

Newsletter for Two Rivers Housing Tenants

Tenant Topics.

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Hayley Selway to step down as chief executive later this year

Hayley will be stepping down in June 2026 to take on a major consultancy role supporting housing associations and tenants across the country.

See back page
for your chance
to win a

**£15
voucher!**

Hayley to use her knowledge and expertise to support the housing sector



Our chief executive, Hayley Selway has announced that she will be stepping down in June 2026 to take on a consultancy role supporting housing providers and tenants across the country.

Hayley joined us in December 2023 and has worked tirelessly to ensure that tenants are at the heart of our services and the decisions we make. Under her leadership, we've worked to make sure that your voices are heard at every level of the business and that what you tell us is used to influence our decisions and improve our services.

She's worked closely with our Tenants' Voice Group to reconnect tenants to the business – providing the opportunity for tenants to review our services and policies and talk directly to the Board. She's also made sure that we are using your feedback to make positive changes to how we do things and improve the services we provide to you.



During her time here, we've brought our repairs service back in house to help us make improvements that you've told us you want to see, invested in our frontline teams to help us provide the level of support you deserve and continued to invest in your homes. We've also increased the number of affordable homes available across the Forest of Dean, Gloucestershire and the surrounding area.

We know that we've still got work to do and our deputy chief executive, Carol Dover, executive director of homes, Jonny Jones and executive director of people and neighbourhoods, Liz Evans will remain in post and continue to work with you and drive the changes you want to see.



Hayley will be with us until June and will continue to lead the organisation until then. She is leaving us in a strong position and in the hands of a team that is fully committed to building on the work we've started #Twogether.

Phil Robinson, chair of our Tenants' Voice Group thanked Hayley for the work she has done on behalf of tenants. He told us that:

"The vision that Hayley has set for Two Rivers Housing has been one of the most important changes in the last couple of years. She has given tenants the tools to have their voices heard and the opportunity to shape policies and services with the

team, which is so important.

"We can all see that she really cares and it's really sad to see her go, but I can see this is an amazing opportunity for her and I wish her well in her new role."

Hayley spoke to our Tenants' Voice Group about her decision to step down in January. She told them that this was a 'very difficult decision' to make but that she knows that she is leaving Two Rivers Housing in a 'solid position for the future'. She explained that she'll miss working with our tenants and partners and said:

"In my time at Two Rivers, I have worked really hard to improve services and ensure that tenants' homes are of the high quality they deserve. I know there are times that we don't get things right, but I am confident we are on the right track.

"I've ensured that our tenant's voices are heard at all levels of the organisation including the Board and I know that the colleagues that I will be leaving will continue to be relentless in making sure that tenants are at the heart of everything we do."

We are now starting the search for our next chief executive. Our Board will be working alongside our Tenants' Voice Group and the team to make sure we get the right person for the job.

It's really important that our next chief executive believes in what we have built and shares our vision for the future of Two Rivers Housing and we will take the time to get this right.

In the meantime, we will continue to listen to what you tell us, make the improvements to our services that you want to see and support the communities that we serve.

Annual Rent Review

In December, our Board approved an annual rent increase of 4.8% from the beginning of April 2026.

We know that any increase in rent is never welcome, and we understand that the cost-of-living pressures are still being felt by many families across the county.

When setting our rent, we consider the 'Living Rent Model' which is the Joseph Roundtree Foundation's affordability model. It is based on the idea that rent is unaffordable if tenants spend more than 28% of their income on their rent or 33% of their income on rent and service charges.

The income we receive through rent allows us to invest in your homes, provide our tenancy services and continue supporting the neighbourhoods where you live.

Listening to tenants

Before the Board meeting, our team met with the Tenants' Voice Group to talk through our approach to setting rents for 2026/2027. The group helped us look at the balance we need to strike between keeping rents affordable and making sure we can continue to meet our responsibilities as your landlord. This decision was not taken lightly. We want to be open with you about why this change is needed and how your rent helps us support you and your community.

Like you, we have to carefully balance what comes in with what goes out. This includes the cost of:

- Keeping homes safe and meeting landlord and building safety requirements
- Improving homes, including things like work to make your homes warmer, new kitchens and new bathrooms
- Providing day-to-day services and support
- Investing in neighbourhoods
- Building more affordable homes for local people
- Improving our IT systems so we can support you more effectively
- Paying our staff fairly

How your rent is calculated

We calculate rent increases using the Rent Standard, which is set by the Regulator of Social Housing and must be followed by all registered housing providers.

