



A Social Business Investing in People and Communities



Tenant Annual Report

2023



Contents

Introduction.....	1
How are we doing.....	2
Repairing and maintaining your home.....	5
Supporting your tenancy.....	9
Finance.....	11
Forward Look.....	13

Introduction

We're listening

I'm pleased to be sharing with you this review of the year and how we have performed as your landlord. We are reporting back to you on how we have kept you safe, how satisfied you are with your home, your neighbourhood and where the rent you pay gets spent.

Your views on how well we have delivered services to you and the quality of your home are really important to us, and over the past year we've heard your voice in many different ways. These include visits to your home by our Customer Relation Managers, by talking directly to you through telephone surveys and taking your feedback digitally. Importantly the Resident Scrutiny Voice Panel have scrutinised what we do and made recommendations through their service reviews which have changed the way we do some things. Your feedback as well as complaints you have made about our service tell us what matters to you and this report is focussed on these areas.



**Amanda Tomlinson,
Chief Executive**

How are we doing?

Overall satisfaction



Overall Customer Satisfaction with BCHG in the year was at 87% against a target 90%. Whilst this is not where we want to be, it compares well against our peers whose average score was 70%.



Overall, BCHG listens to customer views at 73% against a target of 75%.



Overall, you feel respected by BCHG at 88% against a target of 90%.



Compliance with Gas Regulations is at 99.8% due to not having access into homes, and 100% of schemes requiring a fire risk assessment are complete.

The above results were obtained through an independent IFF telephone survey. One feedback from a resident said,

“Compared to other housing associations that have been on the news lately BCHG goes above and beyond. Repairs are carried out efficiently and quickly and our home is kept in good repair but also you treat tenants as people not numbers.”

In the year we received 21 direct comments from you through our website based ‘BCHG Chat’, and you left us with an overall rating of 4.5/5:

**I wanted to thank Carly for all her help with my UC claim and generally being a little ray of sunshine at the end of a dark and stressful road, Carly has taken a HUGE weight off my shoulders thank you so much, I will never forget this.
(August 2022 – BCHG Chat).**

Sometimes we get things wrong, for example by not getting to an appointment on time or not getting back to you in a timely way. We are sorry for when this happens, and we use this as part of our learning and development to improve on what we deliver.

Working together

We worked with tenants and together we produced a new values based service standard, which we call The BCHG Way. This is about the values we share and it focusses on what we want your experience to be; it is about our behaviours and attitude not the process. Our colleagues are held accountable to The BCHG Way.



We not me



We do what we say we will



We care



We do the right thing



We love to learn

The Resident Scrutiny Voice Panel completed two service reviews during the year; one on service charges and one on Health and Safety. They made 12 recommendations, and through the year we are working on improving communication and making information accessible .

Getting involved

Many of you have told us that don't always have the time, need or flexibility. So, we have produced a menu of options and choices so you can get involved how and when it suits you. We provide free training and last year we invested £5,000 on training our residents. For further detail on how to get involved see our website:

<https://www.bchg.co.uk/media/1887/customer-voice-panels-involvement.pdf>

Putting things right

We have continued to look at how complaints are dealt with and have created a colleague Customer Feedback Improvement Panel. The Panel is dedicated to monitoring complaints and learning from what we do well and not so well. We share examples from your feedback to improve our learning.

We published a new complaints policy and last year we received 72 complaints, compared to 63 the year before.

We have a two-stage resolution process and we dealt with:

→ 69 complaints at Stage 1

→ 3 complaints at Stage 2



70% of complaints were responded to within 10 working days. There were a few cases where we should have asked you for more time to respond, and we did not. We aim to improve our communication to you.

Satisfaction with complaint handling is at 60% compared to a year ago at 62%. We are learning from your feedback and aim to improve this to 75% over the coming year.

