

HOME

AUTUMN 2025

matters

CELEBRATING OUR WINNING GARDENS

Housing award
success

New Housing
Annual Report

More new homes



www.rotherham.gov.uk/housing

HOME *matters*

Welcome to the Autumn 2025 edition of Home Matters



Hello, I'm Councillor Linda Beresford and I'm delighted to introduce my first foreword in Home Matters.

Although I've only been in my role for a couple of months, I've already had the chance to try out my hi-vis jacket to visit a number of sites across

the borough which will soon be occupied by new Council homes. Back in July I visited West Melton (page 4), to view the site of our latest development, which will see us move even closer to hitting our 1,000 homes target. I also got to try out a digger which was very exciting!

The summer has given residents another opportunity to show-off their green fingered skills in the annual garden competition. We've had some beautiful entries and I'm pleased to share on our much-deserved winners for this year over on the next page, alongside their stunning gardens.

As part of this edition, we've also included the Housing Annual Report (from page 5). The report reflects on our work and performance from April 2024 to March 2025 and highlights the progress we've made together with our tenants, staff and community.

Inside this report, you'll find statistics, updates and stories from across our housing services and a glimpse of what's ahead. It also shows how, over the past year, we've continued to improve homes, strengthen communities, and support residents across Rotherham.

I'd like to say a big thank you to all the residents who took time to share their feedback and help shape the report – it's really appreciated, and I hope you enjoy reading.

Councillor Linda Beresford
Cabinet Member for Housing



AWAAB'S LAW A NEW ERA FOR HOUSING SAFETY

Named in memory of two-year-old Awaab Ishak who tragically died in 2020 due to prolonged exposure to mould, Awaab's Law, marks a change in housing legislation with new legal duties for social landlords due to come into force in October 2025.

The new law states that once a landlord becomes aware of a potential hazard, such as damp or mould, investigations must begin the next working day. Emergency hazards must be made safe within 24 hours, and significant hazards investigated within 10 working days.

Awaab's Law is not just about repairs – it's about restoring dignity, accountability, and safety to social housing.

If you notice any signs of damp or mould in your home, such as a musty smell, black spots on walls or ceilings, or peeling paint, it's important to report it as soon as possible. You can do this by visiting www.rotherham.gov.uk/housing or by calling our dedicated repairs line on **01709 336009**.

We're here to help, and early reporting helps us keep your home safe and healthy.

BLOOMING MARVELOUS



This summer we crowned more green fingered residents ‘best in the borough’ in Rotherham Council’s annual garden competition.

The competition celebrates residents who make a real difference to their communities by taking pride in their gardens. We really enjoyed hearing what your gardens mean to you, whether they are a labour of love in retirement, or simply a lovely way to spend time together as a family.



“Having loved gardening all my life, I really enjoy the transformation after wintertime. It’s relaxing and therapeutic and gives me great pleasure to see others enjoying the spring and summer bloom in my garden.”

June Smith – winner

“I love to see the wildlife, hedgehogs and birds benefitting from the space I have created.”

Keith Thompson – Runner-up



“Everything I have in my pots has been taken from a cutting or given to me as a gift. I am 92 and growing and tending to my plants is my hobby and it gives me something to do.”

Joy Longthorn – runner up



“My garden means so much to me, my carer takes me to buy the plants and we have a lovely time socialising and putting the cuttings in together – it’s fantastic for my mental health. I love sitting out in the garden knowing I’ve accomplished it myself with a little help.”

Ellen Royston – runner up



The winners of each category received a high street voucher worth up to £150, while runners-up received vouchers worth up to £50.



ROTHERHAM COUNCIL
IS DELIVERING
1,000 NEW HOMES
BY 2027

www.rotherham.gov.uk/housing

WORK STARTS ON MORE NEW HOUSES IN WEST MELTON

The Council is on track to fulfil its promise of delivering 1,000 new homes across the borough by summer 2027.

So far, the Council has delivered close to 700 high-quality affordable homes, including homes for Council rent and Shared Ownership, since January 2018 either by building new homes, or through acquiring properties from private developers and the open market.

