

## Feedback from the BCHG Board July 2024

### Key Board Decisions

#### Customer Voice

The Board reviewed the quarter 1 Tenant Satisfaction Measures which are available in details on our website. BCHG is in the top quarter in the Housemark benchmarking of 221 social housing providers in all areas of the survey except the complaint handling measure. For that we are in the median quarter. This compares BCHG's results to 221 other social landlords. The Board were told that BCHG received 16 complaints at stage 1, 4 of which are still open. The common theme of the complaints was out of hours call handling. You can read the Quarter 1 TSMs [here](#).

The Board reviewed and approved the Customer Annual Report for 2023 - 2024, you can read it [here](#).

#### Consumer Standards

The new Consumer Standards for Safety and Security, Transparency, Influence and Accountability, Neighbour Management and Tenancy were published in February 2024 and were "live" from 1 April 2024. Social housing provider Boards must seek assurance each year that the organisation complies with the Regulatory Standards.

BCHG has assessed its compliance with the new Consumer Standards using the Housing Quality Network's Self-Assessment Toolkit which looks at not only the standards themselves but also the associated Code of Practice and good practice in each area of the standards.

In relation to the Core Standards, while we are compliant, the assessment did find that the Board's line of sight on the allocation of adapted homes and adaptations spend could be improved and this is now included for information as part of the self-assessment and in the Asset Update report that is prepared for the Board.

### **Investing in our Assets**

The Board were advised that BCHG remains compliant with the new Quality and Security Standard as specified by the Regulator for Social Housing.

In respect of **Decent** BCHG remain 100% compliant with the current Decent Homes Standard. The investment programme which supports our Decent Homes compliance was delivered. We are currently undergoing reaccreditation with the Housing Quality Network to ensure Homeforce delivers a quality service and value for money.

In respect of **Safe**, our compliance activity in relation to Fire, Legionella, Asbestos, Gas, Electrical and Lifting Equipment remains positive.

In respect of **Healthy** BCHG continues to deliver well against reports of Damp and Mould and adapts our homes to meet customer need as well as working strongly with local authorities for major works. The Damp, Mould and Condensation Policy has been reviewed with minor improvements identified in colleague training, use of monitoring devices and clarity on managing vulnerable residents. You can read the new Policy [here](#).

In respect of **Green**, BCHG now have 1,608 homes with an EPC rating of C and above and 325 homes below a C rating. All remaining properties assessed at E will be upgraded within 2024/25 as part of the Social Housing Decarbonisation Fund (SHDF).

### **Other Board Feedback**

#### **Safeguarding**

The Board reviewed and approved BCHG's Safeguarding Policy.

#### **Development**

BCHG continues to deliver against its Development Strategy and the commitments it has made to Homes England to deliver new affordable homes.

Handover of the 42 apartments at in Rowley Regis is scheduled to take place late in July 2024, all properties have been let ahead of this with pre-tenancy workshops on-going. This is our first scheme over 11m and will be subject to the relevant requirements of the Building Safety Act. We have worked in partnership with the contractor to ensure compliance in line with our Fire Safety Policy.

We currently have two schemes approved by BCHG Board. Green Lanes, Bilston started on site on 7th May 2024 with handover scheduled for July 2025, and the Gas Showroom site in West Bromwich. This is a regeneration priority for the local authority. There has been a short delay to the submission of the planning application whilst we address the concerns from Highways. The planning application will now be submitted in July, with an estimated start on site by March 2025.