

# Ross Walk News

## Spring 2025

Ross Walk Housing Cooperative  
members' newsletter

Tenant survey results

Crusading the co-op movement

Team milestone anniversary

Spring cleaning tips

Spot household hazards to  
win £20!



# Contents

<b>Bank Holiday closing</b>	<b>3</b>
<b>Dates for your diary</b>	<b>4</b>
<b>What you told us</b>	<b>5</b>
<b>Celebrating 25 years with the co-op</b>	<b>6</b>
<b>Championing co-ops worldwide</b>	<b>7</b>
<b>Keep us in the loop</b>	<b>8</b>
<b>‘Spot the hazards’ to win £20!</b>	<b>9</b>
<b>How are we doing?</b>	<b>10</b>
<b>Top money-saving tips</b>	<b>11</b>

Welcome to the spring edition of Ross Walk News. We have had lots going on and we have plenty of initiatives in the pipeline – so please read on to find out more.

The co-op team is currently assessing the results of our most recent tenant satisfaction survey, as we seek to improve our services and keep tenant members happy.

We are very much looking forward to marking the International Year of Cooperatives in 2025 with our fellow co-ops across the globe, an event which will celebrate both past achievements and future opportunities.

At Ross Walk, we are also delighted to be celebrating a very special anniversary with one of our longest-serving and much-loved team members.

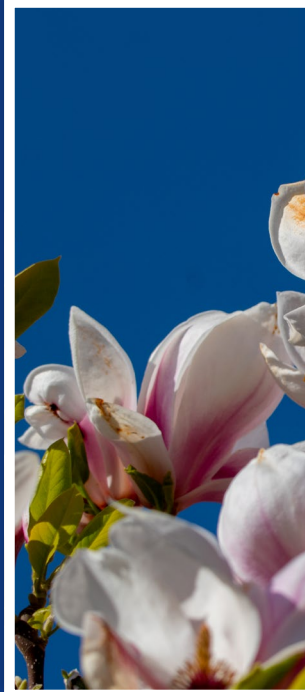
Nicola Parlbay, our Agency Services Officer, has been with us for an incredible 25 years. She will be a familiar and friendly face to many of you, as her wide-ranging role has involved supporting our co-op’s staff and tenant members over a quarter of a century.

As we congratulate Nicola on her continuing hard work and dedication, we are keen to recruit new people to help in the running of Ross Walk housing co-op. We are appealing for new committee members, so please get in touch if you want to find out more.

I and my fellow committee members are always happy to talk about what our role entails, so look out for us at our forthcoming social events and activities this year. In the meantime, I hope you enjoyed a Blessed Ramadan and Eid – and have a Happy Easter.

**Kishor Jadavji**

*Chair of Ross Walk  
Housing Cooperative*







# Bank Holiday closing

The PA Housing office, at 3 Bede Island Road, will be closed on:

- **Friday 18 April – Good Friday**
- **Monday 21 April – Easter Monday**
- **Monday 5 May – Early May Bank Holiday**
- **Monday 26 May – Spring Bank Holiday**
- **Monday 25 August – Summer Bank Holiday**

To get in touch with the co-op team, please call our Customer Contact Centre on **0116 257 6800** or e-mail us on [coops@pahousing.co.uk](mailto:coops@pahousing.co.uk)

**You can also book a repair at any time via the My PA app, which you can register for via the [PA Housing website](#).**

## Competition time

Ross Walk tenant member Indu Gupta, of Moorgate Street, received £20 worth of Love2shop vouchers as the winner of our 'Spot the holly' competition, which we ran in the winter edition of Ross Walk News.

**Turn to page 9** to be in with the chance of winning shopping vouchers in our spring competition.



# Dates for your diary

## Committee meetings 2025

Held from 7pm, face-to-face at the Wolsey Building from May to September and online the rest of the year::

- **Monday 19 May – Strategy and Housing Services**
- **Monday 16 June – Development**
- **July – no meeting**
- **Monday 4 August – Strategy and Housing Services (including presentation of year-end accounts for AGM)**
- **Monday 8 September – Development and Finance**
- **October – no meeting**
- **Monday 3 November – Strategy and Housing Services**
- **Monday 8 December – Development and Finance (plus rent)**

## Other key dates:

- **Friday 4 July – Social evening**
- **Saturday 2 August – Summer trip (destination to be confirmed)**
- **Friday 5 September – Annual General Meeting (including nomination of management committee)**
- **Wednesday 15 October– Tenant Members Conference, at the Platinum Suite**

## Get involved

**We are keen to recruit more tenant members to join our management committee.**

Being a committee member means you can have more say over the way we run the co-op and our services. It also gives you the chance to develop your skills and experience, boost your CV and make new friends.

