

# RBH Neighbourhood News

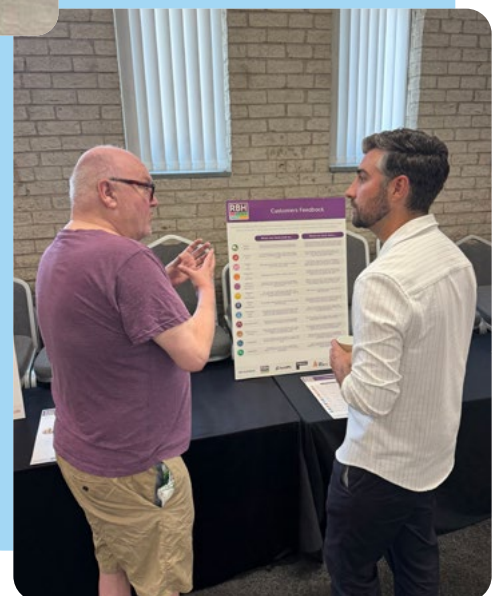


Welcome to your Summer 2026 RBH Neighbourhood News



## What's inside this edition?

Your invitation to our 2026 Annual Members' Meeting  
Our best-ever results for our Tenant Satisfaction Measures  
Your opportunity to shape how you can get involved with us



# What's inside?

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We want to make sure that the information in this newsletter is available to all our customers. Large print, plain text, and audio versions can be downloaded from our website at **[www.rbh.org.uk/newsletter](http://www.rbh.org.uk/newsletter)**. You can also request these by calling us on **Freephone 0800 027 7769**, emailing us at **[newsletter@rbh.org.uk](mailto:newsletter@rbh.org.uk)**, or making a request through the MyRBH portal.

We're looking for RBH customers to work with us to help create this newsletter. We also want to make sure that whenever we write to you, we are doing so in a way that is understandable and helpful. If you'd like to join our Communications Champions group, email **[engagement@rbh.org.uk](mailto:engagement@rbh.org.uk)**, or call us on Freephone **0800 027 7769** and ask for the engagement team.

This information is available in Braille, audio and community languages.

Please phone: Freephone **0800 027 7769** or email: **[customer@rbh.org.uk](mailto:customer@rbh.org.uk)**.

Para traduzir estas informações, ligue para o número **0800 027 7769** ou envie um email para **[customer@rbh.org.uk](mailto:customer@rbh.org.uk)**

اس معلومات کا ترجمہ کرنے کے لیے، براہ کرم **0800 027 7769** پر کال کریں یا **[customer@rbh.org.uk](mailto:customer@rbh.org.uk)** پر ای میل کریں۔

Aby przetłumaczyć tę informację, prosimy o kontakt na **0800 027 7769** lub poprzez e-mail **[customer@rbh.org.uk](mailto:customer@rbh.org.uk)**

برای ترجمہ این اطلاعات، لطفاً با شماره **0800 027 7769** تماس بگیرید یا به **[customer@rbh.org.uk](mailto:customer@rbh.org.uk)** ایمیل بنزید .

# Hello from Amanda

Dear customers,

**It has been great to see so many customers at our events over the spring and summer – from our monthly walkabouts and drop-ins to great events such as Rochdale Pride.**

**We hold regular walkabouts in each part of the Borough, and we would love you to join us. These walkabouts are our opportunity to see the neighbourhoods through the eyes of the people who live there as well as talk to you about how we can improve things together. There are more details on page 13, and you can also visit [www.rbh.org.uk/events](http://www.rbh.org.uk/events) on our website to see all the latest opportunities.**



Last month, we published our Tenant Satisfaction Measures for 2026. These are questions that the Government requires all landlords to ask their customers. This is the third year that we have published our results, and I'm really pleased that not only have our results improved, but they are our best-ever results, as well as being right up there with the very best results across Greater Manchester.

The one that cheers me most relates straight back to our starting point back in 2022 when our recovery commenced. 88.2% of customers are satisfied that their home is safe - the highest rating of any landlord in Greater Manchester.