A further 216 homes are already under construction or in the process of being purchased, including nine new homes on the site of the former Albert Club in West Melton. Ground was broken on the site back in July (pictured above) and once complete, will be available for Council rent.

In addition, a development of 18 homes will be built in Denman Road, Wath. This site is one of three earmarked for Council homes in the area, with a further 10 homes planned in Bushfield Road and Valley Drive.

Cllr Linda Beresford, Cabinet Member for Housing, said: “With over 7,000 households currently on our housing register and the level of demand continuing to rise, it’s vital that we continue to work quickly to ensure more residents have a safe, secure place to call home.”

PRESTIGIOUS AWARD FOR HERRINGTHORPE DEVELOPMENT

The Council has received national recognition for a ground-breaking energy efficient housing scheme in East Herringthorpe.

The development which delivered ten high-quality, Council homes, was named the Best Affordable Housing Development (up to £5m) at The Northern Housing Awards back in May.

Built by local contractors R H Fullwood & Co Ltd. the homes include Air Source Heat Pumps and solar panels to help residents cut their energy bills. Other features include under-floor heating, mechanical ventilation and heat recovery to improve air quality and comfort, while keeping running costs low.



HOUSING ANNUAL REPORT 2024-2025

What we've achieved in the past year and a glimpse of what's ahead.



Welcome to the 2024/25 Housing Annual Report. I'm Chair of the Housing Involvement Panel and I am a Trustee of Rotherfed.

Parts of this report have been put together by tenants – we've got to work together and play our part.

I've had a positive experience engaging with housing teams at the Council. If there are challenges, there are opportunities to find solutions, but to solve them, you need to speak up. Tenants get involved to shape things; it's up to a tenant to help make changes. With our help, improvements can happen. If you come along, you will also join residents from across our areas and meet new or possibly old friends. Please get involved and help us.

Thank you for taking the time to read this report, it means a lot to tenants to have our views shared.

Stella, Housing Involvement Panel Chair

OUR COMMITMENT TO BUILDING AND TENANT SAFETY

During the past 12 months, we have demonstrated our commitment to ensuring all tenant homes are safe. In 2024, we formed a Compliance Team dedicated to this. Their work has ensured all processes are in place to meet building and fire safety obligations. We track and audit all safety actions to maintain high standards.

4,062

damp and
mould referrals
in 2024/25.

3,430

extractor fans
installed to prevent
damp and mould
reoccurrence
in 2024/25.

2,151

cases referred
to specialists
in 2024/25.

100%

of gas safety
checks have been
completed. (Last
year 99.9 %).

7.2%

of our homes
do not meet the
Decent Homes
Standard. (Last
year 12 %).

100%

of asbestos
checks have been
completed. (Last
year 100 %).

96.6%

of electrical
systems inspected
within 5 years.

100%

of fire safety
checks have been
carried out. (Last
year 100 %).

100%

of lift safety
checks have been
completed. (Last
year 100 %).

100%

of fire risk
assessments have
been carried
out.

100%

of water
safety (legionella)
assessments have
been completed.
(Last year
100 %).

IMPROVING THE QUALITY OF HOMES

78.6%

of tenants are satisfied with the repairs service.
(Last year 74.1 %).

77.6%

of these are satisfied with the time taken to complete most recent repair.
(Last year 72.1 %).

98.8%

of emergency repairs were completed within target timescale.
(Last year 99.0 %).

96.7%

of non-emergency repairs were completed within target timescale.
(Last Year 97.0 %).

ROTHERHAM COUNCIL'S REPAIR SERVICE:

We are here to look after your home and keep it in good condition. While tenants are responsible for minor repairs and maintenance, our everyday repairs service covers a wide range of issues to keep your home safe and in good condition. This service is delivered in partnership with Mears and Equans, along with specialist contractors for specific jobs. Emergency repairs are attended within four hours to protect your safety and security. Standard repairs are booked within 28 days, with appointment times chosen by you. We are focused on making repairs quick and hassle free and we always try to fix the issue on the first visit.

