you use and, at the same time, support the environment.

Here are some handy hints:

- 1. Turn it down.** Many homes have their central heating set higher than is needed. Try turning your thermostat down by one degree. Leave it for a day and if you still feel warm, try turning it down again. Every degree that you turn down on your thermostat could save you around £65 a year on your heating bill!
- 2. Turn it off.** Make sure your lights, appliances and chargers are turned off and unplugged when you are not using them. Even if your appliances are plugged in but the switch is not on, energy can still be used.
- 3. Be careful in the kitchen.** Be smart with how you use your kitchen appliances. Set your washing machine to wash at 30°C and your clothes will still be cleaned. Only use your Energy Saving Trust Recommended tumble dryer when you can't dry your clothes outside. Don't fill your kettle to the top every time, only boil the amount of water you need.
- 4. Clean up your bath times.** Take a shower instead of a bath. You will use less water and less energy to heat it. Why not get an eco-showerhead as well?
- 5. Switch your supplier.** Look on comparison websites for different utility companies. You can save a large amount of money finding a supplier that is right for you.
- 6. Ditch that old appliance.** Good quality appliances can last for years, but they do need replacing when they get old. When choosing new appliances, look for the Energy Star label, as it shows the appliances' energy ratings, and will help you find the product best for you.
- 7. Lighten your load.** You can now get LED spotlights that are bright enough to replace halogen lights, as well as regular energy saving bulbs. Look for the Energy Saving Trust Recommended logo to be sure you choose the best bulbs.



Our Tenancy Sustainment Officers can provide you with help and support to reduce your energy bills. For more information, please send us a message through your **My Rosebery** account <https://www.rosebery.org.uk/my-rosebery-login/>



Keeping in touch

We are regularly contacting residents who may need some extra support during the coronavirus crisis. We have made an additional 170 welfare calls since the pandemic began in early 2020 and we continue to support the most vulnerable.

While we are trying to contact as many residents as we can, some may not be on the phone or email – if you or someone you know would benefit from additional support please let us know. We will do our best to support you.

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Our Rosebery app

Our app is a great way to manage your tenancy on the go. By downloading our free app, you'll be able to:

- check your My Rosebery account;
- pay your rent;
- report a repair;
- give feedback on estate services;
- read our latest news;
- follow us on social media; and
- contact us and stay in touch.

Download our app via the Apple App store or Google Play store by scanning the QR code below:



“The Rosebery app is super handy. I can report repairs, check for any updates and see my rent balance. It is an excellent way of communication.”

COMMUNICATION



Managing your tenancy online

Your **My Rosebery** account is simple to access and is a handy, one-stop shop for all things to do with your tenancy. It allows you to view your statements, make a rent payment, update your information, report repairs, message us and more.

To log in, you can download our app or visit <https://www.rosebery.org.uk/my-rosebery-login/>

You can also login through our Rosebery Housing app.

If you need any assistance registering for your account, please call us on **01372 814 000** or message us through **Live Chat** on our website.



Your views are important to us

At Rosebery we aim to deliver the highest possible standards of service to our residents. To ensure that this can be achieved, we need to receive residents' views and feedback on how we are doing. This helps us to design and deliver continuous service improvements.

We work with an independent market research company called IFF Research, who may contact you to ask for your feedback. They will ask questions around how you think we are doing as a landlord and about the services we provide.

From 1 April 2021, IFF Research will be changing their telephone number and will include a London area code. The new number that they will be calling from will be 0208 049 5758. IFF strictly adheres to the guidance of the Market Research Society, they will always explain who they are when they call and will ask if you are willing to complete the survey. Rest assured they will not ask you any personal or financial questions.



Launching CX-feedback

In addition to using IFF Research, Rosebery will be using a new method of gathering satisfaction feedback. Initially we will be starting with our repairs service but we plan to roll this out to other key frontline services. The aim of this is to gather more information about what we do well and how we can improve. We will be using a system called 'CX-feedback', which allow us to send out SMS texts and emails.

From April, you may receive an SMS text or email, after any repairs that we have carried out, inviting you to complete an online survey. It will come from Rosebery or CX-feedback, and will contain your first name, so you will know that it is genuine. Please take a couple of minutes to fill in this survey, if you receive one. Although our approach will be to make better use of digital technology to collect information of this kind, we still plan to also use non-digital methods to get in touch about our services.



