



**Black Country
Housing Group**

Crowther Road



Wolverhampton

It's all about where you live...

We want your estate to be a great place to live. That's why we have produced a plan to help us work together with you to understand your views and how we can help shape our service.

Crowther Road is comprised of 10 self-contained bungalows for customers with mobility issues. Crowther Road has a large grassed communal garden with slabbed paths and 2 benches. It has local links to Wolverhampton with local bus routes to the city centre.

What's the big idea?

Customer feedback is essential to the services we provide you. At BCHG, our strategic plan sets out that hearing the customer voice as a key area. We have summarised how we will do this; alongside the feedback we have received from residents so far in the table below.

Customer Voice - We have heard the customer voice through a variety of channels

We have done this through IFF Research Surveys which are completed monthly, recent Resident's Meetings and the Annual Visitation Programme. The information we have then received has been collated together.



Stakeholder Management

We have worked with partner agencies and provided relevant information to you and had a drop in session where we invited relevant Managers to hear your thoughts.



Impact

From hearing the customer voice and by working with stakeholders, we propose to agree on the areas that matter to you to help maintain positive relationships between BCHG and residents of Crowther Road. This will altogether improve Crowther Road as a scheme and assist with focusing on key priorities. We agree to continue working with you to inform this neighbourhood plan.

Your plan for the future...

You said:	We will:
<u>Customer voice:</u> We want to encourage more resident engagement across the scheme.	We will continue with our visits to you and listen to your feedback. BCHG has various resident panels that help shape our services, we will look to promote these further and look to invite Head of Customer Voice to a meeting at Crowther Road.
<u>Engagement:</u> Customers expressed that they did not see enough of BCHG on site.	We will be arranging a meeting with residents in the summer to hear your thoughts on what we can do to show a presence at Crowther Road.
<u>Trees:</u> Customers communicated that the trees at Crowther Road were in need of attention.	BCHG arranged for a tree surgeon to inspect trees and provided us with quotes. We then met with residents to discuss the three options and listened to your thoughts. We agreed with your thoughts and completed works in line with this.
<u>Warmer Homes:</u> Residents have advised that they want warmer homes.	We are looking at making a bid for decarbonisation grant to improve the insulation of your homes.

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