

# Ross Walk News Winter 2025

**Ross Walk Housing Cooperative  
members' newsletter**

**Ross Walk family home swap**

**Learning lessons**

**Awaab's Law – what you need to know**

**AGM celebrations**

**Beat the winter blues**



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Welcome to the winter edition of Ross Walk News. We’ve been extremely busy over the past few months, so there’s plenty to tell you about in this newsletter.

I was delighted with the response to our recent Tenant Satisfaction Survey, with almost all our tenant members having their say and giving lots of positive feedback about our services.

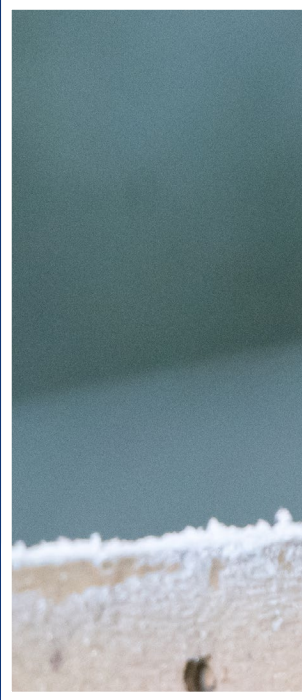
We recently welcomed a Ross Walk family into one of our homes, following a successful mutual exchange. You can find out more about how this process works on page 9.

This year’s Tenant Members Conference and Confederation of Co-operative Housing Conference both focused on important legislative changes such as the introduction of Awaab’s Law, which you can read about on page 11.

We also bring you useful information about how to make a complaint and improvements to the My PA app.

I hope you enjoyed a Blessed Eid and Diwali, and wish you a very Merry Christmas and Happy New Year. We look forward to seeing you at our various social events in 2026.

**Kishor Jadavji**  
*Chair of Ross Walk  
Housing Cooperative*







## Holiday office closing

The PA Housing office, at 3 Bede Island Road, will close at 3pm on Wednesday 24 December and be closed on:

- **Thursday 25 December**
- **Friday 26 December**
- **Thursday 1 January.**

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 download from the app store on your smartphone or by registering on the [PA Housing website](http://PAHousing.co.uk).

## Did you know?

Our Customer Contact Centre phone lines are closed between 8am and 1pm on the first Thursday of each month. This is to allow for staff to take part in ongoing training, so we can continue to provide the best service we can.

## ‘Spot the robin’ to win £20!

There are a number of images of a festive favourite, the robin, dotted throughout the pages of this edition of Ross Walk News.

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 where in this newsletter you’ve spotted our feathered friend. We’ll then draw the winners and let you know if you’ve struck lucky!

- **Ross Walk tenant member Nita Dhutla, of Bruin Street, was the lucky winner of our ‘Spot the household hazards’ competition, which we ran in the spring edition of Ross Walk News.**



# Dates for your diary

## Committee meetings 2026

Held from 7pm, in person at the Wolsey Building from May to August and online the rest of the year:

- **January** – no meeting
- **Monday 2 February** – Strategy and Housing Services
- **March** – no meeting
- **Monday 13 April** – Development and Finance
- **Monday 18 May** – Strategy and Housing Services
- **Monday 22 June** – Development
- **July** – no meeting
- **Monday 3 August** – Strategy and Housing Services (including presentation of year-end accounts for AGM)
- **Monday 21 September** – Development and Finance
- **October** – no meeting
- **Monday 2 November** – Strategy and Housing Services
- **Tuesday 8 December** – Development and Finance (plus rent)

## Other key dates:

- **Saturday 1 August** – Summer trip (destination to be confirmed)
- **Friday 18 September** – Annual General Meeting (including nomination of management committee)



## Thrills and spills

Thrill-seekers enjoyed rollercoaster adventures on our summer trip to Alton Towers in August.



A coachload of 46 tenant members and their friends

joined us for the fun-filled day exploring the host of rides at the popular Staffordshire theme park – and even sampling some unusual black ice-cream!



# Learning lessons

A huge thank you to all tenant members who took part in our recent satisfaction survey.

Due to your help and our team's hard work, an incredible 96% of Ross Walk residents completed the annual questionnaire in September.

Satisfaction levels are high or much improved in these areas:

- ✓ **94% of you were satisfied with Ross Walk co-op's overall service (compared to 90% in 2024)**
- ✓ **91% were satisfied with the overall repairs service (68% in 2024)**
- ✓ **87% were satisfied with the time taken to complete their most recent repair (71% in 2024)**
- ✓ **98% agreed their home is well maintained (85% in 2024)**
- ✓ **99% felt we treat them fairly and with respect (94% in 2024)**
- ✓ **96% agreed we make a positive contribution to their neighbourhood (71% in 2024)**
- ✓ **95% were satisfied with our approach to anti-social behaviour (46% in 2024)**
- ✓ **85% were happy with how we handle complaints (compared to 50% in 2024)**
- ✓ **97% agreed we provide a safe place to live (94% in 2024)**
- ✓ **92% felt we listen to your views and act upon them (79% in 2024)**
- ✓ **99% agreed we keep you informed about things that matter to you (85% in 2024).**

Despite satisfaction being good in the following area, the level has dropped since last year, so we are working to do better:

- ✗ **80% were satisfied we keep communal areas clean and well maintained (100% in 2024).**



## You said

Some tenant members were unsure how we decide which homes have a new kitchen, bathroom or boiler.

