

SUMMER 2026

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www.ravenht.org.uk



Raven Housing Trust



Housing Officers – supporting you to live well in your home, as a tenant or homeowner

Our team of Housing Officers play an important role in supporting you to manage your tenancy and making sure your neighbourhood is safe, clean and well managed.

After listening to your feedback, we've heard that you want to see staff who understand your immediate area better and know what it's like where you live. You told us you'd like to see more visible estate management to help with community safety and for us to deal with your enquiries quickly.

So, we have organised our neighbourhoods into smaller patches, each looked after by their own Housing Officer. This means your Housing Officer can get to know you better, understand your household and your circumstances and provide a more tailored and supportive service to suit your needs.

What your Housing Officer does

Your Housing Officer is here to help you manage your tenancy, keep your neighbourhood safe and well maintained, and connect you with support when you need it.

They can support you with:

- Questions about your tenancy or lease
- Changes to your tenancy
- Making sure communal areas are kept clean, clear and well maintained
- Estate inspections and neighbourhood concerns
- Reports of fly-tipping, vandalism or anti-social behaviour
- Money worries, wellbeing needs or other tenancy issues
- Directing you to further support within Raven and with local partners
- Community events, local projects and ways to get involved

You'll see your Housing Officer more often in your neighbourhood through regular walk arounds, community events and an annual visit, giving you more chances to speak with us face-to-face.

If you need to contact your Housing Officer, you can do so through the Customer Hub. Our Customer Hub is your first point of contact and they can answer most of your queries straight away. If they're unable to, they will pass your enquiry to your Housing Officer, or one of our specialist teams, who may be better placed to help with your enquiry.



How to check who your Housing Officer is

You can now check who your Housing Officer is by searching on our website with your postcode here www.ravenht.org.uk/housing-officers or through your MyRaven online account.

Our Customer Hub

Helping you to access the services you need

We've recently transformed our Customer Services team into our Customer Hub, bringing a wider range of support into one place. This means we can help you with your enquiries more quickly and make it easier for you to access the information and services you need.



Contact us in the way that works best for you

- Call us on **0300 123 3399** to speak directly with a member of our Customer Hub team
- Use your MyRaven online account to raise and track enquiries, repairs and cases of anti-social behaviour; check your rent account and make payments at any time, day or night
- Send us a direct message on Facebook or Instagram and we'll get back to you during office hours
- If you have an emergency, the best way to report this is by calling us on **0300 123 3399**.

Our Customer Hub team aims to help you with your query as quickly as possible, often at first point of contact. We also have dedicated Housing Co-ordinators within the Hub who are on hand to help with their specialist knowledge and support, helping to reduce delays and ensure you receive the right information when you need it.

Neighbourhood focus

This section is where you can catch up with news from our Estates team, made up of Caretakers, Cleaners & Grounds Maintenance Management, and your Housing Officers.

Bamboozled by bamboo

While bamboo can be an attractive and fast growing screening plant, some varieties spread aggressively through underground root systems. Bamboo can potentially spread into neighbouring gardens, lawns, pathways and drainage systems.

If left unmanaged, invasive bamboo can be difficult and costly to remove and may cause damage to fences, paving, patios and other garden structures.

If you do wish to grow bamboo, please choose a clump-forming variety and plant in pots to maintain and prevent spreading.

Litter picking in Woodhatch

Recently, our Housing Officers spent the day in Woodhatch speaking with customers, and litter picking in the community. They collected five bin bags full of rubbish on the day!



Please be mindful of litter and using bin areas correctly during the summer period. If you're using communal spaces for picnics, then please dispose of your rubbish in bins, or take it home with you.

We're also finding that communal general waste bins are being overloaded with rubbish that should be put in the recycling bins. Please use

the appropriate bins for the rubbish you're disposing of, making sure cardboard, plastic and glass is put in the separate recycling bins provided. Please check your Local Authority's website for further advice on waste and recycling.

