

Useful Numbers

Abandoned Cars - to report an abandoned car/vehicle 01709 336003

Adaptations for the disabled 01709 382121

Animal Health/Welfare 01709 823177

ACE - Action in the Community for Employment 01909 560123

Adoption 01709 334047

Adult Guidance for Careers 01709 821184

Advice on Benefits Appeals 01709 822448

Age Concern 01709 829621

Air Pollution Enquiries 01709 823193

Art Gallery: Admin 01709 823624

Art Gallery: Information 01709 823621

Bins - supply of wheelie bins 01709 363030

Births, Deaths and Marriages - General Enquiries 01709 823542

Births, Deaths Appointments 01709 823542

Benefit Fraud Investigation Team 01709 822444

Benefit Appeals - advice on 01709 382121 benefit appeals

Blue Badge Scheme 01709 823907

Building Control General Information 01709 823846/823847

Building Regulation Fees 01709 823841/823846

Bulky Waste - removal of household items 01709 823035

Bus Passes For the Elderly and Disabled 01709 824005

For Schoolchildren 01709 822525

Careers Advice 01709 835227

Car Parks/Parking Meters 01709 822952

Cemeteries/Crematorium 01709 850344/852280

Citizens Advice Bureau 01709 513523

Council Tax: Enquiries 01709 823591

Accounts 01709 822362

Valuation & Appeals 01709 822363

Recovery 01709 823593/823691

Consumer Advice 01709 823111/823191

Community Development Workers 01709 829821

Cesspool Emptying 01709 822982

Crime Stoppers 0800 555111

Commercial Waste 01709 363030

Crime Reduction Officer 01709 832019

Dead Animal Disposal 01709 336009

Deaf Advice Service 0114 2780410

Debt Counselling 24 hour answerphone 01709 822329

Decent Homes 01709 822254

Dog Control 01709 823182

Dog Fouling 01709 336003

Drains - private drains/sewers 01709 822986

Dumping of Rubbish 01709 336009

Drugs - Rotherham Community Drug Team 01709 382733

South Yorkshire Drugline 01709 371222

Emergency Housing - out of hours 07748 143170

Emergency Repairs 01709 336009

Emergency Repairs - out of hours 01709 376711

Energy Conservation - advice on how to save energy 01709 823426

Education Services - General Enquiries 01709 822563/822595

Environmental Health 01709 823172

Food Advice/Complaints 01709 823164

Fly Tipping 01709 336003

Fostering 01709 334047

Footpaths - complaints regarding footpaths 01709 822932

Furnished Home Scheme 01709 822680

Glass/Debris on the Road 01709 336003

Graffiti Removal 01709 336003

Grass, Trees and Shrub Beds 01709 336003

Grants (Renovation) 01709 823799

Grants (Disabled Facilities) 01709 823799

Grounds Maintenance 01709 522456

Harassment/Illegal Eviction 01709 823772/823778

Health & Safety at Work 01709 823164

Highways 01709 822923

Highway Defects/Potholes 01709 336003

Highways Development Control 01709 822965

Highways Drainage 01709 822982

Highway Road Closures 01709 822962

Home Energy Efficiency 01709 823426

Home Care 01709 823966

Homeless Unit 01709 823414

Housing Complaints 01709 822216

Housing Benefit/Council Tax Benefit 01709 823591

Housing Repairs 01709 336009

Housing Emergency Repairs - out side normal hours 01709 376711

Graffiti Removal 01709 336009

Grass Cutting - Telephone your Local Housing Office

Grants (Renovation) 01709 823799

Grants (Disabled Facilities) 01709 823799

Grounds Maintenance 01709 522456

Harassment/Illegal Eviction 01709 823772/823778

Health & Safety at Work 01709 823164

Highways 01709 822923

Highway Defects/Potholes 01709 336009

Highways Development Control 01709 822965

Highways Drainage 01709 822982

Highway Road Closures 01709 822962

Home Care 01709 823966

Homeless Unit 01709 383403

Housing Complaints 01709 336964

Housing Benefit/Council Tax Benefit 01709 823591

Housing Repairs 01709 336009

Housing Emergency Repairs - out side normal hours 01709 376711

Insurance Claims 01709 823272

Icy Roads - for information on snow clearance and icy road 01709 822937

Jobs in Rotherham Council 01709 336001

Land Pollution Enquiries 01709 823121

Land Drainage 01709 822982

Litter 01709 336003

Loft Insulation 01709 823426

Learning Disability Team 01709 302800

Meals on Wheels 01709 823983

Markets - for information on 01709 365021 Local Market Days

Missed Bin Collections 01709 336003

Money Advice - see Debt Counselling

Members of Parliament Surgeries/contact details/Town Hall - 01709 822740/822722

MOT Test 01709 700402

Museums - Clifton Park Museum 01709 336633

York and Lancaster Regimental Museum 01709 336633

Mobility Car Badge 01709 823907

Mental Health Teams 01709 838969

Neighbour Disputes - or advice and assistance contact your Local Housing Office

Neighbourhood Wardens 01709 526137

Noise Complaints/Enquiries 01709 823172/8231980

Occupational Therapy 01709 382121

This service assesses the need for adaptations to homes for disabled people to make their homes more comfortable.

Pest Control 01709 823118

Permissions 01709 823838/823835

Preservation/Conservation/Listed Buildings 01709 823863

Policy & Partnerships 01709 822775

Racial Equality Council 01709 373065

Racial Harassment 01709 373065

Council Tenants who are experiencing such harassment can also contact their local housing office.

Recycling Information 01709 336003

Blue Bag 01709 823130

Blue Box 01709 336033

Refuse Collection 01709 336003

Regeneration and Planning - General Enquiries 01709 823806

Registration of Births, Deaths and Marriages 01709 823542

Residential Accommodation - (Private and Voluntary) 01709 822320/822321

Rothercard Helpline 01709 823644

Rotherham Ethnic Minority Alliance 01709 720744

Rotherham Multicultural and Training Centre 01709 360036

Royal National Institute for the Blind 01709 370933

Rent - If you have a query with your Rent, contact your Local Housing Office

Rent Rebate - See Council Tax Benefits/Rebates

Repairs to your Home 01709 336009

Right to Buy 01709 823406

Safer Rotherham Partnership 01709 372782

Snow Clearance 01709 336009

Stray Dogs/Cats 01709 823177

School Benefits - enquiries 01709 822640/822641

Social Services - General Enquiries 01709 823908/823909

Duty Officers 01709 873678/812637

Streetpride 01709 336003

Street Lighting 01709 336003

Street Name Plates 01709 336003

Tenant Involvement Unit 01709 336801

Trading Standards 01709 823151

Tourist Information 01709 835904

Town Centre/Markets 01709 336958

Traffic Lights 01709 336003

Transport Planning & Policy 01709 822958

Tree Unit - to report an overgrown or dangerous tree contact Local Housing Office

Travel Line - for local information on trains or buses 01709 515151

The Unity Centre 01709 836440

Wasp and Bees 01709 823118

Welfare Rights Project for Black and Asian Communities Male enquires 01709 822345

Female enquires 01709 512216

Winter Gritting 01709 336003

Youth Centres - For information on Council run Youth Centres, contact the Education Department 01709 822560

Zebra Crossings 01709 822969

OPEN HOUSE News

In this issue

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Charter Mark Awarded p22



Tom Gray
Executive Director of Neighbourhoods

Dear Tenants and Leaseholders

Welcome to the Open House newsletter which is brought to you by

Rotherham Metropolitan Borough Council's Neighbourhoods programme area and 2010 Rotherham Ltd, the Council's Arms Length Management Organisation (ALMO).

The Open House newsletter will provide you with a variety of information about the services and functions provided by Neighbourhoods and the housing management services delivered by the Council's ALMO.

As many of you will now be aware we have received a 2 star service rating from the Audit Commission after their inspection in November and December of 2005.

As a result, tenants and leaseholders can expect more than £200 million extra for home improvements with £52.5 million of government funding made immediately available to 2010 Rotherham Ltd.

This has been a fantastic achievement by the workforce within Neighbourhoods and 2010 Rotherham Ltd who have delivered quality services to customers, and this has been recognised in the Audit Commission's independent report.

We have now set the standards and must continue to provide our customers with high quality services. Our aim is to achieve a 3 star service by 2007 because we believe our tenants deserve services that compare with the best in the country.

I am confident that we can achieve this by ensuring that our customers remain confident about our ability to change and improve the way the ALMO delivers its services.

The New 2010 Rotherham Ltd Chief Executive

A warm welcome to Isobel Riley, who is the new Chief Executive of 2010 Rotherham Ltd.

Isobel, who has had 20 years experience in local authority housing, has moved from her former job as Director of Operations for Sheffield Homes (the Sheffield ALMO) and is a former rent collector.

Born in Bristol, the 51-year-old mother of five achieved a politics degree at Sheffield University before completing a housing diploma from Sheffield Hallam University.

On her new role, Isobel said "I am absolutely delighted to have been offered the opportunity to work in Rotherham for 2010 Rotherham Ltd. I am looking forward to working with the tenants, the 2010 Rotherham Ltd board and staff together with councillors and officers of Rotherham Borough Council, to build on the good work that has already been done to improve the housing service and the homes and neighbourhoods of the residents of Rotherham".

