

Private & Confidential

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Dear Resident

I am writing to let you know about the information, support and opportunities available to you as a BCHG leaseholder or shared owner. It is important that we are clear about what you can expect from us and where our responsibilities apply. This letter also explains how you can raise concerns, get involved and attend our resident conference.

BCHG 2030 is our plan for the future. It is about making sure people who live in BCHG homes have clear information, a stronger voice, and confidence in the services we provide where we are responsible for them. Your feedback helps shape how we improve. For more information on our plan please visit www.bchg.co.uk

Your rights as a BCHG leaseholder or shared owner

It is important to explain that BCHG's responsibilities for repairs and maintenance for leaseholders and shared owners are different from those for tenants and depend on the terms of your lease or shared ownership agreement. In many cases, you will be responsible for repairs inside your home. We remain responsible for the repairs, maintenance and services that fall to us under the lease, which may include communal areas, shared spaces or structural elements. Some shared ownership homes may also include specific repair support during the early years of the lease. If you are unsure what applies to your home, please contact us and we will be happy to help. You can call 0300 555 0302 or email homeforcejobs@bchg.co.uk.

You should be treated fairly and with respect every time you contact us. If you are unhappy with the service we have provided, the information we have given you, or how we have communicated with you, you can make a complaint by emailing feedback@bchg.co.uk or calling 0121 561 1969. We will look into your concerns fairly and explain what happens next. If you remain unhappy, you can contact the Housing Ombudsman on 0300 111 3000.



An exempt charity and registered society under the Co-operative and Community Benefit Societies Act 2014

Registered Number: 21157R



We want you to have clear information about the services BCHG provides and what you can expect from us under your lease or agreement. This includes information about service responsibilities in your building or scheme, and any buildings insurance arrangements that apply to your home. In many cases, BCHG arranges structural or block buildings insurance, but this will depend on the terms of the lease and ownership arrangements. If you would like to understand what cover applies to your home, or need information in another format, please let us know. We will make reasonable adjustments where we can to make our services easier to access. You can also speak to your Customer Relation Manager, who will be happy to help. Email: feedback@bchg.co.uk or call 0121 561 1969.

We want you to feel comfortable speaking up if something is not right. We use feedback, complaints, surveys and resident groups to help us learn and improve our services. We also carry out an annual survey for leaseholders and shared owners, designed specifically for your type of tenure, to help us understand satisfaction and any issues that matter to you. From May 2026, our survey company will be The Leadership Factor (TLF). They may contact you by phone, text or email, and if you are able to respond, we would really value your feedback. The results of these surveys are available on our website under Resident Voice.

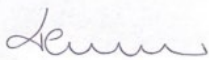
We know that, from time to time, some people may need extra support to feel safe and secure at home. If you or someone in your household ever needs advice or support, including in relation to domestic abuse, BCHG can help with signposting to specialist services. You can contact us in confidence at YouMatter@bchg.co.uk, and there is also useful information on our website.

Your views matter to us, and there are different ways to get involved and share your ideas on matters that affect your home, building or community. Where this applies, we will also consult leaseholders about major works, long-term service arrangements and related charges in line with legal requirements and the terms of the lease. Please visit our resident voice pages on the BCHG website to find out more.

We also have a Resident Conference on 24 September 2026, and leaseholders and shared owners are very welcome to attend. If you would like to come along or get involved, please contact Chris Cole, Resident Engagement Officer, on Tel: 07969 559098 or email christina.cole@bchg.co.uk.

Thank you for taking the time to read this letter. If you have any questions or would like more information, please get in touch.

Yours Sincerely,



Head of Housing