

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.

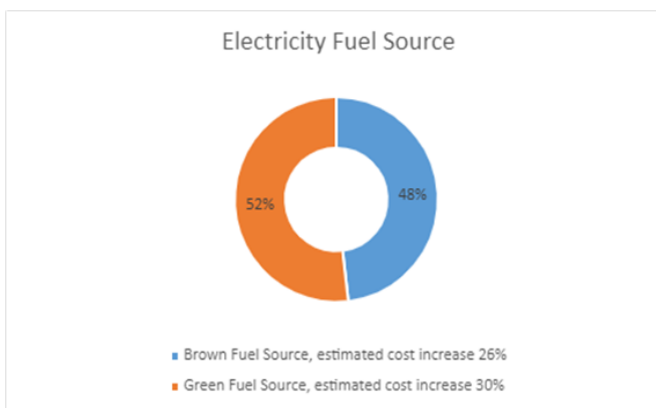
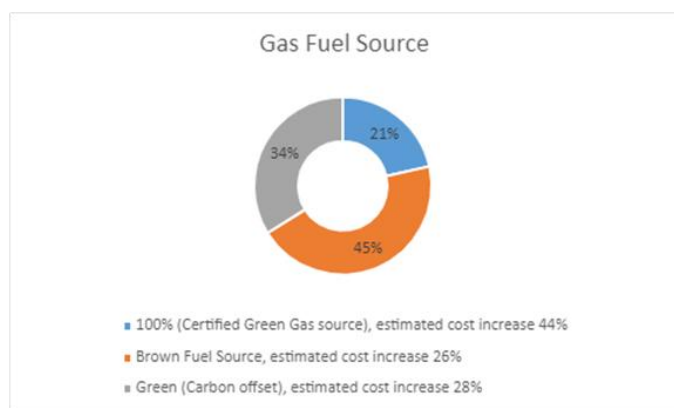
3. Energy Consultation

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.