



**Black Country  
Housing Group**

# You Said, We Did/Are Doing

## 2025-2026 Report



We not me



We do what we  
say we will



We care



We do the  
right thing



We love to  
learn

# 1 April 2025 to 31 March 2026

This report brings together what residents told BCHG during 2025/26 and how that feedback is shaping improvement.

It draws on feedback from TSMs, complaints, estate walkabouts, local meetings, resident panels, focus groups and policy reviews.

During 2025/26, this included 589 completed TSM surveys, 216 Stage 1 complaints, 28 Stage 2 complaints and 42 residents attending the resident conference.

It explains the main issues residents raised, what BCHG is doing about them, and what we will keep improving over the next year.

## Building on last year's learning

Some of the issues raised in 2024/25 were still being raised in 2025/26, especially around communication, repeat problems and resident confidence. This does not always mean the same problem is causing each issue, but it does show us where we need to keep learning and improving.

In response, BCHG improved repairs standards, strengthened complaint handling and brought gas services in-house.

Residents told us these changes are a step in the right direction, while also showing where we still need to be more consistent and follow things through.



## At a glance

Residents told us	What BCHG is doing
"We have to keep chasing for updates."	We are setting clearer expectations for communication and helping services take responsibility for keeping residents updated. We will track progress through the TSM on keeping residents informed.
"Repairs should be done properly first time."	We are putting more focus on getting repairs right first time and keeping a closer check on repair performance. We will track progress through the TSMs on repairs completed in time and overall repairs satisfaction.
"We want clean, safe places to live."	We are increasing estate inspections and focusing more on the local environment, including developing a resident inspector role linked to the Repairs Partnership Board. We will track progress through the TSMs on communal areas and BCHG's contribution to neighbourhoods.
"We want to see that our feedback changes things."	We are giving residents more chances to ask questions, check progress and see how feedback is leading to change through regular updates and resident panels.

# Connecting resident feedback to BCHG 2030

At the 2025 Resident Conference, residents discussed the issues that matter most to them, including communication, safe and well-maintained homes, stronger neighbourhoods, easier access to services and seeing evidence that feedback leads to change.

These themes reflect the priorities in BCHG 2030 and help shape the work BCHG is doing to improve services.

BCHG continues to invest in homes, resident involvement, digital services and service improvements. Resident feedback helps show where more work is needed and where residents want clearer signs that change is happening.

Residents continue to shape this work through meetings, focus groups and resident panels.

The sections below set out the themes residents raised most often during the year, what BCHG is doing in response and how progress will be measured.

## Communication and follow through

What residents told us	What BCHG did / is doing	What still needs to improve
Residents told us they have to keep chasing for updates, timescales change without explanation, and different people give different answers. They said this reduces confidence, can make small issues feel bigger over time, and affects trust when nobody seems to take ownership or they do not know what is happening next.	We have put improvement plans in place across teams and are recording issues more clearly so actions can be tracked. This is also being supported by The BCHG Way behavioural service standards about doing what we say we will do, along with resident feedback on the standards staff are expected to meet.	BCHG is continuing to strengthen timely updates and clearer explanations when things change. Residents' feedback shows this remains an important area for consistent delivery.

## Repairs and right first time delivery

What residents told us	What BCHG did / is doing	What still needs to improve
Residents told us confidence drops quickly when repairs are not resolved first time, appointments change at short notice and they have to keep chasing for updates. One resident told us, "Appointments keep getting changed at short notice and no one seems to consider that I work." Residents were clear that quality and communication matter equally.	We are focusing on getting repairs right first time, keeping residents updated and looking more closely at jobs that are delayed or keep happening more than once. We will also track missed appointments, complaints and repair satisfaction to make sure problems are identified earlier.	BCHG is continuing to improve repeat issue management, reduce short-notice changes and strengthen communication so residents see more consistent progress.

