

Your voice at Board: July 2026

At its meeting on 30 July 2026, the BCHG Board received its Resident Voice report, bringing together feedback from residents, satisfaction results, complaints and engagement activity. It helps Board understand residents' experiences, where things are working well and where we need to improve.

What residents are telling us

Resident feedback continues to show that **communication, ownership and follow-through** are really important. Residents value being treated with respect, being kept informed and seeing that action has been taken when they raise an issue.

Repairs and complaint handling also have a significant impact on residents' wider trust in BCHG. Where communication or delivery is inconsistent, or residents cannot see the outcome of their feedback, confidence can be affected.

What the satisfaction results show

Our first quarterly Tenant Satisfaction Measures survey with TLF received **169 responses**, with overall satisfaction remaining at **83%**.

Some of the results included:

- **82%** satisfaction with repairs, up from 80%;
- **85%** satisfaction that homes are safe;
- **83%** satisfaction that homes are well maintained;
- **73%** satisfaction that BCHG listens to residents; and
- **77%** satisfaction that BCHG keeps residents informed.

Satisfaction with complaint handling also improved from **42% to 46%**.

The results also highlighted areas where there is more to do. Satisfaction with communal areas had fallen, with issues including fly-tipping and rubbish build-up affecting residents' experiences. Feedback about communication, responsiveness and having to chase for updates also continued to feature.



What complaints are telling us

During April to June, BCHG recorded **63 complaints and six compliments**. The main themes were recurring problems, communication and delays in service delivery. Residents also told us about occasions where they felt reports had not been acknowledged, updates were not provided or agreed actions had not been completed.

The report also identified the importance of learning from complaints. This included reviewing processes, learning from individual cases and identifying where further colleague or team development may be needed.

You said, we are doing

You want better-quality communication.

We have introduced improvements to complaint handling, including additional resources, better information capture, quality checks on complaint responses and coaching for colleagues handling complaints. Satisfaction with complaint handling increased from 42% to 46%.

You want to be kept informed about decisions that affect you.

We introduced a quarterly resident letter, with separate versions for tenants and leaseholders, to provide regular updates.

You want to see what has changed as a result of your feedback.

We have started publishing “**You said, we did**” updates on our website to make the impact of resident feedback more visible.

You want colleagues to be professional and show empathy.

Resident feedback has helped shape the refresh of BCHG’s Code of Conduct. Residents were invited to contribute through a survey, which received **94 responses**, and stigma in housing training was also arranged.

How residents are challenging and influencing BCHG

We are introducing new ways for residents to have a greater influence over our services.

The **Resident Experience Assurance Panel (REAP)** and **Repairs Partnership Board (RPB)** held their first pilot sessions. Both are being developed with independent support from TPAS to help residents provide effective challenge and contribute to co-regulation.

More than **50 residents** were registered with our Resident Bank and willing to take part in different engagement opportunities.

Broadening resident involvement

Our new approach is designed to give more residents different ways to influence BCHG. This includes REAP, the Repairs Partnership Board, the Resident Inspector role and our Resident Bank.

We are particularly pleased that some residents getting involved through the new arrangements had not previously participated in formal engagement activities. We will continue working to broaden participation and make resident involvement accessible to a wider range of people.

What happens next

We will continue strengthening the way resident feedback, complaints and satisfaction information are brought together so we can better understand residents' experiences and use that insight to improve services.

The next major opportunity for residents to get involved will be our **Resident Conference on 24 September 2026 at WS10 in Wednesbury**, giving residents an opportunity to share their experiences and engage directly with BCHG and Board members.

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:

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