

## **You Said, We Did**

### **1. Complaint Feedback**

In the past year, we received 103 complaints. Here's what you shared with us and how we've responded to make improvements. We split them under key themes we identified.

#### **Theme: Repairs**

##### **You told us:**

- It's important that repairs are fixed properly the first time.
- Too many visits can be frustrating and time-consuming.

##### **We did:**

- Focused on getting repairs right the first time.
- Improved how we diagnose issues and follow up.
- Fixed the root cause, not just the symptoms.
- A customer shared their experience at a toolbox talk to help train our teams.

#### **Theme: Empty Homes**

##### **You shared:**

- A clear standard for empty homes makes moving in easier and more reassuring.
- It helps when we communicate outstanding works and are responsive to the needs of vulnerable customers.

##### **We did:**

- Strengthened our standards with joint inspections by the Repairs and Operations teams.
- Made sure properties are ready to let.
- Provided clear, upfront information.
- Took a person-centred approach for vulnerable customers.

#### **Theme: Consultation**

##### **You highlighted:**

- You value opportunities to be more involved in decisions that affect your home and shared spaces.

**We did:**

- Introduced a clearer consultation framework.
- Ensured your voices are included in planning decisions.

Theme: Communication

You made it clear:

- Out of Hours calls should be handled promptly and professionally.
- Good communication gives you confidence in our service.

**We did:**

- Reviewed and improved our Out of Hours processes.
- Made sure we're more responsive, even during team meetings.

Theme: Learning from Issues

You helped us see:

- When the same issues keep happening, it's important to show how we're learning and improving.
- Visible learning builds trust and shows accountability.

**We did:**

- Built learning from complaints into team training and toolbox talks.
- Created a culture of continuous improvement through our CFIP programme.

Theme: Energy and Sustainability

You pointed out:

- More clarity was needed on why some homes were included in energy upgrades and others weren't.
- Advice on energy tariffs would help you make informed decisions and save money.

**We did:**

- Committed to clearer communication on EPC ratings and future decarbonisation work.
- Now offer better advice on Feed-in Tariffs and Economy 7 to help you save money.

## **2. Tenant Satisfaction Measure Feedback**

We carried out 604 surveys. With your feedback and input from the Resident Scrutiny Voice Panel, made up of nine residents, we identified three key areas to improve.

### **You shared valuable feedback about:**

- Gas services: You expected the same high standards from contractors as from BCHG.
- Repairs visits: You wanted a consistent approach on how we our repairs operatives enter in your home to carry out repairs.
- Complaints: a gap between what you see as a complaint and what we define as one

These issues were discussed at our first Customer Scrutiny Conference in September 2024 and helped shape our service improvement plan.

### **As a result, we did:**

- Brought gas services in-house: From 1 April 2025, BCHG now handles gas servicing and boiler installation directly.
- Made repair standards clearer: We agreed 'golden rules' for operatives, such as always wearing shoe covers. These are monitored by the Repairs Partnership Board, which includes seven residents.
- Updated complaint handling: If you raise an issue once, it's a service request. If you need to ask again because we didn't act, it becomes a service complaint. This is now part of our new Customer Complaint Policy, approved by the Board in March 2025.

## **2.1 Supported Living Accommodation Survey**

We did a separate survey with customers living in Supported Living.

### **You told us:**

- You feel supported, respected, and safe in your homes.
- Activities are good, but there's room to do more.
- Trust and meaningful relationships with staff make a real difference to your wellbeing.

### **What we're doing:**

- Exploring more activities, such as day trips and outings.
- Creating a newsletter to keep your family members informed.
- Consulting with you on adding a garden shed and decorating your living spaces.

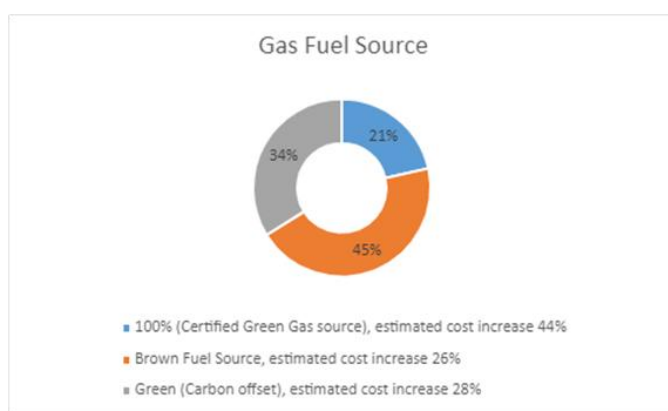
### 3. Energy Consultation

We consulted tenants who pay a service charge towards gas and electricity, as we were renewing a long-term contract.

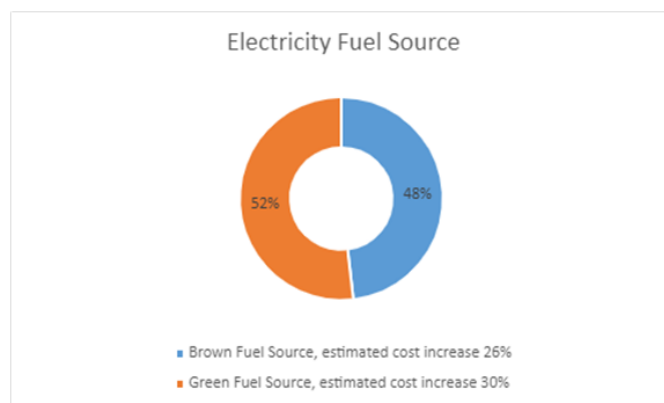
We received 121 responses about gas and 131 about electricity.

#### **You helped guide our decision by telling us:**

- You value both cost-effectiveness and environmental responsibility.
- For gas, 45% preferred Brown Fuel Source – from non-renewable sources, which is slightly cheaper.



- For electricity, 54% preferred Green Fuel Source – from renewable sources, which is more sustainable but slightly more expensive.



#### **What we did:**

- Entered into a new 3-year contract starting in December 2024 to ensure cost stability based on your feedback.

#### 4. Healthy Homes Focus Group

Eight customers joined a Focus Group to share their experience of living in a BCHG home.

##### **You gave us helpful insight on:**

- The importance of clear information about asbestos.
- Making sure homes meet high standards before you move in.
- Considering the needs of vulnerable tenants from the very start.

##### **We did:**

- Created an information leaflet, now included in the letting pack and published on our website.
- Introduced joint inspections to ensure homes meet standards before letting.

##### **What we're doing:**

- Raising staff awareness of vulnerabilities and how to better support customers.

#### 5. Customer Portal

Five customers helped test our new online portal.

##### **You helped us improve by saying:**

- The portal needed to be easier to use and navigate.

##### **We did:**

- Made improvements based on your feedback.
- Asked you to test it again, then opened the portal to other users.