Nutfield Church Primary School's summer fete

Our summer event schedule has kicked off and we're enjoying being out in communities at some fantastic events. In June, we took our smoothie bike along to Nutfield Church Primary School's summer fete. It was great to see so many people pedal their way to a delicious, refreshing smoothie. We're also delighted that this helped to raise £102 towards the school's PTA.

To find out about upcoming community events, visit our website www.ravenht.org.uk/news-and-events/



Be mindful of noise this summer

During the summer months we spend more time outdoors and whilst we do, it's important to be aware of the noise we're creating and to be considerate to our neighbours. Common issues are music being played too loud, shouting and being noisy in gardens and outdoor areas late at night.

If you're having issues with neighbours, start off with a friendly chat. Most neighbours aren't aware they're causing a problem and a calm conversation often helps. If noise is still a problem, then you can contact us for advice.

Supporting Stripey Stork's Teen-to-Teen project

We're very pleased to have supported Stripey Stork with a **£5,000 grant from our Brighter Community Fund** towards its Teen-to-Teen project, which has helped hundreds of teenagers across Reigate and Banstead access essential clothing, toiletries and volunteering opportunities.



The Teen-to-Teen project is designed by and for young people aged 11 to 18, with volunteers packing and preparing essential items for other teenagers experiencing hardship in their local area. A total of 54 teenagers volunteered on the project, contributing over 560 hours helping to sort, pack and personalise items for their peers.

As a result of the funding, Stripey Stork provided 139 clothing and overnight packs for teenagers, alongside toiletries for a further 271 young people across the borough. Packs included new underwear, socks, hoodies, joggers and essential hygiene items, which are often in short supply but in high demand.

The project also supported young people living in Raven homes, with 59 teenagers referred directly from us, alongside others supported through schools and partner organisations.

Nicola Dawes, Chief Executive at Stripey Stork, said: **"Teenagers are often the forgotten group when families are struggling, yet the need for essentials such as clothing and toiletries is significant. This funding has enabled us to provide practical support to hundreds of local young people, while also creating opportunities for teenagers to support one another through volunteering. We are grateful to Raven Housing**

Trust and Reigate and Banstead Borough Council for backing a project that has been shaped by young people, for young people."

Angela Ellis, Head of Thriving Communities at Raven Housing Trust, said: **"Through our Brighter Community Fund, we aim to support local projects that make a real difference to the lives of people in the communities we serve. The Teen-to-Teen project is a great example of young people helping other young people, providing practical support while building skills and confidence at the same time."**

Welcoming Wheatley Court to Raven



We're pleased to welcome the residents of Wheatley Court in Redhill to Raven.

Since April, we've been managing Wheatley Court on behalf of Reigate and Banstead Borough Council. The council remains the landlord for the building, but customers living there now contact Raven for day-to-day housing management, to pay rent and charges, and to report repairs.

Richard Williamson, Housing Manager at Raven, said: **"Our teams are enjoying getting to know the customers who live at Wheatley Court and we're working to better understand the areas for improvement in the building. One area where we've been able to make an immediate improvement is the cleanliness of communal areas. We have worked quickly to raise these standards and we now have members**

of our Estates team cleaning the building twice a week."

Richard Robinson Head of Housing and Intervention Services at Reigate & Banstead Borough Council said: **"I am very pleased that our local partners Raven Housing Trust, are managing Wheatley Court on behalf of the Council, they have an excellent track record and are also the largest provider of social housing in the area."**

Repairs timescales – what you can expect

It's important to us that you have a safe and secure place to call home and that you trust us to keep your home well maintained in partnership with you. As part of this partnership, when you report a repair, we want to make sure you know the timescales for when you can expect us to fix it for you.

We categorise repairs into five groups so we can prioritise your repair:



Emergency

We'll attend within 24 hours.

An emergency is something that puts you or others at immediate risk, could cause serious damage to your home, or makes your home unsafe to live in such as:

- Uncontrollable water leaks
- Complete loss of power or water
- Broken lifts
- Fire or flood damage
- Major structural damage
- Offensive or racist graffiti
- Smoke or carbon monoxide detectors not working
- Serious anti-social behaviour that poses immediate threat (always call 999)



Urgent

We'll attend within 7 days of your report.