The formula uses the Consumer Price Index (CPI) inflation figure from September of the previous year, plus an additional 1%.

In September 2025, the CPI figure was **3.8%**, which means the rent increase for 2026/2027 is **4.8%**.

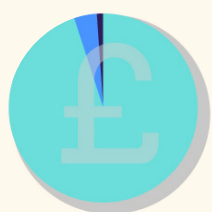
How your rent is spent

As a not-for-profit organisation, your rent is our main source of income. Any money left over after covering our costs is reinvested into improving your homes and the services we provide.

In 2024/2025, we collected £27.8m in rent, £1.08m in service charges and obtained £350,000 in government grants. The pie chart below shows how this money was spent.

Income from social housing

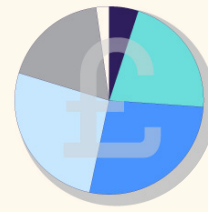
As a registered social housing provider, the majority of our income comes from the rent you pay.



- Rent paid by tenants (£27.8m)
- Service charges (£1.08m)
- Government grants (£350k)

How this was spent

We use the rent you pay us to maintain, repair and invest in your homes and the services we provide to you.



- Repairs and safety checks (£8m)
- Improving our homes (£7.6m)
- Service charge costs (£1.48m)
- Management costs (£6.16m)
- Loan interest (£5.37m)
- Other activities (£562k)

Star tip

If you are struggling to pay your rent or need some additional financial support, don't suffer in silence. Get in touch with our benefit and debt advice team and see if we can help.



We're here to help

If you're worried about paying your rent or need support with managing your finances, please don't struggle on your own. Our team is here to help and can talk through the support available to you.

You can contact us on **033 33 55 44 33** or email **incomecollection@2rh.org.uk**.

Working #Together

Supporting people living with dementia

At Two Rivers Housing, we want everyone to feel understood, supported and safe in their home – especially people living with dementia and those who care for them.

That's why we've been part of the Dementia Action Alliance since its early days. Many of our housing colleagues have already completed dementia awareness training, and we're now making sure that new members of staff get the same opportunity.

Over the next few months, we'll be working with the Dementia Action Alliance to provide training to our colleagues. This training helps our teams better understand dementia and respond with patience, care and respect.

As a member of the Forest of Dean Dementia Action Alliance, we're also involved in shaping local support, helping to make sure the voices of people living with dementia and their carers are heard when decisions are made.



Star tip

If you need additional help or support or want to know more about the Dementia Action Alliance visit www.foddaa.co.uk or contact Luke: communityengagement@2rh.org.uk



Save the dates for 2026

The Dementia Action Alliance also runs events throughout the year, which are designed to be inclusive for people with dementia and enable them to be part of the community in which they live.

You'll find more information on these events on the Dementia Action Alliance Website www.foddaa.co.uk, but here are a couple of dates for your diary:

- **Memory Walk** – Beechenhurst, Sunday 17 May
- **Playback Theatre event** – Wesley Centre, Cinderford, Saturday 23 May

If you'd like to be kept updated, you can ask to be added to the Dementia Action Alliance mailing list by emailing help@fodda.co.uk or getting in touch with Luke Warren from our community engagement team.

Help with your household budget



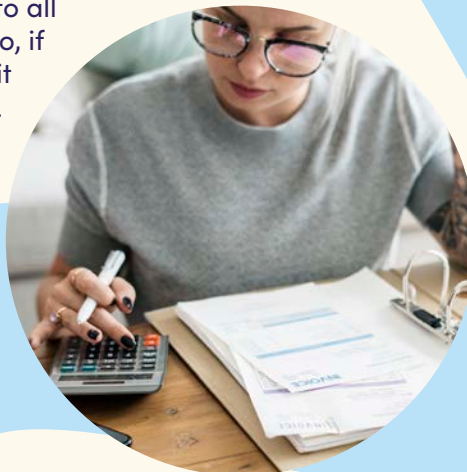
Do you need support managing high household bills? Not sure what benefits are available to you or how to apply? Our benefit and debt advice team are dedicated to helping tenants manage their money.

We know the cost of living has been a challenge for many years now and it's not always easy to keep on top of rising bills. Whether you've been putting off applying for a benefit because of the paperwork or you find yourself struggling with debt for the first time, there is support available.