DECENT HOMES UPDATE

What Are We Doing Currently on Decent Homes?



Mark Johnson
Business Manager, Asset Management
2010 Rotherham Ltd.

To ensure we meet the Government's Decent Homes target by the year 2010, we will be partnering with

construction companies to undertake the repair works. These companies are experienced in delivering social housing projects and understand the importance of customer care.

On all Decent Homes schemes, the companies will employ an active Tenant Liaison Officer who ensures customers are kept well informed when work starts and that they are satisfied with the end product.

The potential contractors were interviewed between the 21st and 24th March 2006 and customers were involved in formulating questions on customer liaison issues.

Currently Bramall Construction and Wates are carrying out Decent Homes work in the Swinton and Herringthorpe areas of Rotherham.

Delivery of Decent Homes

The packages that will be delivered by 2010 Rotherham Ltd are split into two

main areas. These are:

• Security Doors and Windows (Secure By Design)

The customers of 2010 Rotherham

Ltd have stressed that feeling secure in their homes was a key priority, therefore we will be applying the Secure by Design standard to Decent Homes properties.

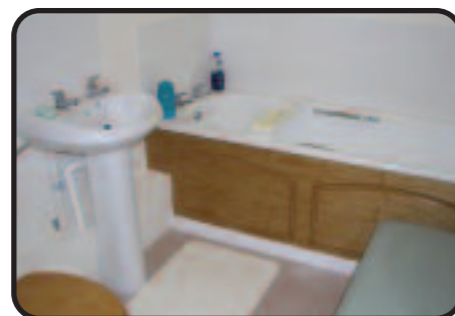
This work is currently being delivered in the Maltby and Broom Valley areas.

• Improvements

These are in the Internal and External works that will be performed on Decent Homes properties. For example, this includes work on kitchens and bathrooms.

This work has already been started in Swinton and Herringthorpe. The work is being carried out by Bramall Construction Ltd in Swinton and by Wates Construction Ltd in Herringthorpe.

A 'Respite Home' has been set up in Herringthorpe where the tenants affected by the works can have a break



from the disruption and also the opportunity to discuss any concerns they have with the staff working for the contractors.

Customer Liaison

As all Decent Homes work is likely to be undertaken whilst the residents remain in their homes, liaison with them is an important issue. The contractors will be required to undertake all the day to day customer liaison work to ensure the customer is kept informed and up to date with the work in their homes, from the initial visit through to completion of the work and also aftercare. Some of the duties of the Tenant Liaison Officers employed by the Contractors will include:

1. Inform the customers of the work that is to be undertaken
2. Arrange an appointment with each customer and agree the scope of works to be undertaken
3. Organise open events and/or home visits to assist customers in making design and colour choices
4. Explain the process for the work to customers and advise them of any precautions they will need to take
5. Communicate with customers throughout the work and
6. Ensure that the customers can use the new components fitted in their homes.

Duration Targets

Customer satisfaction is a high priority for 2010 Rotherham Ltd. We understand how the proposed works will inevitably cause disruption for our residents. However, by setting duration targets, we aim to minimise this. Since the size of properties and the nature of the works will vary, these targets are necessarily overall averages.

The duration targets are as follows:

Internal Refurbishment Works

Kitchens	2 weeks
Bathrooms	1 week
Heating	1 week
Electrical	1 week
Full internal refurbishment	4 weeks

External Refurbishment Works

Full external refurbishment	4 weeks
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Important Points

- Not all dwellings will receive all works. Each property will be assessed on its own merit, as to which type of work will be required. Many properties already have decent windows, doors, bathrooms and kitchens.
- We will not adopt an approach which promises more than we can deliver. We will do the essential works on all properties and then the value that we achieve on these works will help to fund extra schemes including works which will help to improve the environment around your homes.



10 Common Questions Asked of the Decent Homes Team

Q1 When will my home come under the Decent Homes Scheme?

The Decent Homes work is now in its fourth year and we will have covered all Rotherham's Council properties by 2010. A programme has been put together which identifies the areas where the Decent Homes work will be each year and as this has been split into two packages, doors and windows and improvements, then each area will receive some work within the first few years of the programme and no-one will have to wait until 2010 before they get any work done on their properties. You will be advised of the programme shortly following adjustments from a consultation exercise.

Q2 What kind of work will be done in my home?

Every Council property will be surveyed to determine what work is needed to bring that property up to meet the Decent Homes Standard. To carry out this work Surveying Contractors have been appointed who will visit each home by the end of 2007. You will receive a letter of introduction from 2010 Rotherham Ltd before the surveyors are in your area to advise you which company will be visiting you. You will then receive a letter from the Surveying Contractors advising you when they will be visiting. It will then be agreed with you what work you will receive in your home.

Q3 Will I be told when the work will take place?

Before any work commences you will be informed by letter which Contractor will be undertaking the work in your area and when. You will then be invited to an 'Open Day' where you will meet the Contractors and their Tenant Liaison Officers who will be there to answer any of your queries. You will then receive further letters and visits from the Contractors informing you of the date when work is due to commence on your property.

Q4 Will I have a choice of fixtures and fittings?

Yes. There is a range of choice depending on the work your home will be having. This

choice will be offered to you by the Tenant Liaison Officer.

Q5 Do I have to have Decent Homes work carried out in my home?

No, you do have the right to refuse the work. However, if an element of work has been identified through safety reasons, then Rotherham Borough Council has a duty to make it safe. If you do refuse the work, the work will not be done until you terminate your tenancy or until we are able to fit your home into another scheme.

Q6 Will the Decent Homes Programme affect normal repairs?

It will not affect urgent or emergency repairs. Some routine, non-urgent repairs may be delayed and carried out as part of the Decent Homes scheme.

Q7 How long will the work take?

This depends on how much work is required to your home. The Tenant Liaison Officer will visit you on a daily basis to keep you informed of the progress.

Q8 Who can I speak to if I have a question or concern about Decent Homes?

You will be given a contact number of the partner carrying out the works to your home or you can contact the Decent Homes Team on 01709 822254.

Q9 What kind of service can I expect?

Everyone working on Decent Homes is trained and equipped to make sure that the work is carried out in a professional and efficient manner with as little disruption to you as possible.

Q10 Will I be asked if I am happy with the Decent Homes Scheme?

Straight after the work is completed on your home you will be asked by the Tenant Liaison Officer to complete a satisfaction survey for the work just done. Please be honest with your answers. From this information we are able to see how we are performing. This will enable us to keep improving the service we provide to you.

Your Chance to Vote Democracy in action

2010 Rotherham Ltd is a not-for-profit company managing the Council's housing. Over the next few years the company also faces the challenge of bringing all council housing up to the Decent Homes standard. This will involve managing contracts and work programmes to spend up to £1,000,000 per week on improvements from now until the year 2010.

Managing this ambitious programme will require effective leadership from the company's Board of Directors. That Board is made up of

- five Rotherham Borough Councillors, nominated by the Council
- five independent members, selected for the skills and experience they bring to the Board, and
- five people representing the Council's tenants and leaseholders, who are elected to the Board by Council tenants and leaseholders to give the Board a customer point of view.

Each year the rules of 2010 Rotherham Ltd. require a number of Board Members to stand down. In 2006 two independent Board Members will stand down at the Annual General Meeting in May, and one Tenant representative must stand down. The rules allow the people standing down from the Board to stand again, if they so wish, but their places on the Board are not guaranteed.

To find people prepared to stand as a tenant and leaseholder representative, 2010 Rotherham Ltd has written to

- all the Tenants and Residents Associations in the Borough,
- all the Area Housing Panels,
- the local Community Partnerships and
- to a range of community groups representing people with particular needs and interests, such as disabled people and the black and minority ethnic communities.

As a result of this exercise, three candidates have come forward to contest an election for the one vacant place, and here they are:

Liz Booth, Mark Turner and Julie Jones

It is up to you to decide which of these three candidates you would like to see on the Board of 2010 Rotherham Ltd. All you have to do is read what they have to say about themselves and then vote by putting a cross (X) next to the candidate of your choice on the ballot paper on the following page.

All you need to do is then cut out the completed ballot paper and post it, so it arrives with the Company Secretary no later than Friday 12th May 2006. Send your completed ballot paper using the pre-paid envelope enclosed.

On Monday 15th May, the Company Secretary for 2010 Rotherham Ltd will advise the Chairman, Clive Hartley, and the Chief Executive, Isobel Riley, of the outcome of the election and the number of votes cast for each candidate. The result will then be announced at the Annual General Meeting on Wednesday 17th May.

At 2010 Rotherham Ltd we recognise the importance of keeping you informed too. It is only right and proper that we let you know the outcome of the election, so we will report the result in the next copy of this newspaper, on the 2010 Rotherham website www.2010rotherham.org and through posters in the 2010 Neighbourhood Offices, after the Annual General Meeting. Your local Neighbourhood Champion is also bound to know – so don't be afraid to ask!

