

RBH Neighbourhood News

Welcome to your September 2025 RBH Neighbourhood News



What's inside this edition?

Find out about our latest Tenant Satisfaction Measures performance.

Join us at our 2025 Annual Members' Meeting.

Keep your boiler safe this autumn with our easy to follow advice.

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**. You can also request these by calling us on **Freephone 0800 027 7769**, emailing us at **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**, 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**.

Para traduzir estas informações, ligue para o número **0800 027 7769** ou envie um email para **customer@rbh.org.uk**

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

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

برای ترجمہ این اطلاعات، لطفاً با شماره **0800 027 7769** تماس بگیرید یا به **customer@rbh.org.uk** ایمیل بزنید .

Hello from Amanda

Hello and welcome to Neighbourhood News. Over the next 16 pages we'll be sharing a range of information, support and good news.

I'm delighted you are joining us on our improvement journey so we can work together to focus on the services you want and need. We always want to hear your feedback about our services - including one way that should be familiar to anyone who has logged a repair, our regular satisfaction survey. We review every single one and use this to improve how we do things in the future.

In this edition we are sharing the latest results of our Tenant Satisfaction Measures, which are the performance measures overseen by our Regulator. All landlords are required to publish these results each year. It's great that you've told us things are improving and that you are more satisfied than a year ago.

This is no time to be complacent, and there is still more we can do to get better. One area where our team have worked exceptionally hard to deliver a better service is repairs. We've reduced a backlog of repairs from 9,000 which were over-target to just 350. We are now working hard to complete those jobs too so that you are receiving services on time, enabling you to live peacefully and enjoy your home. You can read more about this on page 11.

Over the Summer we've been out across the Borough and met lots of customers at our roadshows. You've provided some great feedback that will help us to ensure we are delivering the things that are important to you. We'll continue to provide opportunities for customers to talk to us across the colder months. We'll also provide digital options for those who want to engage but can't get to us.

As the warmer months come to a close, we need to think about getting ready for the colder months and switching on our heating. There's some helpful advice on page 12 about getting your home - and in particular your boiler - ready. Switching on your boiler now will test that it will fire up when you need it. If it doesn't, tell us early and we'll fix it.

You'll be aware that RBH is a cooperative mutual society which means that our membership is made up of customers and colleagues who own a stake in our business. That gives you a say in how we run things for the benefit of all customers. If you are not yet a member and would like to join, visit www.rbh.org.uk/join or call us on Freephone 0800 027 7769. The application process is easy and one of the team can support with the form filling, if that's easier for you. To find out more head to our website or contact us and we'll be happy to explain the benefits of joining.

Each year we hold an Annual Members' Meeting where we share our performance and this year it's on Tuesday 30 September. This year we are celebrating our successes and inviting partners to join us to share their work. We're opening up the doors of the Strand Community Hub for the afternoon, and it would be great to see you. There will be family activities, advice and information stalls from RBH and our partner organisations. And you can also be at the heart of our mutual society by attending our formal Annual Members' Meeting. Find out more on pages 15 and 16.

I hope you enjoy reading all the news and if you want to showcase something happening in your area in the next edition, please get in touch via the contact details below. I look forward to seeing you at the Strand Hub on 30 September - it is going to be a great event.

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 or call **0800 027 7769**
- send us your feedback at www.rbh.org.uk/newsletter
- become a Communications Champion by emailing communications@rbh.org.uk

How we're performing



How have we performed over the past year?

Over the past two years, we've been focused on what matters most - providing safe, warm homes that our customers are proud to live in. We're proud of the significant progress we've made, and the positive changes we've embedded to ensure lasting impact. In March 2025, this progress was recognised by the Regulator of Social Housing, who awarded us a G2 rating for Governance.

We're not stopping here. We're more committed than ever to delivering services that stand alongside the very best. Listening to our customers and acting on what matters to them will always be at the heart of what we do. We know we will only have truly improved when our customers tell us we have.

