

Your voice at Board: September 2026

At its meeting on 24 September 2026, the BCHG Board received its latest Resident Voice report from the Director of People and Culture. The report brought together feedback from residents, satisfaction surveys, complaints and the Resident Experience Assurance Panel. This helps Board understand what residents are experiencing, what is working well and where services need to improve.

What residents are telling us

Residents told us that they value:

- repairs being completed promptly and to a good standard;
- helpful, courteous and supportive colleagues;
- being able to approach BCHG when they need assistance; and
- confidence that reported issues will be resolved.

Residents also told us that we need to improve:

- communication and the consistency of the information we provide;
- updates while repairs or other issues are being dealt with;
- the time taken to resolve some problems;
- how easy it is to contact us;
- follow-through on agreed actions; and
- the need for residents to chase us for information or progress.

Residents also raised concerns about parking, communal cleaning, grounds maintenance, anti-social behaviour and the management of estates and neighbourhoods. Although these issues were raised by fewer residents, the feedback showed that unresolved neighbourhood concerns can have a significant effect on people's satisfaction and wellbeing.

What the satisfaction results show

There were 159 responses to the Quarter 2 Tenant Satisfaction Measures survey. Overall satisfaction remained at 83%. Satisfaction improved in almost every area, including:

- a 7-percentage point increase in satisfaction with communal areas;
- a 4-percentage point increase in satisfaction with repairs; and
- a 4-percentage point increase in satisfaction with the time taken to complete repairs.

However, satisfaction that BCHG listens to residents fell by one percentage point. We recognise that listening is not only about asking for feedback. Residents must also be able to see how their views have influenced decisions and led to change.

What complaints are telling us

Between April and August 2026, BCHG recorded 99 complaints and 12 compliments. The most common causes of complaints were:

- delays in BCHG services;
- problems happening more than once;
- communication;
- disagreement with a policy, process or change; and
- delays involving another organisation or contractor.

Residents are often satisfied with the eventual outcome, including the quality of a completed repair, but less satisfied with the communication they receive while the work is taking place. The number of complaints requiring an extension has reduced, and the quality of complaint responses continues to improve. Three enquiries had been made to the Housing Ombudsman Service, but none had progressed to a formal investigation at the time of the report.

You said, we are doing

You want clearer, more consistent and accessible communication.

Feedback from residents helped to shape the Resident Conference, including a focus on keeping residents informed. BCHG is also considering a resident editorial panel so residents can help shape future communications.

You want better updates and clearer ownership when you contact us.

Service Delivery Coordinators and Customer Relations Officers are being brought together in a new Resident Services function. The intention is to provide a more joined-up service and clearer ownership of enquiries from the first contact through to resolution.

You want more opportunities to give feedback.

BCHG is exploring ways for residents to provide more immediate feedback across a wider range of services, building on the approach already used for repairs. This should help us identify problems earlier and respond more quickly.

You want communication to meet different needs.

Residents involved in the No Access Focus Group asked for information to be provided more consistently, in preferred formats and in plain English. BCHG is using this feedback to improve communication and record keeping and to help reduce avoidable missed appointments.

You want greater influence over decisions affecting your home and services.

Residents already help review policies. We will expand this approach so residents can also help shape important procedures and service processes that affect how services are delivered in practice.

You want to know what Board sees and how it responds to resident feedback.

Here it is! We will publish resident-friendly summaries of Resident Voice reports on our website following Board meetings, making it easier to see the issues raised by residents and the action being taken.

How residents are challenging and influencing BCHG

The Resident Experience Assurance Panel met on 20 August 2026 and reviewed satisfaction results, service performance and the previous Resident Voice report. Panel members challenged BCHG on recurring complaints, communal areas, fire safety communication and how we demonstrate that feedback has led to genuine improvement.

A recurring message from the Panel was that good communication builds trust. Residents want timely updates, clear explanations and professional interactions, along with evidence that BCHG has listened and acted.

The Repairs Partnership Board meeting planned for August was postponed and the next meeting is scheduled for 5 November 2026. Independent support from TPAS continues to help residents develop their skills, ask questions and provide constructive challenge through both resident panels.

Hearing a wider range of voices

Board has challenged BCHG to improve its understanding of residents who may be less likely to take part through traditional engagement routes. We do not yet have a sufficiently clear evidence base to identify all the voices that may be under-represented.

A new Insights and Business Intelligence Specialist has been appointed to help bring together information about resident experiences, vulnerabilities and engagement. This will help BCHG identify gaps in representation and take more targeted action to involve a broader range of residents.

What the Board Said

The Board welcomed the continued strengthening of resident engagement across BCHG and the positive progress being made through the Resident Engagement Framework. Members were encouraged by the constructive challenge provided by the Resident Experience Assurance Panel and supported plans to further strengthen resident influence.

The Board welcomed the positive satisfaction results, with overall satisfaction remaining at 83%, whilst recognising that communication, service delays and providing timely updates remain key areas for improvement. Members also supported ongoing work to improve complaint handling and use resident feedback more effectively to drive service improvements.

The Board welcomed the appointment of a new Data and Insight specialist to help strengthen understanding of resident experiences and ensure a wider range of resident voices are heard. Members requested that future reports continue to demonstrate how resident feedback has influenced decisions, improved services and delivered better outcomes for residents.

What happens next

Residents will have further opportunities to influence BCHG through:

- reviews of the Reasonable Adjustments Policy and the Remedies and Resolution Policy;
- surveys about the experience of making a complaint;
- resident panels reviewing services and performance;
- a focus group examining lessons from housing schemes developed during the previous five years; and

We will continue to bring together resident feedback, complaints and satisfaction information so that Board can see the full picture. Most importantly, we will continue to report back so residents can see how their experiences are influencing services and decisions.

Work with us

We have so many ways for residents to get involved – if this is something you might be interested in, then please get in touch as we would love to hear from you:

Email: christina.cole@bchg.co.uk

Telephone: 0121 289 3893

Post: 134 High Street, Blackheath, West Midlands, B65 0EE