

# RBH Neighbourhood News

Welcome to your December 2025 RBH Neighbourhood News



## What's inside this edition?

Read about our 2025 Annual Report to Customers on page 4

Find out when we're open for Christmas on page 16

Help keep warm this winter with our Winter Warmth roadshows - more information on page 10

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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)**.

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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۔

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

# Hello from Amanda

Dear customers,

As we come to the end of another busy year, I want to take a moment to thank you for all your feedback and involvement throughout the year. This continues to shape all we do here at RBH.

Everything we do is guided by you, our customers - whether it's listening to you for ideas on how to improve the services you need, using your insight to shape our policies or strategies, or working with you out in our communities to make our neighbourhoods more inclusive, safe, and welcoming.

Your feedback has been invaluable. I'm really pleased that we received more than three times as much input from you over the past year as we did the year before. That involvement has helped us make real changes to our services – in turn, making a difference to you and your homes. As a mutual society, where our members have an interest in what we do as a business, this is incredibly important and your precious time is very much appreciated.

You'll remember in our last newsletter we shared the results of our annual Tenant Satisfaction Measures (TSMs) with you. This is an independent survey carried out every year with a random sample of our customers to see how well we are doing. Your ideas and experiences are driving the improvements you'll read about in the coming pages of this newsletter, and which have also been reflected in our latest TSM results.

We were pleased to see our results had improved and we also promised to share with you further information on how we compared to other housing providers across the country, once the national results were published. I'm happy to be able to do that today.

I'm so proud that our customers are rating our services well above the national average across all 12 different areas the survey covers. Even better, in six of those 12 measures you have placed us among the top landlords in the country. That achievement belongs to you as much as it does to us - because it's your feedback that keeps us working to be better every day. You can read more on pages four and five, and see how we're comparing with other landlords across the country.

The pages of this newsletter highlight some of the progress we've made together, as well as news from across our communities and updates from us - including arrangements for Christmas, what the introduction of Awaab's Law means for you, and changes to the way our Neighbourhood Housing Officers will be working.

As ever, if there is anything else you'd like to read in the pages of this newsletter, do let us know – find out how on page 15. By working together, we can continue to build stronger communities and provide homes where people feel safe, secure, supported, and proud to call home.

Finally, I just want to add what a privilege it was to present an award at the recent Rochdale Diversity Awards. This was a fantastic event once again, showcasing the very best of our communities.

Wishing you a Merry Christmas and a very happy and peaceful New Year,

**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:

- 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 [engagement@rbh.org.uk](mailto:engagement@rbh.org.uk)



# Our report to you



## Introducing our Annual Report to Customers

In our September newsletter, we shared with you how we've performed over the past year according to 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.

We've focused on being the best landlord we can be – providing not just quality homes, but also the support our customers need to feel safe and secure. We've worked closely with partners across the borough of Rochdale to make sure help is available when it's needed, and we've listened more than ever to the voices of the people who live in our homes. Thanks to your feedback and involvement, we've made real improvements to our services. We've also built a stronger culture within RBH; one where our colleagues feel empowered to do the right thing and make a difference every day.

We've now published our 2025 Annual Report to Customers. This report, approved by both our Board Customer Services Committee and our Representative Body, sets out more detail about how we've performed over the past year. It also highlights some of our achievements and challenges and shares how we've used your feedback to help us improve our services and our communities. We're sharing some highlights from the report with you in this newsletter. On page 4, you can read about how we've made improvements based on your feedback. On page 9, you can read about what we've done to make our repairs service better.

- **You can download the full report at [www.rbh.org.uk/annualreport](http://www.rbh.org.uk/annualreport)**

If you'd like a print or alternative format, please call us on Freephone 0800 027 7769 or email [customer@rbh.org.uk](mailto:customer@rbh.org.uk).



In early November, the Government published the national figures for the Tenant Satisfaction Measures. We want to keep our promise that we'd let you know how our performance compares with other landlords.

- 76.6% of RBH customers said they were satisfied or very satisfied with our services. This compares to 71.8% nationwide.
- 80.9% of RBH customers said they were satisfied or very satisfied with our repairs service. This compares to 73.6% nationwide. Our rating on repairs puts our repairs service in the top 25% of landlords across the country - you may hear this referred to as the "top quartile".
- 79.8% of RBH customers said they were satisfied or very satisfied that RBH keeps them informed. This compares to 72% nationwide.
- On all 12 of the survey measures, RBH customers ranked our services above the national average. On 6 of the 12 measures, our score ranked in the top 25% of landlords.

