

The magazine for Rotherham Council tenants and leaseholders

# HOME

AUTUMN 2024

*matters*

## REBUILDING OUR COMMUNITIES

Housing Annual Report 2024

Neighbourhood Centres

New Housing Initiative



[www.rotherham.gov.uk/housing](http://www.rotherham.gov.uk/housing)

# HOME *matters*

## Welcome to the autumn 2024 edition of Home Matters



**Hello! It's my second time of writing this foreword and it gives me an opportunity to reflect on the last year and a chance to look forward to 2024/2025.**

Throughout the last year of my time as Cabinet Member for Housing I've met a good number of our wonderful tenants: the Tenants Open Day was a pleasure to attend. I also met in early July the first tenants to move back into their refurbished bungalow which

had been hit by storm Babette in October. Looking around the other refurbished homes I can only commend the excellent standards of works being achieved, more of which you'll find on page 3.

Another highlight for me has been having the honour of 'opening' new homes across the borough from Wickersley to Thorpe Hesley to East Herringthorpe. The latter scheme is the Council's first 'no gas' development and we should all be proud of that.

Sadly, the levels of homelessness nationally and in Rotherham have continued to rise and I fear will continue to do so in 2025, but we have officers working really hard to ensure that we accommodate anyone who comes to us as homeless.

2025 will also see the continuation of our ambitious house building programme

across the borough. We set ourselves a target of delivering 1,000 new homes between 2018 and 2026 and we're at the 600 mark now. Again, these properties incorporate all the latest building requirements and some innovative design features and will be much sought after I'm sure.

A big challenge for us and all social landlords will be the newly introduced Social Housing Regulator Inspection Regime which will look at how we manage our housing stock and how we engage with our tenants. We'll be doing an annual survey of all tenants to find out how you feel about your homes and the other services we provide. Please take every chance you have to get involved in our tenant engagement activities, often provided by Rotherfed.

As we say locally "I can feel it in my water" that 2025 is going to be another interesting and challenging year for the service and I look forward to meeting more of you as it progresses.

**Councillor Sarah Allen**  
Cabinet Member for Housing

### YOUR INVITATION



## TENANTS' OPEN DAY 2024

New York Stadium, Wednesday 23 October, 10am – 2pm

This is your chance to find out more about what's happening in housing services, our future plans, meet other tenants, talk to other council services and our partner organisations and put your questions to members of staff.

**Places are limited and booking is essential.**

Email [customerinvolvement@rotherham.gov.uk](mailto:customerinvolvement@rotherham.gov.uk) to book your place.



# REBUILDING AFTER THE FLOODS

**After flooding hit Catcliffe in October 2023 the Council housing teams, partners and residents have worked tirelessly to get people back on their feet and into their homes.**

Linda and Dave Ellis (above) of Chapel Walk Catcliffe were forced to leave their bungalow when the River Don overtopped causing several inches of rainwater to enter their home.

Linda said: “The past six months have been devastating. We had to leave our home of eight years, all of our belongings and move into temporary accommodation. It was a lot disruption and upheaval for us both, at a time when we were also caring for my husbands elderly father.

“There was so much organising for us to do but Andy Lumb from the Council’s housing team called me every week to make sure we were settled in our temporary flat as well as keeping us up-to-date with the progress of our house.

“It was so reassuring having a point of contact and knowing you weren’t being left to deal with it on your own and he didn’t just do this with us, but every resident affected. He’s worth his weight in gold!

Once the properties had dried out and major building works complete residents were invited into the centre to choose their new paint colours, flooring, tiles, kitchen units and bathroom fittings.

Dave added: “We’ve had the support of Chris Nicklin a housing officer who’s been based at the local neighbourhood centre this whole time, meaning we could pop and see him throughout the whole process – no matter how big or small he’s been there to deal with any issues.”

“The quality of the build is fantastic, Equans have done a great job with all the fixtures and fittings. We’ve also had improved insulation and heating system fitted which is going to be a god send come the colder months. After the devastation of last winter, we can’t wait for Christmas in our new home!”