This applies to any instance where we feel your repair needs to be brought forward to meet the needs of your household, or a damp and mould case.



Routine (non-urgent)

Your appointment will be within 28 days.

We'll offer the next available appointment, based on our availability, at a time that works for you.



120 days

This covers repairs such as:

- Major damp preventative measures (like ventilation and insulation)
- Major plastering
- Major refurbishment works
- Non-emergency ground works



Planned works

There are some planned works, that due to their nature, may take longer and we'll be in touch to book these with you. These include pointing of brickwork, repair or replace large areas of concrete or paving, fencing (where our policy applies).



Not sure who handles a repair – you or Raven?

You can quickly and easily find out on our repairs responsibilities web page.

Whether it's a tap, a fence, or the boiler – you can check who is responsible in just a few clicks – www.ravenht.org.uk/repair-responsibilities

The easiest way to raise a repair and book an appointment is through your MyRaven online account or by calling us on **0300 123 3399**.



Raven in Bloom gardening competition is back for 2026!

Raven in Bloom is all about celebrating the time, care and creativity you put into your outdoor spaces.

Whether you look after your own garden, share a communal space, or have brightened up a patio or balcony with pots and planters, we'd love to see what you've created.

If you're proud of your outdoor space, why not enter for the chance to win a gardening gift voucher?

There are three prizes per category up for grabs:

1st prize
£75 gardening voucher



2nd prize
£50 gardening voucher



3rd prize
£25 gardening voucher



There are four categories to choose from:

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

Send up to three photographs of your entry, with your name and address to raveninbloom@ravenht.org.uk.

Or you can post your entry photos – please remember to include your name and address:

Raven in Bloom 2026, Raven House, Linkfield Lane, Redhill, RH1 1SS

All entries must be received by Monday 31st August 2026

Rules of entry

This competition is open to Raven Housing Trust customers only, including tenants and homeowners. Nominations can be made with the owner's permission. Please only send three photographs for judging. There is no cash alternative for the prize. Winners will be announced in the Autumn issue of Raven Times.

Moving rent statements online

We're making a change to how rent account information is provided - we're no longer sending you quarterly rent statements by post. Instead, you can view your most up to date rent account information quickly and securely through your MyRaven online account.

Moving to digital services for rent information helps us to provide you with the most current figures on your account, while reducing printing and postage costs. It also supports our commitment to reducing paper waste and improving our environmental impact.

Use MyRaven to:



Check your rent balance at any time, day or night



View recent payments and transactions instantly.



Pay your rent and charges



Receive up to date information without waiting for a quarterly statement.

If you need support registering or using **MyRaven** or would like to request an ad hoc paper statement, please get in touch by calling **0300 123 3399**.

Register here - <https://myraven.ravenht.org.uk>

Do you have up-to-date contents insurance?

It's essential to have valid and up-to-date contents insurance in place as part of your tenancy agreement, and it can make a huge difference if the unexpected happens, such as a fire, flood or other emergency in your home.

As your landlord, we have buildings insurance to cover the property but your belongings need to be covered under your contents insurance. This helps protect the belongings you rely on every day, like furniture, clothing, electrical items and valuables, and can give you peace of mind that you would be able to replace these essential items if they were damaged or lost.

How to get contents insurance

A good place to start is by working out how much cover you need. Think about what it would cost to replace the items in your home today, rather than how much you originally paid for them. This can help you avoid being underinsured if you ever need to make a claim.

You should also think carefully about the policy excess. This is the amount you would need to pay if you made a claim. A lower excess can mean a higher monthly or yearly cost, but it is important not to choose an excess that would be difficult for you to afford in an emergency.

Many insurers also offer optional extras, such as accidental damage cover, or legal cover. Before adding these, consider whether you really need them, as removing extras you do not use may help reduce the cost of your policy.

There are a number of websites where you can run comparisons of policies available, like www.moneysupermarket.com and www.comparethemarket.com.

Community noticeboard

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

This issue we're looking at free ways to get active and meet new people in the local area, here are some of the activities available.