Our hard work does not stop here. We know that there we can do much more together, and we are fully committed to continuing our focus on providing safe, warm, homes where our customers feel proud to call their own. As always, we'll only know we've succeeded when you, our customers, tell us that we have.

# Learning from your feedback this year



**Our aim is to be a great provider of homes in Rochdale. We'll only know we've got there when you - our customers - tell us that we have.**

To help us improve, we've made it easier than ever for you to tell us what you think. Last year, almost 1,400 customers took part in engagement activities, and 165 events and activities were held across the Borough. We received over three times as much feedback from you as we did the year before.

You can find out more about this in our Annual Report to Customers, which is available on our website at [www.rbh.org.uk/annualreport](http://www.rbh.org.uk/annualreport). You can also contact us on Freephone 0800 027 7769 or email [customer@rbh.org.uk](mailto:customer@rbh.org.uk) if you would like a printed copy or an alternative format.

**Here are some of the things you've told us, and what we've done about it.**

**You asked us for clearer policies**

With your guidance, we rewrote key documents like the adaptations and anti-social behaviour (ASB) policies in plain language, added helpful guides, and improved colleague training. This clear and updated language will make it easier to communicate with our customers and increase their level of understanding about the way we work.

**You said repairs needed to be quicker and clearer**

We introduced call-backs, worked through an historic backlog of repairs where customers had been waiting for jobs to be completed, and focused on getting things right first time. By March 2025, we were back to business as usual with only a small number of plastering repairs remaining overdue.

**You asked for more face-to-face contact**

We increased neighbourhood walkabouts with colleagues, customers and partners.

**You told us communal areas weren't always clean**

We improved cleaning schedules and checks to make shared spaces safer and more pleasant.

**You wanted to speak to the right person**

We simplified contact centre processes so your queries are handled by someone who knows your area.

**You wanted to know how your rent is spent**

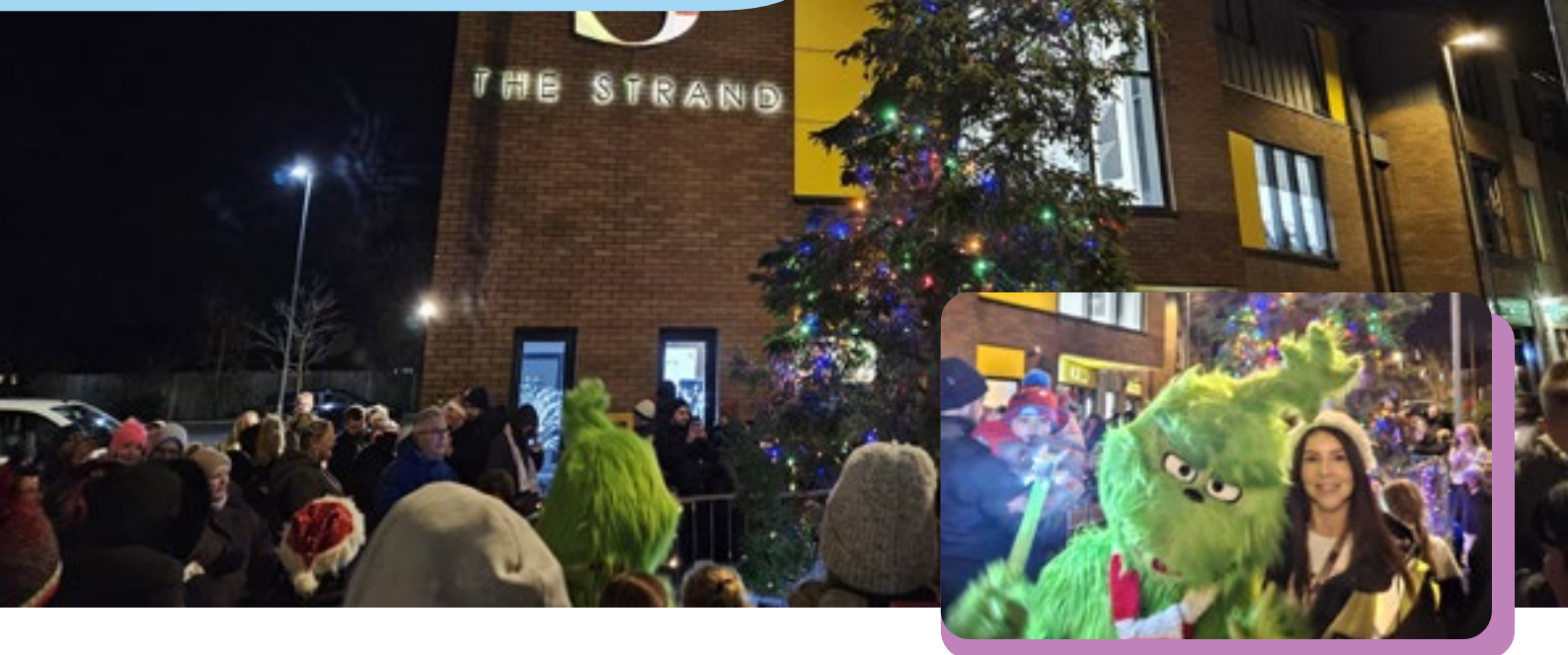
We're now sharing clearer information about how your money is used to improve services.