A few things we have already done:

1. We reset our Partnership Board, which brings residents, contractors, and colleagues to work together to set standards and be held to account.
2. We engaged a training company, First Impression Training, to strengthen our culture and customer service. We underwent a health check and identified areas of improvement.
3. We restructured our Repairs Team by reprofiling roles and responsibilities to achieve ownership of complaint handling.

Where we did well

We also received 29 compliments on areas that you were pleased with.

A resident gave the following feedback to us in her compliment:

I have gone through a difficult time recently with medical issues and contacted BCHG for help. I am grateful to BCHG for the help from the Social Business Team, the quality of work from Homeforce on adaptations and Housing for their continued support. I am extremely proud to be a BCHG customer.

New Development

We are passionate about providing much needed new high quality affordable homes. In the last year we completed 29 new homes and have a further 101 that are under construction. We have ambitious plans to build a further 151 new energy efficient homes over the next three years.



Repairing and maintaining your home

Repairs Service

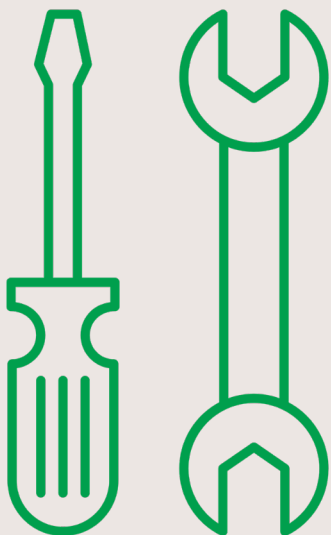
Our responsive repairs service is delivered by Homeforce to make sure your homes are maintained in good order. We completed a total of 4,668 repairs in the year. Of those repairs, 83% of them were completed on the first visit, and 100% of them had an agreed appointment with 98% appointments being kept.

During the year, 77% of repairs were completed on time, and on average all repairs were completed within 20 days overall. Whilst this is not where we expect the service to be, it does recognise the challenges during the year with recruitment of suitable trades colleagues, and the shortage of materials nationally that we needed to complete the repairs. Since April 2023, performance has significantly improved.

58% of all repairs were completed in less than 14 days, and 91% of residents responded to a survey that they were satisfied with the service they received.

Homeforce completed adaptation works to 73 homes under our aids and adaptation programme, which consisted of additional handrails, grabrails, steps, ramps, showers, and level access bathrooms. All these works ensure that our residents can continue to live independently in their homes, and we are proud to be able to support this.

The Homeforce service has been assessed by the Housing Quality Network (HQN), against a range of criteria to ensure that our customers and BCHG achieve good value for money. They found that the service to customers is performing well and is efficient. As part of the assessment, HQN met with a group of BCHG residents to gauge the service they receive from BCHG and that it meets their standard of accreditation. BCHG are pleased to announce that Homeforce now hold the HQN: Accredited standard.





Asset Management and Compliance

In 2022/23 we delivered the largest planned maintenance budget for many years, which included renewal of 72 bathrooms, 31 kitchens, and over 100 gas and electric boiler installations.

In addition to planned maintenance works, our compliance team ensured that our tenants' homes are kept in a safe, compliant state and ensured the completion of over 4,052 'compliance actions' which consisted of 1,606 gas services, 79 fire risk assessments, 624 emergency light tests and 204 water hygiene inspections and tests, among many other compliance items. This ensured BCHG were 99.8% compliant with gas servicing, 99.7% compliant with electrical safety and 100% compliant on Fire Risk Assessments, Asbestos Safety, Lift Safety and Water Safety.

Government legislation changed within the year, which meant all your homes had to have a working smoke alarm, in addition to installing a carbon monoxide alarm where the property has a gas supply. Our Homeforce team deployed all colleagues to ensure that all homes met this new legislation and installed 1,380 carbon monoxide alarms in a very short period of time.



Energy Efficiency

We are committed to investing in our current homes to keep residents in safe, secure and energy efficient living conditions. Improvement works carried out to some of your homes over the last year have produced improved Energy Performance Certificate (EPC) ratings, positively impacting both the affordability of heating the home but also reducing the impact on the environment. At the end of the year 81% of your homes meet or exceed EPC band C.