To book a repair job please visit

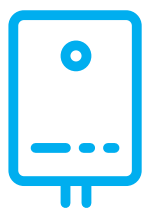
www.rotherham.gov.uk/improvements-repairs/council-housing-repairs or scan the QR code. Alternatively you can call our dedicated repair line on **01709 336009**.



INVESTING IN HOMES

In 2024/25, Rotherham Council invested over £29 million to improve more than 4,000 council homes. This included major external works in Thurstoft, East Herringthorpe and Dalton as well as upgrades to around 500 empty properties before they were re-let.

Here's a look at what was delivered:



1,819

heating system upgrades

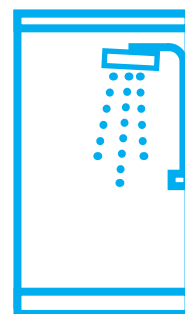
396

new bathrooms



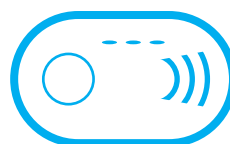
7

additional secondary bathrooms



532

homes with improved loft insulation



99.8%

of homes installed with Carbon Monoxide Detectors

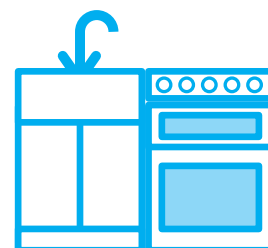


245

new roof finishes

343

new kitchens



INVESTING IN THE COMMUNAL AREAS

£800,000 has been invested in improving shared outdoor areas across 16 estates in Rotherham. These environmental works are all about making spaces more welcoming, safer and better for the environment. One example is Arcon Place in Rawmarsh where old brick planters were removed to open up the communal space. Large tarmac areas were replaced with grass to reduce flood risk from rainwater and create a greener, more pleasant environment for residents to enjoy.



Arcon Place – Before



Arcon Place – After

STOCK CONDITION SURVEYS UNDERWAY

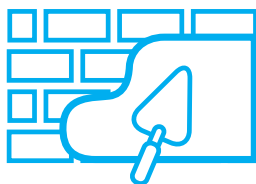
We're surveying all 20,000 of our Council homes to help plan future maintenance and home improvement works and to make sure your home is safe. A specialist company, MLCS3, is carrying out the surveys which involves checking things like kitchens, bathrooms, windows, doors, heating systems, and energy efficiency or safety issues. The surveyors carry ID and will treat your home with respect. You'll receive a letter with your appointment date and time before the visit. Thank you to everyone who's already taken part! If you receive an appointment, please allow the surveyor access.

Visit www.rotherham.gov.uk/housing/stock-condition-survey or scan the QR code to find out more.



51,304

repairs raised in
2024 to 2025.



94.53%

first fix repairs.



£22,767,533

spent on repairs and
maintenance.



£29m

invested on improving
tenant homes.

IN THE NEXT 12 MONTHS, WE PLAN TO:

- Launch the Warm Homes Programme funded by the Social Housing Decarbonisation Fund and the Council to cut household energy bills down by an average of £231.
- Install 3,147 energy efficiency measures in 996 properties over the next 4 years including 287 loft insulations, 868 solar panels and 996 ventilation upgrades.

LISTENING TO TENANTS AND ACTING ON YOUR FEEDBACK

76.8%

of tenants are satisfied we keep them informed about things that matter to them. (Last year 74.0 %).

71.5%

of tenants are satisfied that we listen to their views and act on them. (Last year 70.5 %).

83%

of tenants agree that we treat them fairly and with respect. (Last year 83.6 %).

Our housing services at Rotherham Council are committed to listening to tenants and using your feedback to improve our services.

HOUSING INVOLVEMENT PANEL (HIP)

The HIP meets every month at Riverside House to help shape better homes and services.

Tenant voice: Callum

"I enjoy the speaking aspect of engagement and giving my input. I did a small segment at the last tenant convention and explained what we do at the HIP. If you want to see a change or get involved in current practices, it's worth seeing if you can join. The Council needs diverse feedback from different people."

Tenant Voice: Mohammed

"I've been part of the engagement group since 2011/2012. I first popped down to observe a meeting, then came to my first one – and I've been coming ever since. I'm a carer and volunteer around my caring duties. I have a Black and Minority Ethnic background and I've been involved to help target the different communities. We've given feedback on complaints, repairs, the contact centre and the information pack when you move in."