You can contact our benefit and debt advice team on 033 33 55 44 33 or email wbdateam@2rh.org.uk

This confidential service is available to all Two River Housing tenants for free. So, if you need a little extra support or a bit of advice, get in touch with our team.

The team can get very busy, but they will always prioritise those who are most in need. They can also share information on other organisations that offer support and advice about money.



"I'm usually pretty good with that sort of thing but the government don't make it easy. Martin reassured us we had done everything right, encouraged us to apply for extra money to see if we could get it. He was very helpful, thank you!"

**A tenant
Forest of Dean**

**There's more information about the help available on our website:
www.tworivershousing.org.uk**

Fire safety at home:

Simple steps that make a big difference

Keeping your home safe from fire doesn't have to be complicated. Most fires start from everyday activities, and a few small changes can greatly reduce the risk. Here's what you need to know to help keep you, your family and your neighbours safe.



The top five causes of fires in the home and how to reduce the risk

1. Cooking accidents

Cooking is the biggest cause of house fires. Leaving food unattended, especially when frying, can quickly lead to a fire.

What you can do to help:

- Never leave cooking unattended – especially if you're using a fryer
- Keep tea towels, packaging and curtains away from the hob and other heat sources
- Turn pan handles inwards and if a pan catches fire, turn off the heat if it's safe to do so and never throw water on it.

2. Electrical faults and overloaded sockets

Faulty appliances, damaged cables or overloaded plug sockets can overheat and start fires.

What you can do to help:

- Avoid using multi-plug adaptors
- Check leads and plugs for damage
- Switch off appliances when not in use
- Let us know if you notice loose sockets or flickering lights in your home

3. Smoking materials

Cigarettes, matches and lighters can easily start fires if not put out properly.

What you can do to help:

- Never smoke in bed or when tired
- Use proper ashtrays and make sure cigarettes are fully out
- Keep smoking materials away from soft furnishings

4. Candles and naked flames

Candles create atmosphere but they can be dangerous if left unattended.

What you can do to help:

- Never leave candles burning when you leave the room
- Keep them away from curtains and other flammable items
- Consider LED candles as a safer alternative

5. Heaters and open fires

Portable heaters and open fires can quickly cause fires if used incorrectly.

What you can do to help:

- Keep heaters at least one metre away from furniture
- Never dry clothes on heaters
- Make sure open fires have a fireguard in place

Star tip

Small actions can prevent big emergencies. Taking a few simple steps today can help keep you, your family and your community safe.



Are you insured?

Peace of mind for you and your family

A house fire can quickly destroy a home and everything in it. Even if it's put out quickly, damage from smoke and the fire itself may mean your personal belongings will need to be replaced.

So, is it time to consider if your home contents and personal belongings are protected should a fire happen in your home?

In partnership with Thistle Insurance Services, Two Rivers Housing offers a home contents insurance scheme. This can provide cover for damage to your contents caused by fire, storms or floods, falling trees, theft and much more.

To find out more about the Home Contents Insurance Scheme contact us on:

Telephone: 033 33 55 44 33

Visit: www.tworivershousing.org.uk/your-home/money-matters/contents-insurance/

*Two Rivers Housing in partnership with Thistle Insurance Services Limited. Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22

Other tips to help keep you and your family safe

Smoke alarms save lives

Smoke alarms give you vital early warning if a fire starts. Make sure you:

- Test your smoke alarms regularly (once a month is ideal)
- Let us know straight away if your alarm isn't working
- Never remove batteries

If your home has carbon monoxide alarms, treat these just as seriously.

Plan how you'd get out safely

Knowing what to do in an emergency can save lives.

- Plan a clear escape route from every room
- Keep hallways and exits clear
- Make sure everyone in your household knows the plan
- Keep keys for doors and windows somewhere easy to find

If a fire breaks out:

- Get out as quickly and calmly as you can
- If it's safe to do so, close doors behind you
- Once you are outside, call 999
- Never go back inside

We're here to help

Fire safety is a shared responsibility. If you have concerns about fire safety in your home, or within your block, please get in touch with us by emailing us on firesafety@2rh.org.uk.

Meet your Neighbourhood Managers

You've told us that you wanted us to be more visible in our communities and that you want to know who is responsible for looking after your area, so we've invested in our team to help us do that.

