

SUMMER 2025

RavenTimes



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Welcome to our new Estates Manager

We've recently appointed a new Estates Manager, Lauren McCready-Carter, who has joined to oversee our Neighbourhood Wardens, Cleaning and Grounds Maintenance teams. With Lauren now on the team, overseeing all estates related services and activities, we'll be able to provide a

better, more joined up approach, and we hope you'll see and feel the benefits of this smoother service. Lauren said: "I'm pleased to be working with such dedicated teams who play an important role in making sure our estates are clean, safe and welcoming for all customers."

An update from our wardens



Simpler Recycling – updates to communal bin areas

We're working closely with Reigate & Banstead Borough Council to support the rollout of its full recycling service to blocks of flats. Many communal bin areas have already been upgraded, or moved, to make space for the extra bins. In some locations, security gates have been added to prevent misuse and fly tipping.

The rollout will speed up through the rest of 2025 and into 2026, as new Government legislation called 'Simpler Recycling' requires councils to make recycling bins available and accessible for all households by March 2026. You can find out more about this legislation here - www.gov.uk/guidance/simpler-recycling-household-recycling-in-england. Raven must ensure bin storage areas meet both council collection requirements and fire safety regulations.

If your block hasn't yet been upgraded, it will be soon. We'll try to keep disruption to a minimum

and place bin areas away from buildings and flat windows, where possible. For leasehold properties, our Homeownership team will carry out Section 20 consultations where needed.

Please remember: Reigate & Banstead Borough Council runs the waste and recycling service and funds it through your Council Tax. As your landlord, we only provide and maintain the bin storage areas – we're not responsible for missed collections or the number of bins supplied. The council will be in touch to inform you when your new bins will be delivered.



Swifts return to Court Lodge!

Back in 2017, we installed 16 swift nesting boxes at Court Lodge after one of our local customers, keen birdwatcher Shane, noticed a drop in the local swift population. This decline followed essential repairs to old fascias on our blocks of flats, which had unintentionally disturbed traditional nesting sites.

After chatting with Neighbourhood Warden Conrad, Shane helped get the boxes installed to support the birds' return. Swifts can take a few years to settle into new homes, but this summer, Conrad and Shane are thrilled to report that the boxes are now in full use.

Shane said, "Part of summer for me is the sound of the swifts and seeing them circle around catching insects for their fledglings. When numbers dropped and the sound wasn't there, it was sad. It's brilliant to see them back and thriving in Court Lodge once again."

Conrad said, "We're proud to have played a part in helping these special birds return to our community. Keep an eye (and ear) out this summer!"



VE Day celebrations

Our Sheltered Housing team served a fantastic afternoon tea, residents tested their knowledge with a VE day quiz and a singer treated everyone to some war classics – it was great to see so many singing along!

Did you know?

Swifts are incredible birds that spend almost their entire lives in the air – the only exception is when they're nesting! They mate for life and always return to the area they were born.

Updates to MyRaven – making it easier, safer and more useful than ever

We've been working hard behind the scenes to make improvements to MyRaven, and we're pleased to share some important new features that make managing your home online easier than ever.

Dedicated damp and mould reporting

You can now raise damp and mould cases separately from general home repairs, this helps us prioritise and makes it easier for you to see the timescales and progress. This is part of our proactive work to prepare for Awaab's Law, which comes into effect from October 2025 and requires housing associations to act faster and more clearly on damp and mould cases.

When you raise a damp and mould case, you can now:

- Track the progress of your case
- Book appointments
- Upload multiple photos to help us assess the issue
- View a schedule of works
- See actions allocated to us as your landlord and you as the customer

These changes will help us respond sooner, take action more effectively and to keep you fully informed through the process.

Upload more photos and now videos

We know it's been frustrating in the past to only be able to upload Individual photos to your repair — this is no longer the case! You can now upload multiple photos, as well as videos for the first time. Photos and videos are so helpful for us, as they make it easier for us to see and get a better understanding of what's wrong, right from the start.

Stronger security



We recently introduced an added layer of security to **MyRaven**. Now, every time you log in, you'll receive a one-time log in code sent to your email address. This keeps your account, and your personal information, safer than ever.

Not registered yet?

MyRaven is the quickest and easiest way to manage your tenancy. From raising and tracking repairs and making appointments to paying your rent and raising enquiries.