14 out of the 31 properties affected have been returned with the others due to be complete this Autumn.

# SOCIAL HOUSING REGULATION

From April 2024 the Council has been subject to new regulations enforced by the Regulator of Social Housing.

The regulations affect all social housing landlords and aim to make sure that council homes are safe to live in, and that tenants' voices are heard and can positively impact housing services.

At least once every four years, the Council will be inspected to make sure that we are delivering services in line with the consumer standards.

**The four consumer standards are:**

- Safety and Quality Standard – tenants have safe, good quality homes to live in.
- Transparency, Influence and Accountability Standard – tenants are treated with fairness and respect and can access services, raise concerns, when necessary, influence decision making and hold the landlord to account.
- Neighbourhood and Community Standard – safe and well-maintained neighbourhoods.
- Tenancy Standard – fair allocation of homes and the management of homes.

If at any time the council finds that it is not meeting the required standards, it is expected to report this to the regulator. Our tenants can also report breaches of standards. If it is confirmed by the regulator that there are unacceptable levels of service provision, then enforcement action will be taken.

We take our responsibilities as a landlord very seriously and welcome the new regulations and the planned inspection of our services.

## IS YOUR PERSONAL INFORMATION UP TO DATE?

So that we can better shape our services, we're asking all our tenants to make sure they've completed their Housing Online profile.

So far, 21,000 people have signed up to the Housing Online service, which is great. If you have already signed up, please check you have completed the 'person details' section of your account.

This is a new section of Housing Online and may not have been available when you signed up. By making sure this information is logged in your profile you will help us to better understand the diverse needs of our residents, so we can provide more inclusive services across the borough.



To access the online services  
please visit:  
[www.rotherham.gov.uk/housing](http://www.rotherham.gov.uk/housing)



Local residents with Cllr Tom Collingham and neighbourhood coordinators, Heather McManus and Samuel Kendall outside Rotherwood Neighbourhood Centre.

## ROTHERWOOD GETS A REFRESH

**Rotherwood, the longstanding Neighbourhood Centre in the heart of Thurcroft, is the latest Rotherham Council community facility to undergo a makeover.**

Local resident Angela Smith told us: “The Centre has been fully redecorated in colours carefully chosen by our residents. We’ve also had new curtains and cushions, the furniture re-upholstered and the carpets given a deep clean. It looks fantastic!

“Each week children from The Willows School come along and tend to our garden at the back of the Centre, so as part of the works we also had an outside tap, hose pipe and water butt fitted for them. They’ve done a wonderful job of transforming what was an overgrown patch of land and I’m so pleased we’ve been able to help them continue their great work.

“We run lots of social activities here such as a Saturday Night Social and Thursday Coffee Day (not morning, as people don’t want to leave!). Our sessions offer the chance for people to meet up and discuss what is going on in the community, it’s a great excuse to have a cuppa and a catch-up with neighbours.

“I’ve been running sessions at this Centre for more years than I care to remember and people who come here love it – but it would be great to see a few more new faces. I’d encourage everyone to find out where their nearest centre is and give it a try. If you already pay a communal charge the centre is free to attend, whilst non-paying residents pay just 56p towards any activities, which is great value for money.”

Rotherwood is one of 45 neighbourhood centres across the borough. The centres are multi-purpose communal spaces offering a welcoming space for tenants and community groups to get together as well as providing a vital place for people who feel isolated to get out and meet new people.

Activities include arts and crafts, lunches, knit and natter session, music clubs, gardening clubs, exercise classes and much more, meaning there is something for everyone to enjoy.







Visit [www.rotherham.gov.uk/housing](http://www.rotherham.gov.uk/housing) to find your local centre or speak with your local housing officer to find out more.







# COUNCIL TENANT SATISFACTION MEASURES




The Government has introduced new Tenant Satisfaction Measures (TSMs) which are designed to assess and monitor how well social landlords, such as the Council, are doing in providing good quality homes and services.




By monitoring customer satisfaction on a regular basis, we can react quickly to any changes and ensure we further improve our housing related services to our customers.