We've increased the size of our neighbourhood management team and given them dedicated areas to work in - this means you'll always know who to contact and they can really get to know you and your neighbourhood. Meleta and Roxy manage and support our Neighbourhood Managers, who will be out and about in our neighbourhoods in the coming weeks.

Meleta Brown-Parris

I have over 20 years' housing experience including 18 years in housing management.

I have been blessed to work for both a small and a large organisation. This has helped me see what practices worked best for customers.

I wanted to be a part of the Two Rivers team because it matched my principles of wanting to provide a safe and warm home for tenants. I want them to be treated how I would want myself, my mother, or a vulnerable family member to be treated and it's an honour to lead a team towards this vision.

meleta.brown-parris@2rh.org.uk

Extension No. 4506



Roxy Light

I've been with Two Rivers Housing for eight years, starting as a Housing Officer before stepping into my current role as Housing Manager. I'm passionate about housing and about helping people, and I really value meeting tenants, building connections and making a positive difference in people's lives.

I grew up in a close-knit community in the South Wales Valleys, where community spirit meant everything. That's stayed with me and continues to shape how I work today. I'm really enjoying supporting our newer Neighbourhood Managers and helping them grow into confident, capable professionals.

I support Neighbourhood Managers in Sedbury, Lydney, Cinderford and the areas around Coleford.

roxanne.light@2rh.org.uk

Extension No. 4502



James Hart

Hello, I'm James and I look after the **Lydney** patch. I recently joined Two Rivers Housing from a background in HM Prison and Probation Service, where I worked as both a Prison Officer and a Probation Officer. In those roles, I saw first-hand how challenging it can be for people to secure and sustain a home, as well as manage their tenancy successfully.

Those experiences inspired me to move into housing, where I felt I could make a more direct difference. I wanted to work more closely within the community, helping people overcome challenges in their tenancy and feel supported in their homes.

james.hart@2rh.org.uk

Extension No. 4509



Hayden Selwyn

Hello, I'm Hayden, your Neighbourhood Manager for **Berry Hill, Bream, Christchurch, Clearwell, Edge End, Five Acres, Hereford, Parkend, Redbrook, Ross-on-Wye, Sling, Saint Briavels, Staunton, Whitcroft and Yorkley.**



I started this role in October 2025 after a friend suggested it would be a great fit for me. Before that, I spent 19 years as a Police Community Support Officer, working closely with local communities. I was also an on-call firefighter for 38 years, leaving the service in 2024.

I was drawn to this role because I value being a consistent, approachable person and understand how important that is for the communities I work in. I'm keen to keep learning and building strong relationships as I continue to grow in the role.

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Extension No. 4510

Sophie Hale

Hello, I joined Two Rivers Housing at the end of November 2025 as a Neighbourhood Manager, looking after the **Cinderford and Littledean** patch.



I moved from another housing association where I carried out the same role for about five years, so I have valuable experience and a strong understanding of neighbourhood management.

Before working in housing, my background was in education and childcare. I've worked in residential homes for teenagers, nurseries in early years settings, and as a teaching assistant in a primary school, which has given me a real appreciation for supporting people at different stages of life.

sophie.hale@2rh.org.uk

Extension No. 4511

Leo Kamanga

My name's Leo, and I'm a specialist housing professional with extensive experience across supported housing and neighbourhood services.

What I enjoy most about this work is being able to make a real, practical difference in people's lives. Housing can be the foundation for stability, confidence and opportunity, and I'm passionate about helping people feel secure and supported in their homes.

I believe in a non-judgemental, solutions-focused approach and in building strong relationships with both tenants and colleagues. I'll be working with tenants living in Coleford.

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Extension No. 4505



Kath Hamilton

I've been with Two Rivers Housing for eight years, and I remain as passionate as ever about supporting people, particularly those facing homelessness. I truly believe everyone deserves to be treated equally and to have a safe, decent place to call home.



My passion comes from personal experience. In the past, I lived in a council property with no heating or double glazing, relying on coal fires. My children had to live with their grandmother because the conditions weren't suitable. Eventually, we became homeless because we simply couldn't continue living there.

Because of that experience, there is no one I won't listen to or try to help. Everyone has the right to a home and to be heard.

I work across **Gloucester, Stroud, Stonehouse, Ledbury and Worcester.**

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Extension No. 4504

Erin Tanswell

I've lived in the Forest of Dean all my life and went school here. This means I have a real understanding of the different areas and the people who call them home.