To register, you just need your tenancy or agreement number to hand and head to the **MyRaven** site - myraven.ravenht.org.uk.



#BeLikeBetty

Betty can now track and manage her damp and mould case on MyRaven - making it easier than ever to keep up to date with timescales and actions

MyRaven
Register here:
myraven.ravenht.org.uk





Community noticeboard

If there's something that you'd like to see included in the community noticeboard next issue please email us raventimes@ravenht.org.uk.

This issue we've got a spotlight on some local events and activities happening for families over the summer holidays.

Community centre activities

There's a whole host of fun activities happening at Reigate and Banstead community centres this summer – from family fun sports days and creative workshops to African drumming sessions. Follow the community centres on Facebook for dates, details, and updates or keep checking the Reigate and Banstead website – www.reigate-banstead.gov.uk/community-centres



Free and low-cost holiday activities for children

Reigate and Banstead's Leisure Team runs a fantastic selection of free and low-cost activities for children aged 6 months to 15 years as part of the R&Be Active school holiday programme. There's something for everyone – check out the full list of activities here: <https://bookwhen.com/schoolhols>

If you're receiving benefits or have a looked-after child, you may qualify for a 50% discount. To apply, simply email: leisure.services@reigate-banstead.gov.uk and include proof of benefits (e.g. Universal Credit or other benefit award letter) and proof of address (e.g. a utility bill or bank statement).

Community fun in Merstham

Get ready for a fantastic day out at the Merstham Community Festival 2025 on Saturday 2nd August, from 10am to 4pm at the Merstham Community Hub and Grounds. This family-friendly event celebrates all things Merstham with live entertainment, local stalls, delicious food, games and activities for all ages, plus a charity raffle. It's a great opportunity to come together, connect, and enjoy the spirit of community. Everyone's welcome!

Follow our Facebook page for other events and activities shared through the summer – www.facebook.com/RavenHousingTrust.



We want to speak your language!

Did you know that we can make reasonable adjustments if English isn't your first language? For example we have translation services we can use on calls, and in person when we come to

do repairs. We also have translation tools on our website, so you can get the information you need in your first language.

If you know of another Raven customer who may not see this as English isn't their first language,

please encourage them to use the translation feature on our website to fill out this form or to contact us.

Let us know your first language by completing this quick and easy form – www.ravenht.org.uk/let-us-know-your-first-language/

Assalamu alaykum

Hola

Witam

Moneywise – ask us anything!

Send your questions to our Moneywise team for expert advice answered here in this new regular feature.

If you have a money question for the next issue, email it to **raventimes@ravenht.org.uk**.

Remember, all customers - whether you're a rented tenant or homeowner - can receive **FREE** personalised Moneywise support. Raise an enquiry on **MyRaven** or call **0300 123 3399** for an initial chat.



Q My wages have gone up due to the minimum wage increase, so I can now save a bit. I've heard of the Help to Save scheme but don't know much about it. I still get some Universal Credit and don't want to risk losing it.

A Savings over £6,000 can reduce your Universal Credit, and having over £16,000 means you won't qualify at all. These limits apply whether you're single or in a couple.

The Help to Save scheme is for people on Universal Credit. You can save £1–£50 a month (no need to pay in every month) and earn a 50% bonus on your highest balance after years two and four. Bonuses are paid into your bank account, not the Help to Save account. It's a long-term option, more information can be found here - **gov.uk/get-help-savings-low-income**.

There are other savings products offered by other financial providers that may be better suited to your circumstances so it is worth doing your research.

Q I currently receive Pension Credit and Housing Benefit and have heard that these two benefits are going to be changed. I'm really concerned about how this change is going to affect me and where I can go for help.

A Once Universal Credit has been fully rolled out (expected by Spring 2026), the Government plans to merge Housing Benefit for people over pension age with Pension Credit. The aim is for new claims to be handled by the Department for Work and Pensions, instead of local councils from 2026. However, this is still in early stages of planning and nothing has been confirmed.

As with all changes to benefits, our Moneywise team is here to support you through the change, so please get in touch if we can help.

Q When I was a teenager I didn't learn much about money at school and feel that this has led to me struggling to cope with money decisions as an adult. I was wondering if you could give me some tips on things I could do with my child over the summer holidays?