## HOW DID WE DO IN 2023/24?

Keeping homes in good repair	
	12% of our homes do not meet the Decent Homes Standard.
	77.6% of tenants are satisfied their home is well maintained.
	71.6% of tenants are satisfied communal areas are clean and well maintained.
	99% of emergency repairs completed in time. 97% of non-emergency repairs completed in time.
	74.1% of tenants are satisfied with the repairs service.
	72.1% of tenants are satisfied with the time taken to complete their most recent repair.

Maintaining building safety	
	81.1% of tenants are satisfied their homes are safe.
	100% of fire safety assessments carried out.
	99.9% of gas safety checks have been completed.
	100% of asbestos checks have been completed.
	100% of water safety checks have been completed.
	91.3% of lift safety checks have been completed.

Being respectful and helpful	
	76.9% of tenants are satisfied with the overall service we provide.
	74% of tenants are satisfied we keep them informed about things that matter to them.
	70.5% of tenants are satisfied we listen to their views and act upon them.
	83.6% of tenants agree we treat them fairly and with respect.

Effective handling of complaints	
	36.2% of tenants are satisfied with our approach to complaints handling.
	26.9 stage 1 complaints received (per 1000 homes). 0.9 stage 2 complaints received (per 1000 homes).
	82.3% of stage 1 complaints handled within the Housing Ombudsman's timescales. 55.5% of stage 2 complaints handled within the Housing Ombudsman's timescales.

Responsible neighbourhood management	
	72.4% of tenants are satisfied we make a positive contribution to neighbourhoods.
	69.6 anti-social behaviour cases (per 1000 homes). 0.3 of anti-social behaviour cases involved Hate Crime (per 1000 homes). 64.9% of tenants are satisfied with our approach to handling anti-social behaviour.

KWest are now starting to complete the 2024/25 survey on behalf of the Council and will be contacting tenants via email and telephone



Rotherham Council Housing Team with Allert Building and Construction Ltd. and Linda Raynor from Local Partnerships at Infirmary Road, Parkgate.

## INNOVATIVE SCHEME BRINGS MORE COUNCIL HOMES

**A new development of Council homes is now complete, thanks to a new Rotherham Council housing initiative.**

The small development of two and three bedroom homes on Infirmary Road, Parkgate has been named Blacksmiths Court, a nod to the site's former use as a horses' paddock and farriers. All of the properties will be available for Council rent.

The development is the first site to benefit from the Council's Small Site Homebuilding Initiative. The scheme provides a fast-tracked route for small and medium sized developers to help deliver more high-quality and affordable housing in Rotherham.

Following a successful application process, the Council worked in partnership with local contractors Allert Building and Construction Ltd on the Parkgate site.

Karl Leatham from Allert's said: "It has been a

real pleasure working with Rotherham Council to deliver the first scheme under the new initiative delivering much needed council homes."

The new homes will support the Council's pledge to deliver hundreds of new high-quality homes across the borough by 2026 through its Housing Delivery Programme.

Rotherham Council's Cabinet Member for Housing, Cllr Sarah Allen, said: "We are delighted to be partnering with local builders, Allert's on this project. With the demand for Council Housing continuing to rise, it is vital that the Council looks at all opportunities to build good quality, affordable homes for residents."

"We are thrilled to see this initiative supporting the local small business sector to continue to play its role in meeting local housing needs."

# HOUSING STRATEGY

Rotherham Council has launched a survey to help shape the future of the borough's housing strategy and is calling on its tenants to have their say.

The new Housing Strategy Consultation aims to identify the key priorities for the Council over the next three years.

The Council has been delivering against the commitments in its Housing Strategy for 2022-2025, with key achievements over the past three years including building more Council homes, bringing empty homes back into use and delivering energy efficient improvements to homes in Maltby.

This new consultation will refresh the Housing Strategy and set out the key priorities for 2025-2028.

The survey will only take a few minutes to complete, responses are anonymous and residents have until 11 November 2024 to share their views.



To complete the survey visit

[www.rotherham.gov.uk/consultation-feedback/rotherham%E2%80%99s-new-housing-strategy/2](http://www.rotherham.gov.uk/consultation-feedback/rotherham%E2%80%99s-new-housing-strategy/2)  
or scan the QR code.