You can read more about the results on pages 6 and 7, and on page 10 you can find a look at some of the things we've learned from when we haven't got things right, to make sure that we continue to improve in the future.

Membership is how you can help us shape the RBH you want to see, today and in the future. We have some great opportunities to get involved right now.

Voting is now open in our 2026 Representative Body elections, and we're looking for eight new customer Representatives. There's more information on page 14. Our Representative Body champions your views, and makes sure that the decisions we make reflect your experience. If you are a member, please take a few moments to cast your vote and make your voice heard. If you are not, it is free to join by visiting [www.rbh.org.uk/join](http://www.rbh.org.uk/join) or calling us on 0800 027 7769.

We've also got some great activities planned for our Annual Members' Meeting on Tuesday 15 September, including a Question and Answer session, and I would love to see you there - more details on pages 15 and 16.

Kindest regards,

**Amanda Newton**  
RBH Chief Executive

## Help us to make this newsletter better

**Huge thanks to all of you who have told us what you think of Neighbourhood News. We're listening to your feedback and are including more of the things you've told us you want, such as good news stories from across the borough, but we still want to hear from you.**

To let us know what you'd like to see in your quarterly newsletter, you can:

You can:

- email us on [customer@rbh.org.uk](mailto:customer@rbh.org.uk) or call **0800 027 7769**
- send us your feedback at [www.rbh.org.uk/newsletter](http://www.rbh.org.uk/newsletter)
- become a Communications Champion by emailing [communications@rbh.org.uk](mailto:communications@rbh.org.uk)



## A fun time for all at Rochdale Pride

**We were delighted to play a leading role in this year's Rochdale Pride on Saturday 18 July, and we hope everyone who came along to celebrate enjoyed the day as much as we did.**

We want to say a big thank you to our friends at Roch Valley Radio, Rochdale Youth Service, and Rochdale Borough Council for working with us to organise the event, plus all the organisations and stall holders who turned up on the day.

Our superb RBH colleagues also deserve a special mention for helping to pull things together as well as volunteering their time to make sure that the event was a success. We're excited to share our gallery of the event, and we'll see you next year!

## Customers help us to prevent flooding in Littleborough

**Customers at Olive Standing House in Littleborough have been enjoying the nice weather and working with us and our partners to brighten up their homes and help prevent flooding.**

Members of our team recently joined customers, and colleagues from Rochdale Borough Council, the Environment Agency and contractors to improve the planters at the Littleborough Independent Living Scheme.

The work was part of the ongoing "Resilient Roch" Project which VolkerSteven and Watertight are delivering. This looks to improve property flood resilience measures for some homes with a history or at risk of flooding.

## An update on our plans for Lower Falinge

**Lower Falinge has a proud history, a strong community spirit, and an exciting opportunity ahead. We want to create a safer, healthier neighbourhood where people can be proud to live and work.**

We know that the community needs new homes that meet local needs, improved green spaces, better connectivity (including walking and cycling), and new investment.

As we develop our plans for the area, we wanted to hear from the people who know Lower Falinge best – residents, businesses, community groups, and stakeholders. In July and early August, we held three consultation sessions, and we are very grateful to all the residents who joined us.

We will use the feedback from these events to develop our plans further, including the submission of our Outline Planning Application later this year.

You can visit [www.rbh.org.uk/lowerfalinge](http://www.rbh.org.uk/lowerfalinge) to find out more.



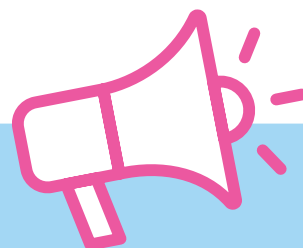
# Community News

## RBH colleagues roll up their sleeves to spruce up our communities



**In the early summer, Ashley, Joe, Gaz, Lewis, and Jason from our Neighbourhood Environment Team helped to spruce up the grounds at Hebron Church in Lower Falinge as part of our colleague volunteering scheme.**

We also had a team of colleagues from across RBH roll up their sleeves to refresh the garden at Sheriff Street Independent Living Scheme in Milnrow.