**You asked for better digital access**

We gave out refurbished laptops and phones, rolled out free WiFi, provided communal laptops in each one of our independent living schemes, and ran digital advice sessions.

**Did you know? We also published our Annual Complaints and Improvement Report in September, which is available on our website: printed copies are available on request.**





## Kirkholt lit up for Christmas

**Over 250 residents braved the freezing cold in Kirkholt to help us to switch on the Christmas lights at the Strand Hub on 20 November.**

Warm drinks and hearty festive singing helped everyone to have a great time despite the chilly temperatures.

We'd like to thank Rochdale Borough Council and the Balderstone & Kirkholt ward Councillors for their support for the event. Another great example of partners working together as one for the benefit of the community.

## Hello to our new Representatives

Congratulations and welcome to the new and re-appointed members of the Representative Body, who are settling into their roles following the elections in the autumn.

Our new customer representatives are Andrew Butterworth (re-elected), Jose Castanheira, Lord Nsala, Jason Reilly, and Richard Rudd. Our new colleague representatives are Rebecca Burke, Claire Fouracre, John McDermott (re-elected) and Davina Unsworth.

Welcome also to our newly-appointed Council Representative Cllr Shakil Ahmed, and a big thank you to all our retiring Representatives for their hard work and contribution.

Our Representative Body represents members and the wider interests of the community in the governance of RBH. They also act as guardians of RBH's mutuality. Representatives make sure that our work is focused on the needs of our customers and is for the benefit of the wider community.

## Working as one on Kirkholt

We continue to work together with our partners to help keep our neighbourhoods safe and clean. Our Neighbourhoods Team and Neighbourhood Environment Team joined the Council's enforcement and recycling teams recently for a day of action on Kirkholt. Lauren Whelan, RBH Neighbourhood Housing Manager, said:

"I would like to say a massive thank you to colleagues and partners who got involved. Although the weather wasn't on our side, we still got the job done. All in all, a great day working as one to improve our neighbourhood."



# Community News

## In remembrance - Alwyn Smith



Our thoughts remain with the family and friends of our former tenant, Alwyn Smith, who sadly died in October.

Alwyn contributed so much over the years to RBH. He was a regular presence at our customer and community events over many years, and he always generously gave his time to help us improve our services.

Our communities are better places to live thanks to Alwyn's dedication, and he will be greatly missed.

## Independent living schemes get dressed up for Hallowe'en

**Our independent living schemes across the Borough took part in some ghostly activities for Hallowe'en this year.**

Customers and colleagues at Yew Court in Rochdale and Hare Hill in Littleborough got stuck into the spirit of Hallowe'en with some fantastic costumes and themed food. Spooktacular!



## RBH is an LGBTQ+ Pledge Pioneer

We're delighted to announce we've had our commitment to diversity, inclusion, and belonging recognised after being named as a LGBTQ+ Pledge Pioneer by House Proud.

Pledge Pioneer status confirms that RBH are creating a framework for LGBTQ+ residents to have a voice at the highest level of the organisation, as well as increasing the visibility of LGBTQ+ customers and colleagues, and providing training for colleagues.