## HAVE YOU GOT UNWANTED FURNITURE OR APPLIANCES? Let us help you clear your clutter

**If you have any large items of furniture or household appliances you no longer need, there are many charitable reuse organisations in the borough that collect good quality reusable furniture and household electrical appliances.**

If you're struggling to find an organisation, the Council can help you with the removal and disposal of larger household items, such as furniture, electrical appliances and DIY waste, such as bathroom suites, window frames, doors from residential properties.

We aim to offer you a collection date within 10 working days and Rothercard holders are entitled to a discount, making it a cost-effective way to clear unwanted items from your home.

### CURRENT PRICES OF COUNCIL COLLECTION:

- 1-3 items £16.50 (£10 with a Rothercard)
- 4+ items £5.30 per item (£5 with a Rothercard)

To find out more visit:

[www.rotherham.gov.uk/bins](http://www.rotherham.gov.uk/bins)



# MONEY AND BENEFITS ADVICE SERVICE

**The Advocacy and Appeals Service has now changed its name to the Money and Benefit Advice Service.**

Whilst our name has changed, we will continue to offer the same high level of service to all Rotherham residents. We hope the new name makes it clearer who we are and what we do.

## SO HOW CAN WE HELP YOU?

### Money Advice

Anthony advises on all aspects of debt and money, looking at solutions available to you to become debt free. He can support with rent, mortgages, secured loans, utilities, council tax, credit debts, magistrates court fines, hire purchase and conditional sale agreements.

He also advises on Debt Management plans, Bankruptcy, Debt Relief Orders, Individual Voluntary Arrangements and Administration Orders either face-to face in the Job Centres at Maltby, Dinnington and Chantry House and Riverside House as well as by telephone.

### Appeals

Saiqa, Ijaz and Amina are our Benefit Appeals team. They can help with welfare benefit refusals, including Personal Independence Payments, Job Seekers Allowance, Employment and Support Allowance, Universal Credit, Disability Living Allowance, Housing Benefit, Council Tax and Child Benefit.

They also support residents with mandatory reconsiderations, sanctions, and overpayments, and will represent at benefit tribunals as well as offering advice on benefit entitlement and eligibility.

### Macmillan Welfare Rights Advisers

Kim and Dayna are our Macmillan team. They support people across the borough who have been diagnosed with cancer including their family members and carers.

They offer advice, including access to welfare benefits, grants and other sources of assistance that are available both face-to-face and via telephone. The team can also signpost to services that can assist in non-financial ways, including counselling, self-help, support groups and complementary therapies.

**To contact the team to discuss any money and benefit issues you may have email: [MoneyandBenefitAdvice@rotherham.gov.uk](mailto:MoneyandBenefitAdvice@rotherham.gov.uk)**

**JUST BECAUSE I CAN'T SEE IT DOESN'T MEAN I CAN'T FEEL IT**

**Domestic abuse is a crime. You are not alone.**

Scan the QR code or visit the website below for local and nation support  
[www.saferrotherham.org.uk](http://www.saferrotherham.org.uk)



# LOOKING AFTER TENANTS HOMES

## Safety and Quality Standard

### CASE STUDY

Catcliffe experienced severe flooding as a result of Storm Babet in October 2023, which caused significant damage to homes, and left many residents displaced.

Our Housing and Neighbourhoods teams activated an emergency plan to help residents who had to leave their homes and quickly found new suitable homes for them.

We focused on keeping residents informed and reassured, as we supported them through the process of moving to temporary alternative accommodation, whilst their homes were repaired and made ready for them to return to.

To help people get back on their feet, we organised a tenant choice event where residents could choose their new kitchen designs, countertops and tiles for their homes. Despite the challenging time, this event aimed to make residents feel actively involved in making the necessary decisions about the repairs to their homes and make their homes feel like a special place again. Deciding these things early also helped us to plan and make sure there were no delays to repairing these homes.