Join the fun at Redhill ParkPlay!

Redhill ParkPlay takes place every Saturday from 11am–12pm at Carrington School. Enjoy fun games and activities for all ages and abilities in a friendly, welcoming environment. Parents, grandparents, carers and children are all invited. Register once, then simply check in when you arrive.

Find out more at park-play.com/events/



Discover your local Parkrun

Parkrun is a welcoming 5km walk, jog or run held every Saturday at 9am, with everyone encouraged to take part at their own pace. Nearby events include Banstead Woods, Reigate Priory, Tilgate, Ifield Mill Pond, East Grinstead, Horsham, Wakehurst and Clair (Haywards Heath). Register once, then enjoy as many parkruns as you like—or volunteer if you prefer to cheer others on.

www.parkrun.org.uk



Take a step with Ramblers Wellbeing Walks

Enjoy the benefits of fresh air, gentle exercise and good company with Ramblers Wellbeing Walks YMCA East Surrey. These free, volunteer-led walks take place across East Surrey, including Reigate, Earlswood and Outwood. Suitable for most abilities, they're a great way to improve your health, explore local green spaces and meet new people. Register once and join whenever you like. www.ymcaeastsurrey.org.uk/services/health-wellbeing/wellbeing-walks



Stay up to date with upcoming events

Looking for ways to access local Raven support, or get involved in community events? You can find details of all the events we're holding and attending on our website.

From community fun days and neighbourhood activities (like litter picking days), to advice cafes and foodbank sessions. You can find them all on our website. You can also find out where our Employment and Moneywise teams will be visiting to offer updates and advice. There's lots going on, so be sure to take a look.



Find the latest upcoming events here – www.ravenht.org.uk/news-and-events

Moneywise – ask us anything!

Send your questions to our Moneywise team for expert advice answered here in this regular feature. If you have a money question for the next issue, email it to raventimes@ravenht.org.uk

Q I have heard that the pension age is changing, what does that mean for me?

A It's correct that the State Pension age is changing, which means some people will need to wait longer before they can claim their State Pension. If you were born on, or after, 6 April 1960, your State Pension age is gradually increasing from 66 to 67.



Date born



Eligible for State Pension at:

6 April 1960 – 5 May 1960	66 years and 1 month
6 May 1960 – 5 June 1960	66 years and 2 month
6 June 1960 – 5 July 1960	66 years and 3 month
6 July 1960 – 5 August 1960	66 years and 4 month
6 August 1960 – 5 September 1960	66 years and 5 month
6 September 1960 – 5 October 1960	66 years and 6 month
6 October 1960 – 5 November 1960	66 years and 7 month
6 November 1960 – 5 December 1960	66 years and 8 month
6 December 1960 – 5 January 1961	66 years and 9 month
6 January 1961 – 5 February 1961	66 years and 10 month
6 February 1961 – 5 March 1961	66 years and 11 month

If you were born between 6 March 1961 and 5 April 1977, your State Pension age is currently 67.

If you were born after 6 April 1977, your State Pension age is currently expected to be 68, although the government may review both of these.

You can check when you can claim your State Pension at Check your State Pension age – [GOV.UK](http://gov.uk)

Q My employer made me redundant after I told them that I was pregnant. What benefits might I be entitled to?

A In terms of benefits, you may be entitled to Universal Credit, depending on your circumstances. You may also be entitled to Maternity Allowance from the Department for Work and Pensions (DWP), if you don't qualify for Statutory Maternity Pay and have paid sufficient National Insurance. You may also be able to claim a Maternity Grant if you receive Universal Credit, Pension Credit, or



Income Related Employment and Support Allowance and meet certain other criteria – www.gov.uk/sure-start-maternity-grant/eligibility.

It's also really important to get advice about your employment rights as soon as possible. If your employer made you redundant just because you told them you were pregnant, this may be unfair dismissal and/or discrimination. There are strict time limits for bringing unfair dismissal claims and more information about this can be found on the ACAS website – www.acas.org.uk/pregnancy-at-work/rights-during-pregnancy. If you win a case of unfair dismissal, your employer may have to pay you compensation and reinstate you.