Your feedback is key to helping us go even further. That's why we're committed to being open and transparent - we want to share what is going well, where we can do better, and how we're responding to what you've told us.

One of the most important ways we track our progress is through the Tenant Satisfaction Measures, or TSMs. These 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.

There are 22 measures - 12 based on customer satisfaction from our survey of our customers, and 10 based on information drawn from our internal systems.

This is the second year that we've published these figures, and we're pleased to be able to share the 2025 figures with you. These figures are based on the financial year from April 2024 to March 2025.



How satisfied are you with our performance?

When we asked our customers how satisfied they were with our service, 76.6% said very or fairly satisfied. This is an improvement from 72.3% who said they were satisfied last year.

Analysis by benchmarking organisation Housemark suggested that the satisfaction figure in England is likely to be around 72.5%. We also know that this figure puts us in the top quarter of providers in Greater Manchester.

We're really pleased with this improvement but we will continue to listen to you to make sure that we can continue to do better.

We're improving our performance

In line with our values of being open and transparent, we want to share with you some of the key performance figures from the Tenant Satisfaction Measures. These reflect our performance from April 2024 until March 2025. The full set of measures is available at www.rbh.org.uk/performance.



As we shared on the page opposite, when we asked our customers how satisfied they were with our service, **76.6%** said very or fairly satisfied. This is an improvement from **72.3%** who said they were satisfied last year.



80.9% of those customers who had a repair carried out in the last 12 months said they were very or fairly satisfied with the repairs service. This is an improvement from **76.9%** last year.



There was a small reduction of **0.3%** from **82.4%** to **82.1%** of customers who agreed that RBH treats them fairly and with respect. This was the only satisfaction measure where our rating did not improve. We continue to work with you to understand how we can improve.



46% of customers who submitted a complaint said they were satisfied with our complaints handling approach. This is a significant increase from **36.2%** last year. According to the Housemark analysis, the median figure for landlords on this measure is around **35%**.



79.8% of our customers said they were very or fairly satisfied with how we keep them informed. This is an improvement from **75.6%** last year.



100% asbestos management surveys
completed on time



100% legionella risk assessments
completed on time



100%: passenger lift safety checks
completed on time



99.4% gas safety checks
completed on time



100% fire risk assessments
completed on time

Community News



Celebrating our Freehold Community

Over 150 people attended the final Freehold Community Celebration of the summer, with fun activities for all the family as well as food and entertainment.

We are very grateful to our friends at Culture Co-op, Your Trust Rochdale, and Theatre In Flow for their support and creative input.

We'd also like to say thank you to Tasha White who joined us to make some further additions to the mural on the Freehold Community Annexe. It looks fantastic!

Summer fun in our Independent Living Schemes

Customers in our Independent Living Schemes had a ball with their summer activities.

At Chisholm Court's summer fair, a total of £395 was raised that will go towards paying for future activities and events thanks to a tombola and stalls selling bric-a-brac, handmade gifts, and food and drinks.



MacMillan Cancer also received a £95 donation after customers and colleagues either baked or donated cakes to a sale.

Creating a brighter Smallbridge

We've been proud to work with the Greater Manchester Combined Authority (GMCA) on our Age Friendly Project. As part of this, Stevenson Square in Smallbridge now has a colourful long-term legacy in the form of a new mural, designed by artist Gavin Renshaw (TEAone) as an intergenerational collaboration with Smallbridge Youth Club and members of the Age Friendly Project.



Community News

RBH represented at the Manchester Pride Parade



RBH customers and colleagues joined our friends at HouseProud and Rainbow Roofs for this year's Manchester Pride Parade over the August bank holiday weekend.

To help us attend events like this in the future, we're still looking for Community Diversity Advocates who can share ideas and help us to shape more inclusive services. All you need to get involved is a passion for inclusion and a desire to make a difference.