2010

ROTHERHAM LTD

The Candidates

Julie Jones



My name is Julie Jones and I am a council tenant in Kimberworth Park. I am currently in the middle of a school campaign on road safety. We are lobbying the Council to put in lay-bys or road parking spaces for Redscope Primary School on Kimberworth Park Road. This is a dangerous road for kids under 11 years old to be crossing. My aim is to get other schools involved in this where there are no lollypop persons or available parking spaces. I am putting my name forward because the Community Police in Kimberworth think I have got a big mouth that gets things done in the community.

Mark Anthony Turner



I am Mark Turner and I am a council tenant living in Kimberworth Park. For the past 11 months I have been a committee member of the Kimberworth Park Partnership where we consider and develop projects that benefit the community. I sit on the Kimberworth Park Fair Share Trust Panel, a group that discusses and decides on funding spent in the area. I am also a member of the Friends of Barkers Park Group.

Elizabeth Ann Booth



I have been a 2010 Board Member for the last year and wish to stand for the Board again this year. In spite of the commitment and hard work, I have found it to be a very rewarding job. I have been a tenant representative for over 11 years and the chairperson of the housing panel for much of that time, therefore I feel I have a good sound knowledge of both housing and neighbourhood issues. I currently chair the Neighbourhood Wardens Steering Group and the Parkgate Project, a Police-led initiative in the community. I am also involved with the Rawmarsh and Parkgate Action Group, a group that discusses and helps to remedy problems in the area. As chairperson of this group, I have recently received the Duke of York's Award for Community Leadership. I believe in a strong partnership working ethos with residents and tenants as a main concern.



2010 Rotherham Ltd. Tenant Board Representative Election

To vote, tick your preferred candidate and cut out and return this voting slip using the enclosed prepaid envelope



Julie Jones



Mark Anthony Turner



Elizabeth Ann Booth

2010
ROTHERHAM LTD



Kate Plant
Equalities and Diversity Officer
2010 Rotherham Ltd

The Year of the Dog

The Chinese new year was celebrated by the Wah Hong Association at the Rotherham College of Arts and Technology this year. 2010 Rotherham Ltd were able to assist in the sponsorship of the event which was attended by nearly 200 people. Guests were entertained by Chinese instruments and songs that were sung publicly for probably the first time in Rotherham and of course the Traditional Lion Dance.

Clive Hartley, Chairman of the 2010 Rotherham Ltd Board, spoke of the fascinating Chinese culture and wished everyone a happy and prosperous new year.

2010 Rotherham Ltd is committed to ensuring our services are accessible to the Chinese community and to be sure that we do not discriminate against anyone inadvertently, therefore Wah Hong are valuable partners in our work to make our services fair to all.

If you would like to be involved in planning future events for



the community, please contact Fiona Keith on 01709 373065 or come along to the next Wah Hong meeting on the 7th May 2006, the meeting will start at 1pm and will be located at the Rema Office, Elmfield House, at the top of Alma Road.

Lesbian, Gay, Bi-sexual and Transgender History month

This year saw Lesbian, Gay, Bi-sexual and Transgender history month being celebrated in Rotherham for the very first time. To launch the month, the 'Rainbow' flag was raised over the Rotherham Partnership Offices. A number of speakers were in Rotherham to add to the celebrations. These included the Secretary of the community group LGBT Rotherham Ltd, the Crime Prosecution Service, South Yorkshire Police, Councillors and the Mayor of Rotherham.

The Mayor commented how good it was to celebrate the contribution that individuals from the LGBT community had made throughout history and that it was wrong that anyone should feel they had to hide relationships with those they loved, because of other people's prejudice.

2010 Rotherham Ltd with partners also co-ordinated a day of awareness raising displays, including history time-lines, information about reporting homophobia and the SHIELD service which has recently opened in Rotherham. Other activities included, a coffee morning held by the Youth Café and a special film shown in the Arts

centre by the Community Arts unit. The month was supported by South Yorkshire Police in Rotherham and the Primary Care Trust, this was a big step forward for Rotherham.



2010 Rotherham Ltd believe strongly that all people should feel valued and be safe in their neighbourhoods, whatever their sexuality, age, ethnicity, or disability. We were delighted with the success of the month and are looking forward to working with LGBT Rotherham Ltd in the future to counter prejudice and make Rotherham a safer place for all.

If you would like to know more about the community group LGBT Rotherham Ltd please contact Kate Plant, 2010 Rotherham Ltd's Equality and Diversity Manager on telephone number 01709 822238.

Getting to know you!

Over the next few months 2010 Rotherham Ltd will be sending out a survey to all tenants and leaseholders. This time the survey isn't about us, it is about you!

We cannot be sure that we are always fair to all parts of our community unless we develop what we call 'Equal Opportunity Records'. These records – always kept carefully and confidentially – would help us combat any discrimination.

Firstly, we want to know information such as how you like to be contacted, e.g. via a friend or carer or through letters in Braille or another language. We would like to know what door you would like us to knock on when we visit, and if we should knock loudly so that you can hear or wait a little longer to give you time to come to let us in.

Secondly, we will be asking questions about ethnicity, types of disability and age. We want to make sure that all of our customers benefit from our services in a fair way. That includes everybody, whether you are a man or women, however old you are, what disability you manage, your ethnicity, sexuality or religion.

Discrimination is not always deliberate; sometimes it can happen by accident – for example, if a group cannot use one

of our services because of the way it is provided. By asking these questions and developing our records we will be able to see who does and who doesn't access our services. Then we can check to see whether this is because of any unwitting discrimination and, with your help, set things right!

So when the 'Getting to Know You' survey arrives through your door, please fill it in and send it back. There will be a prize draw to thank you for helping us and better still our service to you will continue to improve – that's the deal!

Your Rent

The new rents have just been set for 2006/7 and you will have recently received a rent increase letter and payment card advising what you have to pay from April 2006.

Your rent is calculated using a government formula that was introduced as part of the Rent Reforms in 2002. The new method was devised to bring Council and Housing Association rents closer together by giving each property a target rent, which has to be reached

by 2012. Social landlords have 10 years to phase in these increases, by which time the government expects rents to be broadly similar for the same property type in the same locality.

Rotherham Council, like most other landlords up and down the country, introduced the new formula rent in April 2003. The information it uses to calculate the rent is based on your property size, its value based on 1999 prices and the average earnings in the Rotherham area. All these factors are used in the formula to work out your new rent.

How to pay

There are now more ways than ever to pay your rent and these include Direct Debit, Standing Order, on-line at www.rotherham.gov.uk, automated telephone on 01709 336810, at your Neighbourhood Office, or by post.

The Council's preferred payment method is Direct Debit as this is the most convenient and cost effective way of collecting your rent. The more tenants we get onto Direct Debit the greater the savings we can re-invest into other parts of your housing service. If you are interested in setting up a Direct Debit to pay your rent please speak to your Local Neighbourhood Office, who can offer payment dates on the 1st, 12th or 24th of each month.

International Women's day – Don't leave it to the Boys!

On the 8th March, an event was held at Rotherham College of Arts and Technology to celebrate International Women's Day. This was organised by the Human Resources department of Rotherham Metropolitan Borough Council and included information stands and activities.

Sharing the 2010 Rotherham Ltd information stand was one of our



close partners Bramall Construction. This stall encouraged the women visitors to consider construction as a possible career.

We at 2010 Rotherham Ltd want to continue promoting a career in construction to women in the

borough. If you are a woman and interested in any area of construction such as bricklaying, plumbing or electrics, then please contact us.

Recruiting Apprentices

We are approaching the time of year again when we start recruiting teenagers to join the 2010 Rotherham Ltd Apprentice Scheme. This year we are very much hoping that more young people from Black and Minority Ethnic communities and more young women will consider joining us. We would like our workforce to reflect the wonderfully diverse community it serves.

We offer fantastic four-year, work based apprenticeships in Plumbing, Gas Fitting, Electrical, Bricklaying, Plastering and Joinery with competitive rates of pay and the chance to work with some of Rotherham's finest trades-people. You will receive a generous 23-day holiday allowance excluding Bank Holidays, and have the chance to join our enviable Pension Scheme.

Application Forms are available at www.rotherham.gov.uk or you can look in the local press for our advertisement which will be out by the end of April and follow the instructions for the application process.



For any more information please contact Bryan Limb or Julia Cadman on 01709 824373 and we will send application forms and further information to you.

What you have told us...