### Did you know?

**All RBH colleagues can volunteer their time in the community for two days each year - if you know a community project that we might be able to help with, why not let us know?**

## Working together to tackle anti-social behaviour

**We've been working closely with our friends at Rochdale Borough Council and Greater Manchester Police to tackle anti-social behaviour (ASB). In July, we marked ASB Awareness**

**Week by joining community sessions in Rochdale, Spotland, Alkington, and Smallbridge to speak to customers about anti-social behaviour and encourage them to report issues to us.**

We have a zero-tolerance approach to anti-social behaviour and we will always take action. Visit [www.rbh.org.uk/asb](http://www.rbh.org.uk/asb) or call us on Freephone **0800 027 7769** to report it to us. **If you are in danger, always call 999.**



## Clough Court looks brighter - thanks to Tunstall Healthcare

**A big thank you to Tunstall Healthcare who have donated £500 worth of garden plants to our Clough Court independent living scheme, in Middleton.**



Their team also joined us for a planting session, and were greeted by some typically changeable Middleton weather.

The Tunstall team have also been talking to some of our customers and colleagues about how new technology is helping to keep them connected with their friends and family, and you can watch the results on the Tunstall website and social media!

# Tenant Satisfaction Measures



**We've always said that we know we will only have truly improved when you, our customers, tell us that we have. We are committed to being open and transparent - we share what is going well, where we can do better, and what we've changed based on your feedback. We're proud to share with you some great news as we release our Tenant Satisfaction Measures for 2026.**

Every year, we share these results, which were introduced by the Regulator of Social Housing in England to assess how well landlords are doing. Every social landlord in England has to answer the same questions.

We're proud to let you know that you've told us that we're getting better and this is our best-ever performance. All 12 measures based on our customer satisfaction survey have improved compared to last year. We're very proud of the improvements we have made to make sure you are satisfied with the services we provide.

Our aim is to be in the top 25% of landlords in the country (you may hear this called "top quartile") and we'll find out later this year whether we have achieved this. We already know that satisfaction for 11 of the 12 measures is in the top 25% of landlords in Greater Manchester.



**80.5%** of customers said they **were very or fairly satisfied overall with the services we provide.** This is an improvement from 76.6% who said they were satisfied last year.



**85.2%** of customers **who have had a repair** carried out in the last 12 months said they **were very or fairly satisfied** - an increase from 80.9% last year.



**88.2%** of customers said they **were very or fairly satisfied that we provide a home that is safe.** This is the highest satisfaction rate for this question of any landlord in Greater Manchester.



**85.1%** of customers said they **were very or fairly satisfied with how we keep you informed.** This is up from 79.8% last year.



Although we're proud and pleased to have improved, we also know that we don't get everything right. Where we get things wrong, we will make sure that we put them right and learn so that we can get this right first time in the future. You can find out more about how to make a complaint to us on page 10 of this newsletter and at [www.rbh.org.uk/feedback](http://www.rbh.org.uk/feedback).

# Tenant Satisfaction Measures

## Results 2025/26

### Overall satisfaction

**80.5% of customers said that they were very or fairly satisfied with the service provided by RBH.** This is an improvement from 76.6% who said they were satisfied last year.

#### Keeping homes in good repair



We asked customers who have had a repair in the past 12 months how satisfied or dissatisfied they were with the overall repairs service from RBH.

**85.2% said they were very or fairly satisfied.** This is an improvement from 80.9% last year.

**80.4% of customers said they were very or fairly satisfied with the time taken to complete their most recent repair.** This is an improvement from 73.8% last year.

**82.9% of customers said they were very or fairly satisfied that RBH provides a home that is well maintained.** This is an improvement from 77.2% last year.