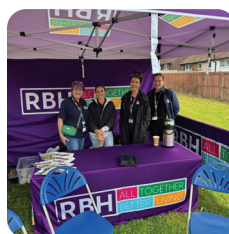
If you're interested, please contact Rachael Ray at rachael.ray@rbh.org.uk or call **01706 273340**.

Thank you for joining us at our Summer Roadshows

Our purple gazebo was back out in our communities at the end of July for our 2025 Summer Roadshows.

Thank you to everyone who joined us in Back o' th' Moss, Moorclose, Hollin, Waithlands Road, and Brimrod. We're now reviewing these roadshows to consider how they can be even better next time around and how we can encourage more people to attend.

One customer said: "I hope these continue - I didn't expect to find out so much information from popping over today."



Digital Device scheme helps Dean to stay connected

We're delighted we've been able to help out one of our customers after he heard about our Digital Device donation scheme. Dean, who lives in Lower Falinge recently got in touch with us as he didn't have access to a mobile phone or laptop. Fortunately, we had a refurbished phone free after another customer had handed it back after they no longer needed it.

Zac King, one of Community Guardians, visited Dean in his home to hand over the phone and charger. A delighted Dean said he can now get in touch and speak with his family.

So far, we have donated 200 digital devices across the borough, each one helping to keep customers and residents connected, reducing digital exclusion and promoting wellbeing.

We plan to donate another 50 devices over the next three months to help even more people get online and stay in touch.



Tell us what you think

We want to know what you think about how we communicate with you. We'd like to thank everyone who has already shared their views with us.

Please complete the form below and email to customer@rbh.org.uk. You can also send it by post to RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP. You can also complete an online version of this form at www.rbh.org.uk/newsletter.

Name: _____

Address: _____

Email address or contact number: _____

1. How satisfied are you with the overall quality of communications you receive from RBH?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. How do you currently receive information from RBH? Select all that apply.

- ☐ Printed Materials (e.g., newsletters, letters)
- ☐ Email
- ☐ Social Media (e.g., Facebook, Instagram, X)
- ☐ Website
- ☐ Text Messages
- ☐ Whatsapp
- ☐ Traditional media (eg newspaper, radio)
- ☐ Face-to-face / word of mouth
- ☐ Other (please specify)

3. Which communication channel do you prefer to use when receiving information from RBH?

- ☐ Printed Materials (e.g., newsletters, letters)
- ☐ Email
- ☐ Social Media (e.g., Facebook, Instagram, X)
- ☐ Website
- ☐ Text Messages
- ☐ Whatsapp
- ☐ Traditional media (eg newspaper, radio)
- ☐ Face-to-face / word of mouth
- ☐ Other (please specify)

4. What improvements, if any, would you suggest for how Rochdale Boroughwide Housing communicates with you? Are there any topics you'd like us to feature in a future edition of this newsletter?

If you'd like to get involved with one of the activities below, tick the box and our Engagement Team will get in touch with more information!

- | | |
|--|--|
| <input type="checkbox"/> Customer Services Committee | <input type="checkbox"/> Local Community Groups |
| <input type="checkbox"/> Community Drop-In Sessions | <input type="checkbox"/> Policy and strategy reviews |
| <input type="checkbox"/> Representative Body | <input type="checkbox"/> Diversity Advocates |
| <input type="checkbox"/> Community Champions | <input type="checkbox"/> Customer Voice Forums |
| <input type="checkbox"/> Complaints Panel | <input type="checkbox"/> Communication Champions |

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**



Information about your Neighbourhood Housing Team is available at **www.rbh.org.uk/neighbourhoods**



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



Useful contacts

Rochdale Housing Solutions – housing applications

Rochdale Housing Solutions, which is part of Rochdale Borough Council, look after all social housing applications in the Borough, including for RBH homes.

- **Website:** www.rochdalehousingolutions.co.uk
- **E-mail:** housingsolutions@rochdale.gov.uk
- **Telephone:** 0300 303 8874

Rochdale Council

- **Website:** www.rochdale.gov.uk
- **Switchboard:** 01706 647474
- **Out-of-hours:** 0300 303 8875

Other advice

Citizens Advice: citizensadvice.org.uk

Debt helpline: 0800 240 4420

Advice line: 0800 144 8848



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.