## Neighbourhoods and community

What residents told us	What BCHG did / is doing	What still needs to improve
Residents told us they value clean communal areas, feeling safe where they live, visible action on ASB concerns, community activities and investment in shared spaces. They also told us they want BCHG to be visible in neighbourhoods and responsive when concerns are raised.	We completed 93 estate walkabouts, developed neighbourhood plans and responded to antisocial behaviour concerns. We are also increasing estate inspections, improving local follow-up and developing a resident inspector role linked to the Repairs Partnership Board. We will track progress through the TSMs on communal areas and BCHG's contribution to neighbourhoods.	Residents continue to help shape neighbourhood priorities, and BCHG is working to make experience more consistent between schemes and to show visible action more quickly when concerns are raised.

### Example of resident feedback leading to change

#### Siviter Court

Residents at Siviter Court raised concerns about safety and defensible space around the scheme shortly after moving in.

A resident meeting took place in June 2025 where residents shared their concerns and requested fencing improvements.

Residents then worked with BCHG on the proposed solution and fencing improvements were completed in January 2026.



## Resident influence and scrutiny

What residents told us	What BCHG did / is doing	What still needs to improve
Residents told us they want earlier involvement in decisions, clear feedback on what changed because of their input, more transparency and accountability, and ongoing involvement rather than one-off consultation. They also challenged BCHG on whether learning from complaints and recurring issues was always strong enough.	Residents helped shape priorities through the Customer Scrutiny Conference, attended by 42 residents, the Repairs Partnership Board, focus groups, resident panel meetings and local consultation. We are giving residents more chances to ask questions, review progress and see how feedback is leading to change through regular updates and resident panels.	Residents helped shape priorities through the Customer Scrutiny Conference, attended by 42 residents, the Repairs Partnership Board, focus groups, resident panel meetings and local consultation. We are giving residents more chances to ask questions, review progress and see how feedback is leading to change through regular updates and resident panels.

## Complaints learning and Housing Ombudsman learning

What residents told us	What BCHG did / is doing	What still needs to improve
Residents told us complaints become more frustrating when communication breaks down, cases go on too long, action plans are unclear and nobody seems to be taking ownership.	We reviewed how we handle complaints using a self-check and feedback from residents in focus groups. We are improving updates, follow-through and how we learn from complaints, including more complex cases and cases involving contractors. We will track progress through the TSM on complaints handling.	BCHG is continuing to improve pace, clarity and ownership in complaint handling, particularly in complex or long-running cases where residents need stronger assurance.

### Example of learning leading to change

#### Learning from an Ombudsman Case - Complaint: 202425731

Following a Housing Ombudsman finding on a long-running ASB case, BCHG reviewed how complex cases are managed and communicated.

This reinforced the need for clear action plans, regular updates and consistent case ownership.

This learning is now being used to strengthen how BCHG reviews complex complaints and ASB cases.

## Overall position

During 2025/26, resident feedback continued to help shape BCHG's priorities, resident panels and improvement work.

Many residents are happy with the service they receive. Feedback has also helped BCHG see where communication, consistency and follow-through still need to improve, and where more progress is needed.

In 2026/27, BCHG will build on this work by improving communication, strengthening ownership, raising neighbourhood standards and making sure feedback leads to visible change. We have set up the Resident Experience Assurance Panel, bringing residents and staff together to check progress, provide assurance and hold BCHG to account where improvement is needed.

BCHG will keep using resident feedback, complaints and survey results to understand what is working well, what still needs to improve and what action to take next.

This work will continue through resident panels, board oversight and BCHG's improvement plan.

## Further information

If you would like more detail, you can read:

- Annual Tenant Satisfaction Measures Report 2025/26
- Annual Complaints and Housing Ombudsman Report 2025/26
- Annual Insight and Impact Report 2025/26

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

[info@bchg.co.uk](mailto:info@bchg.co.uk)

**0121 561 1969**

134 High Street  
Blackheath  
West Midlands  
B65 0EE



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Housing Group**