



**Black Country  
Housing Group**

# **Resident Broadcast June 2023**

## **Special Edition**

## Welcome to this special edition of the e-newsletter, Resident Broadcast.

In our last edition in December 2022, we mentioned the introduction of the Tenant Satisfaction Measures (TSMs). These were launched on 1 April 2023 and this edition includes more information on what you can expect. We have also included ways you can get involved and together we can make positive change!



### Tenant Satisfaction Measures

We are working with a company called IFF Research who will be calling you by telephone and contacting some of you by text message (or SMS) with a link to a short survey.

They will contact different residents every 3 months so you shouldn't be contacted more than once.

The survey is part of a new system that the Regulator of Social Housing has introduced to see how well Social Landlords, including BCHG, are doing at providing homes and services.

There are 22 TSMs which aim to make landlord performance more visible to you as residents and to help you hold us to account.

The TSMs will do two things:

1. Let us provide clear and regular information on how well BCHG is doing.
2. Give the Regulator an idea of which landlords might need to improve.

The TSMs will ask how satisfied and dissatisfied you are with a particular area of service.

The full measures can be found here:

[https://www.bchg.co.uk/media/1850/tsm\\_housing\\_regulator.pdf](https://www.bchg.co.uk/media/1850/tsm_housing_regulator.pdf)

We are openly placing our performance on our website.

## Learning and developing

When we get complaints, it is important that you know we listen and take it as an opportunity to learn and improve. Here is a selection of what you told us and what we did, but for more detail see: <https://www.bchg.co.uk/my-home-neighbourhood/customer-voice/your-impact/>

You told us:	We did:
You were unclear what to do if a carbon monoxide alarm recently installed in your home triggered.	To make sure we keep you safe and to give you a peace of mind, we provided you with information on our website, made sure all our front-line staff, call handlers are clear on what to do. We will be sending further communications about this in future newsletter editions of the Resident Broadcast.
You wanted a reminder of who your Customer Relation Managers was and an outline of their role	We co-produced a letter with our Resident Scrutiny Voice Panel (RSVP) and sent it out to all customers.
You wanted to carry out joint estate inspections with staff and for us to include estates with no communal	We changed our process to include an invitation to customers before any estate visit and included large estates that don't have communal areas.

## Keeping you safe

Please help us so we can help you by keeping appointments for any repairs, servicing, or surveys. We know at times that appointments need to be changed when situation arise but do phone and let us know and we can rearrange.

Our aim is to keep you safe. Each year we carry out gas safety checks, electric safety checks, fire safety checks in buildings.



## Make that change!

By getting involved you can make a difference and there are flexible ways you can do this. For more details see the flyer here: <https://www.bchg.co.uk/media/1887/customer-voice-panels-involvement.pdf> or email [Ramesh.Malhan@bchg.co.uk](mailto:Ramesh.Malhan@bchg.co.uk)

Members of the Resident Scrutiny Voice Panel are making that change. They recently completed their third service review; this time on Health and Safety. The review made 7 recommendations to the Board of Management, all of which were accepted. This included improved communication and resident representation on our Health and Safety Panel. You will find their report on our website, which is an example of making positive change happen.

## Customer Conference 2023

Last year we had our first ever BCHG Customer Conference and it was a success. So, we have organised another one for 2023. This year our venue is at the **Black Country Living Museum**, and we would love to see you there.

**What's happening:** opportunity to hear how we are doing, building relationship and having some fun.

**When:** Thursday 27 July 2023

**The Conference starts at 10am** and will finish by 1.30pm. Lunch is provided, followed by a guided tour. If you're interested in attending, please email, or call to reserve a place.



## Blooming Marvellous

Our Resident Scrutiny Voice Panel is excited to announce this year's garden competition, 'Blooming Marvellous'. If you would like to enter your garden for a chance to win some fantastic prizes, please submit images of your garden to <https://www.bchg.co.uk/bchg-blog/2023/garden-competition-2023/>  
Your Customer Relations Manager and Scheme Manager can help too.

Your entries should show a variety of plants, greenery and we are also looking out for community projects, where you as neighbours make the place, 'Blooming Marvellous'.

Entries should be submitted by 7 June 2023. Judging will take place week commencing 26th June 2023 by our Resident Scrutiny Voice Panel.

### Competition categories:

- Best community blooming marvellous project
- Most impressive house/bungalow gardens
- Best flower presentation

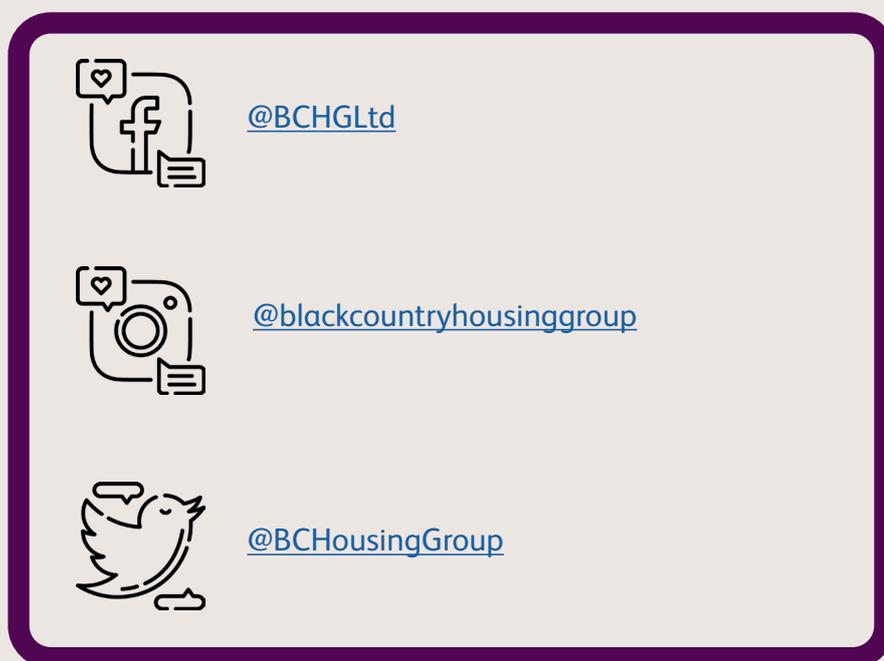
### Prizes:

- 1st place - £150
- 2nd place - £100
- 3rd place - £50
- Additional 4th place for best pot and/or basket - £25.



If you have any suggestions on what we could feature in the next edition of the Resident Broadcast, please email Ramesh Malhan on [Ramesh.Malhan@bchg.co.uk](mailto:Ramesh.Malhan@bchg.co.uk)

Keep up-to-date with us on social media:



Visit our website: [www.bchg.co.uk](http://www.bchg.co.uk)

**Contact us:**

Customer Portal: <https://myhome.bchg.co.uk/>

Website: <https://www.bchg.co.uk/contact-us/>

Complaints: <https://www.bchg.co.uk/feedback/comments-or-complaints/>