

RESIDENT CONFERENCE 2026

Your voice, our next steps

Thank you for helping shape the future of BCHG services

52

residents attended

60%

attending for the first time

5

clear themes for action

On 24 September, we welcomed 52 residents to our Resident Conference. For 60% of those attending, this was their first BCHG resident conference, which made it especially encouraging to hear so many different experiences, views and ideas.

Thank you to everyone who gave their time to attend, take part in the discussions and tell us what matters to them. Residents told us that they valued the opportunity to be heard, learn more about BCHG's plans and speak directly with senior leaders and Board members.

The conference included short presentations, live voting, table discussions and opportunities to provide written feedback. Residents could contribute through digital voting, post-it notes and written comments, helping people to participate in the way that suited them best.

What happened on the day?

Residents heard about BCHG's plans for the future and how resident feedback helped shape BCHG 2030. We also discussed what residents believe makes a safe, good-quality home and explored how BCHG could improve communication, home visits and access to services.

Residents were clear that a good home is about more than the bricks and mortar. It includes feeling safe in your neighbourhood, having repairs completed properly, living in a warm and affordable home and knowing that concerns will be listened to and acted upon.

The message we heard clearly

Confidence depends on communication that is clear, local and followed by visible action.

What you told us

Although residents shared a wide range of experiences, several strong themes came through consistently.

1

Make communication clear, personal and local

Residents want information that relates directly to their home, scheme or neighbourhood. Communications should use plain language, explain what is happening and make it clear who residents can contact with questions. Residents supported receiving information in different ways, including printed information, email, telephone, video and face-to-face contact.

2

Tell us what happens next

Residents want to know that their concerns have been received, who is responsible for dealing with them and what action has been taken. There was strong support for more visible “You said, we did” updates, so residents can see how their feedback has influenced decisions and services.

3

Keep services accessible

Digital services can provide useful additional choices, but they must be reliable and easy to use. Residents were clear that websites and online portals should not replace telephone, paper or face-to-face support, particularly for people who do not use digital services or require information in an accessible format.

4

Make home visits consistent

Residents value home visits and having a visible, familiar housing contact. They would like clearer notice of visits, more consistent arrangements and confirmation that information or concerns raised during a visit have been recorded and followed up.

5

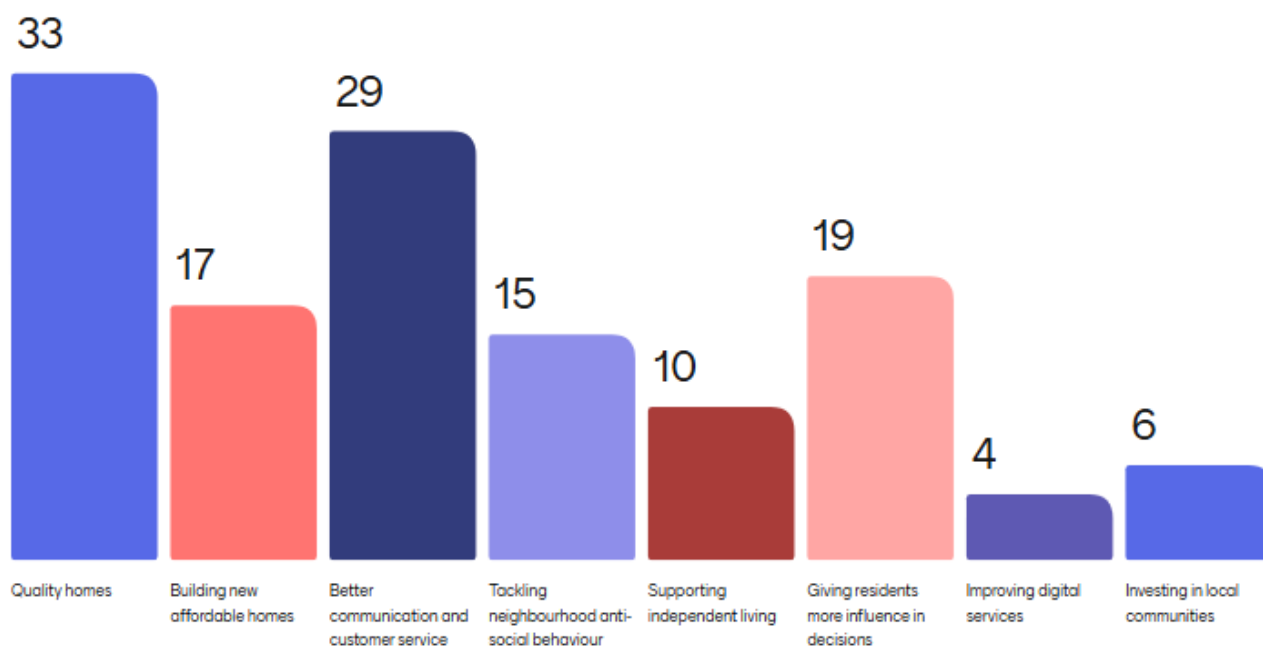
Improve the repairs experience

Repairs and the condition of homes were a major priority. Residents want a choice of ways to report repairs, confirmation that a report has been received, clearer ownership, regular progress updates and straightforward escalation routes when something goes wrong. Above all, residents want repairs completed as promised by appropriately skilled operatives.

What residents prioritised

The resident voting reinforced what we heard in the room. Quality homes, communication and better customer service, and building new affordable homes were among the strongest priorities for future influence.

Which BCHG 2030 priorities should residents influence most in 2027/28?



Resident live-voting results from the conference

The event created plenty of lively discussion and gave residents the opportunity to compare experiences, challenge ideas and suggest practical improvements. Independent feedback from TPAS and TLF also highlighted the positive level of resident participation, the visibility of BCHG leaders and the accessible language used during the day.

What happens next?

The conference was an important opportunity to listen, but listening must be followed by action.

BCHG will now review all the feedback alongside its existing service improvement plans. We will develop a clear action plan covering:

- communication and local information
- home visits and resident contact
- repairs and online services

- accessibility and digital inclusion
- safety and neighbourhood concerns
- how residents will help test whether improvements are working

Clear accountability

The action plan will identify responsible leads, delivery dates and the difference each action is intended to make for residents. Some suggestions may be delivered relatively quickly, while others could require further planning, investment or changes to services.

Progress will be reviewed with residents through the Resident Experience Assurance Panel and the Repairs Partnership Board. Updates will also be reported to residents, senior leaders and the BCHG Board, helping us demonstrate not only what we have done, but whether it has made residents' experience better.

There is still time to have your say

If you were unable to attend the conference, or if you attended and thought of something else afterwards, we would still like to hear from you.

You can share

What BCHG currently does well; what could be improved; how you prefer us to communicate with you; your experience of repairs, home visits or online services; and whether you would like to become involved in future resident discussions.

Share your views

Online:	Use the feedback form here: BCHG Resident Priorities and Communication Survey
Email:	christina.cole@bchg.co.uk
Telephone:	0121 289 3893
Post:	134 High Street, Blackheath, West Midlands, B65 0EE

Please let us know if you need information in another language or format, or if you would prefer to share your views by telephone or in person.

Thank you

Thank you again to everyone who attended, contributed and spoke openly about their experiences. Residents told us that the conference made them feel heard and seen, and that the discussions were valuable. Our responsibility now is to turn that feedback into visible improvements and continue reporting back on what changes as a result.