You said: "The online Housing Performance Dashboard needs to be clearer, with the most important information easy to find."

We did: Redesigned the dashboard based on your feedback to improve clarity and understanding. Scan the QR code for more information.



SCREEN TEAM

The Screen Team meets online every month to help make Council letters, emails, and website content clearer and easier to understand.

Tenant voice: Dale

"I got involved as I am neurodiverse so I can get stuck on long passages of text. If it's accessible, I can read the text a lot quicker. I wanted to help the Council make their communication easier to understand. Also, after a serious motorbike accident made me homeless, Rotherham Council came to my rescue and found my forever home."

In Screen Team meetings, we get to look at things on the website before it goes live and suggest changes. Recently, we helped improve a District Heating guidebook. It's good to have members of the public looking and checking."

You said: *"Improve stock condition survey letters with more information about the company that is carrying out the surveys."*

We did: Updated the letter to include details of the visit from MLCS3 and the ID worn by the contractors.

You said: *"The Home Matters magazine should feature more articles about local events to highlight what's happening in the community."*

We did: In the Spring 2025 edition, we included articles on the Children's Capital of Culture, The Rotherham in Bloom Garden Competition, and a preview of what's coming to Forge Island. Find the newest edition here. Please scan the QR code.



TENANT SCRUTINY PANEL

The Tenant Scrutiny Panel works with Rotherfed to review our housing services and makes suggested improvements.

Tenant voice: Mary

"I've been a volunteer for a lot of years and like to find out what is happening and tell other people. I like meeting people from different areas and hearing their views. Every meeting is interesting. I think we make a difference because people listen and act on what we say. Things have really improved since I started volunteering."

You said: *"Tenants should receive their affordability check document when they are matched to a property."*

We did: We now send a personalised breakdown of the affordability assessment and rent payment options to every new tenant.

You said: *"There isn't enough information online describing what happens during a Tenancy Health Check."*

We did: Improved the Tenancy Health Check webpage so there is clear information about what will happen during the visit from your Area Housing Officer. Please scan the QR code.





FOCUS GROUP SPOTLIGHT – INDIVIDUAL NEEDS FRAMEWORK

A group of 12 tenants helped shape our new Individual Needs Framework, which aims to ensure housing services are accessible to all, and tailored to everyone's individual needs, especially those with diverse needs. Their experiences and insights will support the Council in delivering more effective and equitable services.

COMMUNITY HIGHLIGHTS SPOTLIGHT – FITZWILLIAM ESTATE TARA

Tenant voice: Nicola

Why did you want to support the community?

"Me and my friend grew up on the estate. There wasn't a lot for kids then and there still isn't, but we have a good relationship with the community. We wanted to build community spirit, bring people together, and help kids make friends."

How did you get involved in community groups?

"I am part of the Fitzwilliam estate TARA (Tenants and Residents Associations community group). We just started by organising small events for our kids. Then we met Rotherfed at a local event, and they helped us become a proper constituted group. They've been amazing – we wouldn't be where we are without their support."

Which community events have you been a part of?

"We did a pumpkin painting event in October, with donated Halloween costumes, and there was a raffle and tombola. At Easter, we had an event with arts and crafts. We also took 106 residents to Cleethorpes on two coaches! We're now looking at ways to engage teenagers as they're showing an interest too."

What effect is the group having on the community?

"It's had a positive impact on the community spirit – bringing people together, helping new tenants make friends and making families feel more secure and involved."



Volunteers doing a litter pick the day before the Easter event.



Fitzwilliam Estate Easter Event.

CONNECTORS POOL

The Connectors Pool is for tenants who want to stay informed and involved without attending regular meetings. Members receive monthly housing and tenant news updates and can join consultations or events when they choose. Since March 2024, 165 tenants have joined, with 13 going on to join panels or events.

THANK YOU TO OUR TENANTS

2024-25 Stats

150

tenants involved in panels, focus groups and from home.

34

consultation topics discussed.