Once residents moved back into their homes, we checked on them every week to address any ongoing needs. We regularly had meetings with the Council's contractors to gather information and update residents on how their homes were being fixed and to make sure everyone knew what to expect.

Our promise to talk openly and give personalised care shows how much we care about helping our community during tough times.



## 94.28%

Repairs completed right first time, target 87% (up from 92.79% last year).



## 3,402

Damp, Mould, and Condensation cases dealt with (up from 1726 last year).



## 53

External Wall Insulations.



## 132

Cavity Wall Insulations.



## 1,621

Gas Boiler installs.



## 227

Loft insulation installs.

### IN THE NEXT 12 MONTHS, WE PLAN TO:

- Ensure the Council follows all property safety rules, including gas, electrical, fire safety, asbestos, legionella, and lifts, to reduce risks and keep everyone safe.
- Start a programme to check the condition of our homes and make sure they meet decency standards.
- Create a plan to improve energy efficiency, aiming to achieve EPC C by 2030 and meet net zero requirements for our housing.

# ENHANCING TENANT ENGAGEMENT

## Transparency, Influence and Accountability Standard

### CASE STUDY

In June 2023, the Screen Team was created as a result of a recommendation from our Tenant Scrutiny Panel's 2022/23 report into how we communicate with our tenants.

The Screen Team is a group of Council tenants who meet online every month to scrutinise how we communicate with customers. The Screen Team looks at our letters, forms, surveys, website and the Home Matters magazine to make sure they are easy to read and understand.

The team worked with us to co-create its own terms of reference and meeting guidelines and to come up with a team name.

Over the year the Screen Team has looked at lots of our communications. Here are some of their biggest impacts:

### THE HOME MATTERS MAGAZINE

#### You said:

The Screen Team worked with our marketing department to co-create the autumn 2023 edition, and suggested we should promote youth services in the borough and provide information on some of Rotherham's opportunities for young people.

#### We did:

We made sure that the magazine focussed on youth, telling the story of one of our Screen Team members that volunteers within the youth sector and publicising some of the fantastic clubs that are available to young people.



### THE TENANT ENGAGEMENT WEB PAGES

#### You said:

The Screen Team suggested that our home page should be less information heavy and should consist of a number of tiles with sub-pages sat behind, so tenants can choose the areas of the site they want to look at.

They tested our web page and suggested that we simplify lots of the language that we use.

#### We did:

We designed our new look web page using the tile format with pictures to make it more user friendly, and we simplified lots of the language we use. The Screen Team tested and signed off our page to make sure we got it right.

### ASBESTOS EXPLAINER LETTER

The Screen Team worked with us to create an understandable asbestos letter which we are sending to tenants to help keep them safe.

### IN THE NEXT 12 MONTHS, WE PLAN TO:

- Obtain TPAS Exemplar re-accreditation for the Council's tenant engagement efforts.
- Implement a Customer Experience dashboard to track tenant satisfaction, as their feedback informs service improvement.
- Continue to enhance tenant engagement, support existing community groups, and develop new ones to meet diverse needs.

# POSITIVE CONTRIBUTIONS TO NEIGHBOURHOODS AND COMMUNITIES

## Neighbourhood and Community Standard

### CASE STUDY

We proposed to create a small children's play area on a field located between Keble Martin Way, Bushfield Road, Mathews Avenue, and Cutts Avenue in Wath-upon-Dearne. This project aimed to improve the play spaces for young children in the community, giving them a safe and fun place to play and meet friends.

To see if the community liked the idea and to get their input, we held some engagement events. These events allowed residents to share their opinions and preferences about the project. The feedback showed that many residents wanted more permanent play facilities in the area.

Recognising the community's enthusiasm and the benefits of this project, we used funding from the Ward Housing Budget to plan and complete the project by spring 2024.

The new play area is now a great addition to the neighbourhood, providing a lively and inclusive space where children can play, learn, and grow.



Before



After



After

### IN THE NEXT 12 MONTHS, WE PLAN TO:

- Further elevate the quality of our homes and neighbourhoods to create more vibrant and welcoming communities.
- Improve how we handle Housing Anti-Social Behaviour (ASB) cases, reducing incidences and providing better support for affected residents.