A There are fun ways to teach your child about money. Try games like Monopoly (some versions use electronic banking), or money management apps for children - though some use dollars instead of pounds. Involve them in planning a budget for things like a picnic or cinema trip, letting them research costs including for tickets and travel... then how much will be left over for sweets! If they get pocket money, set savings and spending goals together. You can also include them in shopping, by comparing prices and looking for discounts.



Repairs – understanding what's your responsibility and what's ours

It's important to us that you have a safe and comfortable home. Part of this is us working together to keep everything running as it should.

Some repairs and upkeep are our responsibility, while others are small tasks you can do yourself – like unblocking sinks or toilets, and replacing lightbulbs and keeping your extractor fans clear and clean.

We know from your feedback that it's not always been clear what's your responsibility, and what's ours when it comes to repairs. That's why we've refreshed our Guide to Repairs to make it clearer for you to check responsibilities, as well as understand our repairs timescales and what happens when you report a repair.

Access the Guide to Repairs your way by scanning the QR codes below.

On our website



Watch our short explainer video with some of the key examples of responsibilities



Request a printed copy by post by emailing:
raven@ravenht.org.uk
or calling **0300 123 3399**

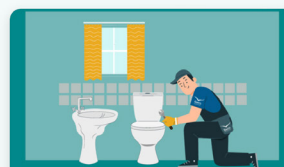
This information applies to tenants only – if you're a homeowner, different responsibilities apply. Please refer to your lease or contact our Homeownership team if you're unsure.

Inside your home



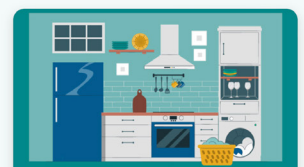
Interiors and decoration

- We're responsible for...
- You're responsible for...
- Additional information



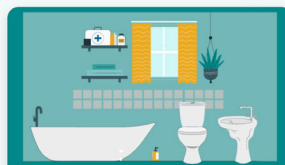
Plumbing

- We're responsible for...
- You're responsible for...



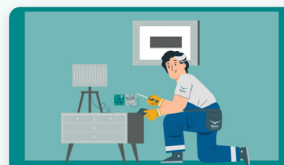
Kitchen

- We're responsible for...
- You're responsible for...



Bathrooms

- We're responsible for...
- You're responsible for...



Electrics

- We're responsible for...
- You're responsible for...
- Additional safety information



Gas

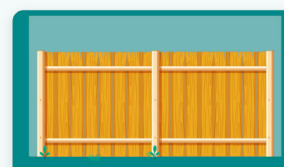
- We're responsible for...
- You're responsible for...
- Additional safety information

Outside your home



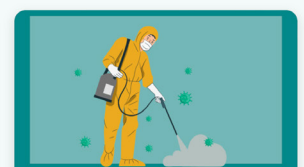
External areas

- We're responsible for...
- You're responsible for...
- Additional information



Fencing

- We're responsible for...
- You're responsible for...



Pest control

- We're responsible for...
- You're responsible for...



Disrepair claims – be cautious of door knockers

We've recently been made aware that some customers have had people turn up unannounced to their home encouraging them to make a disrepair claim against Raven. These individuals often knock on doors claiming to be from a charity or even "from housing" saying they have a legal team, and they may ask you to sign documents promising to get repairs done or secure compensation.

Please treat individuals doing this with caution. Customers have told us they feel uneasy or pressured when approached at home to make these claims. While the offer might sound helpful, there are some serious risks involved:

- Some solicitors dealing with disrepair claims can take up to 60% of your compensation – that's money meant for you.
- If you change your mind after the 14-day cooling-off period, you could be charged thousands of pounds in legal fees.
- You may be required to attend a court trial and be cross-examined, which can be a stressful and time-consuming process.

If you are unhappy with any aspect of our service, including how we've handled a repair, you don't need to go through a solicitor to get issues sorted or even to claim compensation.

You can make a complaint with us – we'll then investigate your complaint and arrange for outstanding repairs to be carried out. We do also offer compensation, where appropriate. Find out more about our complaints process – www.ravenht.org.uk/making-a-complaint.

If you're not happy with the outcome of your complaint you can escalate your complaint to the Housing Ombudsman Service – this is free and independent. Importantly, no money will be taken from any compensation they recommend.