Before coming to Two Rivers Housing, I spent three years as a Voids and Lettings Coordinator at Gloucester City Homes. I was drawn to this work because of my personal connection to social housing – my parents were also customers. This has given me valuable insight and a genuine passion for supporting tenants.

I care deeply about making a positive difference locally and love being out and about in the communities that I live and work. I recognise that every area has its own character, and that some can feel less connected than others, so I work closely with tenants to encourage involvement and make sure their voices are heard. I work with tenants living in **Longhope, Mitcheldean and Drybrook**.

erin.tanswell@2rh.org.uk

Extension No. 4508

Debra Abbott

I joined Two Rivers Housing in August as a Neighbourhood Manager, looking after the **Newent, Staunton and Dimmock** patch.

Before this, I worked as a PCSO with West Mercia Police, and prior to that spent eight years with Stonewater.

I was drawn to Two Rivers because of its strong values and genuine care for tenants. I enjoy engaging with people, helping and empowering them. Here, the tenant is truly at the heart of everything we do, and you can really feel that in the way we work. What makes this organisation unique in housing is that it's not just about building more homes or focusing on income, it's about providing good quality homes and real value for money. It's people over profit.

debra.abbott@2rh.org.uk

Extension No. 4507



Anita Mills

Hi, my name's Anita, I go by Neat or Neats. I've been with Two Rivers Housing for almost nine years. I originally started in the lettings team before joining the neighbourhood housing team in September last year.



I'm the Neighbourhood Manager for a wide-stretching patch that runs from **Sedbury through to Churcham**, covering much of the A48. I applied for this role because I genuinely enjoy helping tenants and making a positive difference in people's everyday lives.

Please feel free to reach out – I'm always happy to help and to pop by and introduce myself.

anita.mills@2rh.org.uk

Extension No. 4503

Supporting our teams to support you

We've been working behind the scenes to appoint a new supplier to provide our work vehicles.

Our new fleet will be supplied by Days Rental. This change won't affect our services, and there will be no disruption to repairs or other day-to-day work while the new contract is put in place.

Choosing the right supplier helps us make sure our teams have reliable vehicles so they can get to homes safely and on time. We've taken the time to carefully check that the new provider can meet our needs and support the services we deliver to you.

Over the next few months, we'll be working closely with both our new and current suppliers to make the change as smooth as possible. We've worked closely with our team to make sure the new fleet gives them what they need to get the job done as efficiently as possible.

The new vans will enable them to charge power tools on site and will also have Data Roaming Sims, which will help them to connect to our IT systems.

This will help them check job specifications and update information more easily in areas where there is poor telephone signal.

You'll start to see our new vans in and around our communities from May.



Getting to know you better

As part of their role, our Neighbourhood Managers will be spending time getting to know you and the neighbourhoods they are working in.

You'll start to see your Neighbourhood Manager in your area over the coming weeks and months and they'll also be calling tenants to arrange a 'Get to Know You' visit. During this visit they'll

- Want you to get to know them and how they can support you
- Check that everything is okay in your home
- See if there's anything we can do to better
- Answer any questions you have about your home or our services

They'll also check that the information we hold about you is up to date and ask if there's anything we should be aware of when we visit or contact you in future.

You're always in control – you don't have to share anything you're not comfortable with, and you can ask us to skip any question.

We've worked closely with our Tenants' Voice Group to shape our approach to the visits and getting to know you better will help us to:

- Make sure your home is safe and in good condition
- Understand if you need any extra support
- Allow us to shape our services to your needs
- Make services easier for you to access

Most importantly, you'll help shape how Two Rivers Housing works for you and your community.

You can find out more about our 'Get to Know You Visits' on our website. www.tworivershousing.co.uk

If you'd like a visit from your Neighbourhood Manager, get in touch with our team by calling **033 33 55 44 33** or emailing **customerservices@2rh.org.uk**

Reasonable Adjustments

Is there something we could do to make your life easier?

We want to make sure that everyone can access our services fairly and know that there are things we can do to make this easier for you and your family living in your home.

That's why we've introduced a Reasonable Adjustments Policy.

This sets out how we can work with you to identify changes to how we do things that will make it easier for you and those living with you to access our services without unnecessary barriers.

What is a reasonable adjustment?

A reasonable adjustment is a change to how we normally deliver services that makes sure people are not disadvantaged by disability, health issues, personal circumstances or any other additional needs.

