



**Black Country  
Housing Group**

# Ross Heights Neighbourhood Plan



Rowley Regis, West Midlands, B65 8DW  
Bailey's, Pennant and Orchard Court

## It's all about where you live...

We want your estate to be a great place to live. That's why we have produced a plan to help us work together with you to understand your views and how we can help shape our service.

Entry to the scheme is via a private drive in to a cul de sac. It consists of 4 blocks, Pennant Court, Bailey's Court and Orchard Court which has 2 blocks. Each block has a door entry system and access to a communal garden. There is also parking bays all around the scheme. The scheme is a 5 minute drive to Blackheath town centre. BCHG provide communal grounds maintenance.

# What's the big idea?

Customer feedback is essential to the services we provide you. At BCHG, our strategic plan sets out that hearing the customer voice as a key area. We have summarised how we will do this; alongside the feedback we have received from residents so far in the table below.

## Customer Voice - We have heard the customer voice through a variety of channels

We have done this through IFF Research Surveys which are completed monthly, recent Resident's Meetings and the Annual Visitation Programme. We have also had a presence of BCHG staff at the scheme to keep regular communication with customers. The information we have then received has been collated together.



## Stakeholder Management

We work with partner agencies to make sure we can keep you up to date about help and support available to you in your local area. This includes community initiatives, the fire service and the police.



## Impact

From hearing the customer voice and by working with partners, we propose to continue to improve the scheme in areas that matter to you to help maintain positive relationships between BCHG and residents of Ross Heights. This will altogether improve Ross Heights as a scheme and assist with focusing on key priorities. We agree to continue working with you to inform this neighbourhood plan.

You said:	We will:
<b>Over Hanging Trees:</b> Concerns raised regarding over hanging trees from elevated land along the border of the entrance and carpark.	We raised works for an immediate tidy and cut back of all overhanging trees along the boundary. We will continue to review this with our assets team for continued maintenance.
<b>Doors:</b> Concerns regarding the position of handles on interior of all new fire doors that have been installed.	We are in the process of replacing the handles to a better position and will continue with his work into the new year.
<b>Flooring:</b> Flooring is old and becoming unsafe.	A consultation was carried out with residents regarding a choice of new flooring. All flooring has now been installed.
<b>Visits:</b> Customers have cited that they wish for a greater presence of their Customer Relations Manager on site.	Your Customer Relations Manager visits the estate monthly and a clean-up day will be arranged in the summer where residents will be invited to come along and help.
<b>Cyclical Painting:</b> Internal doors and external doors.	We are reviewing when the internal walls/woodwork will be repainted as well as the external bin doors and fascia boards.
<b>Customer voice:</b> We want to encourage more resident engagement across the scheme.	We will continue with our visits to you and listen to your feedback. BCHG has various resident panels that help shape our services, we will look to promote these further and please contact us if you are interested in joining.

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