Complaints, Compliments and Suggestions

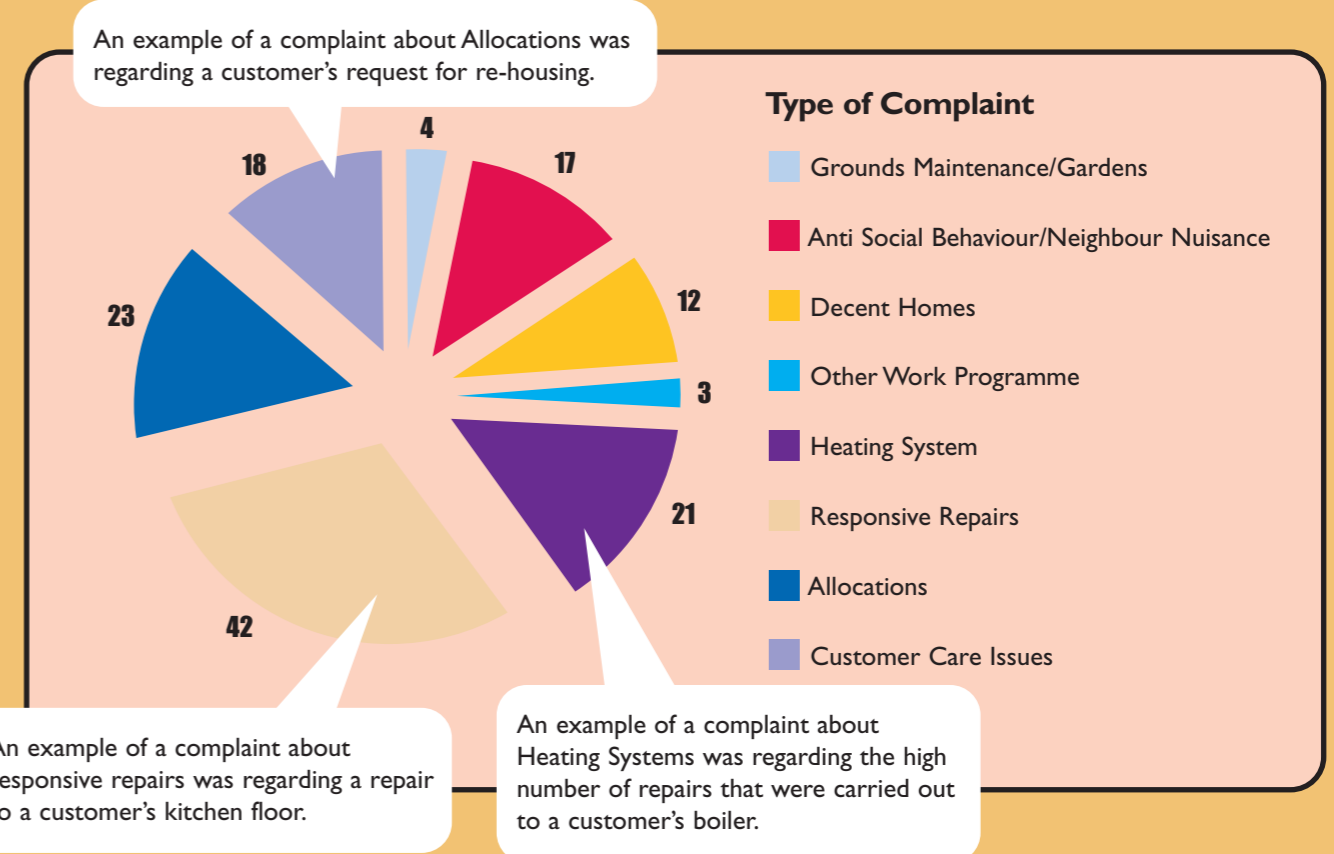
The Council is determined to provide services of the highest quality for people living in our neighbourhoods, but things sometimes go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

All official complaints are recorded and dealt with through our Complaints Procedure and are subject to investigation. They are also responded to within set timescales.

Complaints are seen as an opportunity to put things right, but it is also nice to receive compliments from our customers. Therefore as well as recording customer dissatisfaction through the Customer Complaint Procedure we also record customer satisfaction by logging compliment letters that customers have kindly taken the time to write and send in to us.

We also invite customers to tell us their ideas on how we can improve our service through the Customer Suggestion Scheme.

Official Complaints received since April 2005



2010 Rotherham Ltd

Total received 140

The Services provided by 2010 Rotherham Ltd include, housing allocation, estate management, anti social behaviour, repairs, rent and housing benefit, Decent Homes work programmes, gas servicing, heating system repair and emergency repairs.

Services provided by Neighbourhood Offices are; housing allocations, estate management, anti social behaviour, repairs, rent and housing benefit enquiries.

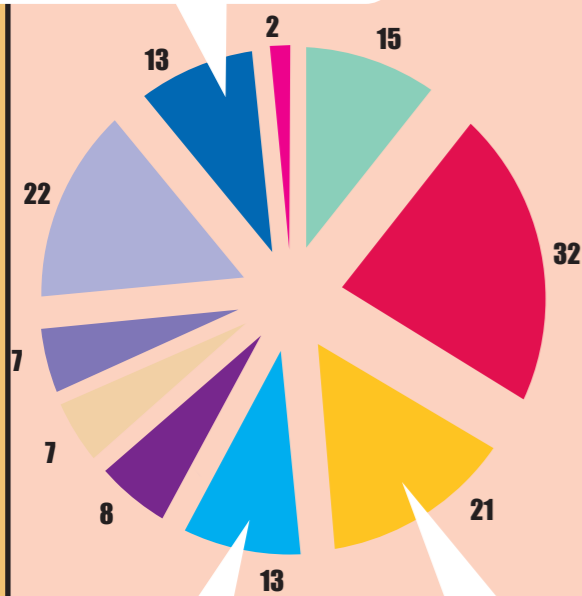
Department

- Wentworth North Neighbourhood Office
- Wentworth South Neighbourhood Office
- Rotherham North Neighbourhood Office
- Rotherham South Neighbourhood Office
- Wentworth Valley Neighbourhood Office
- Rother Valley South Neighbourhood Office
- Rother Valley West Neighbourhood Office
- Asset Management – Construction
- Asset Management – Development
- Housing Income Unit

Services provided by Asset Management Construction are Gas Servicing, Heating installations and Emergency Repairs.

Services provided by Asset Management Development are work programmes including Decent Homes.

An example of a complaint received by Asset Management Construction was regarding the repair of a customer heating system.



An example of a complaint received by Wentworth Valley was regarding a customer's request for re-housing.

An example of a complaint received by Rotherham North was regarding a customer's report of neighbour nuisance.

Neighbourhoods Total received 48

The services that the Council's Neighbourhoods Programme Area provides include; pest control, pollution control, dog fouling, litter, fly tipping, Neighbourhood Wardens, anti social behaviour, food health and safety, animal health, trading standards, licensing and consumer advice, household waste collections and recycling centres. It also provides services for regeneration projects, housing advice, grants and adaptations and cemeteries and crematoriums.

An example of a complaint received by Waste Strategy was regarding the introduction of the alternate week household waste collection.

Services provided by Neighbourhood Enforcement include; pest control, pollution control, dog fouling and litter and fly tipping enforcement.

Department

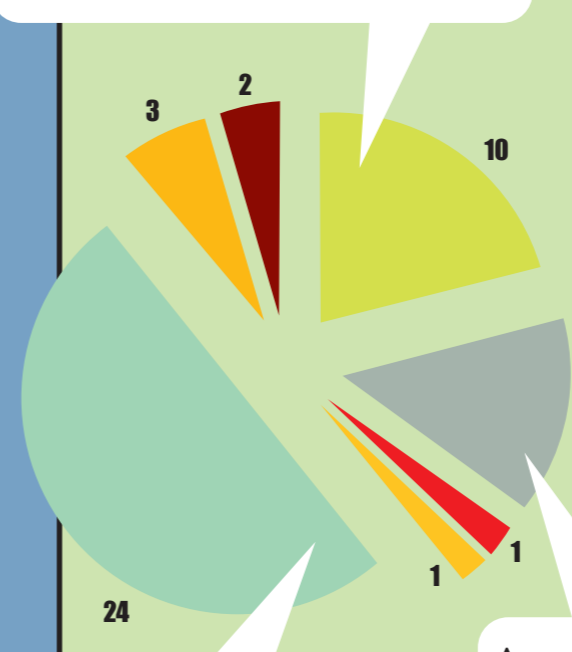
- Waste Strategy
- Neighbourhood Enforcement
- Trading Standards
- Licensing
- Community Services
- Housing Market Renewal
- Bereavement Services

Services provided by Community Services include; housing advice, grants and adaptations and cemeteries and crematoriums.

Housing Market Renewal manages regeneration projects.

Examples of complaints received by Community Services include; issues relating to adaptation work carried out in a customer's property and the Housing Allocation Scheme.

An example of a complaint received by Neighbourhood Enforcement was regarding the service received following a request for a pest control operative to attend a customer's property.



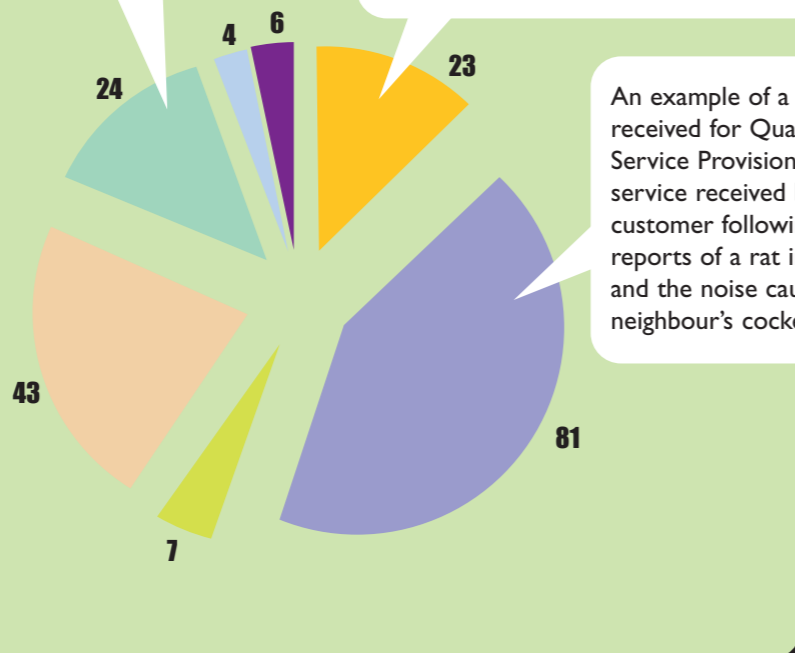
An example of a complaint received for Delay in Providing Service was regarding the completion of an adaptation in a customer's property.