Rachael Ray, Strategic Lead for Diversity, Inclusion, and Belonging, said:

"We're really proud to have achieved LGBTQ+ Pledge Pioneer status. We know that this is just the start of our journey. We're looking forward to seeing how we can continue to work together to make sure that our communities are safe and welcoming places to live and work for LGBTQ+ colleagues."

We also held our very first LGBTQ+ coffee morning in late October. This provided a welcoming space for both customers and colleagues to come together, share stories, find support, and building new friendships. We plan to hold more events like this - keep an eye out in future newsletters and on our social media for more details.





# What does Awaab's Law mean for you?



**Awaab's Law came into force on 27 October 2025. It is focused on improving living conditions in social housing across the country, with an initial focus on addressing damp and mould – and here in Rochdale there is nowhere more important to get this right.**

We've made a huge amount of progress over the past two years, and we've double-checked the changes we've made to ensure that we meet the requirements of the new law. We have reviewed and improved all our work processes and practices. The targets in our new Repairs and Maintenance Policy mean that many types of repair are carried out more quickly than before.

The new legislation requires all landlords, including RBH, to:

- Address all emergency repairs within 24 hours
- Address damp and mould hazards which present 'a significant risk of harm' within fixed timescales
- 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, offer suitable alternative accommodation

## Reporting damp and mould

If you have any concerns about damp or mould in your home, please contact us straight away so we can work together to find ways to resolve the issues you are experiencing.

- **Email:** [rbh.repairs@rbh.org.uk](mailto:rbh.repairs@rbh.org.uk)
- **Freephone:** 0800 027 7769
- **You can also book a repair online via the MyRBH portal at** [www.rbh.org.uk/myrbh](http://www.rbh.org.uk/myrbh)

Please report all cases of damp and mould in your home, as soon as you notice them. This can assist us to identify the cause sooner.



# Gas safety checks

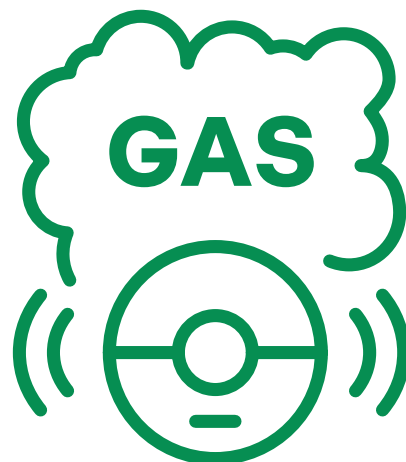
– help us to keep you safe

**By law we need to carry out safety checks on the boiler and other gas-supplied appliances in your home. It's important that we do this for your safety, as well as that of your family, friends, neighbours, and our RBH team. We also need to carry out a check of the electrical systems within your home at least every five years.**

Unfortunately, over the last few months the number of customers not allowing us to access their homes to enable our teams to carry out essential safety checks has increased.

These checks are essential to make sure your home is safe. We really need your help to provide access to keep you safe. This is a legal requirement for RBH and if we are unable to access your home and complete the checks then we will need to take extra steps. This could involve us going to court – and you may be faced with big legal costs.

When it's time for our engineers to visit your home we'll contact you beforehand with a date. If the appointment isn't convenient, please let us know straight away so that we can rearrange.



## Improving our repairs service using your feedback

**Our team are working tirelessly to improve our repairs service. We're very grateful to everyone who came along to our recent Customer Voice Forums to talk about how we deliver our repairs. We really appreciate your feedback, which will help us to deliver an even better service in the future.**

As a result of this feedback, we're looking to trial a new emergency email for customers who can't report issues by phone, and we're making changes to how we keep records to make it easier to support customers with different needs. We're also planning to hold a future session on damp and mould awareness as a result of a customer suggestion.

Over the past year, we've successfully dealt with an historic backlog of repairs and our new repairs policy has helped us to complete repairs more quickly. We carried out over 53,500 repairs over the past 12 months, and our £1.3m investment into damp and mould treatment reduced the recurrence rate to just 13.2% as at October 2025. We've reduced the average time it takes to complete a repair by more than half – from 38 days to under 15 days.

We have also invested £27 million in our existing homes in the past year through our investment programme, making our homes warmer and safer, as well as helping customers to save money on their utility bills. This included 792 new kitchens, 331 new bathrooms, and 531 new boilers.



