



Healthy Homes Strategy

2025-2029



Introduction

BCHG recognises that health starts at home. It's central to where many of the building blocks for a good life are created, including safety, warmth, family connection, community, good education, and work. But for some people across the country, their home is making them sick. The UK's housing crisis reflects decades of failure to take the long-term action required to ensure the nation's housing stock is affordable, high quality and secure.

For BCHG a healthy home is one that is a safe, dry, warm and accessible environment which is free from hazards. It should offer a sense of security and promote the health and wellbeing of the residents with access to the external environment and being free from pests.

This strategy is a roadmap for BCHG to exceed minimum standards in our homes and using our commitment to the customer voice ensures that the health and well-being of our residents. All asset investment should be seen as a means to the promotion of resident wellbeing.

BCHG will develop its current investment plan to reduce the environmental footprint of housing stock and promote health and wellbeing. We will use sustainable materials and practices in repairs and new developments. We will monitor and adapt to climate change impacts, such as flooding and extreme temperatures where within our own control and to support regional and national drivers to improve or reduce areas of risk where appropriate.

We will always meet or exceed legislation and regulation when it comes to our homes and estates and to promote health and wellbeing. We will use our data to gain insight into how our homes impact people's lives to continually improve what we do.



Jason Russell
Head of Assets

Strategic Objectives

This strategy is aligned to BCHG's Investment Policy and Business Plan and supports the aims and objectives in the following ways:

- The strategy will ensure that the homes BCHG provides are suited to the needs and aspirations of current and future customers, and that investment choices are shaped around the resident need.
- Our investment priorities are not only shaped around the homes but also our communities and we will partner with like-minded organisations to promote health initiatives, signposting residents to organisations who can improve overall health and wellbeing.
- We will ensure our colleagues are equipped with the knowledge to deliver the strategy through training and investment activities.
- We will demonstrate to stakeholders our commitment to long-term environmental sustainability and optimisation of the services we can provide, and the delivery of value for money with respect to our investments.

Culture and Values

Equality, Diversity and Inclusion is central to our business; promoting fairness and opportunity for customers and staff; helping BCHG to provide the best services shaped by and for customers. An important part of our identity is being 'One Team'. Regardless of role, service area or level of seniority, at BCHG we are One Team, working hard to achieve the same goals using the values of "We love to learn", "We do the right thing" and "We care".



We not me



We do what we
say we will



We care



We do the
right thing

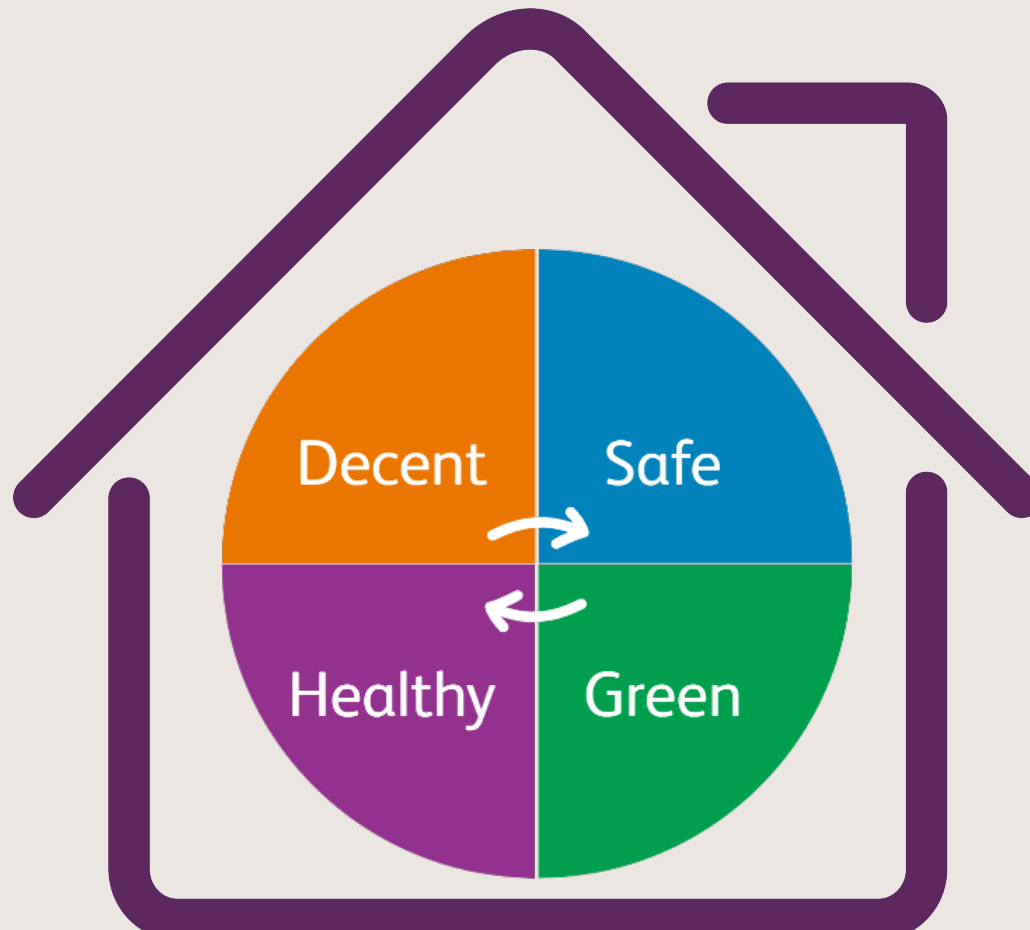


We love to
learn

Our values are not just a set of words but are at the heart of the way our organisation works and how our colleagues interact in their day-to-day activities. Our colleagues have shaped and crafted our current values. We are proud of these new values and excited to embed them across the business.