We offer a warm welcome, plus full training and support to help you in your role.

- If you would like to find out more, please call Nicola Parlyb on **0116 204 4135**.

# What you told us

Thank you to all of you who took part in our tenant satisfaction survey last autumn.

We carried out the survey to see how happy you are with our services in September 2024, and we are grateful to the 68 Ross Walk tenant members who responded.

Satisfaction levels were good in these areas:

- ✓ **90% of you were satisfied with Ross Walk co-op's overall service (compared to 92% in 2023).**
- ✓ **94% agreed we provide a safe place to live (compared to 96% in 2023).**
- ✓ **94% felt we treat them fairly and with respect (compared to 97% in 2023).**
- ✓ **90% were satisfied with their neighbourhood as a place to live (compared to 83% in 2023).**
- ✓ **85% agreed their home is well maintained (compared to 85% in 2023).**
- ✓ **79% felt we listen to their views and act upon them (compared to 73% in 2023).**
- ✓ **85% agreed we keep you informed about things that matter to you (compared to 85% in 2023).**
- ✓ **90% said we are easy to deal with (compared to 80% in 2023).**
- ✓ **100% were satisfied we keep communal areas clean and well maintained (no comparable figure for 2023).**

However, despite there being some improvements since 2023, we are still working to do better in these areas:

- ✗ **46% were satisfied with our approach to anti-social behaviour (compared to 83% in 2023).**
- ✗ **68% were happy with the overall repairs service (compared to 48% in 2023).**
- ✗ **71% were satisfied with the time taken to complete their most recent repair (compared to 46% in 2023).**
- ✗ **50% were happy with how we handle complaints (compared to 100% in 2023).**
- ✗ **71% agreed we make a positive contribution to their neighbourhood (compared to 56% in 2023).**

Our team is now looking at the survey results to identify where we are doing well, where we need to do better, and what we need to do to improve tenant satisfaction in these areas.



## Here to talk

If you have any housing-related issues or concerns, please get in touch – we are here to help!

You can contact Ross Walk's Housing Management Officer, Anzar Umar, (left), on **0116 257 6800** or email [coops@pahousing.co.uk](mailto:coops@pahousing.co.uk)



If you prefer an in-person appointment, you can [book a time slot](#) at one of our housing surgeries, which take place at the Wolsey Building every Wednesday, from 2pm to 4.30pm.

Krishan Mistry, Maynard Cooperative Housing Association's Housing Management Officer (right), may sometimes cover these surgeries when Anzar is unavailable.



# Celebrating 25 years with the co-op

**Nicola Parlby, our Agency Services Officer, celebrates her 25th anniversary as a member of the co-op team this year.**

Having joined the co-ops in April 2000, Nicola has seen many changes over the years and become a familiar face to many of you.

Her role is varied, from organising trips, social activities, AGMs and committee meetings to taking minutes at meetings and arranging gas servicing and electrical checks at your homes.

Nicola said: ***“From my first day here, everyone was so friendly and welcoming, I thought ‘I’m going to like it here’ – but I never thought I’d still be here 25 years later!*”**

*“It’s been lovely seeing the co-ops achieve major milestones and anniversaries, and how they have evolved. When I started, we were having to knock on people’s doors to get tenant members along to our AGM but the event has grown into a huge success, attracting 150-200 members each year.*

***“I’ve also loved seeing generations of tenant members growing up and having children of their own. The co-op has a low tenant turnover so, over the years, we get to know the families really well.*”**

*“My job is so varied, no two days are the same – from ordering special anniversary saucepans to sourcing pictures from India. There’s been lots of fun but, ultimately, our role is to make sure tenants are safe in their homes.*

***“I’ve had 25 fantastic years and I’ve been grateful for the opportunity to make people happy. We may not have the biggest budgets in social housing but, when I’ve taken tenant members on a day trip to Skegness and I see the smiles on their faces, I know I’ve done a good job.”***

RWHC Chair Kishor Jadavji said: “Nicola is a real asset to our team and a joy to work with. She has made a lot of positive changes at the co-op including making the AGM a social event, which has proved very popular.