**99.8% of our homes currently meet the Decent Homes Standard.** We have a clear plan in place to make sure that all RBH homes meet this standard. This is an improvement from 99.7% last year.

**We completed 86.2% of non-emergency repairs** (last year: 82.3%) **and 99.4% of emergency repairs** (last year: 98.9%) within the time we expect to do so. See below for more details.

#### Respectful and helpful engagement



**76.6% of customers said they were very or fairly satisfied with how RBH listens to their views and acts upon them.** This is an improvement from 70.9% last year.

**85.1% of customers said they were very or fairly satisfied with how RBH keeps you informed.** This is an improvement from 79.8% last year.

**85.7% of customers agreed or strongly agreed with this statement that RBH treats them fairly and with respect.** This is an improvement from 82.1% last year.

#### Maintaining building safety



**88.2% of customers said they were very or fairly satisfied that RBH provides a home that is safe.** This is an improvement from 82.7% last year.

**Our completion rate for safety checks is 99.6% for gas safety checks** (last year: 99.4%), **100% for fire risk assessments** (unchanged from last year), **100% for asbestos management surveys** (unchanged from last year), **100% for legionella risk assessments** (unchanged from last year), **and 100% for passenger lift safety checks** (unchanged from last year).

#### Complaints Handling



**48.6% of customers** who had submitted a complaint **said they were very or fairly satisfied with our approach to complaints handling.** This is an increase from 46% last year.

**We received 29.7 stage one complaints** per 1,000 homes that we own, **and 11.2 stage two complaints** per 1,000 homes. This means that we received fewer stage one complaints this year, but a bigger proportion of them were taken on to the second stage.

**We responded to 93% of stage one complaints and 93.4% of stage two complaints** within the timescales set out in the Ombudsman's Complaints Handling Code. Last year these figures were 79% and 85.4%.

#### Responsible neighbourhood management



**77.2% of customers** with access to a communal area **said they were very or fairly satisfied that the areas were clean and well maintained.** This is an improvement from 71.6% last year.

**79.2% of customers said they were very or fairly satisfied that RBH makes a positive contribution to their neighbourhood.** This is an improvement from 75.7% last year.

**74.4% of customers said they were very or fairly satisfied with RBH's approach to handling anti-social behaviour.** This is an improvement from 70.2% last year.

**We dealt with 19.9 anti-social behaviour cases per 1,000 homes that we own** (last year: 27), **and 1.1 hate-related anti-social behaviour cases per 1,000 homes** (last year: 1).

# Help Shape the

## Future of Your Community

### RBH is developing a new Community Engagement Strategy for 2027–2030, and we want to hear from you.

Your feedback will help us understand what matters most to our tenants and customers, improve the services we provide, and shape future investment in our neighbourhoods.

The survey should take approximately 10–15 minutes to complete.

All responses will be treated confidentially and used only to help inform the development of RBH's Community Engagement Strategy. To the part, you can:

- Complete this survey and return to: RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP.
- Complete it online at [www.rbh.org.uk/engagement](http://www.rbh.org.uk/engagement)

**Complete and return your survey by 14 September 2026 to be entered into a £30 prize.**

#### Section 1 – About You

##### 1. Which township do you live in?

- ☐ Heywood
- ☐ Middleton
- ☐ Rochdale
- ☐ Pennines

##### 2. Which age group are you in?

- ☐ Under 18
- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55–64
- ☐ 65–74
- ☐ 75+

#### Section 2 – Your Community

##### 3. What are the three biggest issues affecting your community? (Select up to three).

- ☐ Anti-social behaviour
- ☐ Crime and safety
- ☐ Fly-tipping and litter
- ☐ Estate cleanliness
- ☐ Lack of activities for young people
- ☐ Community events
- ☐ Communication from RBH
- ☐ Cost of living
- ☐ Environmental issues
- ☐ Loneliness or isolation
- ☐ Other (please specify): \_\_\_\_\_

##### 4. Please tell us why you selected these issues.

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#### Section 3 – Communication