What to do if you're approached by a person about disrepair claims

- Don't sign anything on the spot.
- Ask for their ID and take note of who they are.
- Report it to us so we can investigate and inform other customers if needed.

If you're unsure about anything, or something doesn't feel right, please contact us on **0300 123 3399** or raise an enquiry through your **MyRaven** online account.



It's time to enter our Raven in Bloom gardening competition!

Have you got a garden or outdoor space that you're proud of? There's still time to enter Raven in Bloom, our annual gardening competition for Raven customers.

Whether you have a beautiful balcony, a colourful window box, a flower haven of a back garden, or a welcoming communal space - we want to see it! The competition is a great way to show off your green fingers and inspire your neighbours.

There are four categories to choose from this year:

- Best individual garden
- Best communal garden
- Best container garden (perfect for patios or balconies)
- Best junior gardener (12 years old or younger).

How to enter

To enter, email up to three photos of your garden/entry with your name and address to: raveninbloom@ravenht.org.uk by Monday 1st September 2025.

Find out more and the rules of entry here - www.ravenht.org.uk/news-and-events/raven-in-bloom-gardening-competition/

Your chance to win up to £75 gardening vouchers!



Homeowner news

Thank you to everyone who joined us at our annual homeowner meeting in June. We hope you found it useful, it was good for us to hear your feedback and learn more about any areas of concern.

You should have received the minutes from the meeting, if you haven't then please email homeownership@ravenht.org.uk.

We're already working on your service charge reconciliation. We know how important it is to get this right, and we start this early to make sure everything is accurate and clear. We've listened to your feedback and are making improvements to the letters you receive - so they're more informative and easier to understand.

You can expect to see:

- Updates on our contractors and how often compliance visits are carried out
- A clear breakdown of all repairs along with health and safety works completed
- An added layer of review, with costs having a second sign off by our Heads of Service

How do service charges work?

- Each February we estimate your annual service charge and issue these for the following April-March service charge year.
- We charge or invoice this in line with the lease that you have. Payments can be made in instalments by monthly Direct Debit, or as one payment if you receive invoices.

- After the year-end in March, we calculate the actual cost of the services you have received. This process is then audited and a reconciliation is issued, which will mean you may receive a refund, or extra charges will be issued. This depends on whether the actual costs exceeded your original estimate or not.
- Refunds, or extra charges, are issued in September for the previous service charge year.

To find out more about service charges, please visit the Homeownership FAQs section of our website - www.ravenht.org.uk/homeownership-faqs

We Hear You – making improvements to our services

When you give us feedback – both the positives and the areas where we can improve – it allows us to make our services better for you. What you tell us through complaints and other feedback routes influences our decision making, helping to make sure we keep you, and what matters to you, at the heart of everything we do.

Here are some recent examples:

You said: You wanted it to be clearer what support is available to you and how we can tailor our services to your needs.

We did: We've launched our reasonable adjustments policy detailing how we will make reasonable adjustments to give everybody an equitable outcome. We are committed to ensuring that customers who are disabled or vulnerable (through their life circumstances) aren't at a disadvantage when accessing our services.

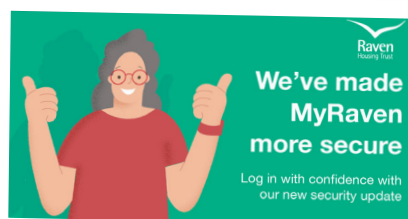


You said: You wanted reassurance that your personal information held in MyRaven was safe and secure.

We did: We've carried out a major security update to MyRaven, meaning MyRaven is now more secure than ever; helping to keep your information safe.

What's changed?

- **Stronger password protection** – you'll be asked to create a more secure password the next time you log in.
- **Email log in codes** – each time you log in, we'll send a code to your registered email address, to confirm it's really you.



How to provide feedback:

MyRaven: use your online account to make a complaint or raise an enquiry.

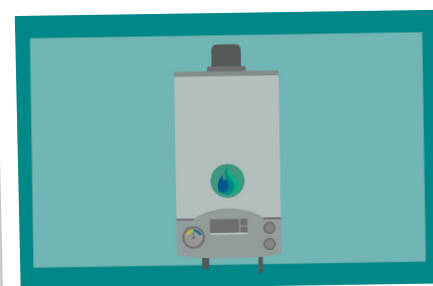
Call us: 0300 123 3399

Email: raven@ravenht.org.uk

You said: You wanted better communication about gas repairs and servicing, especially relating to part availability and updates.