# Get advice and support from us at our Winter Warmth roadshows

**All homes should be warm, safe places for customers to live and thrive. To give you an extra opportunity to speak to us face-to-face, our Money Matters Team are holding winter warmth roadshows across the Borough.**

The team can support you with any energy issues you are currently facing, whether you are a billed customer or on a pre-payment meter. They can offer further support to you by carrying out benefits checks, help with claiming benefits, help with priority debts, and much more.

We want to say thank you to everyone who came to see us at our Heywood, Middleton, and Smallbridge sessions. We have two remaining sessions in the New Year:

- Kirkholt - The Strand Community Hub, OL11 2JG - Wednesday 21 January 2026 from 10am to 3pm
- Rochdale - RISE Inavate Centre, Smith Street, OL16 1YH - Wednesday 18 February 2026 from 4pm to 7pm

No appointment needed - just come along and see how we can help!



## Keep your rent on track this December

We know that December can be an expensive and challenging month. We're here to support you to help keep your rent account on track and pay your rent on time.

- Check your balance at [www.rbh.org.uk/myrbh](http://www.rbh.org.uk/myrbh)
- If you are struggling to pay your rent, call us on Freephone 0800 207 7769 or email [customer@rbh.org.uk](mailto:customer@rbh.org.uk) as soon as you can.

We're here to support you every step of the way.

# 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, and were tenants in our RBH homes long before they started work with us. We have a huge range of roles and we recruit regularly to teams across our mutual society.

Could you be the face of RBH in our communities as part of our Neighbourhoods Team, or the voice of RBH as part of our Customer Contact Team?

We're pleased to now be an accredited Living Wage employer, and we actively support many flexible working patterns as part of our 36.25 hour working week. All colleagues are entitled to 30 days of holiday every year (pro-rata for part-time employees) with an additional five days after the completion of five years of service. Colleagues can also access our quality pension scheme, run by Royal London.

You can visit [www.rbh.org.uk/jobs](http://www.rbh.org.uk/jobs) to view our latest vacancies.

On our website you can also find out more about what it is like to work for RBH, and the benefits of working for us. You can also register for job alerts to be the first to find out about future vacancies.



## Find out about our latest vacancies

- visit [www.rbh.org.uk/jobs](http://www.rbh.org.uk/jobs)
- scan the QR code on the right
- sign up to our Facebook and LinkedIn pages for weekly updates about our latest roles





# Have your say on our scrutiny topics

**Two years ago, your elected Representative Body were given additional powers to provide scrutiny on RBH services. This means that elected customers and colleagues have taken an in-depth look at a number of topics, including anti-social behaviour, complaints, access for gas inspections, and allocations and lettings.**

For their next scrutiny exercise, they've agreed to look at how our teams share information with you, and listen to your concerns. They want your help to decide which team to look at in more detail. Please review the four shortlisted topics below and then cast your vote using the online link. You can also email [customer@rbh.org.uk](mailto:customer@rbh.org.uk) or call Freephone 0800 027 7769 to cast your vote.

- Neighbourhood & Community: this would be looking at how we tell you about local projects, events, and community initiatives
- Customer Services: Representatives would look at how we communicate during complaints and other service queries
- Governance & Membership: Representatives would look at how we share information about what the Representative Body and the Board do, and how we talk about our policies and procedures
- Repairs & Maintenance: Representatives would look at how our Repairs Service talk to you about appointments, how we share information about repairs, and how we tell you about how long a repair is likely to take

## Cast your vote now

- Vote now at [www.rbh.org.uk/scrutinytopic](http://www.rbh.org.uk/scrutinytopic)
- Scan the QR code on the right
- Email [customer@rbh.org.uk](mailto:customer@rbh.org.uk) or call us on Freephone 0800 027 7769.



## Are you an RBH member?

We're proud to be the UK's first co-owned mutual housing society. This means that RBH is jointly owned by you, our customers, and our colleagues. Membership is free, optional and opt-in, and we want to see as many of our customers become Members as possible so to make the strongest possible voice for our communities.

It's really easy to sign up to be a Member.

- visit [www.rbh.org.uk/join](http://www.rbh.org.uk/join)
- ring us on Freephone 0800 027 7769 and tell us you'd like to become a Member
- speak to one of our team about joining - if you are one of our Independent Living Service customers, you can speak to your scheme officer about this

You can get involved from the comfort of your home, attend activities and join groups, and even stand and vote in our Representative Body elections.