An example of a complaint received for Actions or Conduct of Staff was regarding the way in which a Trading Standard Officer had dealt with the customer's enquiry.

An example of a complaint received for Quality of Service Provision was the service received by a customer following their reports of a rat infestation and the noise caused by a neighbour's cockerel.

Type of Complaint

- Actions or Conduct of Staff
- Quality of Service Provision
- Cost of Service
- Delay in Providing Service
- Absence of Services
- Lack of Information and/or Publicity
- Others



Compliments

Compliments received from customers are recorded in the same way as Complaints, by department and type. Throughout the year Neighbourhoods and 2010 Rotherham Ltd have received a total of 29 written compliments of which 8 were regarding actions of staff and 21 were regarding the quality of service provided.

Examples of some of the compliments received are as follows;

"Well done on the green bin introduction, it is working much better than I thought it would and glad to see you went with a black bin only collection over the holiday period." (received by Waste Strategy department – Neighbourhoods)

"Thank you for all your efforts in cleaning up and reducing the amount of litter in East Avenue East Dene, it's at least 85% cleaner." (received by the Neighbourhood Enforcement department - Neighbourhoods)

"Thank you to the Environmental Wardens for all their efforts to reduce dog fouling in Richmond Park area." (received by the Neighbourhood Enforcement department -

Neighbourhoods)

"We are very pleased with the quick response to our downstairs flat being flooded from the above flat, and wish to thank your department." (received by Asset Management Construction – 2010 Rotherham Ltd)

"We are impressed with cavity wall insulation that has just been fitted in our home, it has made a lot of difference." (received by Community Services – Neighbourhoods)

"I would like express my thanks and appreciation for the professional help (of an Officer in our Trading Standards section) with my case in Rotherham County Court." (received by Trading Standards – Neighbourhoods)

"Thank you to all staff at Bramalls for "doing such a fantastic job" (property improvements under the Decent Homes scheme)" (received by Asset Management Development – 2010 Rotherham Ltd)

Customer Suggestions

By completing a Customer Suggestion Scheme leaflet customers are able to let us know their ideas for improving our services.

In the last year we have received suggestions regarding, the blue bag paper re-cycling scheme, the frequency of the emptying of litter bins, neighbourhood safety issues, the repairs service and property allocation issues.

Learning from Complaints

Following completion of a complaint investigation the Council and 2010 Rotherham Ltd considers if there should be any changes made in order to prevent similar complaints occurring and to improve service. This is a very important part of the complaints process, it enables us to turn a negative experience into a positive one. Examples of some "learning issues" are as follows;

Customer complained that...

There was a delay in responding to their letter regarding a neighbour's barking dog.

We have...

Changed our procedures to ensure that correspondence does not go unanswered. All letters are answered within 10 working days.

Customer complained that...

They were unable to arrange an appointment for a Pest Control operative to attend their property.

We have...

Put in place an appointment system for all Pest Control responses.

Customer complained that...

Dust was left in their home following Gas Servicing

We have...

Issued all Gas operatives with dust sheets and Hoovers as van stock

Customer complained that...

There was a lack of information and advice around the agency and grants system

We have...

Implemented a Service Standard booklet for the Adaptations Service and carried out a Best Value Review

Customer complained that...

They were unhappy with the quality of the 'follow up work' required under the Decent Homes Scheme

We have...

Worked with our contractors 'Wates' to resolve these issues and have given a bouquet of flowers to the customer as an apology.

If you would like any further information or advice regarding the Council's or 2010 Rotherham Ltd's complaint procedure, how to make a complaint or where to send a compliment, you can contact **Stuart Purcell, Customer Service Officer on 01709 822661.**

Alternatively advice on making a complaint is published online at www.rotherham.gov.uk or in the **Customer Complaint Procedure booklet available in all Council and 2010 Rotherham Ltd reception areas.**



Housing Market Renewal Goes On-line

The Rotherham Housing Market Renewal Team is launching its new website on the 16th May 2006.

If you want to find out more about the exciting regeneration that will transform Rotherham, and where you can find out more about our vision to create a Rotherham which will be a vibrant and exciting place to live, learn and work, then please use the internet link given

www.hmrrotherham.co.uk

Safer Neighbourhood Teams



Janet Greenwood
Safer Neighbourhood Team
Manager – Neighbourhoods

Contact Janet Greenwood at:
Maltby Police Station: 01709 832726
RMBC Howard Building: 01709 334540

In Rotherham we are delivering the Neighbourhood Management agenda and Neighbourhood Policing through Safer Neighbourhood Teams. These teams bring together Rotherham Council services, such as Neighbourhood Wardens, Neighbourhood Enforcement, Streetpride and 2010 Rotherham Ltd along with Police Officers and Police Community Support Officers to bring a better quality of life to residents of Rotherham.

The Safer Neighbourhood Teams in Wentworth South and Wentworth North were formed in October 2005. We have had many successes since the introduction and these achievements have been used as a basis to roll out teams across the borough. We now have seven Safer Neighbourhood Teams each covering an Area Assembly.

The teams are working to the priorities identified within their communities through consultation exercises, walkabouts, surveys and one to one discussions. We have developed a Community Information Unit which allows us to share information across the council and partners, highlighting hotspots to target Anti-Social Behaviour, Fly-tipping, Burglary and other issues which effect a residents quality of life.

In each Safer Neighbourhood Area is a Neighbourhood Action Group (NAG) which brings a problem solving approach to addressing the communities priorities. This group of Middle Managers from partner organisations and elected members

can focus resources on to particular issues and if the problem is borough wide it is escalated to a borough wide Joint Action Group (JAG) who have the authority to realign resources, again through a problem solving approach.

Please read on to see the achievements already made in Wentworth North and Wentworth South.

Wentworth South Update



Jayne Hurley
Neighbourhood Manager
2010 Rotherham Ltd

The development of the Safer Neighbourhood Team (SNT) in Wentworth South has spearheaded a great deal of activity aimed at tackling crime, grime and anti social behaviour in the area.

Following community consultation the following six areas were identified as priority issues for Wentworth South:-

- Burglary
- Damage
- Violence
- Anti Social Behaviour
- Motor Cycle Nuisance
- Drugs/Alcohol

The story so far...

1. Following reports of off road motorcycle problems on Hollings Lane and the Woodlathes Estate, actions were taken that resulted in 10 Admin 171's (warnings) being issued and the seizure of 4 motorcycles (172's). Also several Acceptable

Behaviour Contracts (ABC's) were issued as a result of this operational activity. Hopefully this has improved the quiet enjoyment for the residents of these areas.

2. Reports of youth nuisance and damage were received on the Bradstone Road and Mallory Road Estates and following a two week multi agency operation through the SNT, many stop and searches resulted in a number of seizures of unauthorised alcohol. Several arrests for Public Order Offences were also made.

3. Numerous drug warrants have been executed at various addresses in the Wentworth South area and some large amounts of drugs have been seized. This is an ongoing activity averaging the execution of several warrants per week and is proving instrumental in the disruption of drug related activity in the area.

4. Through the work of the SNT a number of untaxed vehicles have also been removed from the roads of Rotherham. In one operation lasting over a 2 week period , over 90 vehicles were removed from the streets and a further two day operation saw the removal of a further 19 vehicles. Regular weekly operations involving Police Community Support Officers, Streetpride Officers from Rotherham Borough Council and the DVLA are taking place across the area.



The success of the SNT continues to grow and improve the quality of life for the residents of Wentworth South. If you have any problems or issues you feel the SNT could assist you with please contact the Safer Neighbourhood Team Information Line on 01709 832766.

What else are we doing for residents in Wentworth South?

Numerous reports of anti social behaviour and youth nuisance have been received on many of the garage sites in the Wentworth South area and as a result of these reports to date, by working with other partners including the Area Housing Panel, the following measures have been taken to improve and eliminate anti social behaviour and youth nuisance.

Jockel Drive Garage Site

Residents complained that youths were gaining unauthorised access to the garage site and were climbing on the garage roofs causing damage and vandalism. A lockable gate has been erected to stop unauthorised access and anti vandalism paint put on the garage roofs to deter youths from climbing on to them.

This has resulted in a significant reduction in damage, vandalism and anti social behaviour in the area.



Hounsfeld Garage Site

Numerous complaints were received regarding this garage site being used for off road motorcycling and damage being caused to the garage site with youths climbing on to the garage roofs.

An "A frame" has been installed to stop the illegal motorcycling and metal fencing has been erected on the garage roofs to stop unauthorised access.