This could include changing how we communicate with you, helping you complete paperwork related to your tenancy or offering flexible appointment times.

The change could be made permanently or for a specific period of time and will always be based on what you tell us you need.

Will we agree to every request?

We'll try to accommodate a request wherever we can, but this will depend on things like:

- How effective the adjustment would be
- How practical it is for us to make the adjustment
- The cost of making the change and the amount of resource it would take
- The impact on our ability to deliver our core services

How can you request a reasonable adjustment?

If there is something we can do to help you access our services or make things easier for you, please let our team know.

You can speak to your Neighbourhood Manager, Scheme Co-ordinator or any member of our team or contact us in the usual ways including:

Calling: 033 33 55 44 33

E-mailing: customerservices@2rh.org.uk

In our communities!

Working #Together with local partners, our teams have been getting involved in some fantastic events around our communities over the past few months.

A wonderful Christmastime

In what has become a Christmas tradition, a group of children from Bream Early Learners visited our HomePlus centre at Ryelands this December. They did some festive crafts together and the children sang songs for our tenants.

We also held wreath making workshops at our HomePlus schemes in Rowandean and Penby Lawn.



Un-fur-gettable

In December, we welcomed the team from Cotswold Dogs and Cats Home for a free Vet Clinic at our Worcester Road Communal Centre in Cinderford. The pop-up clinic was open to people receiving means tested benefits in the area. The team offered free health checks, advice and microchipping for cats, dogs and other small pets.



Blooming #Twogether

Have you noticed spring flowers blooming in your area recently? Planting new flowers was one of the things our team helped with as part of community clean ups in Lydney, Ruardean and Yorkley. Our teams worked with Forest of Dean District Council, Wydean Housing Association and Ubico to brighten up our neighbourhoods. They helped tenants to pick up litter around the neighbourhoods and removed unwanted waste and recyclables from homes in the areas.



How we've used your feedback

Whether it's through our tenant surveys or other sources, your feedback is helping us shape and improve our services. We know we've still got work to do, but here are a few of the changes we've made over the last 12 months, thanks to what you've told us!

- You told us that we needed to improve communication between our repairs team and the wider business. So, we bought our repairs team back in house to strengthen relationships between teams and help us make changes to how we run the repairs service more easily.
- You told us that you wanted us to be more visible in our communities. So, we invested in our team and increased the size of our Neighbourhood Management team by 50%. – giving you a single point of contact for your neighbourhood.
- You told us that we needed to do better when it comes to tackling anti-social behaviour. So, we've created a dedicated safer neighbourhoods team and completed a whole review of our policy and approach to dealing with anti-social behaviour so that we can take a person centred approach to managing these issues.
- You told us that we needed to improve the way we handle complaints. So, we increased the number of people who can investigate complaints and provided additional training to help them do this effectively. Meeting regularly with our Board Member Responsible for Complaints to review complaints, spot themes and agree improvements. Appointing a Tenant Responsible for Complaints to work with us on improvements and regularly reporting this to our Tenants' Voice Group.
- You told us that we needed to do more to maintain our estates. So, we invested in our estate maintenance team and changed our approach to grass cutting – making it easier for us to keep on top of estate maintenance throughout the year.
- You wanted us to do more in our communities. So, we worked more closely with partners to deliver more community events and support local activities including foodbanks, holiday clubs and other community activities.

We'll keep listening to what you tell us and using this to improve our services.

If you'd like to help us shape our services, get in touch with our community engagement team.

Call: 033 33 55 44 33 • Email: communityengagement@2rh.org.uk

Creating safer neighbourhoods

It's important to us that you feel safe in your home and neighbourhood.

You've told us we need to improve our approach to tackling anti-social behaviour and so we've made some changes to our Anti-social Behaviour and Hate Crime Policy.

Our new Anti-social Behaviour and Hate Crime Policy

Our new policy takes a more personalised approach to dealing with anti-social behaviour (ASB) and Hate Crime. When you report ASB to us we'll try to meet with you face to face to discuss the issues.

We'll work with you to understand the impact that the issue is having on you and your family. We'll consider your circumstances and any support you might need and make sure we prioritise cases based on where most harm is being caused.

Our team will work together and do what they can to make things better for you. Your Neighbourhood Manager will help you with more simple or more straightforward issues to get these resolved more quickly. If the incident is more complex, our new safer neighbourhoods team will work with you to find a solution. In some cases, they will work with partners, including the police to help resolve the issue.

