

## RESIDENT NEWSLETTER

### BETTER TOGETHER – ALTOGETHER NOW, YOUR VOICE INTO ACTION

At Black Country Housing Group (BCHG), we are committed to putting residents first and working together to create stronger, safer communities. We will capture your voice, turn it into action and show the outcomes. This newsletter aims to show you the ways you can get involved in shaping our services.



Allow me to introduce myself - I am BCHG's new Resident Involvement Officer. Here's an update on some of what I have been doing since I started my role on 1<sup>st</sup> April.

I have had the very great privilege of finding the perfect venue for our Resident Conference this year - just watch this space!

I have also been getting out and about meeting some of our residents and listening to them talk about their experience since becoming involved with Resident Voice. This has been a rewarding experience for me and I have loved every minute of it.

I look forward to meeting more of you and hearing your thoughts.

- Christina Cole, Resident Involvement Officer

### Would you like to play an active part in helping to improve our services?

Resident engagement is increasing across surveys and sessions and your feedback helps shape BCHG services, policies and improvements. From repairs and complaints to neighbourhood services and communication, resident voice plays an important role in influencing decisions and driving change.

To see how resident feedback has led to real improvements, visit the BCHG website where we regularly share "You Said, We Did" updates, resident engagement opportunities and examples of how resident voice is making a difference - [Resident voice | Black Country Housing Group](#)

### You said - We did

#### Succession Tenancy Process

**You said:** The succession process can be confusing

**We did:** Reviewed the process and are gathering feedback to improve how information is shared

**What changed:** We are working towards clearer guidance and better support for future tenants

## TSMs & Feedback (New Supplier Change)

**You said:** You want your feedback to be heard and acted on independently

**We did:** Introduced an independent survey provider (TLF) to gather honest feedback

**What Changed:** Your feedback will now be collected more independently and used to shape improvements

### Important Change - IFF to TLF

Following a procurement process, BCHG has changed its Tenant Satisfaction Measures (TSM) survey provider from IFF Research to TLF (The Leadership Factor).

TLF will begin contacting residents as part of the Quarter 1 survey programme. We encourage residents to take part, as feedback helps BCHG understand what is working well, where improvements are needed and how resident voice shapes services and future decisions.

## Transparent on Policies

A policy is a simple guide that explains what residents can expect from BCHG, how services work and how we work together fairly and safely.

We want residents to feel informed, confident and able to access the right support when needed. Our policies explain your rights; our responsibilities and the standards you should expect from us to help keep homes and communities safe and well managed.

### Quick Guide to Important Policies

Policy	What it Covers	Why it Matters
Repairs & Maintenance	Reporting repairs, emergency response times and BCHG responsibilities	Helps you understand how repairs are managed
Complaints	How to raise concerns or dissatisfaction	Ensures your voice is heard and issues are resolved fairly
Anti-Social Behaviour (ASB)	How we respond to nuisance or neighbour issues	Helps keep communities safe and respectful
Neighbourhood Management	Tenancy responsibilities and local support	Explains what you can expect as a resident
Adaptations & Accessibility	Support for residents needing adaptations or extra help	Helps residents stay safe and independent
Damp, Mould & Condensation	What BCHG and residents should do if issues are identified	Supports healthy and safe homes
Safeguarding	Support where there are wellbeing or safety concerns	Helps protect residents and communities

## Accessing BCHG Services

Residents can contact BCHG in the way that works best for them:

- Telephone
- Online services and digital reporting
- Email
- In-person appointments
- Through housing teams and Customer Relations Managers
- Resident events and engagement opportunities

We are continuing to improve digital services to make it easier and quicker to report issues and access support.

## Reasonable Adjustments and Additional Support

We understand that some residents may need services delivered differently to meet their needs. Support may include:

- **Large print or alternative formats**
- Contact by phone, email or text
- Translation or interpretation support
- Extra support or time during processes
- Accessible appointments
- Support for mobility, sensory, neurodiverse or health-related needs

If you need additional support or a reasonable adjustment, please let us know so we can work with you in a way that is accessible and fair.

## Good news stories:

Following a suggestion from one of the residents at one of our retirement living schemes, BCHG have provided materials to start an arts and crafts group. The scheme manager designed a poster to advertise the session and encouraged residents to attend. The first one was held earlier in the month and proved popular as several people joined in. The residents will now get together on a weekly basis to enjoy various arts and crafts projects.