Need more support?

Remember, all customers – whether you're a rented tenant or homeowner – can receive FREE personalised help from Moneywise.

You can raise an enquiry on MyRaven or call 0300 123 3399 for an initial chat.



Get ahead of damp and mould this summer

Summer is a great time to give your home a quick damp and mould check. While problems often become more noticeable in colder months, taking a few simple steps now can help reduce the risk of condensation, damp and mould developing over winter.

It also helps us deal with any issues left over from last winter before they get worse. Please take a few minutes to look around your home and let us know if anything needs looking at.



Check your bathroom and kitchen extractor fans. Make sure they switch on, run properly and are free from dust.



Test your heating thermostat. Your thermostat helps you control the temperature in your home - check it's working as it should.



Look out for leaks. Tell us if you notice water leaking from pipes, taps, radiators or anywhere else inside your home.



Check outside too. While you are out enjoying the summer, take a quick look for broken or leaking gutters, downpipes or drains.



Move furniture slightly away from walls. Check behind sofas, wardrobes and beds for any signs of damp, mould or staining, especially on external walls.

Good ventilation, consistent heating and early reporting all help protect your home from damp and mould.

If something isn't working as it should, or if you can see signs of damp or mould, please report it as soon as possible through your MyRaven online account or call us on **0300 123 3399**.



Don't wait until winter. Reporting damp, mould, leaks or ventilation problems early means we can investigate and get them fixed.

Homeowner news

We're continuing to make progress with our Homeownership Improvement Plan. We currently have a stronger focus on using your feedback as a homeowner to shape the way we work.

As part of this, we're creating a more streamlined approach to reviewing complaints, feedback and satisfaction measures, so we can spot themes sooner, respond more consistently and turn insight into real improvements.

One of the areas highlighted through complaints is communication, and our Homeownership team is already looking at how we can improve the way we keep you informed.

We're also reviewing how enquiries flow through the

Homeownership team, so we can make sure responsibilities are clear, and we respond to you in the most effective way,

There is a lot of work happening behind the scenes, and we'll share further updates soon.

Keeping safe in communal spaces this summer

It's great to make the most of our communal outdoor spaces during the summer months and we appreciate you using them safely and considerately.



Paddling pools

Small paddling pools designed for toddlers (approximately 4-5ft in diameter) can be used in communal areas, provided they are supervised by a responsible adult at all times. Pools should never be left full of water when unattended and must be emptied, cleaned and stored away overnight.



Barbecues

You're welcome to use barbecues in communal gardens as long as they are used responsibly and with consideration for neighbours.

They should be supervised by a responsible adult at all times, positioned away from windows,

doors and balconies. Used in a way that does not cause nuisance from smoke or noise.

For safety reasons gas and disposable barbecues are not permitted. Barbecues must never be used inside homes, gazebos or on balconies, and a bucket of water or sand should be kept nearby in case of emergencies.



Children's play equipment

To help keep communal areas accessible and safe for everyone:

- Trampolines and large fixed play equipment are not permitted in communal gardens