We replaced 255 external doors and 119 properties had windows replaced last year, with a total spend of £680,360. This work improves energy efficiency of properties, meaning lower energy use to heat your home, saving you money on your fuel bills.

We have been awarded government funding, with additional budgets met by us under the second wave of Social Housing Decarbonisation Fund (SHDF). In summary, the details of the funding will deliver energy efficient measures to 21 homes across 3 different local authorities in the West Midlands region. This work will be delivered over a 2-year period from 2023.

1. Total project cost: £660,637
2. Government funding amount: £230,563
3. BCHG funded amount: £430,074



Damp and Mould

To give you peace of mind we created and consulted resident groups on a new Damp, Mould, and Condensation Policy in March 2022. Previously the approach had been part of our general Repairs and Maintenance Policy. The Policy reflected best practice as recommended by the Housing Ombudsman. We take responsive action and deal with every case seriously.

Building Safety Information

With the continued development the customer portal 'My Home,' residents can already report repairs, pay rent, and view planned maintenance replacements online. Nevertheless, during 2022/23, we added the ability for residents to view essential building safety information such as electrical certificates, gas certificates and asbestos information for their properties and fire risk assessments for the block they live in (where applicable). The ability to also view tenancy agreements was also made available.



Supporting your tenancy

Cost of living

You have told us that the rising cost of living is leading to difficult choices on how you spend your money; to heat your home or pay for other essentials like buying food and paying your rent. We have taken practical steps to support you by delivering 4 cost of living workshops in local communities to support financial management, budgeting and accessing available help.

Through our targeted Tenancy Support Programme, we have helped you access a **total value of £46,055 in benefits**, including:

Council tax reduction
£2,733

Grants
£6,378

Assure tariff benefit
£2,225

Universal Credit award
£26,304

Foodbank value
£3,015

Energy rebates
£5,400

We will continue to provide hints and tips on money saving ideas on our Facebook and Instagram pages.

Domestic Abuse Housing Alliance (DAHA)

We are committed to stand with you against abuse and provide a safe place for you to live. This is why we joined the Domestic Abuse Housing Alliance as members. As part of this we have put in place processes to support you. This includes providing access to safe accommodation, support services and guidance on legal and financial matters. We trained our staff so they can be responsive to your needs. By working together, we can create a supportive and nurturing community that aims to break the cycle of abuse.



Seeing us

We've increased our visibility in your communities by reintroducing joint Estate Inspections and encouraging your participation. By talking to you we're reporting back on issues such as repairs, fly tipping and untidy gardens.

We're continuing to visit each of you in your home to understand what matters to you and how we can support you. Last year we visited 64% of you in your home.

Upgrading our Retirement Living Schemes

We installed a new Telecare System at Vantage Point, Apsley House and Doveton House, our Retirement Living Schemes, to support residents. The system includes enhanced safety, 24/7 monitoring, emergency call, free video calling, Wi-Fi connection, video door entry, fire safety system. Residents can enjoy a peace of mind.

We're modernising schemes too. Last year we started at Apsley House, Old Hill, working with residents we selected new furniture, redecorated, upgraded lights, fitted new carpets. The entrance and reception area now offers a warm welcome within its fresh and contemporary environment.



Rough Sleeper Accommodation Programme (RSAP)

We are supporting government strategy to end rough sleeping for good. We purchased 15 homes to house those who had a history of rough sleeping, and all are now occupied. We are also providing tailored support to help our new tenants to build an independent life off the streets.

Through this programme, we have heard past stories of broken homes and lives, it is fabulous to see in the present how a home is giving security and hope. It is wonderful to hear of future dreams and ambitions.