53

community events attended (with 1,090 residents attending).

7

digital support volunteers gave 90 hours, supporting 196 people.

We really value the time and input from our tenants. To say thank you, we hosted a celebration with a three-course meal and quiz. Those who couldn't attend received a thank you card and gift voucher.

WANT TO GET INVOLVED?

Visit our website at www.rotherham.gov.uk/tenant-involvement or scan the QR code.

Alternatively, contact **Rotherfed** on **01709 368515** or info@rotherfed.org



34.5%

of tenants are satisfied with our approach to complaints handling. (Last year 36.2 %).

368

stage 1 and stage 2 complaints were received during the year. Out of these, 365 complaints were closed, with 97 being upheld.

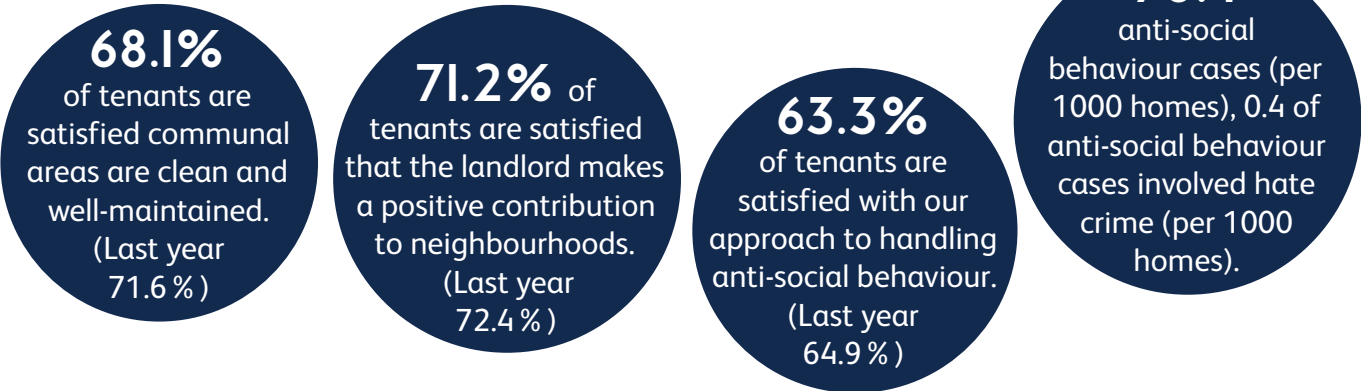
78.1%

of stage 1 complaints were handled within the Housing Ombudsman's timescales. (Last year 82.3 %)

37.5%

of stage 2 complaints were handled within the Housing Ombudsman's timescales. (Last year 55.5 %)