##### 5. How would you prefer RBH to communicate with you? (Tick all that apply).

- ☐ Email
- ☐ Text message
- ☐ Telephone
- ☐ Letter
- ☐ Social media
- ☐ RBH website
- ☐ Community meetings
- ☐ Face-to-face visits
- ☐ Tenant newsletter
- ☐ My RBH Portal
- ☐ Other: \_\_\_\_\_

##### 6. How satisfied are you with the way RBH currently communicates with customers?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

##### 7. What could RBH do to improve communication?

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#### Section 4 – Customer Portal

##### 8. Are you aware of RBH's Customer Portal?

- ☐ Yes
- ☐ No

##### 9. Do you currently use the RBH Customer Portal?

- ☐ Yes, regularly
- ☐ Yes, occasionally
- ☐ No

**10. If you do not use the Customer Portal, what are the main reasons why?** (Select all that apply).

- ☐ Easier to use
- ☐ Better information and updates
- ☐ Ability to report repairs more easily
- ☐ Faster responses from RBH
- ☐ Training or guidance on how to use it
- ☐ Other (please specify): \_\_\_\_\_

**11. If you currently use the Customer Portal, what do you like most about it?**

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**12. If you currently use the Customer Portal, what do you dislike or find difficult about it?**

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**13. What additional features, services or information would you like to see available on the Customer Portal?**

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**Section 5 – Getting Involved**

**14. Have you previously taken part in any RBH engagement activity?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**15. If you answered “No”, what has stopped you from getting involved?** (Select all that apply).

- ☐ I didn't know about opportunities
- ☐ Lack of time
- ☐ Work commitments
- ☐ Caring responsibilities
- ☐ Meetings are at unsuitable times
- ☐ Lack of transport
- ☐ Disability or health issues
- ☐ Language barriers
- ☐ I don't believe my views will make a difference
- ☐ I prefer not to get involved
- ☐ Other: \_\_\_\_\_

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**16. What would encourage you to become more involved?** (Select all that apply).

- ☐ Evening meetings
- ☐ Weekend events
- ☐ Online meetings
- ☐ Local neighbourhood events
- ☐ Better communication
- ☐ Childcare support
- ☐ Transport support
- ☐ Training and work experience opportunities
- ☐ Volunteering opportunities
- ☐ Community projects
- ☐ Other: \_\_\_\_\_

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**Section 6 – Customer Voice**

**17. How can you have more influence over decisions made by RBH?**

- ☐ More regular surveys
- ☐ Resident forums
- ☐ Tenant scrutiny panels
- ☐ Community workshops
- ☐ Online discussion groups
- ☐ Estate walkabouts
- ☐ Customer advisory panels
- ☐ Complaints panel
- ☐ Representative Body
- ☐ Co-design workshops
- ☐ Other: \_\_\_\_\_

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**18. Is there anything else RBH could do to help customers influence decisions?**

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**Section 7 – Final Comments**

**19. If you could change one thing about your community, what would it be and why?**

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**Section 8 – Your Details**

Address

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Email

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# Making sure that we learn from the complaints you make

**We're proud and pleased that you, our customers, have told us that we're improving. We also know that we don't get everything right. When things do go wrong, please let us know straight away. This means we can put things right as quickly as we can. It also makes sure that we learn from what went wrong so that it does not happen again.**

If you need to make a complaint, you can:

- Send us a message via **[www.rbh.org.uk/myrbh](http://www.rbh.org.uk/myrbh)**
- Email us at **[customer.complaints@rbh.org.uk](mailto:customer.complaints@rbh.org.uk)**
- Call us on **Freephone 0800 027 7769**
- **Send us a social media message** - please make sure that your privacy settings allow us to read the message and respond
- **Write to us at Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP** (please note that this is a postal address only).