*“I have known Nicola since she joined 25 years ago and it has been a pleasure working with her. Her sincerity and dedication to her work is admirable, and her contribution to the co-op has been tremendous.”*

Tim Clarke, Nicola’s former manager, said: *“Nicola has grown into a key person in the co-ops’ management – she is the glue holding it all together.*

*“She works well above and beyond her role, very frequently out of hours. She is one of the major reasons why I find being involved in the co-ops such an honour and a pleasure.”*



**Nicola in 2004**



**Nicola at Ross Walk’s 2015 AGM**

# Championing co-ops worldwide



## International Year of Cooperatives

Cooperatives Build  
a Better World

This year Ross Walk is celebrating, along with fellow co-ops all over the world, the International Year of Cooperatives (IYC).

Themed around the message 'Cooperatives Build a Better World', this global initiative recognises the critical role cooperatives play in advancing sustainable development.

Events during 2025 will raise awareness of cooperatives as people-centred, inclusive, collaborative enterprises that prioritise community needs over profit.

At RWHC, we will host a session at our Tenant Members Conference in July focused on the significance of IYC and the importance of being part of the international cooperative movement.

### Did you know?

**As a housing cooperative, RWHC is run by and for its tenant members. You have to be a member of the co-operative to live in one of our homes.**

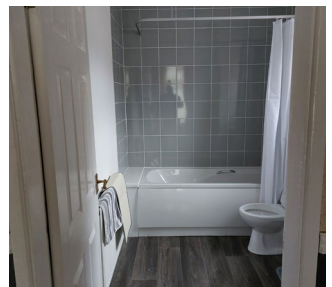
Housing associations, which also provide affordable homes, are not-for-profit organisations that manage properties. But housing co-ops are different in that they are tenant-managed, with members collectively owning and managing their homes.

## Modernising homes

**We have completed various upgrades in Ross Walk homes over recent months. This has included replacing two kitchens, eight bathrooms and 13 front doors.**

RWHC has a rolling programme of maintenance and improvement work, aimed at keeping our properties up to a modern and comfortable standard.

Such work is currently being carried out by our contractor, UK Gas Services.







## Don't miss out

We regularly carry out stock condition surveys to check on the state of our homes, so we can plan future maintenance and improvement work.

During these visits, a member of our team will gather vital information to help us decide when the property should be scheduled in for work such as a bathroom or kitchen replacement.

It also allows us to check for potential hazards in the home that we need to address and assess how energy efficient it is, to help you save on your household bills.

## Keep us in the loop

**Sometimes, we cannot get access to a Ross Walk property when we have arrived to carry out a booked-in repair.**

This causes some disruption to our team and our schedule of work, so please do let us know if your plans change and you can no longer be around to let us into your home.

**This is what happens when you book a repair:**

- 1) An appointment is made via our Customer Contact Centre.
- 2) Our repairs engineer phones ahead of the appointment and texts you a reminder.
- 3) They attend your home and complete the necessary work.

**If our engineer attends and cannot get access to your home:**

- 1) They will phone you and wait on site for 15 minutes for you to return and let them in.
- 2) If you do not return, they will leave a 'Sorry I missed you today' card explaining how you can rearrange the appointment.
- 3) If you don't rearrange an appointment, the job will be cancelled due to lack of access.

## Rent rise



**You will all have received letters from us notifying you about this year's rent rise.**

Based on government regulations and recommendations around social housing, we have increased our rents by 2.7% from April. We always seek to keep our rents as low as possible, but need to cover the costs of providing quality homes and services.

Please remember to change your standing order accordingly or set up a (simple and easy) direct debit. If you claim Universal Credit or Housing Benefit, you must also tell the Department of Work and Pensions about the increase.