The responses from the surveys are not shared with any other organisation or used for marketing purposes. However, as part of our continuous service improvement aims, a member of Rosebery's Customer Experience Team may follow up these calls to clarify any issues raised or to invite you to a focus group, where we will offer you 'Love2Shop' shopping vouchers as a thank you for your time.

Taking part in the surveys is completely voluntary, but we do encourage you to give us your feedback so that we can use the results to improve the services we provide.

If you have any queries or require any further information, please contact us on: customerexperience@rosebery.org.uk

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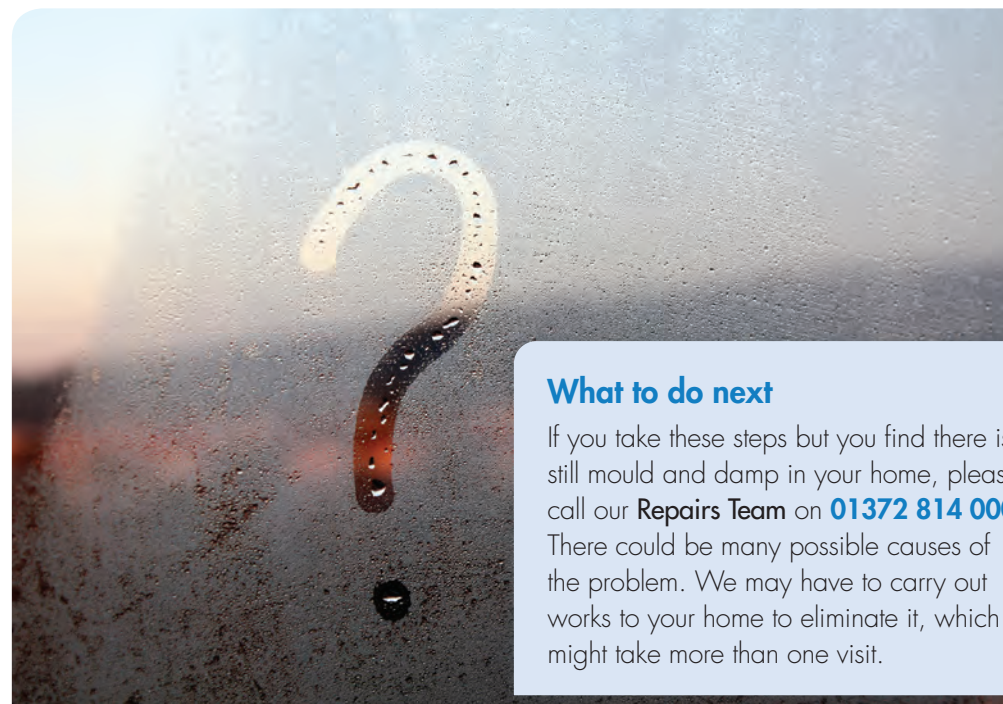
What is condensation?

It's when the cold air cannot hold all the moisture and drops of water start to appear. Often, in the cold weather, homes are not adequately heated and ventilated, so water vapour and condensation can build up. It usually forms on cold surfaces and places where there is little or no movement of air. Other factors include poor ventilation and insulation.

If untreated, a lot of condensation can lead to:

- The growth of damp and mould on walls and furniture.
- Mildew on clothes and other fabrics.
- The rotting of timber.

Damp and mould can damage properties and cause health problems.



What to do next

If you take these steps but you find there is still mould and damp in your home, please call our **Repairs Team** on **01372 814 000**. There could be many possible causes of the problem. We may have to carry out works to your home to eliminate it, which might take more than one visit.

Tips to prevent damp and mould

- Keep lids on saucepans when cooking.
- Avoid drying clothes indoors. If you must dry clothes indoors, try to put them in the bathroom with the door closed and the window open or a fan on.
- Open windows or make sure the extractor fan is on, to let the air out when you have been bathing, showering, washing or cooking.
- Keep your kitchen and bathroom doors closed to stop warm, moist air travelling to other rooms in your home.
- Wipe down the inside of windows (daily if necessary) if they become wet with condensation.
- Don't put furniture and belongings too close to cold walls but allow the air to circulate. Ideally place them against internal walls with a two to three inch gap for the air to circulate properly.
- Use cooker hoods and extractor fans wherever fitted.
- Do not place furniture or belongings in front of radiators as this will stop them heating the room efficiently.