Over the last few months, here are a few of the things we have learned and improved as a result of your complaints:

- We have simplified how we respond to complaints to make sure that we are being clear for our customers.
- We have reviewed and improved the information we provide to customers who are about to have new heating systems installed. This followed a complaint from a customer who told us that we did not make them aware of how much disruption would be caused by the work, and how long they would be without heating and hot water.
- Our Neighbourhood Environment Team made change to how we manage of parks owned by RBH and have introduced a new safety-check procedure to identify any issues and deal with them quickly.
- We've changed the way that we deal with our anti-social behaviour cases after a review identified that we could make improvements. This includes a new reporting form and a new checklist. These changes will help us to deal with your queries more quickly and effectively.
- We have introduced a new process for identifying and investigating suspected tenancy fraud so that we act in a consistent way whilst still following the right legal requirements.
- We've given extra training to our contact centre team to make sure that they can better answer questions about service charges.

## £28m spent improving your homes

**We want all of you to live in comfortable, safe and welcoming homes.**

That's why over the last few years we've prioritised improving our existing homes across the borough. Every pound of the rent we receive from you is being reinvested back into our communities and neighbourhoods. In the last year alone, we've invested £28m.

This money has been used for improvements, including:



**760**  
**new**  
**kitchens**



**429**  
**new**  
**bathrooms**



**470 new boilers**  
(along with 406 central heating systems)

We manage 12,000 homes across the borough and we want to make sure they all meet the standards our customers expect and deserve.

That's why we always aim to get the best value for money and we prioritise our spending based on needs and available funding.

# **"It's changed my life"**

## **- Tony's story**

**We recently marked a milestone in our support for customers moving from College Bank - our 100th offer for a new home has been accepted.**

We're continuing to engage with the remaining customers in College Bank to assess their housing needs at times that suit them and, also have a twice weekly drop-in where customers can come and talk to us about their housing need.

We have so many positive stories of people who have moved from College Bank into new homes, many of which have been life changing. One of those who hasn't looked back since moving to a new home is Tony, who had lived in a bedsit on the first floor of Dunkirk Rise for 19 years.

**I read the letter and my first reaction was 'here we go again'.**

**I was offered a few properties and went to look at them before settling on my bungalow in Kirkholt. It's dead quiet and I like going home after work and just settling down and watching TV.**

**Then when Mark came to see him and said you'd be able to help me out my first thought was, 'I've heard that before'.**

**Now I pay £67 a month for heating.**

**RBH have been fantastic for me.**



**I've got a proper bedroom and am sleeping a lot better. I was paying £125 a week to heat my flat but at times didn't go in the kitchen because it was so cold. It made me ill. During winter I went to bed in clothes to keep warm.**

**I went down to the drop-in and as soon as I walked in Michael knew my name even though he'd never met me, which made a big impression. I was treated like a person and not a number.**

**The move was easy and everything was sorted for me - including the removal. Molly and Lisa have become like friends and can't do enough. Even though I'm moved they've still helped me out with stuff.**

# Fly-tipping and communities

**We know how important it is for our communities to be clean and tidy. We also know how frustrating it is for you when sofas, wardrobes, and other rubbish is dumped in your area.**

It's frustrating for us too. We want our neighbourhoods to look their best - and removing the rubbish costs us money that could be better used to provide better services to you.

All your waste should be disposed of responsibly - don't risk a fine for fly-tipping. If you have bulky waste - please take it to your nearest tip if you can. Rochdale Borough Council also offers a free bulky waste collection for up to three items. You can find details of how to book a pick up on their website. If you hire a company to get rid of your waste make sure they have a waste carriers licence - if they fly-tip your rubbish, you could still be found responsible.

If you witness fly-tipping in any of our neighbourhoods, you can report it to us confidentially via our website or on Freephone 0800 027 7769.

## If it sounds too good to be true, it probably is

**In our last newsletter, we told you about housing disrepair claims companies targeting our customers, promising compensation for repairs issues. You may have heard them referred to as "claims farmers". These companies may contact you by phone, text, social media, or even by knocking on your door. They often describe themselves as offering "no win, no fee" claims.**

Be careful - if something sounds too good to be true, it probably is. Customers can be charged thousands of pounds if they leave the agreement, and even if successful, the compensation payment can be quite small compared to the costs charged. Often the paperwork may not be what it seems, and charges can be hidden in long and complicated contracts.