- ***If you are struggling to pay your rent, please get in touch with us as soon as possible so we can discuss how we may be able to help you. Call us on 0116 257 6800.***



# 'Spot the hazards' to win £20!

Take a look at the picture below and spot how many potential household hazards you can see.

To be in with the chance of winning £20 worth of Love2shop vouchers, email [coops@pahousing.co.uk](mailto:coops@pahousing.co.uk) with your name, address, contact number and a list of the dangers you've spotted. We'll then draw the winners and let you know if you've struck lucky!



## Time for a spring clean?

Are you feeling overwhelmed by the sheer amount of stuff cluttering up your home? Here are some top decluttering tips to make the task more manageable, free up some space and help you enjoy your home more.

- Tackle one area at a time – so just focus on one room, drawer, cupboard or table top.
- Set a time limit – see how much you can clear in short periods, say 15-30 minutes.
- Be organised by having separate bags or boxes for items you want to donate to charity, throw away, keep or store.
- Assess how much you need or want an item by asking yourself 'Is it useful, beautiful or does it spark joy?'

- Be ruthless – don't hang on to things you don't use or need.
- Take before and after photos to help you appreciate decluttering's positive impact on your living space.
- If you are struggling, ask for help from friends or family.
- Make decluttering a habit, taking five minutes a day to tidy up your home and throw away unnecessary items.

### Did you know?

Leicester City Council offers **free collection** of up to five bulky waste items every two months.



# How are we doing?

Here are our performance figures for April-December 2024.

## Emergency Repairs



Target

**99%**

(within 24 hours)



Achieved

**100%**

## Arrears



Target

**3%**



Achieved

**1.57%**

## Routine Repairs



Target

**95%**

(within 21  
calendar days)



Achieved

**94.74%**

## Rent collection



Target

**100%**



Achieved

**99.44%**

## Gas team becomes **Sureserve**

Our gas and heating contractor Aaron Services has changed its name to Sureserve.

You shouldn't notice any difference in the team's maintenance and repairs service, but they will gradually start using new branding on their uniforms and vans.

If you receive a call from the number **01205 319200**, it is **Sureserve** – so please pick up!

- If you have any problems with your gas or heating, you should report it to us as a requested repair by calling **0116 257 6800** or by using the My PA app.

# Step onto the careers ladder

Young people looking to secure a meaningful career are being offered support by Leicester-based organisation **CareersGo**.

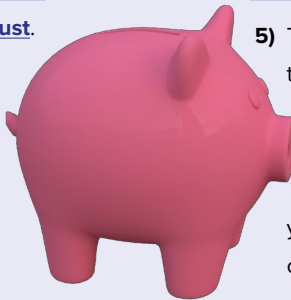
The team helps people explore career paths, build essential skills and make the most of job opportunities.

Its services include workshops, job search support and tailored guidance covering subjects such as CV writing, job applications, interview techniques and networking tips.

Email [hello@careersgo.co.uk](mailto:hello@careersgo.co.uk) for more details.

## Top money-saving tips

- 1) Save on your household bills by making sure your home is as energy efficient as possible – check out the Leicester-based [Zinthiya Trust](#) or national [Energy Saving Trust](#).
- 2) Find the best bargains on goods and services through price comparison websites such as [Compare the Market](#) or [Money Super Market](#).
- 3) For the latest money-saving deals and advice on a wide range of products, look up the [Money Saving Expert](#).
- 4) Discover daily deals, discounts and offers on local goods, meals out and leisure activities on sites like [Groupon](#), [VoucherCodes](#) or [Starfreebies](#).
- 5) To save on grocery bills, sign up to shop loyalty rewards schemes, try their cheaper own-brand products, visit the discounted clearance section and check your receipt for next-purchase offers.
- 6) For advice on benefits, debt or budgeting, contact our Tenancy Sustainment Team or Housing Management Officer Anzar Umar on **0116 257 6800**.



## Protect your possessions

To avoid the cost of having to replace broken, damaged or stolen items in your home, make sure you have insurance to pay out in the event of fire, water damage, theft or other household risks.

The Crystal Insurance Scheme is a specialist home contents insurance for social housing tenants, covering items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

For more information, check out the scheme's [website](#) or call **0345 450 7286**.

# Ross Walk Housing Cooperative

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