**Don't forget, to help us choose our topic, visit [www.rbh.org.uk/scrutinytopic](http://www.rbh.org.uk/scrutinytopic) - voting closes on 31 December 2025.**

# An update about our plans for College Bank

**Over the past two months, we've been speaking to our customers in the seven tower blocks at College Bank. We know that this has also been in the local news, and we wanted to share an update with all our customers to let you know what is happening and what comes next.**

In October, we wrote to all our customers in College Bank to let them know that they would need to move out. This was a very difficult decision which was wholly focused on ensuring the long-term safety of our customers.

Our independent experts have been undertaking detailed safety and structural surveys. What these surveys have found is that there are a number of safety issues which mean that the long-term safety of the buildings in their current state cannot be confirmed.

No-one will have to move out immediately. All our customers are being supported to move over the coming months, with financial support provided, as well as assistance in finding new and suitable places to live.

We have not made a decision about the future of the blocks yet. We continue to work on this, including in discussion with our partner organisations. All of the options we are looking at, however, would require customers to move out completely while any works take place.

As of late November when this newsletter went to print, we have spoken to over 70% of households, and conducted nearly 100 detailed housing needs assessments.

We've also moved our first customer, Neil, who was thrilled to be able to move from a bedsit into his own dedicated flat.

He said: "I am very happy to have my own bedroom after 44 years".



## How to contact us if you live in College Bank:

- email us on [towncentre.regen@rbh.org.uk](mailto:towncentre.regen@rbh.org.uk)
- call us on Freephone 0800 027 7769
- drop-in to Mitchell Hey Community Room every Tuesday (1-4pm) and every Thursday (3-6pm)
- You can read the latest information at [www.rbh.org.uk/collegebank](http://www.rbh.org.uk/collegebank)

# 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](http://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](http://www.rbh.org.uk/events) or by contacting the team on [engagement@rbh.org.uk](mailto:engagement@rbh.org.uk) or **0800 027 7769**.



## **Keep an eye out for your Neighbourhood Housing Officers in the New Year**

You will soon be seeing some familiar – and new – faces out and about in your communities. In the New Year, our Neighbourhood Housing Officers will be returning to 'patch' working, which means you'll have a dedicated officer for your neighbourhood.

For the last few months, we've been working differently while we recruited some new members of the team. We now have 21 dedicated officers who will be split across the four areas of the Borough – Heywood, Middleton, Pennines, and Rochdale. Our team are looking forward to returning to their specific patches and getting to know you.

We'll be sharing more news over the coming weeks about how things will work and our team will be out and about in your areas to introduce themselves.

If you see them, please say hello! They are here to support you and your community.



# 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](mailto: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](http://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 via our MyRBH portal – [www.rbh.org.uk/myrbh](http://www.rbh.org.uk/myrbh)



Visit our website at [www.rbh.org.uk](http://www.rbh.org.uk)



Information about your Neighbourhoods Team is available at [www.rbh.org.uk/neighbourhoods](http://www.rbh.org.uk/neighbourhoods)



Email us at [customer@rbh.org.uk](mailto:customer@rbh.org.uk) and report a repair by email at [rbh.repairs@rbh.org.uk](mailto:rbh.repairs@rbh.org.uk)



Search our latest jobs at [www.rbh.org.uk/jobs](http://www.rbh.org.uk/jobs)



/rbhousing



@rbhousing



Rochdale Boroughwide Housing



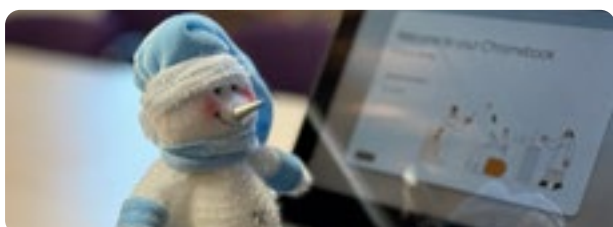
## Over Christmas

### Getting in touch with us over the festive period.

RBH offices will be closed for Christmas from 3pm on Wednesday 24 December 2025 until 8am on Friday 2 January 2026.

Please don't worry – in an emergency you can always call our emergency repairs line, which will operate throughout the festive period on Freephone 0800 027 7769.

If you'd like more information on our Christmas services, please have a look at our website. We'd like to wish all our customers a very happy Christmas and all the best for the New Year.



## 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](http://www.rbh.org.uk/whatsapp) or scan the QR code to find out more.