We did: We've worked with our gas contractor, SureServe, to:

- extend the regional office opening hours (the national call centre is still available out of hours)
- we have a SureServe manager who works from our Raven office to help with complaint resolutions
- we're looking at options for better availability of parts for busy periods.



If you're not happy with an aspect of our service – we encourage you to make a complaint

Complaints give us the opportunity to correct issues and learn. Whilst our teams do their best to get things right for you first time, we know that sometimes things go wrong. When this happens, it's important to let us know.

You can make a complaint by reporting it through your **MyRaven** online account or by calling us on **0300 123 3399**. Please provide as much information as possible to help us investigate the issue thoroughly.

Find out more about our complaints process – www.ravenht.org.uk/making-a-complaint.

Tenant Satisfaction Measures – results for the year 2024-2025

We have recently submitted our end-of-year results for Tenant Satisfaction Measures (TSMs) for 2024-2025 to The Regulator of Social Housing. These results show how well we're doing at providing good quality homes and services, based on customer answers to a telephone survey.

Customers are selected at random each month to answer the TSM survey over the phone. The survey is carried out by our independent research partner, Explain. If you were one of the people selected at any point this year, thank you for your

valuable feedback. The results are representative of our tenants with 21% answering questions this year.

These TSMs are our annual results for the financial year, April 2024–March 2025. You will see more

about these results, and how they link to the services we provide, in our upcoming customer annual report later this year. Homeowner results will be published separately.

84%
Overall satisfaction



83.7%

Satisfaction with repairs



81.9%

Satisfaction with time taken to complete most recent repair



82.1%

Satisfaction that the home is well maintained



80.9%

Non-emergency repairs completed within timescale



100%

Emergency repairs completed within timescale



0.5%

Homes that do not meet the Decent Homes Standard



85.7%

Satisfaction that the home is safe



100%

Completed gas safety checks



100%

Completed fire safety checks



99.9%

Completed asbestos safety checks



99.9%

Completed water safety checks





Performance

100%

Completed lift safety checks



75.9%

Satisfaction that we listen to views and act upon them



81%

Satisfaction that we keep customers informed about things that matter to them



85%

Agreement treated fairly and with respect



54.6%

Satisfaction with the approach to handling complaints



113.3

Number of stage 1 complaints per 1,000 homes



22.3

Number of stage 2 complaints per 1,000 homes



100%

Stage 1 complaints handled within timescales



100%

Stage 2 complaints handled within timescales



78.6%

Satisfaction that we keep communal areas clean, safe and well maintained



77.7%

Satisfaction that we make a positive contribution to neighbourhoods



69.9%

Satisfaction with the approach to handling ASB (anti-social behaviour)



108.5

Number of ASB cases opened per 1,000 homes



1.3

ASB hate cases relative to the size of the landlord



Delivering What Matters – How we're performing

You can find the latest information about our three year plan, Delivering What Matters, including performance figures for January – March 2025 on our website – www.ravenht.org.uk/delivering-what-matters-performance.

Provide feedback

We welcome your feedback about our services. We want to know what we're doing well and where you think we can improve.

Report it!:

if you have a repair that needs fixing or need to report anti-social behaviour then get in touch through your MyRaven online account, by calling **0300 123 3399** or emailing **raven@ravenht.org.uk**.



General feedback:

if you have an idea or suggestion about our services then please contact us on **0300 123 3399** or email **raven@ravenht.org.uk**.



I have a complaint:

call us on **0300 123 3399**, email **raven@ravenht.org.uk** or raise it through **MyRaven**.



Compliments:

if you have a compliment about a member of our team or our service then we'd love to hear from you. You can call us on **0300 123 3399** or email **raven@ravenht.org.uk**.

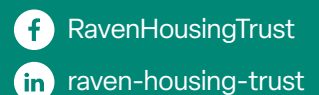


What do you want to see in Raven Times?

This is **your** quarterly magazine to show you what's going on at Raven and in our communities. We'd love to know what you'd like to see more and less of to make this something you find informative and useful.

Drop us an email **raventimes@ravenht.org.uk** with any feedback – thank you!

Follow us:



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