



**Black Country
Housing Group**

The Mews Neighbourhood Plan



We not me



We do what we
say we will



We care



We do the
right thing



We love to
learn


We work together so together we work

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.

The Mews is a secure gated scheme. It has fob gate access for vehicles and two fob pedestrian accesses. The scheme is a walking distance from the Windmills Shopping centre with easy access to public transport to Bearwood and Birmingham. Residents also benefit from a communal room and a communal toilet. There is some greenspace in the internal grounds.

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Customer Relations Manager

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What's the big idea?

BCHG has a role in shaping places, and we think of it as one community at a time to make a big impact to improve residents' quality of life.

Working with you and local stakeholders we aim to:

1. Reduce health inequalities.
2. Work towards prosperous people and neighbourhoods
3. Improve life and career choices.

Our joint priorities for the next 18 months:

1. We will work together to inspect your neighbourhood two times a year.
2. We will communicate with you through resident meetings and tenancy visits.
3. We will listen to our customers and take action where we can.

You can access services and get help from:

- Customer Relations Manager
- Customer Portal - <https://myhome.bchg.co.uk/>
- Social media
- Resident Broadcast - <https://www.bchg.co.uk/my-home-neighbourhood/resident-broadcasts/>
- Notice Boards
- Website - <https://www.bchg.co.uk/>

Customer and Community Engagement

We organise regular resident meetings, tenancy visits, CRM scheme visits and bi-annual scheme inspections to maintain presence on site. Customers are invited to each scheme inspection to provide their insight into any matters affecting them.

Customer Voice: your said - we will

Tackling fly-tipping – following customers' suggestions and subsequent consultation with tenants, BCHG will install a new CCTV system to improve security, which will also act as a deterrent.

Some BCHG branding in communal areas was out of date. We have replaced them with the current BCHG logo.

Drip trays for the anti-bacterial gel dispensers – we will aim to source drip trays to prevent the gel dripping onto the carpet.

Cleaning of communal carpets – we have obtained a quote from a contractor; the carpets will be cleaned once the CCTV system has been fitted.

You said that you would like to access activities in the wider community – we have approached Sandwell Council's Neighbourhood Team. Two of their representatives have already visited The Mews and met with customers to find out which activities customers could attend, also if activities could be held on site in the communal room.

IT skills – 9 customers will be equipped with free laptops. They will attend a training session to improve their IT knowledge.



Tunstall Telecare system

The system provides a 24-hour, year-round care line service as well as a door entry system. Customers are equipped with emergency pendants and each flat has a modern handset with a large screen, which allows them to see their visitors before they let them into the block.



Housing and Estate Management

As your Customer Relations Manager, I am your contact for queries relating to your tenancy including your rent account, any financial/wellbeing concerns that you are experiencing, anti-social behaviour and any estate issues or complaints. You can report repairs by phoning 0300 555 0302 or online at <https://myhome.bchg.co.uk>.

At BCHG, we carry out an annual home visit to all our customers, which is an opportunity to address any concerns that you may have with your tenancy and property. I can also provide you any support or advice such as budgeting, managing utilities and accessing community resources. I will contact you to make an appointment that will be convenient to you. During the year, I will also carry out two estate inspections if you live in a scheme where we provide communal services or if you live on an estate. I will inform you of when these inspections will be so you can join me to discuss any concerns and work together on any improvements. In addition to this you may see me on site on home visits, so please come and say hello or if you have anything you want to talk to me about. You can contact me on my mobile, email or online via the BCHG website.

Anti-Social Behaviour

You said that you would like to consider a CCTV system to be fitted in the building to increase the sense of security. We have completed a consultation process and customers have approved the proposal. We aim to deliver the CCTV system by the end of October 2023.

As a part of ASB Awareness Week, the local policing team visited The Mews and met with the residents to talk about reporting of ASB to their landlord and the police, how such reports can be investigated and resolved.



Equality, Diversity and Inclusion

This is about fairness and respect. Our neighbourhood has people from at least six different backgrounds and is a wonderful example of diversity. But it is important we don't stop there. Understanding and awareness helps to strengthen relationships and can make living together an enjoyable experience for all.

The Mews provides accommodation to a diverse group of customers, which includes many ethnic backgrounds, languages and ages, although the scheme is dedicated predominantly to over 55s. There are a few customers with mobility needs.

As part of BCHG's Equality, Diversity and Inclusion Strategy, we aim to ensure that our customers have opportunities to engage with other organisations in the neighbourhood. We have met with the representatives of Sandwell Council's Neighbourhood Team and Public Health to understand the needs of the customers at The Mews. We seek to either organise or promote local activities to cater for all groups, such as gentle exercise, mental health, arts and crafts or IT skills. For example, we have organised a session for 6 customers to learn about internet usage, the customers received free laptops to help them with digital inclusion.

Your neighbourhood

Sandwell Council's Neighbourhood Team and Public Health visited the residents of The Mews to discuss possible activities, which customers can join in the local area. We are also looking into some activities to be delivered on site at The Mews.

For further information about your local area please visit <https://www.sandwell.gov.uk/homepage/43/parks-and-leisure>