SUPPORTING OUR NEIGHBOURHOODS AND COMMUNITIES

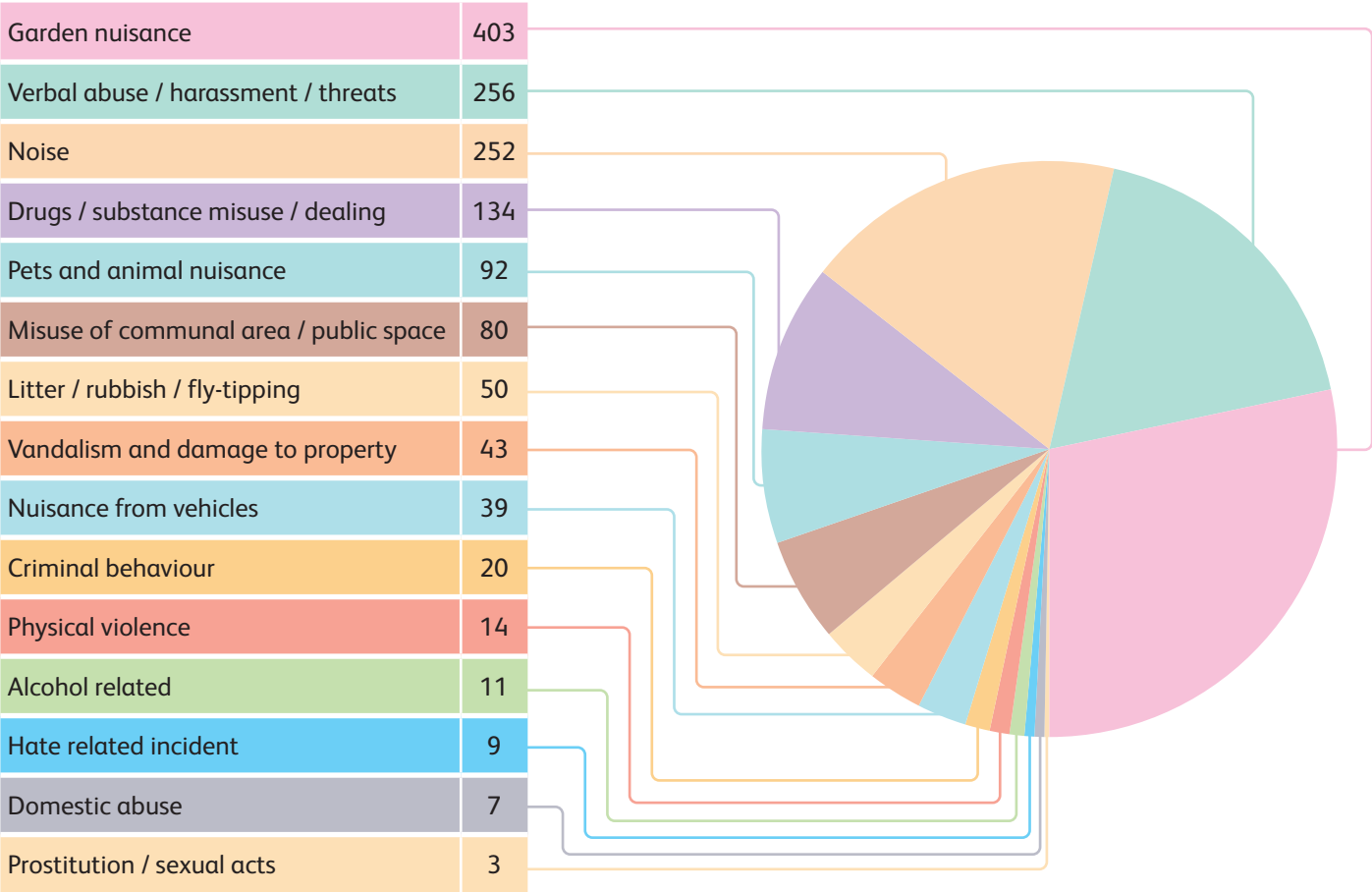


CASE STUDY: TACKLING ASB IN GREASBROUGH

After repeated reports of noise and tenancy breaches at a property in Greasbrough, our Housing Team and Community Protection Unit (CPU) took action. Despite early challenges gathering evidence, the CPU issued a Noise Abatement Notice ordering the tenant to stop. Due to his aggressive behaviour, future visits were carried out with South Yorkshire Police. The tenant failed to comply and was fined nearly £1,000, but the disruption continued. In March 2025, the Council secured a Notice Seeking Possession, leading to eviction the following month, ensuring a better outcome for neighbours and the wider community.

ANTI-SOCIAL BEHAVIOUR THEMES

Total ASB cases in 2024-2025: 1,413



ENSURING SUPPORT FOR ALL TENANTS

Your wellbeing is our priority. We're here to help you feel safe, secure, and supported in your home, whether you need help paying rent, managing life's challenges, or finding work or training.

TENANCY SUPPORT

Our Tenancy Support team is here to help you maintain your tenancy long term. We offer practical support from the start of your tenancy, including help with debt, mental health, or substance use. When you're struggling to pay rent, our Income and Support teams work together to help you avoid eviction.



1,360

Tenancy Support referrals received 2024/25.

£639,896

Welfare Benefits Claimed.

92%

of tenants remain in their home after threat of eviction (with tenancy support assistance).