Drop-in to see us!

Our community drop-in sessions are an opportunity to meet with members of your RBH Neighbourhood Team in person. There's no appointment needed, and you can get help and support with a variety of things, including reporting repairs, paying your rent, dealing with damp and mould, tackling anti-social behaviour, and much more.

At every drop-in you will be able to talk to members of our team. We'll also have support for paying your rent and other bills from our Money Matters team. No appointment or booking is required, just drop in and say hello.



We regularly review our drop-in times and locations - if you have any feedback, please let the Engagement Team know using the contact details below. Our current drop-ins are:

- **Heywood:** First Thursday of the month (10am until 12 noon) at Sandon House Community Centre, Taylor Street, Heywood, OL10 1EF
- **Middleton:** Second Wednesday of the month (10am until 12 noon) at the Lighthouse Project, Middleton Shopping Centre, M24 4EL
- **Pennines:** Third Friday of the month (10am until 12 noon) at 9 Stevenson Square, Smallbridge, OL12 9SA
- **Rochdale:** Fourth Thursday of the month (10am until 12 noon) at Rochdale Housing Solutions, 2 Smith Street, Rochdale, OL16 1TU
- **Freehold:** Last Friday of the month (10am until 4pm) at the Freehold Annex, Olney, OL11 4LQ

You can also find out more about our drop-in sessions at www.rbh.org.uk/dropin. Our Engagement Team run frequent events to help you get involved. You can find out more at www.rbh.org.uk/events or by contacting the team on engagement@rbh.org.uk or **0800 027 7769**.



Work for us

Everything we achieve is through our people. We'd love to hear from you if you are interested in working for us.

We're proud that the majority of people who work for us live within the Borough of Rochdale. Many of our colleagues are also RBH customers.

We have a huge range of roles and we recruit regularly to teams across our mutual society.

You can visit www.rbh.org.uk/jobs to view our latest vacancies. You can also find out more about what it is like to work for RBH, and the benefits of working for us.

Reporting your repair to us



Over the last 18 months we've made improvements to the way we work and to reduce our repairs backlog.

Thanks to the hard work, we've reduced from 9,000 to 350 over-target repairs.

We now have a new Repairs and Maintenance policy in place that has shortened the length of time in which we aim to carry out repairs. We are also increasing the number of appointments we make available when you report your repair, so you have clarity about when we will attend.

By being more efficient and with on-going improvements to systems, we aim to increase the number of jobs completed on the first visit.

You can report repairs and issues via MyRBH or by calling the Contact Centre freephone on 0800 027 7769.

Reporting damp and mould

Please report all cases of damp and mould as soon as you can, so that we can identify the causes and take action.

Email: rbh.repairs@rbh.org.uk

Freephone: **0800 027 7769**

Online: www.rbh.org.uk/myrbh



Once you have been in touch, we will:

- Listen to you and take your report seriously.
- Come out to inspect your home to find out what the cause is and what work might be required.
- If needed, complete repair work to fix any structural or plumbing issues.
- If needed, make improvements to the ventilation in your home (for example, installing extractor fans in your kitchen and bathroom).
- If needed, undertake mould treatment - In the case of mould, the standard treatment involves an application of an anti-mould spray to remove it. This is then followed by two coats of anti-mould paint. These applications each need to dry for the treatment to be effective.
- Contact you after 6, 12 and 18 months to confirm that the damp or mould has not returned.

More information on how we tackle damp and mould is available on our website at www.rbh.org.uk/dampandmould

Boiler safety advice

– help us to keep you safe

Colder weather is just around the corner – so now is the time for us all to make sure your homes are winter ready.

Over the coming months many of you may be putting on the heating for the first time in a while.

So, to make sure your boiler is working properly and heating your home, give it a test.