There is more information about the kind of cases we can help with, information on how to report ASB, and a copy of our new policy on our website: www.tworivershousing.org.uk/your-home/report/nuisance-and-asb

How you've influenced our approach to ASB and Hate Crime

Before we made any changes, we looked at what you've been telling us about how we handle ASB. Your feedback has helped us shape our new approach to ASB and Hate Crime in the following ways:

You said: Communications during cases needs to improve.

What we've changed

When you report ABS or Hate Crime to us, we'll try to meet you face to face to understand the issues and explain what we can do to help. The team member you meet with will be your main point of contact and they'll keep you updated as they work to resolve the issue. We'll also agree how often we'll contact you with updates and confirm what action we will take.

You said: Our policy is too detailed and difficult to understand.

What we've changed

We've worked together with tenants to make sure our new policy is easy for everyone to understand.

You said: It's not clear what support we can expect from you.

What we've changed

Our new policy has all the details of what you can expect from us when it comes to tackling ASB or Hate Crime. In the policy we explain how we'll work together with you, our teams and partners to resolve anti-social behaviour and tackle hate crime as quickly as possible.

Our new more personalised approach will help us understand your needs and communicate better with you while we find a solution.















How are we doing? Your feedback

Each year we ask hundreds of tenants for their feedback on our services. We use this to help us understand what we're doing well and where we need to make improvements to our services or how we do things.

We publish these in full every year alongside some key performance measures in our Tenant Satisfaction Measures document, which is available on our website. But we collect this feedback throughout the year to make sure we are able to make any changes as quickly as possible.

Below are the results of the survey we completed in the third quarter of the year compared to the results at the end of 2024/2025.

Results for October - December 2025

		2024/25
	82% of tenants were satisfied with the overall service we provided	79.5%
	89% satisfied with the overall repairs service the last 12 months	81%
	83% were satisfied with the time it took to complete the repair	77.1%
	84% of tenants agreed their home was well maintained	77.8%
	89% of tenants agreed that their home was safe	83.4%
	74% of tenants believed that we listen to and act on their feedback	73.1%
	84% said that we kept them informed of the things that matter to them	75.8%
	88% said that we treat them fairly and with respect	87.5%
	34% of those tenants who had made a complaint were satisfied with how we handled their complaint	41.5%
	71% agreed that communal areas were kept clean and well maintained	63.4%
	83% that we make a positive contribution to their neighbourhood	70.3%
	65% of tenants told us that they were satisfied with how we handle anti-social behaviour	70.7%

H L M Y H G R D C V N O F K P
 A L K T G N I Z Z U B F G P L
 M B Y E D Q S Z U I J F P G B
 L S H O W E R S E D X W U A G
 H N B F G H L P N G U T D F N
 E N H D R E X U N N O D D A I
 R G G A N C I N C I P R L Y N
 R E V F Q S R G U H S I E H E
 G C R F G W S Q A C O B S J D
 X K N O J R Y I L T M Y N F R
 E C Q D P L A O K A I D S B A
 V I G I T F X S D H S A C A G
 S H E L B T H M S K E L L P M
 I C H O C O L A T E R V E C W
 C A X D V H G K L S O S N Z K

Which of these Spring words is missing from the wordsearch?

- | | |
|-----------|------------|
| Buzzing | Hatching |
| Chick | Ladybird |
| Chocolate | Picnic |
| Daffodil | Puddles |
| Gardening | Refreshing |
| Grass | Showers |

Name: _____

Address: _____

Telephone number/email: _____

Preferred voucher: Amazon Tesco M&S B&Q Argos

Spring tea break.

You can enter by emailing your name, full postal address, preferred voucher, and the hidden word to us at communications@2rh.org.uk or by completing the form and returning it in the post to:

Communications team, Two Rivers Housing, Cleeve Mill Lane, Newent, Gloucestershire GL18 1DS

The first correct answer selected at random after **30 May 2026** will win a £15 gift voucher.

The missing word in our last wordsearch was **SNOWMAN**.

Good luck!

Win a £15 voucher!

Grab a pen and a cuppa, sit back and complete our teaser!

Simply find the words in the wordsearch and let us know which one is missing and you could win a £15 voucher.

Contact us:

Please tell us if you would like this in large print or on audio CD.
 Freephone **033 33 55 44 33** Email customerservices@2rh.org.uk

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