

# Dudley Federation



## of Tenants and Residents Associations

Spring Newsletter 2023

### Dudley Federation Update

Welcome to our first newsletter of 2023! Our newsletters will now be quarterly and seasonal.

With a new season has come a few changes at Dudley Federation. Following a vote at our annual general meeting in January, we welcomed a new Board member; Julie Plumb from Oval & Tudor TRA. We will also hopefully be welcoming back returning Board member Tony Brain from Hill Street 3 Towers TRA at the end of March.

With this good news also comes the sad news of the retirement of long serving Board member Phyllis Rowley, more on this on the next page.

Our next general meetings will be on Thursday 30th March 2023 and Thursday 29th June 2023. Please contact us on [info@dftra.org.uk](mailto:info@dftra.org.uk) to request information.

Monday: Provision House, 80-81 High Street, Dudley DY1 1PY

Tuesday: Christ Church, The Vicarage High St, Stourbridge, DY9 8LF

Wednesday: Halesowen Library, Hagley Mall Cornbow Centre, Halesowen B63 4AJ

Thursday: Brierley Hill Methodist Church, 24 Bank Street, Brierley Hill DY5 3DA

Friday: Provision House, 80-81 High Street, Dudley DY1 1PY

### Social Housing Complaints Campaign – Make Things Right

The 'Make Things Right' campaign encourages residents to complain to their landlord before escalating to the Housing Ombudsman.

The campaign will run across England until the end of April and will give tenants key information about their rights, the responsibilities of their landlord, and give step by step advice about how to make a complaint via the bespoke website:

<https://socialhousingcomplaints.campaign.gov.uk>

This follows decisive action to protect tenants in social housing, including time limits for landlords to investigate and fix damp and mould under Awaab's Law and mandatory qualifications for social housing managers to make sure social housing tenants receive a quality service.

### Cost of Living Support

There is a lot of information and advice available with regard to the cost of living and the increased pressures this has on family health and life available at:

[www.dudley.gov.uk/council-community/cost-of-living](http://www.dudley.gov.uk/council-community/cost-of-living)

In addition to this, Dudley Citizens Advice have opened 4 Cost of Living Support Hubs throughout the region, which will run until January 2024.

They will provide support to any Dudley Borough resident who needs help, offering immediate poverty relieving support and information on how to save money and make money stretch further, along with practical help relating to access to food, fuel, available grants and funds based on qualifying criteria.

The hubs are open from 09:30 to 3:30pm on the following days:

## Farewell Phyllis!

After well over 20 years of volunteering, Phyllis Rowley has decided to enjoy a well-earned retirement.

Phyllis' journey here at Dudley Federation has been quite an exciting ride. After joining her local TRA - Vicarage Prospect TRA based in Dudley, she then became a board member at Dudley Federation in February of 2002. She has been involved in many projects and events over the years, with an open mind and a kind heart - but never too shy to stand up for what's right!

A formidable opponent not only in a board room debate but in the dojo too, Phyllis' interest in karate started later in life and she was featured in local news after achieving her green belt in 2010. When she achieved her 1st Dan black belt in 2015 (becoming the oldest female in the UK to do so) she was propelled into national news, featuring on Good Morning Britain, TFI Friday and even appeared in a Halifax advert!

You can find links and photos to these on our [website](#).

We would like to thank Phyllis for all of her hard work over the years, and share some special memories below.



**Tenants and Residents Association news**

If you would like us to promote an event or report on your successes, just let us know!

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