Please ensure your smoke and carbon monoxide alarms are in date, clean and free of any defects. If not, please contact us as soon as possible.

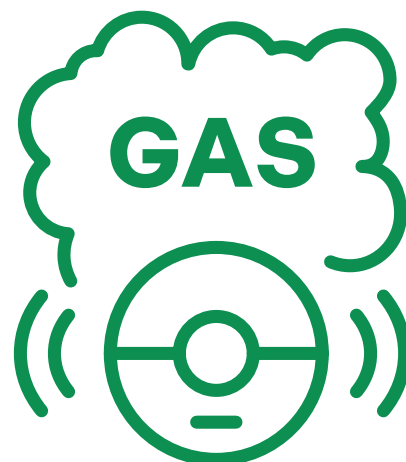
Check for other warning signs:

- Lazy yellow or orange flames instead of crisp blue ones.
- Black marks on or around the appliance.
- Too much condensation in the room.

As your landlord we must ensure that any appliances and relevant flues in your homes are safety checked every 12 months. All our safety checks are carried out by our GasSafe registered engineers. We'll contact you when your safety check is scheduled. If the appointment is not suitable please let us know so we can rearrange.

We have to carry out the checks by law and someone will need to be in when we carry them out. Last year 99.2% of you let us into your homes. If you don't then you could be breaching your tenancy agreement and you may incur costs which we have to recharge. It's really important that we carry out these checks so that we can keep you, your family, and your neighbours safe.

For information on how to stay 'GasSafe' visit www.rbh.org.uk/your-home/repairs/home-safety/gas-safety/



Awaab's Law comes into effect this autumn

This October will see Awaab's Law being introduced across the country.

The new law is focused on improving living conditions in all social housing, particularly focusing on damp and mould hazards initially.

What does this mean for you?

Our teams have been working tirelessly to make sure that we meet the requirements of the new law.

What we must do:

- Investigate potential hazards (including damp and mould) within 10 working days and provide a written summary within three working days of concluding the investigation.
- If a hazard poses a significant risk, we must take action within five working days, including making the property safe and starting repairs within a reasonable time.
- If an emergency hazard is found, we must act within 24 hours.
- If a property cannot be made safe within the required timeframe, landlords must offer suitable alternative accommodation.

Please report all repairs to us as soon as you can, so we can act swiftly to resolve any issues. You can make a report via MyRBH or by calling the Contact Centre freephone on 0800 027 7769.



Claims farmers - don't find yourself out of pocket

We are aware of housing disrepair claims companies targeting our customers, promising compensation for repairs issues. You may have heard them referred to as "claims farmers".

These 'no win, no fee' arrangements often turn out to be nothing of the sort, with charges buried in lengthy legal contracts. If it 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.

If the claim is unsuccessful, you could be liable for our legal fees, which could total several thousands of pounds.

Our legal team handle many disrepair claims which turn out to be unsubstantiated, and customers who were promised big pay outs could instead be left out of pocket having gone through the stress of being interviewed during court cases and potentially facing debts.

If you are approached by a disrepair claims company, please be aware of the risks involved.

Always report repairs to us as soon as possible. If you're unhappy with how your repair has been dealt with, please contact us - we will put things right.



Digital support portal for victims of crime in Greater Manchester

We're pleased to share that Greater Manchester Victims' Services (GMVS) has launched a new digital referral portal, making it easier than ever for people affected by crime to access support.

Commissioned by Greater Manchester Combined Authority, GMVS is a free signposting and referral service run by national charity Catch22, working to ensure that every victim of crime gets the support they need, whenever and however they need it. Whether someone has reported the crime to the police or not, they can access:

- Emotional support tailored to their needs
- Practical guidance to help navigate day-to-day challenges
- Advocacy – someone to speak on their behalf when dealing with housing, police, or other services
- Referrals to specialist support organisations

You can visit www.gmvictimsservices.org, call the free helpline on 0800 876 6155, or email GMVictims@catch-22.org.uk.

