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www.bchg.co.uk

1st June 2026

Dear Resident

We are writing to tell you about your rights as a BCHG resident and the support that is available to you. Most of all, we want you to feel safe in your home, listened to, and treated with kindness and respect. This letter also explains who to contact if you need help or if something is worrying you.

BCHG 2030 is our plan for the future. In simple terms, it is about making sure residents have safe homes, clear information, and services they can rely on. We know we do not always get everything right, so your feedback and experiences really matter and will help us to keep improving. For more information on our plan please visit www.bchg.co.uk

Your rights as a BCHG resident

You have the right to live in a safe and well-kept home, and we want you to feel comfortable and secure where you live. If something needs repairing, including damp or mould, please let us know and we will do our best to help and put things right. You can call 0300 555 0302 or email homeforcejobs@bchg.co.uk. If it is an emergency, call the same number at any time, day or night.

You have the right to be treated fairly and with respect every time you contact us. We want you to feel listened to, supported, and taken seriously. If you are unhappy with our service, 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 are still unhappy after that, you can contact the Housing Ombudsman on 0300 111 3000.

You have the right to clear information about our services, so that you know what help is available and what you can expect from us. We want things to be as easy to understand as possible. You can read our BCHG 2030 Strategy and key policies on our website. If you need information in another format or need extra help, please tell us. We will make reasonable adjustments where we can, so it is easier for you to access our services. You can also speak to your Customer Relation Manager or Scheme Manager, who will be happy to help. Email: feedback@bchg.co.uk or call 0121 561 1969.

You have the right to raise concerns and be heard, and we want you to feel comfortable speaking up if something is not right. If something goes wrong, you can complain and we will listen and look into it. We



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also use feedback, complaints, surveys, and resident groups to help us learn and improve our services. From May 2026, our survey company will be The Leadership Factor (TLF). They may contact you by phone, text, or email. If you are able to, we would really value your feedback.

You have the right to have a say in decisions about your home and community. Your views matter to us, and there are different ways to get involved and share your ideas. We want to work with residents to better understand what matters most to you. 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 you would be very welcome to come along. If you would like to attend 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. We really do value your views, and your feedback helps us make our services better. If you need support, have a question, or just want to talk something through, please get in touch.

We are here to help, and we look forward to hearing from you.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'A Eggington', enclosed in a thin black rectangular border.

Adrian Eggington
Chief Executive