TENANCY SUPPORT SUCCESS STORIES

A new start in a suitable home

A tenant with learning difficulties, mobility issues, and deafness was struggling to manage a large, unsuitable, and costly three-bedroom home after losing both parents. Our Tenancy Support and Lettings teams helped secure Band 1 priority for a move to a more suitable and affordable property. A Discretionary Housing Payment (short-term financial support) covered the rent during the wait, and support continued until he was settled in his new home.

A helping hand through difficult times

After losing her mum and not having family to rely on, one tenant became isolated and stopped engaging with services. She struggled with her health, lost her Universal Credit, and built up thousands in rent arrears. With support from her tenancy support officers, her benefits were reinstated and backdated so the arrears were fully paid off. She's now continuing to receive support to maintain her tenancy.

A safer home with support every step of the way

An elderly tenant with serious mobility issues was struggling in a large home that no longer met his needs and was being financially exploited by a family member. With help from Adult Social Care and Tenancy Support, he was supported through the process of moving to a more suitable bungalow. The team helped with arranging care, setting up bills, and making sure the new tenancy was affordable and manageable.

For more information about Tenancy Support, visit www.rotherham.gov.uk/housing/tenancy-support (or scan the QR code) or call us on 01709 336009 and ask for a member of the Tenancy Support team.



MAKING SENSE OF THE MONEY

Rotherham Council owns and manages 19,942 council homes. In 2024/25 the income was £106,466,880

Below is an overview of how your rent was spent during the year.

Capital Charges*	£45,135,461	44 %
Repairs & Maintenance	£22,767,533	23 %
Estate Management	£1,519,086	2 %

Staffing and Service costs

Housing Management	£5,575,288	6 %
Anti-Social Behaviour	£123,398	0 %
Central Services**	£10,923,075	11 %
Income Management	£1,437,702	1 %
Tenant Involvement	£96,100	0 %
New Housing & Housing Strategy	£1,939,003	2 %
Housing Options, Allocations & Homelessness	£7,669,974	8 %
Housing Property Services	£3,471,424	3 %
Total Expenditure	£100,658,044	100 %

*Money borrowed to pay for major building improvements, including interest on debt and funds for new builds. **Management, admin, and business support for the service.

FOCUS ON INCOME

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



House rents	£95,920,664
Garages and ground rent	£812,063
Furnished packages	£6,489,776
District heating	£968,078
Communal facility charges	£595,040
Right to Buy receipts	£114,400
Leaseholder contributions to services	£346,969
Aids and adaptations	£415,512
Miscellaneous income	£804,378
Total income	£106,466,880
Transferred to reserves	£5,808,836
Total funds used	£100,658,044

FOR EVERY £1 OF RENT YOU PAY

11p is used for central services like management, administration, and business support to keep services running smoothly.

2p is dedicated to developing new, affordable housing.

20p is allocated to managing estates and tenancies including house lettings, rent collection and general estate services.



44p is used for funding major improvements and other important investments.

23p goes towards day-to-day repairs to fix and maintain homes.