Speak up and help us to tackle tenancy fraud

We know that there is huge demand for social and affordable housing, and we all have a responsibility to make sure that our homes are allocated fairly.

Tenancy fraud happens when someone obtains or stays in social housing dishonestly, and it takes homes away from people who genuinely need them.

This can include:

- giving false information when applying for a home
- falsely claiming to live in a home to buy it at a discount
- renting it out without permission
- taking over a tenancy without the right to do so
- selling the keys and tenancy to someone else

We also know that a small number of homes are using for illegal activities, and that some people take advantage of customers by taking over their home - you might have heard this referred to as “cuckooing”.

Some of the signs to watch out for include homes that appear empty for long periods, neighbours who have moved out but the home is still in use, or lots of different people coming and going.

If you suspect tenancy fraud, don't stay silent. Speak up by emailing speakup@rbh.org.uk or calling us on Freephone 0800 027 7769. You can also report criminal activity to Greater Manchester Police.

Heywood customer evicted for anti-social behaviour

Our top priority is to keep our customers and communities safe, and we work closely with the Police, Council, and others to help us do this.

As part of this ongoing work, we recently secured the eviction of one of our customers in Angel Meadow, Heywood, for drug-related criminal activity, homophobic abuse, and electric meter tampering, as well as continual anti-social behaviour.

Our team first became aware of issues in September 2023. Complaints included visitors using drugs, rowdy behaviour, homophobic abuse, damage to the communal areas, tampering with the electricity meter, and using a petrol operated generator in the flat, posing significant health and safety risks to residents and visitors.

In May 2024, with the support of the Police, we secured a two-year court injunction. However, the problems continued, leaving us with no alternative but to apply to the courts for eviction. Possession of the flat was secured via the courts in July.

We know that it can often be a difficult step to report crime, especially if someone feels at risk themselves, and they may approach someone they already know, such as a community worker or a local elected representative. We want to encourage our customers to report any anti-social behaviour or criminal activity to the police and to us so that we can take action. Visit www.rbh.org.uk/asb, call us on Freephone 0800 027 7769, or get in touch with the Police. In an emergency always dial 999.



Annual Members' Meeting 2025



Tuesday 30 September 2025 - 6pm

**Register to attend at www.rbh.org.uk/amm or call Freephone 0800 027 7769
by Friday 26 September 2025**

Dear RBH Customer,

We'd like to invite you to the RBH Annual Members' Meeting 2025, which will take place on Tuesday 30 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. This is the final part of our RBH "open day" at the Strand Hub, with information, advice, and activities for all the family from 3pm 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. The open day is open to all customers and you do not need to register.

Visit 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 29 September to be counted. Documents and online voting will be available at www.rbh.org.uk/amm from Tuesday 16 September.

Our members are at the heart of our mutual society, and we'd love to see you at our Annual Members' Meeting 2025.

Kindest regards,

A handwritten signature in black ink that reads 'Marcus Roe'.

Marcus Roe
RBH Secretary

Agenda

We will be hosting a short Q&A session at the start of the meeting.

Item 1 - Welcome and introductions - reflection on the year from Amanda Newton, Chief Executive

Item 2 - Minutes from 2024 Annual Members' Meeting

Item 3 - Annual Report from the Representative Body on its activities and Membership Strategy

Item 4 - Results of the elections to the Representative Body

Item 5 - Board Annual Report and Financial Statements Year ended March 31 2025

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

Join us for our open day at the Strand Community Hub

We're opening the doors of the Strand Hub in Kirkholt on Tuesday 30 September from 3pm with information, advice, and activities for all the family, followed by our 2025 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 open day, and we'd love to see you there.

What's on?

- **Advice and information from RBH Teams and others, including our Money Matters Team and Customer Contact Team**
- **Fun activities suitable for all the family**
- **Open house at the Strand Hub - come and have a look around the RBH Pantry and get refreshments in the community cafe**
- **Our Annual Members' Meeting at 6pm (registration needed) including a Q&A session with the RBH senior team**



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.