Working with you

As your landlord, we work with our residents to deal with damp and mould, to make the situation manageable. If you experience condensation in your home, we are committed to working with you to resolve it. These are a few things we can do to reduce the problem:

- Service your boiler to make sure it's running safely and efficiently. This service is automatically carried out each year.
- Arrange a call from one of our Tenancy Sustainment Officers, who can provide you with advice and assistance with reducing your energy bills and can check if you qualify for winter fuel benefits.
- Clear blocked gutters and repair broken drains.
- Repair cracks and holes in walls (including damaged render) that are large enough to allow water in.
- Repair or replace rubber gaskets on draughty UPVC windows and doors.
- Ensure you have cavity wall insulation, where possible, and upgrade any vents.



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New Council Tax income discount for residents in Epsom & Ewell

From Thursday 1 April 2021, Council Tax Support will be replaced
by Council Tax Income Discount (CTID) for working age residents.

The discount is administered by Epsom & Ewell Borough Council to reduce the amount of Council Tax charged for people who are on a low income or are unemployed.

To apply for CTID you must:

- be of working age;
- be liable to pay Council Tax for your property;
- be living in the property as your main home; and
- have less than £6,000 in savings.

If you currently receive Council Tax Support and you are of working age, then you need to make a new claim for Council Tax Income Discount.



Applications must be made online via
<https://www.epsom-ewell.gov.uk/residents/council-tax/council-tax-income-discount>

Those who are of pensionable age should continue to claim Council tax Support.

If you need any help in making an application, please get in touch and our Tenancy Sustainment Officers will support you. They are here to help you with your income related issues. Here is some feedback they recently received:

"Thanks for all your help over the last couple of years. You have been amazing, and I appreciate everything you have done. You do more than expected and make sure that people get all the help they can."

"I cannot thank you enough for the help and assistance you gave in these dark days. You are an angel. I thank you and all Rosebery Housing Association team."

"Thank you for organising a foodbank delivery for me and my family during this difficult time."

Don't forget to pay your new rent

From April 2021, your rent will change. You will have received notification of these changes at the end of February. Here is some guidance on what you need to do next.

If you receive Housing Benefit

We will notify the Local Authority about your new charges. You should check that any changes in your housing benefit entitlement from April are based on your new rent.

If you are claiming Universal Credit

It is your responsibility to let Universal Credit (UC) know about the changes in your rent. You will need to report the change in your rent by Monday 5 April 2021.

We can support you with this task. If you need help please call us on 01372 814 000 or message us through your **My Rosebery** account.

If you pay by Direct Debit

We will adjust your payments for you, considering any arrears owed.

If you do not pay by Direct Debit

You will need to amend your payment yourself. This includes notifying your bank if you pay by standing order. If you need any help calculating the amount you need to pay, please contact us and we will be happy to help you.

ACCOUNTABILITY

If you will have difficulty paying your new charges

You can get in touch with our Income Team who will be able to provide advice and support to help you manage your payments. You can find out about any benefits you may be entitled to by talking to a Tenancy Sustainment Officer, your local council's benefit office or Citizens Advice.

Keeping your account up to date

We would like to remind all residents that all charges must be paid in advance. It's important that you pay your rent and any other charges in accordance with your tenancy agreement or lease, and that you don't let your account fall into arrears at any time.

This applies to all residents, regardless of whether you receive benefits to help with your rent.

Please get in touch if you have difficulty making payments at any time and we will always try to support you.





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A 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 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.



Feedback on our services

We are constantly working hard to improve our services and support for our residents. It is great to know when we get things right and to hear your positive feedback. Here are some of the uplifting messages we have recently received:

“I would like to send my thanks to Rosebery Repairs team for such a good job. Having complained about my shower unit, you sent an operative to repair it. Within 90 minutes the job was done professionally. Thanks again.”

“Thank you so much for the lovely flat I am in. It means so much, I am over the moon and my children can now visit me too. Thank you for the opportunity, I will not let you down.”

“I would just like to say thank you to your Customer Experience Officer for being so understanding and helpful whilst listening to the issues I was concerned about. This was a great example of good customer experience, thank you again.”

“I just wanted to say a BIG thank you to my new Housing Officer for dealing with my mutual exchange. It has been going on for nearly four months now. I understand problems with COVID-19, but he has been brilliant. He has kept me updated with everything. All this has been very stressful for me but thank you.”

“I spoke to my Income Officer yesterday with regards to my tenancy payments. I would like to say how professional and kind she was. She listened to my worries and sorted the issue out extremely quickly and eased my worries.”