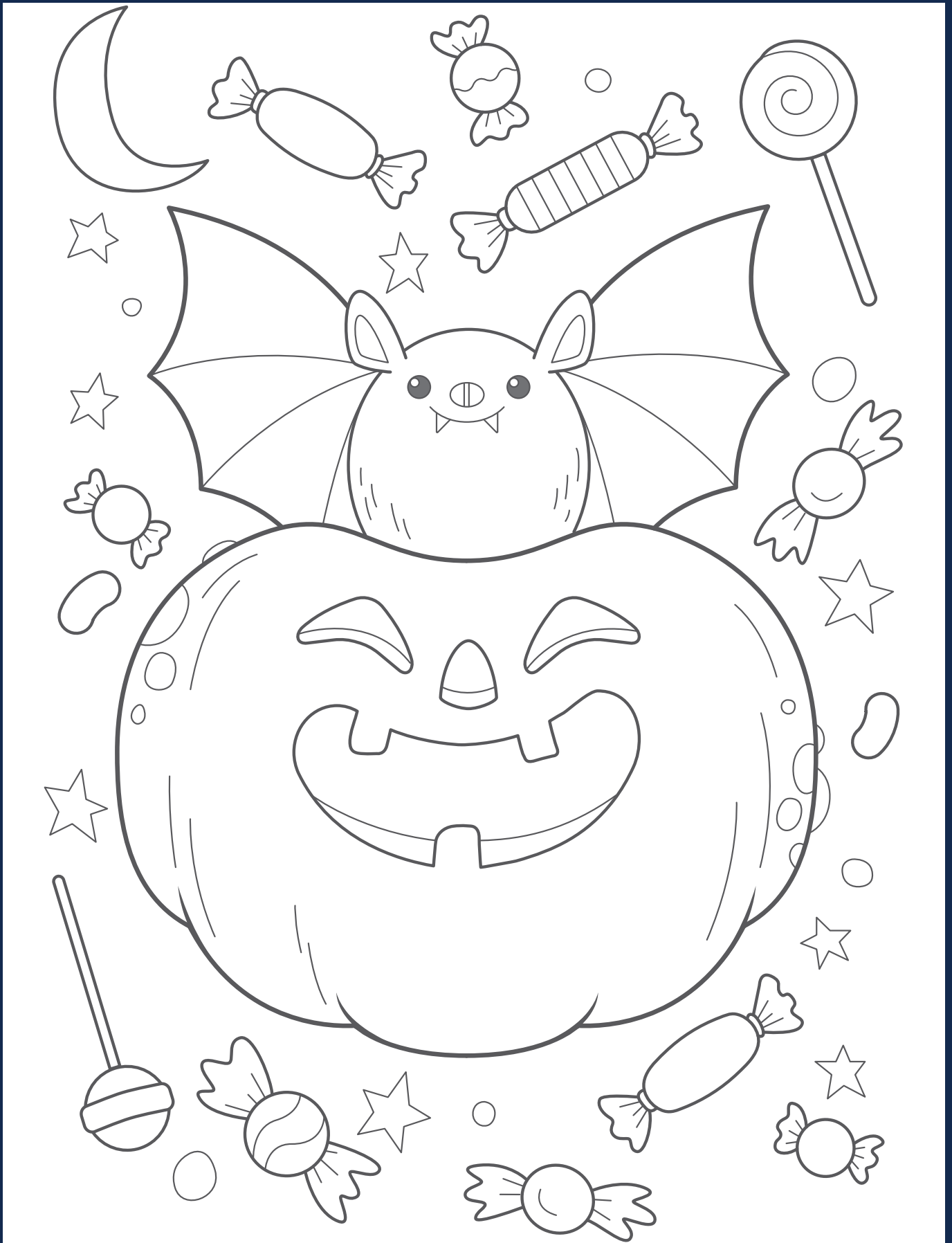
In 2023/24, we spent £1,687 on average to manage and maintain each council home in Rotherham. This figure covers repairs, safety checks, tenancy services, and planned improvements. 2024/25 costs were not available at the time of printing.

To read the full version of the Housing Annual Report, please visit www.rotherham.gov.uk/downloads/download/22/council-housing-annual-reports or scan the QR code.



SPOOKY SEASON IS HERE

Get a head start on Halloween and let the kids get creative with this fun Halloween colouring sheet.



NEW AND IMPROVED HOUSING WEBPAGES

The Council have recently refreshed it's housing webpages to provide a more user-friendly experience for tenants, making it easier to find housing information and access key housing services.



The refresh follows a year-long project between housing teams and tenant engagement groups to provide more accessible webpages which are easy to use, to help residents find the information they need quickly and easily.

View the new webpages and find all your housing information here
www.rotherham.gov.uk/housing

DO YOU HAVE A COMPLAINT ABOUT A COUNCIL SERVICE?

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



Complete a web form
www.rotherham.gov.uk/complaints



Email
complaints@rotherham.gov.uk



Text
07860 021 447



Call
01709 382121



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

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

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

We'd also love to hear from you if you are happy with a service or member of our team.



email compliments@rotherham.gov.uk or call, text or write using the details above.

Further information can be found at www.rotherham.gov.uk/complaints

CONNECT TO OUR SERVICES

ONLINE

All of our services are available 24/7 online www.rotherham.gov.uk
For housing information visit www.rotherham.gov.uk/housing

TELEPHONE

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