## We did

We are working to raise awareness that these decisions are based on our findings from stock condition surveys. These depend on tenant members allowing us into their homes so we can assess the state of each property, identify what work is needed and then budget for when it can be carried out.

## You said

You were unhappy with how long it takes us to respond to complaints.

## We did

We are recruiting more staff so we can reduce delays and respond within our expected timescales.

## You said

Satisfaction with repairs is much improved, but we want to build on that.

## We did

We are working to maintain this high satisfaction level and want to recruit interested tenant members to a scrutiny panel aimed at improving our repairs process.





# Conference tackles important issues

Guests at our annual Tenant Members Conference explored a range of important issues, from damp and mould to fire safety, repairs and complaints.

Over 70 tenant members gathered for the event, held at the Platinum Suite in October.

As well as a programme of informative talks throughout the day, there were more relaxed activities such as an initial ice breaker and laughter exercise sessions.

People had the chance to speak to representatives from contractor Aaron Services about any gas servicing, heating and hot water queries, while PA Housing staff were on hand to discuss housing management or repairs issues.

The day included refreshments, a prize draw and goody bags for all those attending.

Feedback from tenant members was positive:

- **89% were satisfied with the event overall**
- **100% said it was well organised and should be held annually**
- **33% were first-time attenders**
- **100% are likely to recommend the event to other tenant members.**

They told us highlights included:

- **the opportunity to get together with other tenant members**
- **interesting discussions**
- **good food**
- **information about condensation and mould**
- **fire safety advice**
- **laughter and yoga sessions.**



# Celebrating a successful year

**Well over 100 guests joined us for Ross Walk's 46th annual general meeting this autumn.**

At the event, held at the Peepul Centre in September, our Chair Kishor Jadavji looked back at the past year's successes, including attendance at our varied social activities and ongoing work to upgrade the co-op's homes.

Dinner, entertainment and a prize draw then followed the formal business of the evening.

Our younger residents enjoyed balloon modelling and face painting, while tenant members of all ages checked out treats available on the sweet cart.



# Building a better world

Ross Walk committee members and PA Housing staff joined representatives from fellow housing co-ops at the annual Confederation of Co-operative Housing Conference in London.

The October event, themed around 'Building a Better World Together', celebrated the end of the United Nations' International Year of Cooperatives.

Various speakers discussed a range of issues affecting co-ops, as well as recent housing legislative and regulatory changes.

Subjects covered included the introduction of Awaab's Law, decent homes and energy efficiency standards, funding challenges, a new mutual exchange scheme, complaints and self-assessment requirements.

RWHC Chair Kishor Jadavji said: *"The CCH conference was very well attended and extremely interesting, with so many changes going on nationally which will have a major impact on small housing co-ops like ourselves. We came away with lots of useful information and new ideas."*



## Complaints – what you need to know

If you want to complain about any aspect of our services, please get in touch with us direct so we can work with you to resolve the problem.

You can make a complaint via [our website](#), where you can also check out our revised complaints policy, latest self-assessment against the Housing Ombudsman's Complaints Handling Code and our annual complaints performance and service improvement report.



It is important to understand the difference between a service request and a complaint.

- Your first reporting of an issue (eg. a repair) to us is a **SERVICE REQUEST**.
- If you are not satisfied with our handling of the issue, this becomes a service failure and you can then make a **COMPLAINT**.



# Family delight at Ross Walk home

**A Leicester couple are over the moon after moving into one of our homes.**

Mr and Mrs Tandel recently moved into a Ross Walk house with their two young children.

The couple swapped their property with another Leicester housing co-op family through our mutual exchange scheme.



Mrs Tandel explained: "Our old house was lovely, but it was too far from our children's school and my mum's house. We swapped to be nearer to my mum, so she can help with childcare. It's made a huge difference to our daily life and stress levels.

*"It's not just about us – the family we swapped with was also desperate for a house at a suitable distance from their kids' school. We both got what we wanted."*

Mr Tandel said: "Now I'm only 10 minutes from my job, instead of an hour each way. I feel like I've got time back in my day.

"It feels empowering – instead of waiting for the council to offer something, we found a swap ourselves that fits what we need."

He added: "We are immensely grateful to Anzar Umar, our Housing Management Officer, for making the process very smooth by helping us through every stage. We are equally thankful to Ross Walk Chair Mr Jadavji for welcoming us as tenant members."