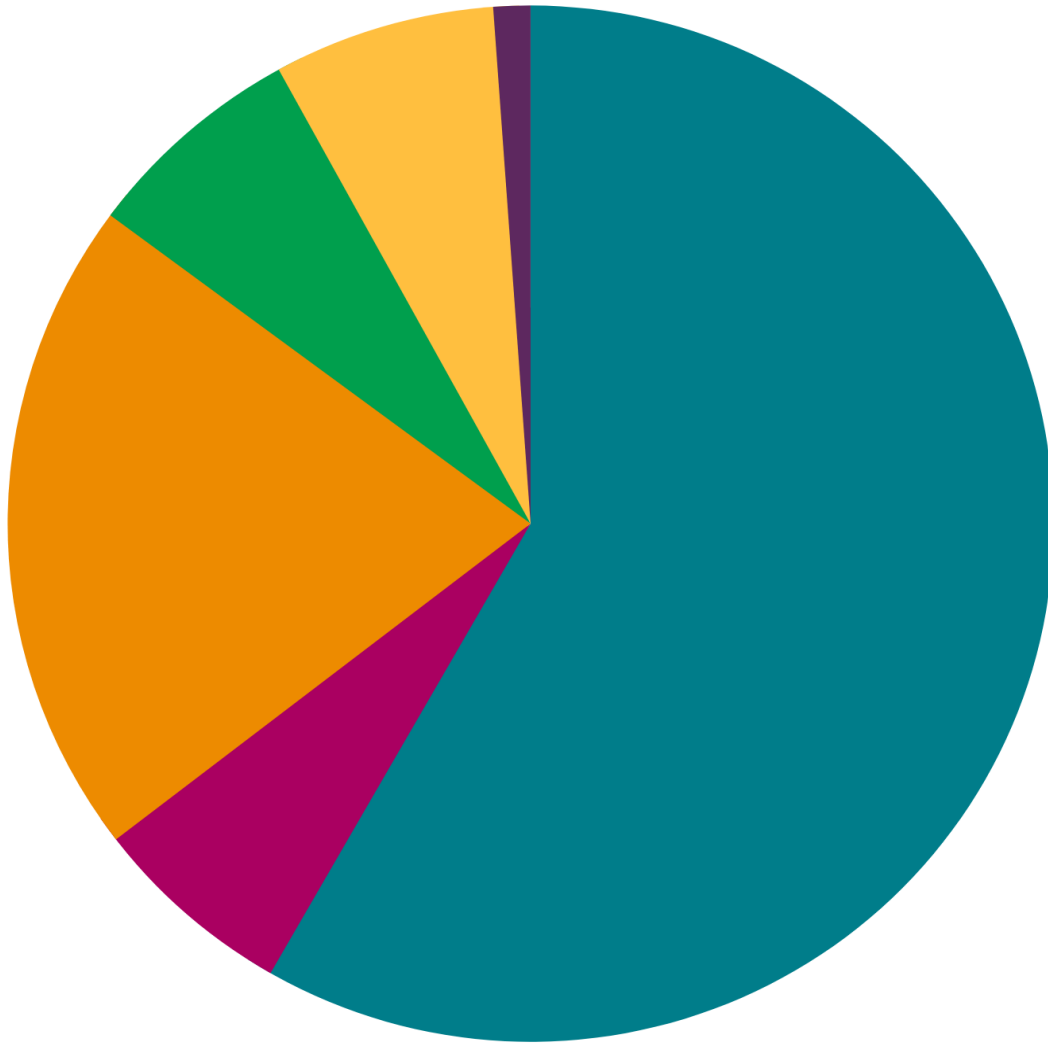
We think it is important we continue to support this programme to help even more achieve their potential.