# MEETING CUSTOMER NEEDS

## Tenancy Standard

### CASE STUDY

A young person leaving care faced homelessness following a family bereavement. The Housing Advice Team, Housing Assessment Panel Facilitator, and their Personal Advisor worked together to support them. They helped gather documents, apply for housing and complete assessments, including checking income and conducting a pre-tenancy interview to confirm eligibility.

With this support, the care leaver secured Band 1 housing status and was offered a suitable one-bedroom flat in a good location. They were happy with the offer and delighted to sign the tenancy. They also received help to access a carpet and white goods package. Our Leaving Care Team continues to provide regular visits and support, ensuring the care leaver can enjoy a stable and hopeful future ahead.

This shows our commitment to meeting the tenancy standard by supporting vulnerable individuals. We work together to ensure fair housing allocation, strong support for tenancy sustainment, and suitable accommodation that meets individual needs. Our ongoing assistance and compliance with statutory requirements show our dedication to tenant's long-term well-being and stability.



## 217

Homes delivered with Council support, including affordable homes – Target 200 (down from 373 last year).



## 1,398

New lettings made (down from 1,407 last year).



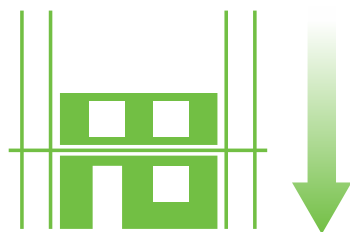
## 121

Right to buy completed (down from 202 last year).



## 32.15

Average days to relet, target 42 days (down from 53.49 last year).



## 56

New builds and Council input homes delivered (24 rent, 18 shared ownership, 14 open market sale) (down from 163 (127 rent, 16 shared ownership, 20 open market sale) last year).

### IN THE NEXT 12 MONTHS, WE PLAN TO:

- Develop and deliver a plan for long-term empty homes.
- Enhance the Tenancy Health Check process, with a key focus on knowing our customers, property condition and safety, sustainable tenancies and combatting tenancy fraud.
- Help 400 people get support from the Employment Solutions service.

# LEARNING FROM FEEDBACK

We appreciate the positive feedback we receive from our tenants about our services. Equally, we value constructive feedback when tenants feel we may have fallen short, as it helps us improve and better meet your needs.

**Here are examples from 2023/24 of how we are using your feedback to deliver better results:**

## YOU SAID, WE DID

**You Said:** You wanted a tenant-friendly guide to the lettable standard so new tenants know what to expect when moving in, including details about decoration, cleanliness and heating.



**We did:** The Housing Property Service is developing

a tenant-friendly guide to the lettable standard. This guide will be available on our website and included in the handover pack for new tenants.

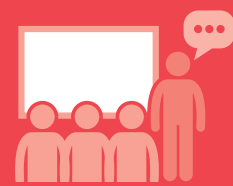


**You Said:** You wanted it to be easier to

adjust settings on our website and remove any confusing language.

**We did:** Our panel of tenants, Screen Team, met with us to review the accessibility of our web content and made necessary adjustments. Over the past year, the Screen Team has reviewed more than twelve pieces of content to ensure they are easy to use.

**You Said:** You wanted a more direct and transparent way to address your concerns and complaints about housing issues.

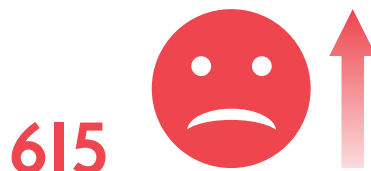


**We did:** We plan to set up a Tenant's Complaints

Panel during 2024/25. This panel will provide a dedicated space for tenants to raise concerns, give feedback, and work with us to resolve issues and improve our services.



Compliments received (up from 179 last year).



Complaints received (up from 607 last year).



Number of complaints responded to within corporate timescales (for all Housing Services).