In some cases, solicitors acting for RBH customers whose claims have been unsuccessful have had the option to pursue their clients for legal costs running into thousands of pounds. We've also seen cases where customers have been charged thousands of pounds after they have left agreements. Instead:

- Report repairs to us as soon as possible.
- Give us the opportunity to inspect and fix the issue.
- If you're unhappy with how a repair has been handled, contact us directly - we will work with you to put things right and then put you in contact with our internal complaints department. We have a two stage complaints process, and customers are also able to escalate to the Housing Ombudsman. **Call us on Freephone 0800 027 7769, email [customer.complaints@rbh.org.uk](mailto:customer.complaints@rbh.org.uk), or visit [www.rbh.org.uk/myrbh](http://www.rbh.org.uk/myrbh).**



# Get In Touch

We want to make it as easy as possible to get in touch with us.



Call us on Freephone **0800 027 7769** – you can call this 24/7 to report an emergency repair



Access services online at MyRBH – **www.rbh.org.uk/myrbh**



Visit our website at **www.rbh.org.uk**



If you need to make a complaint, visit **www.rbh.org.uk/complaints** or call us on **0800 027 7769**



Email us at **customer@rbh.org.uk** and report a repair by email at **rbh.repairs@rbh.org.uk**



Access cost-of-living advice at **www.rbh.org.uk/costofliving**



/rbhousing



@rbhousing



Rochdale Boroughwide Housing

## Walkabouts for September

All customers are welcome to join our September walkabouts - just pop along to meet the team, no appointment needed.

**Newhey - Thursday 10 September,**  
meet 10.30am on Laburnum Lane

**Bury Street (Gaskill Street, Edgworth Close, Jeffrey Walk, Springfield Street, Turton Close) - Tuesday 15 September,**  
meet at 10am on Gaskill Street

**Cutgate - Tuesday 22 September,**  
meet 10am at the bottom of Amy Street

**Turf Hill - Monday 28 September,**  
meet 11am outside 1 Turf Hill Road

**Baytree - Wednesday 30 September,**  
meet outside 1 Baytree Lane at 11am



## We're on WhatsApp!

**Want to keep up-to-date with the latest RBH news? You can follow our Whatsapp channel!**

Search for "Rochdale Boroughwide Housing" on WhatsApp, visit **www.rbh.org.uk/whatsapp** or scan the QR code to find out more.



# 2026 Representative Body Elections

## – use your vote

**RBH Membership puts the voices of customers and colleagues at the heart of how we work. As a Mutual Housing Society and part of the co-operative movement, RBH is owned and shaped by the people who live in our homes and the colleagues who work in our organisation. Membership is how we bring that mutuality to life.**

Membership helps RBH improve services, focus on the right priorities, and build a more connected and confident community. It drives better decisions, greater transparency, and clear accountability. The more people join, the stronger our ability to shape services that work well for everyone.

Your RBH Representatives are customers and colleagues elected by Members.

They champion your views, hold themselves and the rest of the organisation to account, and help shape our future direction.

Voting is now open for our 2026 customer Representatives. If you are a member of RBH, you should have received an email or printed ballot paper with details of how you can cast your vote. It only takes a few moments to vote and choose who you want to represent you.

### Your 2026 customer candidates are:

Jimmy Carter,  
Mark Carter,  
Kevin Greenan,  
Alan Clair,  
Gayle Daley,  
Tawadud Masood,  
Salaheldin Mohamed,  
Amar Ndiome,

Abiodun Selimot  
Olayinka,  
Monika Palicka,  
Sana Riaz,  
Mark Slater,  
Neill Smith and  
Monica Elizabeth  
Lane.