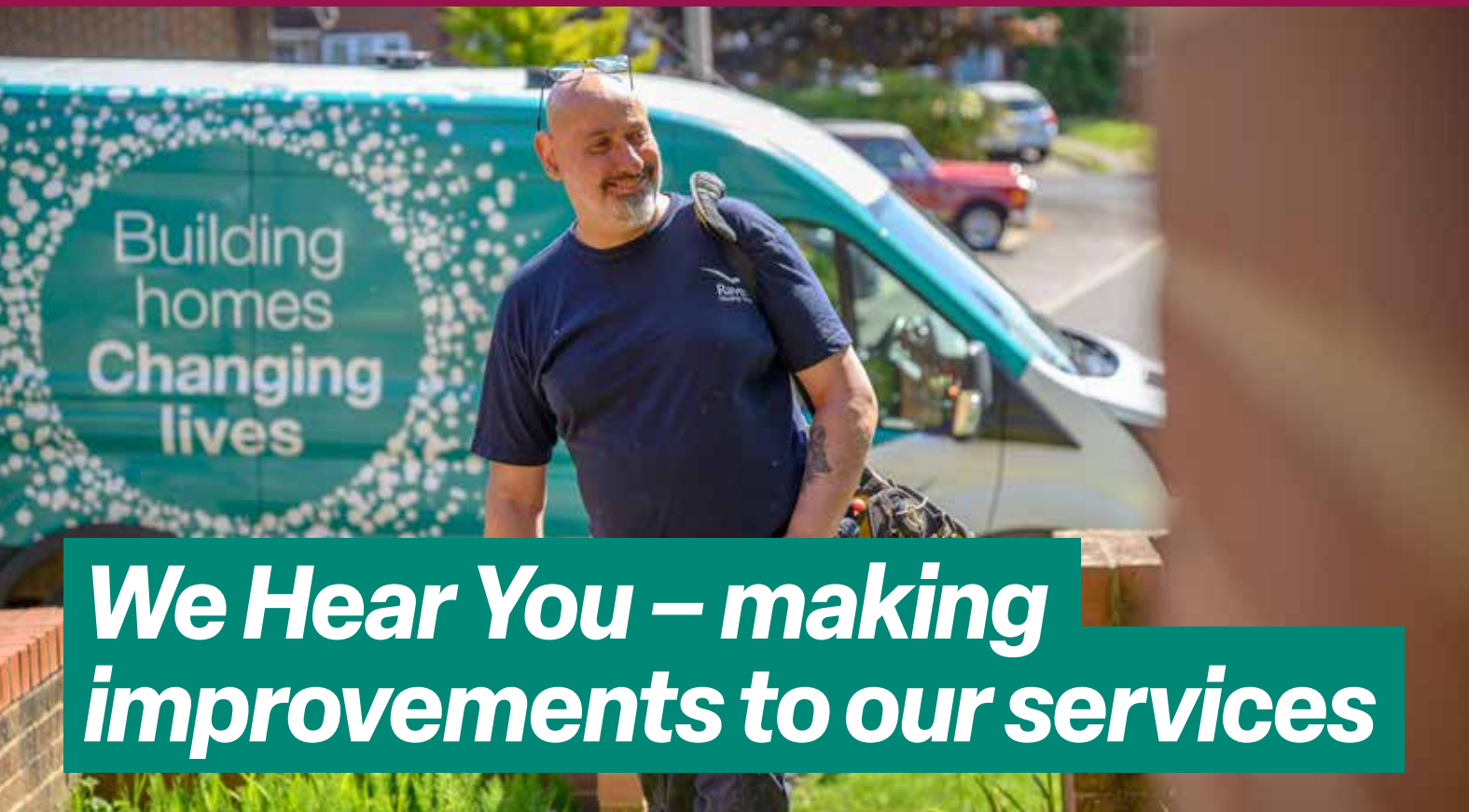
- Smaller play items can be used during the day but should be packed away overnight

By following these simple guidelines, we can all enjoy the warm weather safely.



Stay safe in the heat

Warmer weather often means open windows and using fans and portable air conditioning units. Please take care to prevent children and pets from falling from open windows, and make sure fans and air conditioning units are used safely. Avoid running them continuously for long periods and take care not to overload plug sockets or extension leads.



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 to see better handling of reports of trees damaging boundary fencing.

 We did:

We have improved coordination between our teams so that we're better at tracking our inspections and communicating these back to you.

 You said:

You wanted better communication during the repairs process, making sure all required materials are ordered in time for appointments and clear communication when there are delays.

 We did:

We've improved communication within our Repairs team, so when works are unable to go ahead we contact customers as soon as possible, with clear updates on the reason for the delay and when works will be rescheduled for.



How to provide feedback

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

Call us: 0300 123 3399

Recent compliments

Whilst we encourage you to make a complaint if you've been unhappy with an aspect of our service, it's also brilliant when you feedback to us, and let us know about the positive experiences you've had from us.