## COMPLIMENTS ACROSS THE SERVICE:

### Compliments for Housing and Estates Services:

*"Thank you for taking the time to listen to my opinions and concerns. It's really appreciated, and I fully feel listened to, and I hope this leads to positive changes for everyone involved".*

### Compliments for Housing Property Services and Mears:

*"The staff went above and beyond by working over their normal hours to resolve the issue, fully understanding the impact it had on me. They kept me updated throughout the process and successfully restored my gas supply that evening. I deeply appreciate their dedication and professionalism, as their sole focus was on resolving the problem and ensuring I had a working gas supply as quickly as possible."*

## MAKING SENSE OF THE MONEY

Rotherham Council owns and manages around 20,000 council homes. In 2023/24 the income was £92,298,620.

**Below is an overview of how this money was spent**

Capital Charges*	£40,066,141	43 %
Repairs & Maintenance	£21,186,781	23 %
Estate Management	£1,737,348	2 %

### Staffing and Service costs

Housing Management	£5,335,960	6 %
Anti-Social Behaviour	£123,398	0.5 %
Central Services**	£10,015,027	11 %
Income Management	£1,994,901	2 %
Tenant Involvement	£99,002	0.5 %
New Housing & Housing Strategy	£2,129,452	2 %
Housing Options, Allocations & Homelessness	£6,916,210	7 %
Housing Property Services	£2,694,399	3 %
<b>Total Expenditure</b>	<b>£92,298,620</b>	<b>100 %</b>

\* This includes interest on debt and funds for new builds.

\*\*Management, admin and business support for the Neighbourhoods service.

## FOCUS ON INCOME

Most of the income comes from rent but tenants and leaseholders are also charged for services and facilities that the Council provides.



House rents	£86,732,578
Garages and ground rent	£732,082
Furnished packages	£5,487,535
District heating	£1,061,610
Communal facility charges	£549,398
Right to Buy receipts	£157,300
Leaseholder contributions to services	£316,000
Aids and adaptations	£266,126
Miscellaneous income	£1,456,642
<b>Total income</b>	<b>£96,759,270</b>
Transferred to reserves	-£4,460,650
<b>Total funds used</b>	<b>£92,298,620</b>

## FOR EVERY £1 OF RENT YOU PAY

**11p** supports central services like management, administration, and business support.

**2p** is dedicated to developing new housing projects.

**20p** is allocated to managing estates and tenancies, including house letting and rent collection.



**44p** is used for major repairs and investments, new Council housing, and interest on borrowing and depreciation charges.

**23p** goes toward day-to-day repairs of houses.

# HOMESWAPPER SERVICE

HomeSwapper can help you to swap your council home with other social tenants.

It's a great option for social housing tenants who can't access or don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better in a place you want to live.



To find out more, or to get started visit:  
[www.homeswapper.me](http://www.homeswapper.me)

## DO YOU HAVE A COMPLAINT ABOUT A COUNCIL SERVICE?

If you have a complaint there are a number of ways you can get in touch to tell us.



**Complete a web form**  
[www.rotherham.gov.uk/complaints](http://www.rotherham.gov.uk/complaints)



**Email**  
[complaints@rotherham.gov.uk](mailto:complaints@rotherham.gov.uk)



**Text**  
07860 021 447



**Call**  
01709 382121



**Post**  
The Complaints Manager  
Rotherham Metropolitan Borough Council  
(FREEPOST RTCT-XKLS-ZHAZ)  
Riverside House  
Main Street  
Rotherham  
S60 1AE

If you are dissatisfied with the outcome of your complaint the team will advise you on how to escalate your complaint to the Housing Ombudsman.

If the matter relates to your landlord you can seek the advice of the Housing Ombudsman at any time on **0300 111 3000**.

Further information can be found at [www.rotherham.gov.uk/complaints](http://www.rotherham.gov.uk/complaints)

## CONNECT TO OUR SERVICES

### ONLINE

All of our services are available 24/7 online [www.rotherham.gov.uk](http://www.rotherham.gov.uk)  
For housing information visit [www.rotherham.gov.uk/housing](http://www.rotherham.gov.uk/housing)

### TELEPHONE

For housing enquiries and repairs call **01709 336009**