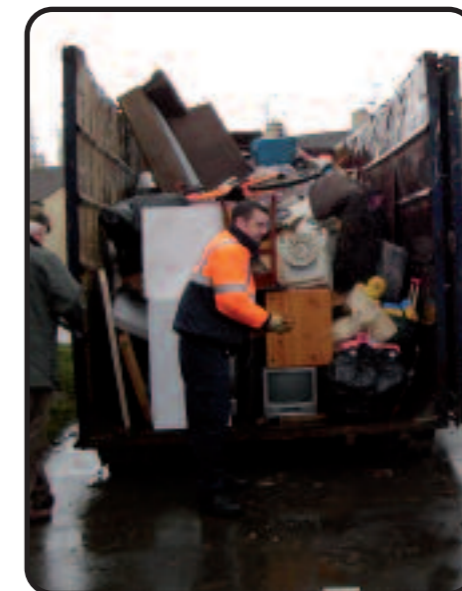
Wooton Court

Reports of youths causing nuisance by sitting on the low rise wall outside Wooton Court bungalows were regularly being received and by working with our partners steel railings have now been erected on top of the walls eliminating the element of youth nuisance.

Community Clean up Days

Various community clean up events have taken place in the Wentworth South area, including clean up days held at Rawmarsh and East Herringthorpe.

Residents were asked to make use of the community skips placed on their



estates as an opportunity to remove unwanted items of furniture and household rubbish.

Neighbourhood Wardens from the Council , Neighbourhood Champions from 2010 Rotherham Ltd, and Officers from South Yorkshire Police worked in partnership with members of the community to rid their homes and communal areas of unwanted rubbish and furniture .

This has resulted in significant improvements to the environment, a reduction in unauthorised fly tipping in the area and improvements to the quality of life for many residents.



Safer Neighbourhood Teams



Janet Greenwood
Safer Neighbourhood Team
Manager – Neighbourhoods

Contact Janet Greenwood at:
Maltby Police Station: 01709 832726
RMBC Howard Building: 01709 334540

Wentworth North Update



Andrew Leigh
Neighbourhood Manager
2010 Rotherham Ltd

The introduction of the joint agency Safer Neighbourhood Teams has given Neighbourhood Champions a better understanding of their patches, and helped deliver neighbourhood management. The joint working has lead directly to the serving of Acceptable Behaviour Contracts, arrests and the clearing of grot spots.

"I found that in the past I have only had part of the picture, sharing information with the police, neighbourhood wardens and others is giving me a more complete picture of what is happening on my patch"

Richard Tomlinson
Neighbourhood Champion

The Safer Neighbourhood teams have concentrated on five priorities set by the Wentworth North community . These are:

- Anti Social Behaviour/ criminal damage
- Youth Nuisance
- Vehicle Crime/ Nuisance
- Drugs & alcohol related crime
- Fear of crime/increasing police presence

Cortonwood Car Nuisance

Young adults racing high powered cars at Cortonwood retail centre were causing intimidation and noise nuisance to residents in Brampton and Wombwell. Working together, the Community Police Officers, Anti-Social Behaviour Unit, Traffic Police and the Cortonwood Retail Park owners have stopped the problem by conducting surveillance, identifying the culprits and serving warning notices on vehicle owners. On one night an operation was mounted which resulted in 25, 171



warning notices being served and two previously identified cars being confiscated. In response to the SNT's concerns the retail park has employed security guards and the problem is now in hand.

Youth Nuisance Problem

Partners in the SNT identified an estate as being a hot spot for youth nuisance and criminal damage. By joining forces, 2010 Rotherham Ltd, the Police, Neighbourhood Wardens, Anti-Social Behaviour Unit and Police Community Support Officers knocked on almost 200 doors in one day to gather information. This task would previously have taken 2010 Rotherham Ltd over one week to complete. It resulted in the serving of Acceptable Behaviour Contracts and the application for an

ASBO. At the same time the Police and Anti-Social Behaviour Unit have been to the surrounding schools. Pro-active steps are also being taken through the youth service to identify and improve youth provision in the area. The area is currently much quieter.

Burglary Reduction

2010 Rotherham Ltd has worked with the Safer Homes Scheme to conduct minor security works in advance of the Decent Homes Security Programme. This has resulted in approximately 50 bungalows in Swinton receiving the work in March 2006.

Estate Management Impact Plans

The Neighbourhood Champions are all working to Estate Management Impact Plans which have been produced after consultation with the community. The plans have identified priorities which previously housing officers may not have tackled because the priorities did not directly relate to council housing issues. In Brampton it has resulted in the clearing of a former petrol station, the clearance of road side grot spots and tackling private tenancies with the help of Environmental Enforcement Officers.

Estate Walkabouts

The estate management plans are being reinforced with estate walkabouts. This includes the first ever evening walkabout in response to the concern that walkabouts between 9.00am and 5.00pm do not always pick up resident's concerns.



4. Improving garage sites/security

Funding was successfully bid for to secure the Dryden Road and Christchurch Garage sites and fence the rear of the Christchurch Bungalows. The sites had previously experienced anti-social behaviour problems.



The Christchurch site has for a number of years had problems such as fires and problems with anti-social behaviour from children and young adults cutting through the grounds of the bungalows. The improvements will help improve the quality of life for the residents.

Congratulations you're a WINNER!

The winner of last issue's competition was Mr. Bowskill, of Kiveton Park, seen here being presented with his prize of £50 of high street vouchers by Mahmood Hussain, Equality and Diversity Officer.



Important Changes Reporting Criminal Damage

If your window is broken or damage is caused to your home by vandals, the procedure of the Council requires you to contact the Police to obtain an incident number before the repair can be done.

If you do not know who caused the damage, this procedure can add to the burden of calls the Police handle – and they have lots to deal with! It also means that customers, who may already be distressed by the vandal attack, have to make two extra calls – one to the Police to obtain the incident number; and one to report the incident number to Rotherham Connect to get the repair done.

With this in mind the Council has recently reviewed this procedure and agreed to put in place a simpler process for a trial period.

From now on, if your window is broken or damage is caused to your home by vandals, you do not have to make a report to the Police to get your property repaired. However, criminal acts should be reported to the Police, particularly if you can identify the offender or feel there is a particular reason you have been targeted.

Occasionally a tenant or a family member might damage their own Council house and this has always resulted in the cost of the damage being recharged to the tenants. This will continue to be the case under the revised procedure.

In all cases where there are repeated reports of damage to particular properties, the new Safer Neighbourhood Teams will be asked to visit and carry out an investigation.

This new way of reporting criminal damage will make it easier

- for customers to get their repairs done, and
- for the Police and 2010 Rotherham Ltd. to focus on tenants who are being victimised or are repeatedly damaging their own Council property.

Leaseholder News



Jill Jones
Neighbourhood Manager
2010 Rotherham Ltd

2010 Rotherham Ltd is developing its Leasehold Management Programme and as part of

this we are committed to having a 'Leaseholder News' section in every edition of Open House.

As part of this process the Leaseholders Forum meetings are taking on an important role by allowing the group to highlight and discuss issues that are important to them, review current practice and improve the service Leaseholders receive.

The Forum also provides a means of consulting with users, in addition to individual personal contact Leaseholders have with us, and surveys that are completed.

Leaseholder Forum Meetings

At forum meetings in 2005 the following issues were discussed and identified as priorities:

- > Service Charges
- > Cleaning and Caretaking of Communal Areas
- > Outdoor Areas and Environmental Issues
- > Anti-social Behaviour and Community Safety
- > Staff Training
- > Leasehold Management Action Plan
- > Forum Meeting Programme

Therefore we have:

Started a review of Service Charges

This issue is one of the main concerns of many Leaseholders and therefore a review is currently underway. We have had discussions with the Council's legal section and are:

- considering categorising improvement and maintenance work into 2 categories – essential and desirable to enable us to conduct appropriate financial planning and avoid giving Leaseholders 'false hopes' and considering a separate charge for desirable works.
- Looking at the possibility of some form of additional payments to Leaseholders if works are not carried out that have been paid for.

Looked at Cleaning Contracts

We are currently discussing details with the contractor and are hoping to achieve an improved service for residents.

Completed a review of caretaking services to deal with local issues

This has led to rapid response teams being set up in the North, South and Central areas of Rotherham who can deal quickly and efficiently with fly tipping, graffiti and general caretaking.

Safer Neighbourhood Teams are being set up in all areas

These teams will include Neighbourhood Champions; Police Officers; PCSOs; Neighbourhood Wardens; Environmental Wardens; Streetpride staff; Neighbourhoods Staff and the teams from 2010 Rotherham Ltd who will work closely together to deal with 'Crime and Grime' issues throughout Rotherham. There will be 7 teams based at locations across the borough in local areas.

Carried out Neighbourhood Walkabouts and invite all residents

Neighbourhood walkabouts are generally organised by 2010 Rotherham Ltd's Neighbourhood Champions and as the name suggests, is an opportunity for local residents, Ward Members; Council Officers; the Police; Housing Association staff and 2010 Rotherham Ltd staff to walk

round a particular area to identify issues, concerns and improvements

Continued to update the Leasehold Management Action Plan

As a result of Audit Commission recommendations and requests from Leaseholders, an Action Plan has been developed to ensure the issues highlighted are being dealt with within a specified period of time.