Here's some recent positive comments we've heard:

“Raven repairs came and replaced my bath. The workmanship and manners were exemplary.”

“It's nice to know that you care about your properties, before I thought there's no point in calling you up! But it's changed for me – your team from start to finish were excellent.”

“We have just had our new fence installed. We would like to pass on our great happiness and thanks to the carpenters who installed the fence. They were so professional and have done such a great job.”

If you'd like to share a positive experience, you can let us know here – www.ravenht.org.uk/provide-feedback

Annual complaints report

Each year we create a full overview of our complaint handling performance, insights gained and lessons learned, this is part of our compliance with the Complaints Handling Code from the Housing Ombudsman. Our report for the 2025-26 financial year is now available to read here – www.ravenht.org.uk/complaints-handling-code



**Your voice.
Your home.
Your say.**

Join our Customer Voice Panel

Share your experiences and feedback to help improve our services and shape our decision making process, by joining our Customer Voice Panel.

Make your voice count and help make sure the views of our wider customer community are heard throughout Raven.

Flexible involvement. You can take part online or in person to fit in around you

- Get involved in the conversations and service areas that interest you most
- Develop new transferrable skills to enhance your CV
- Financial reward for the time you give

Our panel works closely with our leadership team and our Board. The group is involved in challenging our performance, working with us to influence our priorities and helping us to keep customers at the heart of our decision making.



Up for the challenge?

Register your interest here – www.ravenht.org.uk/register-interest-cvp

Tenant Satisfaction Measures – annual results for 2025-26

We have recently submitted our end-of-year results for Tenant Satisfaction Measures (TSMs) for 2025-2026 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 general needs, key worker, sheltered and temporary accommodation customers, with 20% answering questions this year. Homeowner results will be published separately.

These TSMs are our annual results for the financial year, April 2025- March 2026. 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.

Keeping properties in good repair

84.6%
Satisfaction with repairs



85.5%
Satisfaction with time taken to complete most recent repair



84.2%
Satisfaction that the home is well maintained



88.3%
Non-emergency repairs completed within timescale



100%
Emergency repairs completed within timescale



0.0%
Homes that do not meet the Decent Homes Standard



Maintaining building safety

87.6%
Satisfaction that the home is safe



99.9%
Completed gas safety checks



100%
Completed fire safety checks



100%
Completed asbestos safety checks



99.9%
Completed water safety checks



100%
Completed lift safety checks



Respectful and helpful engagement

77.6%
Satisfaction that we listen to views and act upon them



80.8%
Satisfaction that we keep customers informed about things that matter to them



87.3%
Agreement treated fairly and with respect



Effective handling of complaints

50.7%
Satisfaction with the approach to handling complaints



97.8
Stage one complaints per 1,000 properties



22.5
Stage 2 complaints per 1,000 properties



100%
Stage 1 complaints handled within timescales



99.2%
Stage 2 complaints handled within timescales



Responsible neighbourhood management

77.5%
Satisfaction that we keep communal areas clean, safe and well maintained



80.6%
Satisfaction that we make a positive contribution to neighbourhoods



71%
Satisfaction with the approach to handling ASB (anti-social behaviour)



111
ASB cases relative to the size of the landlord



0.6
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 plan, Delivering What Matters, including performance figures 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.

I have a complaint:

call us on **0300 123 3399** or raise it through **MyRaven**.

Our Board has a dedicated member with specific responsibility for complaints, Joanne Stewart, ensuring we are held to account and demonstrating our clear commitment to resolving complaints fairly, transparently, and promptly for our customers.



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 or by calling **0300 123 3399**.



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**.



General feedback:

if you have an idea or suggestion about our services then please contact us on **0300 123 3399**.

Got an emergency?

Our out of hours service deals with emergencies outside of our normal office hours (9am – 5pm, Monday to Friday). Call **0300 123 3399** for emergency support for something that is putting you or others at risk, could cause serious damage to your home or makes your home unsafe.

If your issue can safely wait until the next working day, it should not be reported through our out of hours service.

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!

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