Watch this short video on how we have supported one RSAP tenant:
<https://youtu.be/OYT7bKUSE10>

Finance

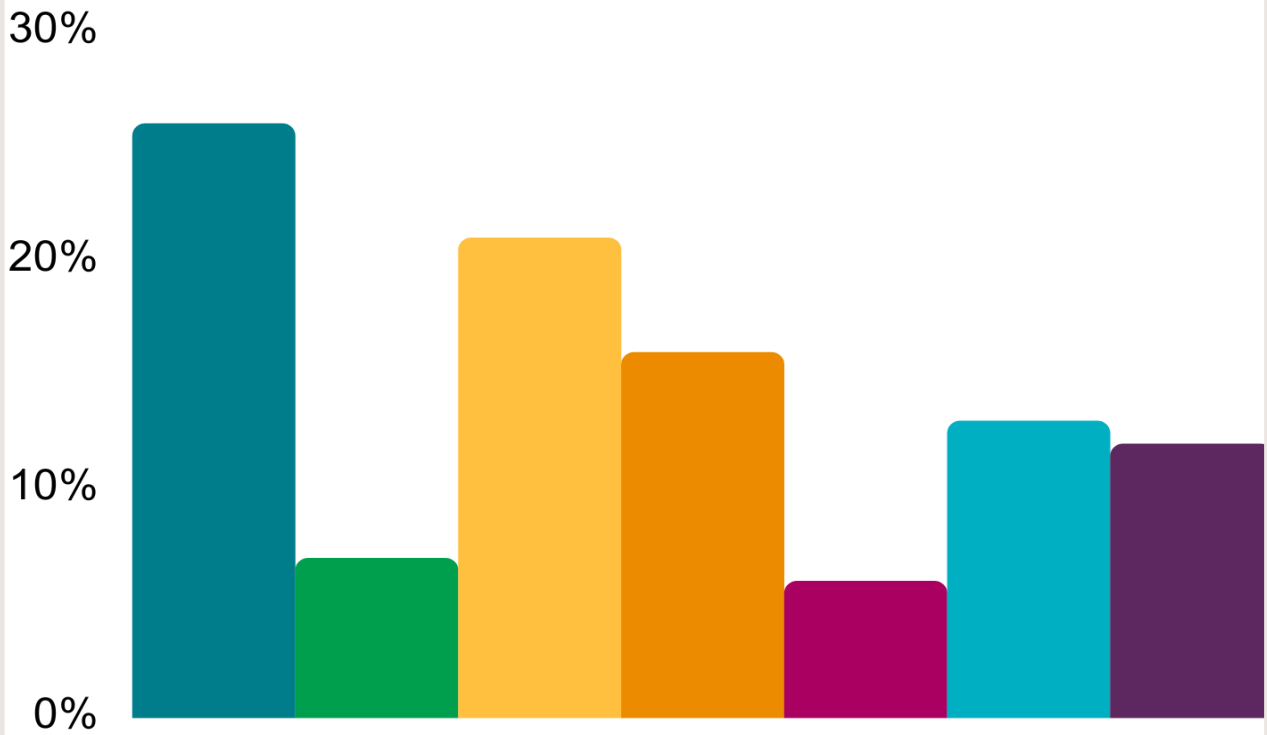
How we spend your rent

Where did the money come from?



- Homeforce - External Contracts - £200,000
- Housing Rents - £10,200,000
- Service Charges - £1,100,000
- Residential Care Fees - £3,600,000
- Supported Living Fees - £1,200,000
- Grants - £1,300,000

What did we spend it on?



- Housing Management - 26%
- Asset Management - 7%
- Day to Day Repairs and Planned Maintenance - 21%
- Investment in Homes - Kitchens, Bathrooms, Boilers, etc - 16%
- Tenant Engagement and Support - 6%
- Interest Cost on Loans - 13%
- Available for Reinvestment - 11%

Forward Look

Working together with you we developed a new Strategic Plan for the next three years 2023-2026. Our aim is to be a Trusted Landlord where you have great customer experience. To deliver Quality Homes, through repairs service and investment plan that gives you a safe and well-maintained home.

We want to work with you to improve Equality, Diversity, and Inclusion and to create an environment of acceptance and tolerance.

We will continue to strengthen relationships and by working together we can make things work.





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