Considered the frequency and venues for Forum meetings

Meetings in 2005 were generally poorly attended. A decision was therefore made to hold Forum meetings at different locations and times throughout the borough and take into consideration where Leaseholders lived.

The first meeting of 2006 was held on a Saturday morning in Kimberworth Park and was the best attended meeting so far. It was decided to hold regular meetings throughout the year at different locations.

SECTION 20 NOTICES

Letters were recently sent out to all Leaseholders regarding Section 20 notices and further discussion took place at the Leaseholders Forum meeting held on the 21st January at the Oaks Lane Depot.

It was felt that information about Section 20 notices needed to be easier to understand and therefore an outline of the procedure is provided.

Section 20 of the Landlord and Tenant Act 1985

Section 20 requires the landlord (Rotherham Metropolitan Borough Council) to inform leaseholders throughout the tendering period and subsequent works. In this case 2010 Rotherham Ltd is carrying out this process on behalf of the Council.



The procedure is as follows

Stage 1

A letter of notification into a long term agreement is issued. This has been previously sent. This states that it is intended to carry out works predominantly to council owned properties, i.e. kitchens, bathrooms, rewires, heating systems, door and window replacement, external works, roofs, pointing to brickwork etc. It is not intended to carry out any internal works within leasehold properties other than external works, i.e. windows gutters, down pipes, roofs and work required within communal areas.

Stage 2

During March, a letter will be sent informing leaseholders of the intention to award contracts to successful contractors. At this time, although the number of contractors will be publicised, it will not be possible to state which contractor will carry out individual works, or at what time. The leaseholders will have a minimum 30 day period in which to respond prior to contracts being awarded.

Stage 3

All properties will be surveyed to assess the extent of works required. A letter will be sent notifying both leaseholders and tenants, making appointments for access where required.

On completion of the surveys, the following process will be adopted:

Pre 1987 agreement (no service charge)

An estimate will be forwarded to the leaseholder, based on the tendered rates.

The leaseholder will then have the option to:

- a) Accept the work and be charged in accordance with the current service charge agreement.
- b) Arrange for the work to be carried out themselves, in accordance with the leasehold agreement.
- c) Decline the works, in accordance with the leasehold agreement.

Post 1987 (service charge)

Should the work identified during the survey already be included within the five year assessment, then the leaseholder will be notified of the work and no additional charge will be incurred.

Should this not be included, i.e. additional work, then an estimate will be forwarded to the leaseholder. The leaseholder will then have the same options as detailed for the pre 1987 agreement.

Questions & Answers

These are some of the questions raised from both responses to the initial notification letter and the Leaseholders Forum meeting – with the answers.

Question – When will the work be carried out?

Answer - Now we have received funding a four year programme will be published showing when areas of the borough are to receive the works.

Question – Will the work be carried out by large companies, or smaller ones?

Answer - The proposed works have been advertised in the OJEU (Official Journal of the European Union) This requested all interested companies within Europe to express an interest in carrying out the works. Following an evaluation process, a shortlist has been compiled. The companies on this short list have been invited to tender.

Question - I have previously paid through my service charge for replacement windows. Should it now be decided that these windows do not comply with the relevant standards, do I have to pay for replacement yet again?

Answer - Until a survey is performed to identify any necessary works, no replacements will be made.

Question - The windows are not being cleaned?

Answer - This item has been referred to the Council. However, during the leaseholders meeting, it was highlighted that better designed replacement windows may assist in future cleaning. This will be considered during the survey stage.



Leaseholder News continued



Question - Will the works include more secure entrance doors and possibly cameras to the communal areas?

Answer - Whilst it is envisaged that a large sum of money is to be expended on improvements to properties, affordability has to be taken into consideration. It is therefore proposed to carry out the core works initially, with aspirational work following.

Question - The garden, path and drive areas are overrun with weeds?

Answer - This item has been referred to Streetpride and 2010.

Question - Will the proposed works include roofs and gutters?

Answer - Yes

Question - Whilst I pay a service charge, the items referred to in the service charge increase the value of my property. In the event of selling the property, this value is added to the resale value. However, the new leaseholder continues to pay the service charge. Does this mean that the new leaseholder is subjected to paying "twice"?

Answer - This should have been assessed during the purchasing period and the service charge off set against the selling price

Question - Will leaseholders be informed when works are to be undertaken, in order to make arrangements for night workers etc?

Answer - All leaseholders and tenants will be notified of pending works

Question -

a) Will communal areas be kept clean and tidy whilst the works are to be carried out?

b) Will drives, pathways and parking spaces be respected during the works

Answer - It is intended to maintain cleanliness and tidiness throughout the works whilst keeping disruption to a minimum.

GAS SERVICING

The 3 Star Gas service programme is available to all Leaseholders as well as tenants.

Here are some details of the service plan:

The service plan, includes for the following at a cost of £131.60 (including VAT), up to 31st March 2006:

- Annual boiler service to your primary appliance (including combined boiler and fire).
- Replacement parts to primary appliance.
- Leaking radiators and valves.
- Central heating pump failures.
- Repairs and replacement heating system controls to include thermostats, timeclocks and programmers.
- Leaking domestic hot water storage cylinder.
- Domestic cold water storage tank.
- Leaking or defective cold water heating storage tank.
- Defective heating circulation pipework.
- Flue system to primary appliance.

The above agreement does not include the following items:

- Replacement boilers and fires.
- Service of secondary gas appliances and flue (costs to be determined).

- Domestic hot and cold pipework.
- Living flame effect gas fires.

If in the event of a primary appliance failure, we are unable to obtain spares, we are more than happy to provide you with a quotation for an appliance or a system upgrade to meet the current regulations.

For further information please contact the Gas Administration Team on 01709 822265 or e-mail: gas-clerical@2010rotherham.org

LEASEHOLDER QUESTIONS

A Questions and Answers section is to be developed as part of this section of Open House.

Issues that are raised individually or at the Forums will become a section 'Frequently Asked Questions.'

If you wish to contribute to this or if you have any specific questions you would like to ask – please contact Jill Jones, Neighbourhood Manager, Rotherham North – tel. 336978 or e-mail to jill.jones@2010rotherham.org

GETTING INVOLVED

As a leaseholder you are welcome to attend the Leaseholders Forum.

You can also become a member of your local Area Housing Panel, and become involved in local issues.

Please contact your local Neighbourhood Office or the Neighbourhood Champion for your area for further details.



John Mansergh
Performance Champion
Neighbourhoods

Are we meeting our targets within neighbourhoods?

We are continually looking to improve the performance of the service we provide to you. Here is a snapshot of how we are performing in key improvement areas that you have identified to us:

WASTE & RECYCLING

The % of waste recycled	
Target:	14.32%
Our Performance:	14.57%
On Target:	✓
Improved since previous:	✓

Cost of waste collection per household	
Target:	£47.70
Our Performance:	£46.09
On Target:	✓
Improved since previous:	X

HOMELESS SUPPORT SERVICE

Dealt with all Homeless Applications within 20 days	
Target:	100%
Our Performance:	100%
On Target:	✓

Average stay in B&B accommodation

Target:	0
Our Performance:	0.21
On Target:	X
Improved since previous:	X

REPAIRS AND MAINTENANCE

The Percentage of urgent repairs completed in time	
Target:	97%
Our Performance:	97.37%
On Target:	✓
Improved since previous:	✓

Average Time taken to Complete a Non-urgent Repair

Target:	12 days
Our Performance:	11.45 days
On Target:	✓
Improved since previous:	X

Percentage of Repairs Appointments Made and Kept

Target:	80%
Our Performance:	93.91%
On Target:	✓
Improved since previous:	✓

EMPTY PROPERTIES

Average time to let an Empty Property	
Target:	12 Days
Our Performance:	10.09 Days
On Target:	✓
Improved since previous:	✓

More information on our performance is available on our website visit us at www.rotherham.gov.uk or www.2010rotherham.org

Information around the percentage of waste recycled can also be found on electronic notice boards at all Household Recycling Centres (information relevant to individual sites - updated weekly). The notice board also thanks customers for helping with recycling.

Recovering from Poor Performance

■ In the last edition we told customers that we were failing to meet our targets for reducing rent arrears. We have now put in place a new complaints system which automatically sends out reminders to people to pay their arrears. As a result, we are back on target for reducing rent arrears.

■ Efforts will be prioritised to reduce the number of days homeless families have to spend in temporary accommodation.

The Rotherham Federation of Tenants and Residents



Debbie Brashaw
Community Development Manager
2010 Rotherham Ltd

The idea of forming a Tenants and Residents Federation in Rotherham was first raised at last year's Tenants

Conference held in April. Since then, the Council Housing Futures Group, a dedicated group of council tenants, have formed a Shadow Board to develop an independent Federation for Rotherham. This will represent council tenants and unite Tenants and Residents Associations (TARAs) in grass roots decisions about their homes and communities.

What could a Federation of Tenants & Residents in Rotherham do for you?