**If you're thinking of moving, check out home swapping service [House Exchange](#). As a Ross Walk tenant member you get free access to the online platform, which helps co-op and other social housing residents find suitable mutual exchanges.**

• Find out more from Anzar Umar on **0116 257 6800** or email [coops@pahousing.co.uk](mailto:coops@pahousing.co.uk)

## New room for tenant members

**We are pleased to have a new dedicated room at the Wolsey Building for housing surgeries and committee meetings.**

Ross Walk tenants, committee members and staff can now use the newly decorated and furnished room (on the right as you enter the offices) for co-op business.





# How are we doing?

Here are our performance figures for April-October this year.

## Emergency repairs



Target

**99%**

(within 24 hours)



Achieved

**96.66%**

## Routine repairs



Target

**95%**

(within 21  
calendar days)



Achieved

**94.33%**

## Arrears



Target

**3%**



Achieved

**1.65%**

## Rent collection



Target

**100%**



Achieved

**101.12%**

# Awaab's Law

## – safe, healthy homes

Awaab's Law is a new rule for all social landlords (including Ross Walk housing co-op) which ensures problems like damp and mould are taken seriously and addressed promptly.

The legislation is named after Awaab Ishak, a two-year-old boy who tragically died in 2020 after living in a home with serious mould problems.

### What this means for you

When you tell us about damp or mould, we will:

- visit within 14 days
- act quickly and start work within 7 days if a hazard is found
- keep you updated
- complete repairs in good time, with urgent cases treated as a priority.

### Help us help you

- Report issues to us as soon as possible:
  - call 0116 257 6800
  - contact us [online](#)
  - email us at [coops@pahousing.co.uk](mailto:coops@pahousing.co.uk)
- Give access for visits and repairs.
- Take photos or notes if the problem changes or gets worse.



### Working together

Awaab's Law strengthens your rights, but it also reinforces our promise – to work with you to make sure your home is safe, secure and healthy. As such, we are committed to treating damp and mould as a priority, listening to you and acting promptly.

### If you're still worried

If you feel your concerns haven't been resolved, you can [make a complaint](#) or contact the [Housing Ombudsman Service](#). But we aim to put things right before it gets that far.

- Check out our [top tips](#) to prevent condensation, damp and mould in your homes.

## Did you know?

- We gave away some portable dehumidifiers, which absorb excess moisture in the air, to residents at our Tenant Members Conference. We still have some left, so please get in touch if you'd like one – we can then arrange for you to pick it up at one of our housing surgeries.
- We will soon be providing a thermo-hygrometer temperature and humidity monitor for each of our homes, to help us work with you to tackle condensation and mould. These (and some community activities we are planning for next year) will be paid for by £2,598 funding we recently received from Efficiency East Midlands.





# Become a Neighbourhood Champion!

**Want to make a difference in your community? Then why not become one of our Neighbourhood Champions??**

These are local people who help us ensure we provide the best service we can to tenant members. You can choose how involved to be, depending on the level of time and commitment you want to offer.

Activities range from reporting issues such as fly-tipping to inspecting neighbourhoods, welcoming new residents and getting involved with community events.

Find out more on the [PA Housing website](https://www.pahousing.co.uk), email [getinvolved@pahousing.co.uk](mailto:getinvolved@pahousing.co.uk) or call **0300 123 2221**.

## My PA refresh

**We have updated the My PA app to make it even easier for you to contact us and manage your home.**

Due to 'go live' in the next few weeks, we want your feedback on the refreshed app so we can plan further future improvements.

*The new-look app will be easier to navigate, have increased functionality, be able to send notifications about forthcoming events and allow you to sign in with your fingerprint or facial recognition.*

if you already have the app it will update automatically but, for security, you will have to reset your password when you first log in.

If you don't yet have the app, the best way to access it is by downloading it from the app store on your smartphone. Alternatively, you can register via the [PA Housing website](https://www.pahousing.co.uk).

## Beat the winter blues

**With short days and plunging temperatures, winter can be challenging. Try these tips to stay warm, healthy and positive.**

- Keep your heating at a constant, comfortable temperature. Close blinds or curtains at dusk.
- Wear a scarf, hat and gloves if you need to go out in cold weather.
- Eat healthily, with plenty of fruit and vegetables.
- Stay hydrated by drinking fluids, including hot drinks, throughout the day.
- Keep stocked up with groceries and medications.
- Stay active – if it's too cold outside, try yoga or stretching exercises at home.
- Look out for your neighbours, particularly during extreme weather.
- Take time to catch up with family and friends.
- Plan trips to look forward to in the warmer months.
- Try a new hobby, to develop skills or meet new people.
- Check out money-saving ideas on websites like [Uswitch](https://www.uswitch.com), [Confused.com](https://www.confused.com), [Better Bills](https://www.betterbills.co.uk), [Compare the Market](https://www.comparethemarket.com) or [Money Saving Expert](https://www.moneysavingexpert.com).
- Cut household bills with energy-saving tips from [Zinthyia Trust](https://www.zinthyatrust.org.uk) or national [Energy Saving Trust](https://www.energy-saving-trust.org.uk).



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