Supporting you in dealing with Anti-Social Behaviour

The COVID-19 pandemic and the resulting lockdowns have had a significant impact on households and we have seen an increase in the number of Anti-Social Behaviour (ASB) complaints being reported. The increase in these cases is largely as a result of so many people having to spend more time at home than they would previously have done.

Having asked you what your main concerns are, we know that one of your top priorities is ASB and we fully appreciate why this is such an important area for our residents. We don't feel anyone should have to deal with ASB and we have therefore made some recent changes to improve our services:

- We have employed an additional Customer Experience Officer, a specialist Tenancy Enforcement Officer and additional Neighbourhood Officer. This increase in our resources will improve our ability to deal with these cases as they arise and will make it easier for you to contact and interact with Rosebery.
- We have also recruited another Tenancy Sustainment Officer, which will increase our capacity to help residents in maximising their income.
- Our Virtual Scrutiny Panel has reviewed our ASB service, resulting in an action plan which will help us to improve our ASB services over the coming months.



We are here to support you through these difficult times. If you would like to talk to us, please send us a message through your **My Rosebery** account and we will do whatever we can to help you.

One-to-one coaching support for Anti-Social Behaviour

Mediation Surrey is a local organisation that is offering a 'Support Coaching Service', online or over the phone, for people who are experiencing ASB.

The support service is free to Surrey residents and gives people a safe space to:

- Talk in confidence with a coach about the present and the future.
- Develop strategies, skills and confidence.
- Feel safer and regain control.
- Change things for the better.

A support coach can help you by:

- Providing a listening ear.
- Helping to develop coaching strategies.
- Signposting you to other sources of support.
- Exploring possibilities for positive change.

Find out more by visiting the Mediation Surrey website <https://mediationsurrey.org/> or email supportcoaching@mediationsurrey.org for an online referral form.

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Frequently asked questions for people experiencing domestic abuse

As you spend more time at home, you are likely to become more aware of noise from your neighbours who are also home for longer periods and at different times to their usual routine. Please be patient and tolerant, but especially so during this period. Anti-social behaviour and domestic abuse may still occur, so we have prepared some answers to questions you may have.

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FAQs for people experiencing domestic abuse

I have experienced or am at risk of experiencing domestic abuse. What can I do?

If you feel unsafe, we are here for you to talk to and we can provide support.

If you are in immediate danger, call 999 and ask for the police. If you are unable to talk on the phone, call 999 and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

Alternatively, some pharmacies are participating in the 'Ask for ANI' government codeword scheme. 'ANI' stands for 'Action Needed Immediately'



but also sounds like the name Annie. If a pharmacy has the logo on display, it means they're available to help.

If you approach a member of staff and ask for ANI, they will take you into a private consultation room and will help you with your next steps, whether that be contacting the police or finding support through a domestic abuse organisation.

I believe my neighbour is at risk of domestic abuse. What can I do?

If you think you know someone who is suffering domestic abuse, you must report your concerns to the police immediately by calling 999. We also invite you to report your concerns to Rosebery, so that we can take appropriate steps to support a potential victim.

I am struggling with noise from my neighbour. Is there anything I can do?

First, ask yourself if the noise is unreasonable:

- Is it happening during unsociable hours?
- Do you think your neighbour could reduce the noise?

You may want to let your neighbour know if their noise is disturbing you.

How can I help reduce the impact of noise from my own home?

Here are some ways to minimise disturbance to your neighbours:

DIY work and gardening

- Avoid doing noisy jobs early in the day or late in the evening.
- You could let your neighbour know if you are doing DIY work or using noisy tools.

In the house

- Avoid stamping your feet or slamming doors, including cupboard doors.
- Keep your TV sound and music down.
- Avoid using noisy appliances, like washing machines and vacuum cleaners, early in the day or late in the evening.

My neighbour or their visitors are being rowdy or abusive. What can I do?

If you feel you are at serious risk from someone's behaviour, you must call the police on 999. For less urgent situations, call 101 to report an incident.

If you have had to call the police because you were subject to threatening or intimidating behaviour, then you must call us when you are in a safe place, to let us know about the incident.

Where someone's behaviour towards you has been abusive but has not led you to call the police you should still report this behaviour to us. You will be asked a series of questions about the issues you have experienced.

Depending on the information you give us, we will take follow up actions. Please get in touch with us to find out what support we can provide.

