



**Black Country  
Housing Group**

# The Courtyard Neighbourhood Plan



Wood Lane, West Bromwich, B70 9PG

## 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.

The Courtyard is a secure gated scheme. It has fob gate access for vehicles and two fob pedestrian accesses. The scheme is walking distance from the Town Centre and to Marl Hole Park. There is a reception area with CCTV for security. This area has personal post boxes for each resident. Residents also benefit from a communal leisure room and a communal toilet. There is some greenspace in the internal grounds of The Courtyard with flower beds and two benches. Recycling facilities are available and collected by the Local Authority on a fortnightly basis.

## 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 have worked with partner agencies who have arranged workshops, drop in sessions and meetings at The Courtyard. These include the fire service and the police. Both agencies have taken part in events such as the Christmas get together.



### Impact

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

## Your plan for the future...

You said:	We will:
<u>Service charges:</u> Customers have requested that further clarity is given on how the service charge is calculated	Arrange meetings dedicated to service charges to advise and costs have been calculated. We will try to make these as interactive and open as possible, so residents are able to ask questions.
<u>Pigeons:</u> Concerns surrounding the impact of pigeons on the building.	We will continue to explore ways of resolving the issue with pigeons. Ensuring it is environmentally friendly and cost efficient.
<u>Repairs and Maintenance:</u> Expectations on standard of work. Clarity required on future works including carpets and door entry and also how leaseholders can report repairs to BCHG.	We will encourage that repairs are reported and any concerns surrounding the quality of work are reported, we will continue to keep residents informed of any future planned works to the scheme.
<u>Presence:</u> Customers have cited that they wish for a greater presence by BCHG colleagues at the estate.	Monthly drop-in sessions will continue, and we will continue to listen to you on how we can meet the needs of customers
<u>Customer voice:</u> We want to encourage more resident engagement across the scheme	We will continue with our annual visitation programme and listen to feedback at these visits. BCHG has various resident panels that help shape our services, we will look to promote these further.

Customer Relations Manager - Kal Haire  
 Telephone: 0121 561 7976  
 Mobile: 07790 945 501  
 Email: Kal.Haire@bchg.co.uk