More information on each candidate is available in your candidate pack which has been sent to each Member. You can also visit **[www.rbh.org.uk/elections](http://www.rbh.org.uk/elections)** to find out more.

Voting closes on Friday 11 September - make sure you cast your vote and make your voice heard!

RBH is a mutual housing society, owned and shaped by the people who live in our homes and who work for us. Becoming a Member means you have a real say in what we do, and how we do it. If you're ready to be part of something bigger, join today at **[www.rbh.org.uk/join](http://www.rbh.org.uk/join)** or call **0800 027 7769** and help us to shape the RBH you want to see.



# Annual Members' Meeting 2026



**Tuesday 15 September 2026 - from 3pm with the formal meeting at 6pm**  
**Register to attend at [www.rbh.org.uk/amm](http://www.rbh.org.uk/amm) or call Freephone 0800 027 7769 by Friday 11 September 2026**

Dear RBH Customer,

We'd like to invite you to the RBH Annual Members' Meeting 2026, which will take place on Tuesday 15 September at 6pm. This will be a hybrid meeting - you can attend via an online link or in person at the Strand Hub, Kirkholt, OL11 2JG. We'll have a range of wider activities and information stalls for all the family at the Strand Hub from 3pm until 5pm, with a question and answer session from 5pm until 6pm.

Please note that to attend and participate in the formal part of the meeting, you must be a member of RBH prior to the meeting. Join now at [www.rbh.org.uk/join](http://www.rbh.org.uk/join). The activities from 3pm until 6pm are open to all customers and you do not need to register.

Visit [www.rbh.org.uk/amm](http://www.rbh.org.uk/amm) to register to attend or call us on **Freephone 0800 027 7769**.

If you can't make it on the day, all the information provided for the meeting will be available on our website, and RBH Members can choose to vote online in advance should they prefer to do so. Online votes must be cast by 12 noon on Monday 14 September to be counted. Documents and online voting will be available at [www.rbh.org.uk/amm](http://www.rbh.org.uk/amm) from Tuesday 1 September.

Our members are at the heart of our mutual society, and we'd love to see you at our Annual Members' Meeting 2026.

Kindest regards,

Marcus Roe  
RBH Secretary

## Agenda

- Item 1 Welcome and Introductions
- Item 2 Minutes from the 30 September 2025 Annual Members' Meeting and the Minutes from the 12 January 2026 Special Members' Meeting.
- Item 3 Annual Report to Members from the Representative Body on its activities and Membership Strategy
- Item 4 Results of the elections to the Representative Body
- Item 5 Board of Directors Annual Report and Financial Statements Year End March 31, 2026
- Item 6 Closing comments from the Chief Executive

**To register to attend or find out how to take part online, visit [www.rbh.org.uk/amm](http://www.rbh.org.uk/amm) or call Freephone 0800 027 7769**

# Join us for our open day at the Strand Community Hub

**We're excited to once again open the doors of the Strand Hub in Kirkholt on Tuesday 15 September from 3pm with information, advice, and activities for all the family, followed by our 2026 Annual Members' Meeting at 6pm.**

The event is free and is open to all RBH customers. If you'd like to take part in the Annual Members' Meeting at 6pm, you'll need to be a Member of RBH and register for the meeting - see page 15 for details. There's no need to register to attend the activities, and we'd love to see you there.

## What's on?

- **Fun activities suitable for all the family**
- **Your opportunity to speak to RBH teams and share your views**
- **Advice and information from RBH teams and our partners**
- **Our second open house at the Strand Hub - have a look around and get refreshments in the community café**
- **Our Annual Members' Meeting takes place at 6pm (registration needed) with a Q&A session with the RBH senior team from 5pm**



## Where is the Strand Hub?

You can find the Strand Community Hub at the heart of Kirkholt in Rochdale, just off Daventry Road and next to the health centre.

The postcode is OL11 2JG and there is limited free parking on site.

You can also get there on the 406 (Kirkholt Circular) and 434 (Middleton and Castleton to Kingsway and Rochdale) buses.

