Black Country Housing Group

Quality Homes Strategy

2030 Vision

Building safety is our highest priority. We will ensure our homes meet all required standards and ensure our services are informed by residents, delivering homes that are safe, comfortable and secure.

Output Measure

Combined high level compliance for key asset indicators (Fire, Gas, Damp, Electrical, Asbestos, Lifts and Legionella).

Perception Measure

TP04 – satisfaction that the home is well maintained.

Resident Commitments

Our residents have told us that their number one priority is for us to invest in our homes to ensure that they are safe and well maintained. We will invest £7.6 million between April 2026 and March 2030 to ensure we meet this priority alongside improving the energy efficiency of our homes.

We will ensure that our homes are safe, secure and well-maintained and meet all legislative and regulatory requirements, with a strong focus on building safety, compliance and quality.

We will complete repairs in our homes promptly and efficiently; always arranged to meet our residents' needs and always aiming to resolve an issue on our first visit.

We will always ask for, and listen to, residents' feedback about the quality and timeliness of our services and we will use that feedback to improve our services.

We will be clear and transparent with residents about when they can expect improvements such as new kitchens, bathrooms, windows, doors and boilers.

Equality and Diversity Commitments

We are committed to ensuring that the homes we own and manage are inclusive, accessible and safe for all residents, reflecting the diverse needs of our communities across the Black Country.

We will take a proactive and resident focused approach to improving accessibility and inclusivity across our homes and neighbourhoods. This includes identifying and responding to the needs of all of our residents, and ensuring that adaptations, repairs and planned investment programmes are delivered fairly and sensitively.

We expect all contractors and suppliers working with us on our homes to share and demonstrate our commitment to equality, diversity and inclusion and treat residents with dignity and respect.

Value for Money Commitments

We will make best use of every pound that we spend on homes to improve quality and safety. This includes making the best use of our data to make informed decisions about our investment programmes, within the parameters of our financial plan.

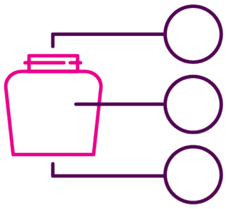
We will invest in our homes to improve their energy efficiency and reduce carbon emissions, as well as importantly, reducing energy bills and fuel poverty for our residents.

We will minimise lost income by proactively managing void properties, reducing turnaround times, and ensuring homes are re-let quickly and efficiently.

Where we need to work with contractors, they will be procured through transparent and competitive processes and managed to ensure quality, efficiency, and value for money. Where possible, we will work with local contractors in the Black Country, supporting regional economic investment while securing responsive services and strong performance for our residents.

Strategy Pillar 1

Strategic asset management investment programme



Goal

Using our stock condition data to inform our investment in new components to modernise our homes, within agreed financial plan.

Clear decision making in relation to disposal of properties.

Measurable Outcomes

Asset investment programme years 1 - 4

Strategy Pillar 2

Effective and efficient responsive repairs service

Goal

Provide a responsive repairs service that is accessible and exceeds residents' expectations – focussing on 'right first time' as well as learning from all feedback.

Measurable Outcomes

Meeting and exceeding KPIs in relation to:
- Repairs in time
- Customer satisfaction with repairs

TP02 customer satisfaction score with overall repairs service .

TP03 Satisfaction with time taken to complete most recent repair.

Strategy Pillar 3

Safe, compliant and decent homes

Goal

Ensuring that all of our homes are safe, free from hazards, well maintained and compliant with all relevant legislation.

Measurable Outcomes

Compliance with KPIs and PIs in relation to fire, gas, electrical safety, legionella, asbestos and lifts.

Compliance with timescales in relation to category 1 hazards, including damp and mould.

Strategy Pillar 4

Improving the energy efficiency of our homes

Goal

Investing in homes to improve energy efficiency so that all our homes meet EPC C (as a minimum) by 2030.

Measurable Outcomes

EPC C for 100% of homes by 2030.

Strategy Pillar 5

Making best use of our homes

Goal

We will do all we can to minimise the time that any of our homes are empty (void period) as we know that demand for housing across our region is high.

Measurable Outcomes

Year on year reduction in income lost through voids.

Void loss within KPI.

Governance reporting

Updates on strategy delivery will be made to BCHG Board twice per year.

The Audit and Risk Assurance Committee will receive a report quarterly in relation to BCHG's compliance with all regulatory and legislative requirements.

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