- Provide advice, support and training to empower you with the skills and know-how to get involved
- Campaign and lobby on your behalf
- Work in partnership with other organisations and agencies to help to achieve social and economic benefits
- Ensure that tenants are actively involved in monitoring Housing service standards
- Support TARAs in decision making and play a key role in community development and neighbourhood regeneration

The Federation has the potential to play a vital role in developing Housing policy and strategy through negotiations with RMBC and 2010 Rotherham Ltd.

The Tenant Resource Centre has moved!

Formerly situated at Greencroft, Broom Valley the Community Development Team and the Resource Centre has moved to Eastwood.

The Community Development team consisting of **Caroline Boyle, Colette Williams, Debbie Brashaw and Lynn Hartley** can be contacted at

2010 Rotherham Ltd, Chesterton Road, Eastwood, Rotherham S65 1SZ .
Tel 01709 822222 ext 2274.

There will be an official Open Day soon to launch the new facilities which are for use by all residents belonging to Community groups.

The Federation could also run innovative projects and events to involve more Young People, Ethnic Minority tenants and many others to get involved in their communities.

The Federation will be up and running by the end of April and a Federation Open Day is planned for the Middle of May, watch out for posters and adverts in the local press for details. The first Annual General Meeting will take place in September, where the Executive Board of Directors will be elected. This is an exciting time for Rotherham's Tenants and Residents.

Facilities include:

- A Resource Room with:
 - > 2 computers with internet access
 - > An extensive library with an abundance of information to help Community Groups
 - > Photocopying facilities
 - > Fax machine
- A Conference/Meeting room available for Community groups to use.

Want to get involved?

If you're interested in getting involved in your Community or want to be involved in what's happening in 2010, please contact the team on the above number or your Neighbourhood Champion.

Area Housing Panels

TARA's

Key Player Initiative

Tenant Forums and Conferences

Customer Inspections

Home Truths

Learning from Customers



Key Player Initiative



Caroline Boyle
Community Development Manager
2010 Rotherham Ltd

What is it about?

Have you ever thought "if only I had the time to attend meetings, I'd tell them how to

go on?" Well we realise that most of the methods we use rely on attending daytime meetings. Key Players puts the power to your elbow and lets you decide what parts of the service you want to play a part in, and lets you tell us how you want to be involved.

How does it work?

You fill in a registration card telling us about you and where you live, then tick

a selection of boxes to tell us the areas of our service that you want to have a say in, then select exactly how you want to be involved!

Key Player Example

Let's say that you want to have involvement in the repairs service, but only want to be contacted by post. When we want to hear what our customers think about the repairs service or maybe we want to consult on new policies, we will know that you only want to be involved by post.

The result?

We have listened and involved you in exactly the way you have asked. You get the chance to influence the decision making process by committing the time you are happy with.



If you would like to be part of this exciting initiative, complete the attached form in the newsletter or contact the Community Development Managers on 01709 822227

FREEPOST RLZS-ALZT-TYAL

2010 Rotherham Ltd
Chesterton Road, Eastwood,
Rotherham, S65 1SZ

Key Player Registration

This form is designed to let you choose how you get involved with us. You can fill out as much or as little as you want, but the success of this will depend on how much information we receive. Please send your completed form to:

Tenants' Resource Centre, FREEPOST NEA 9249. Rotherham S60 3BR -
No Stamp Needed

You could also hand it into your Local Housing Office

Name:

Address:

Post Code:

Telephone:

Mobile:

E-mail address:

Which part of our service would you like to be involved in?

- | | |
|---|---|
| <input type="checkbox"/> Repairs and maintenance including Decent Homes | <input type="checkbox"/> Telephone Surveys |
| <input type="checkbox"/> Housing including the Future of Council Housing | <input type="checkbox"/> Focus Groups |
| <input type="checkbox"/> Service improvements | <input type="checkbox"/> E-mail Surveys |
| <input type="checkbox"/> Estate Management including Anti-Social Behaviour Issues | <input type="checkbox"/> Public Meetings |
| <input type="checkbox"/> Vacant Property and lettings | <input type="checkbox"/> Roadshows |
| <input type="checkbox"/> Local Housing Issues | <input type="checkbox"/> Estate Walkabouts |
| <input type="checkbox"/> Rents and Finance | <input type="checkbox"/> Tenants Forums |
| <input type="checkbox"/> Customer Inspections | <input type="checkbox"/> Postal Surveys |
| | <input type="checkbox"/> Tenants Conference |

Sex

- Male Female

Age Group

- 18-35 36-45 46-64 65+

Do you consider yourself disabled

- Yes No

White

- British English Irish
 Other white background, please describe

Black or British Black

- Caribbean African
 Other Asian background, please describe

Mixed

- White and Black Caribbean
 White and Black African
 White and Asian
 Other mixed background, please describe

Asian or Asian British

- Indian Pakistani
 Bangladeshi Kashmiri
 Other Asian background, please describe

Chinese, Yemeni or other ethnic group

- Chinese Yemeni
 Other ethnic group, please describe



Charter Mark Accreditation

Award for Customer Service Excellence



The whole of the Housing Service was awarded Charter Mark accreditation in October 2005.

This includes housing functions that the council still provides. For example:

- Homelessness
- Anti-social behaviour
- Housing options

It also includes the services provided by the council's arms length management organisation.

Charter Mark is a national standard set by the Government for quality and customer excellence, unique in that it focuses on the experience of customers.

Recognition was received from the inspector for our efforts in completing the Charter Mark application and this resulted in only two partial compliances against a total of 63 elements.

The inspector stated:

"Precise, measurable and challenging standards are set for your main services. You review and raise your standards each year"

"Your use of performance clinics to review both good and poor experiences can be recognised as good practice and is directly leading to service improvements"

"The consultation around the decision to apply for ALMO status was comprehensive and rigorous. It is clear that customers are central to service developments and that you see consultation to be essential for the development of services"

Neighbourhood Services

including Waste Strategy and Neighbourhood Standards were awarded Charter Mark accreditation in March 2006.

Full compliance against all of the Charter Mark elements was achieved "much effort has been given in completing the Charter Mark application and this has resulted in the excellent achievement of full compliance"

The inspector stated:

"The approach you have taken to setting standards is good practice. There is evidence of planned customer and staff input in the review process"

"I viewed the recording database for complaints, compliments and suggestions and it is evident that comprehensive records are kept and analysed"

"During an estate walkabout I observed very effective communication between agencies and jointly agreed action, this should be regarded as good practice"

"The Service is actively involved within the community, the way you involve children is praiseworthy. I was impressed by your staff's presentation at Thrybergh School in relation to waste, litter and recycling"

For further information please contact Jasmine Speight, Strategic Services on 01709 822255

*Jasmine Speight,
Service Quality Champion,
Neighbourhoods, with
a Charter Mark
Award plaque*



Learning from Customers Forum & Customer Inspection Service How to get involved

A 'Learning from Customers' refresh took place January 2006, whereby a focus group have agreed to meet for one full day, once a month to:

- Look at feedback from customers, including complaints and customer satisfaction findings to see what we can learn and improve on
- Discuss issues and experiences of accessing services within Neighbourhoods and 2010 Rotherham Limited
- Look at and change wording within leaflets, posters and other customer information to agree as 'Easy Read'
- Carry out Customer Inspection Service Activities, to check we are meeting our service standards and performing well. Example of activities include:
 - > Telephone Monitoring
 - > Reception Areas Mystery Shopping
 - > Inspecting empty properties which are ready for letting



> Household Waste Recycling Centres Customer Inspections

> 'Home Truths' – video diary experience of services

• Take part in 'Customer Inspection Service Exchanges' with Sheffield Homes Customer Inspectors to learn from each others experiences and test services from an outside view

£10.00 High Street Vouchers and lunch are provided to customers attending for your time and efforts in becoming involved and helping us improve services.

Learning from Customers & Customer Inspection Service Quotes:

"This forum benefits both staff and customers."

"The Customer Inspections are really interesting and fun – anyone can get involved, young and old"

"You learn a lot yourself when doing the telephone mystery shopping about who to contact in certain situations and how procedures work"

"I didn't know that washing machines and fridges could be taken to the tip, but now I know after doing the inspections. I would feel more comfortable coming – the staff were really helpful too"

If you would like to become involved, please contact Jasmine Speight, Service Quality Champion on 01709 822255, jasmine.speight@rotherham.gov.uk.



2010 Rotherham Ltd Neighbourhood Offices Opening Hours

2010
ROTHERHAM LTD

As a result of listening to customers, we have changed the opening hours at all Neighbourhood Offices to the times below. N.B. Saturday opening only applies to Dinnington, Greasbrough, Maltby, Rawmarsh and Swinton Neighbourhood Offices.

- Monday8.45am to 4.30pm
- Tuesday8.45am to 4.30pm
- Wednesday .9.00am to 6.00pm
- Thursday8.45am to 4.30pm
- Friday8.45am to 4.30pm
- Saturday9.00am to 12noon

Requesting Housing Repairs:

Monday to Friday 8.00am to 8.00pm.
Tel: (01709) 336009

Emergency Out of Hours Repairs:

Weekends 8.00am to 4.30pm. Tel: (01709) 376711 or outside these hours Tel: (01709) 836161

Out of Hours Housing Emergency Telephone Number: 07748 143170