Healthy Homes

A healthy home should be a safe and accessible environment. It should also be a place that is free from hazards, able to be efficiently heated to a healthy temperature, provide a sense of security and have modern facilities. While this strategy sets out our intentions here it should not limit innovation and learning, and over time there will be other areas not currently included where we can improve. All new homes should be built to BCHG design standards that incorporate all intended goals within this strategy.



Healthy Homes

Decent

All of our homes will exceed minimum decency standards and will be free of all hazards under the Health and Safety Rating System. All structural elements should be in good condition, with improved standards for space in kitchens and location of bathrooms.

Homes should be structurally sound and secure with modern facilities. They should be free from high category 1 and 2 hazards and have mains-wired smoke detection on every storey. To further protect against dampness and mould growth, intermittent extract ventilation is a requirement for all bathrooms and kitchens.

Safe

All of our homes should be safe in relation to the risks posed by fire, legionella, asbestos, gas, electricity and lifting equipment. We will deliver a cost-effective responsive repairs service to ensure that all emerging hazards within a resident's home are responded to in appropriate timescales.

All homes will have proper ventilation to remove pollutants, allergens, and excess moisture, where necessary this can involve natural ventilation (opening windows) and/or mechanical ventilation systems. We will avoid indoor air pollution, such as using low-volatile organic compound (VOC) building materials, avoiding smoking indoors, and properly maintaining appliances. We will know the impact of external pollutants in the areas where we work and signpost residents for more support in higher risk areas.

Homes will have adequate insulation to protect against external noise and ventilation systems that prevent moisture build-up and ensure fresh air circulation throughout the home. These will be properly maintained, and homes and associated areas will be well-lit to enhance security around housing areas.

We will encourage eco-friendly initiatives, such as community gardens and recycling programs, to foster a healthier living environment. All new homes will have access to personal outdoor space, and we will collaborate with local authorities to tackle antisocial behaviour and crime in residential areas. We will conduct regular estate inspections to make sure our communities are safe including removal of trip hazards, managing dangerous trees, ensuring access where possible is level and that lighting is suitable.

We will understand the risks that climate change poses to our homes in terms of excessive heat, storm damage or flooding and take mitigations as appropriate.

Healthy Homes

Healthy

All of our homes should be dry, accessible and free from pests, flood risk and pollution.

Digital has become the default for accessing most essential utilities and government services, including health care so homes should have fast and reliable digital connectivity. Such connectivity is also increasingly important for employment and social engagement, which are important determinants of health in themselves.

We will create opportunities for physical activity, such as having a safe outdoor space or access to exercise facilities such as green public spaces and promote wellbeing initiatives.

We will ensure homes are located near essential services such as schools, healthcare, and public transport to promote accessibility and support community engagement programs that encourage social cohesion and well-being, working with local councils to improve neighbourhood infrastructure, including green spaces and communal areas.

We will deliver adaptations to our homes to make sure they remain as liveable spaces and where major works are required work with local authorities to deliver larger adaptations funded by Disabled Facilities Grants.

Green

Our homes should be thermally comfortable and affordable to heat while having reduced emissions of climate change gases.

We will align with carbon targets; the energy efficiency of homes should be boosted to meet a minimum EPC of Band C by 2030 making it cheaper to heat homes.

Homes should be able to maintain an indoor temperature in all seasons between 18 and 25°C which may also require a means of cooling, either through natural ventilation or air conditioning (building alteration should be prioritised over air conditioning to reduce the carbon footprint).

We will invest in better insulation, energy-efficient heating systems, and double glazing and provide tenants with energy-saving advice to help reduce costs and maintain healthy indoor conditions.

Customer Voice

We have used the customer voice to shape this strategy and the associated delivery plan. As we deliver the plan we will always involve customers in our investment decisions at an organisational and local level with the principle of “No Voice, No Approval” even down to the delivery of choice in repairs and capital investments.

Reporting and Monitoring

BCHG will ensure compliance, monitoring, and reporting through:

- ✓ Tenant Satisfaction Measures to BCHG Board through the Customer Voice report.
- ✓ Health and Safety information annually to BCHG Board and at each Group Audit Committee meeting.
- ✓ Six monthly reports to BCHG Board on the delivery plan of this strategy.
- ✓ Asset Investment reports to BCHG Board twice per year.
- ✓ Development update reports to each BCHG Board meeting.
- ✓ Environmental programmes update reports as needed.
- ✓ Develop additional measures that will allow alignment with Environmental, Social and Governance (ESG) measures.

