



Black Country Housing Group

Resident Broadcast June 2022

With life returning to normal following Covid-19, and with restrictions lifted, we at BCHG are seeing more of our residents face to face. Staff are also back, working in our Head Office from Monday to Thursday between 9am-5pm, the office is closed on a Friday. If you wish to visit the office you will require an appointment. Just call us to arrange one.

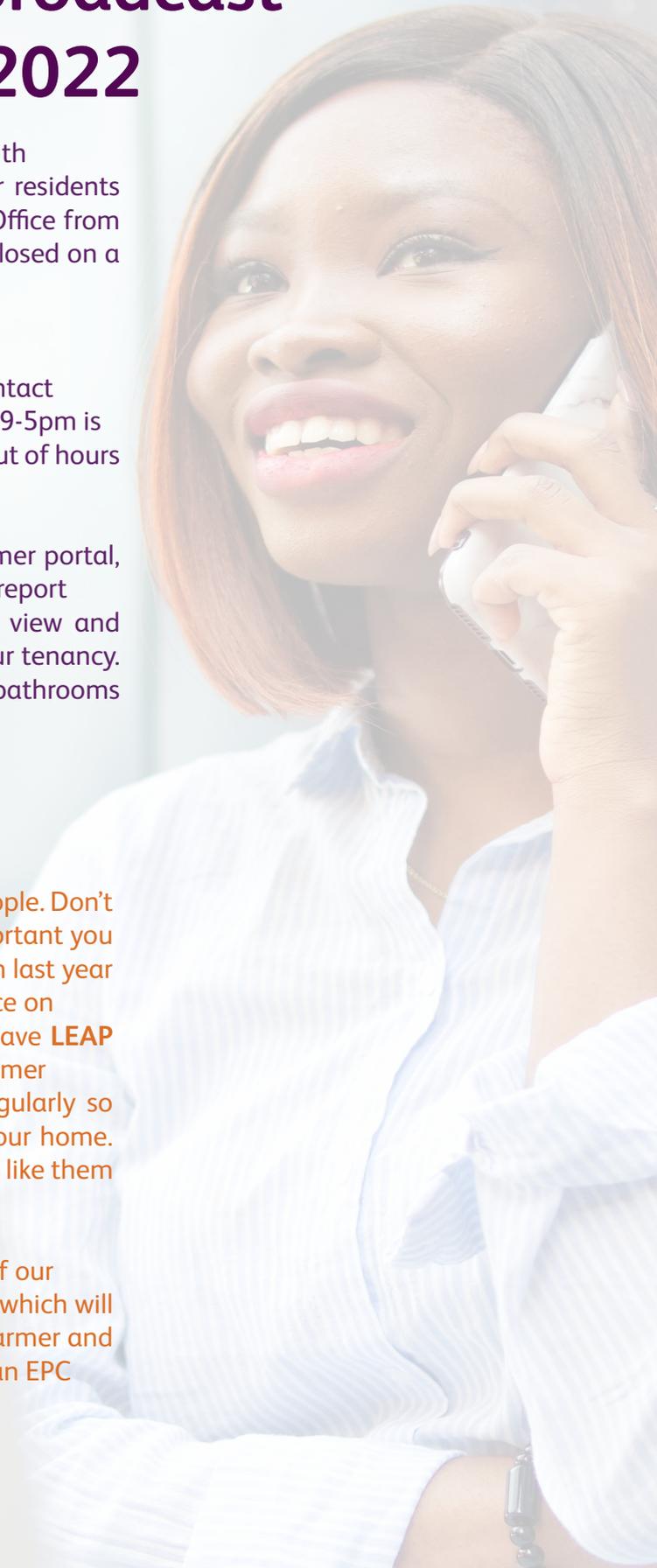
Our telephone lines remain open all week. Our main contact number for housing enquiries during Monday to Friday 9-5pm is **0121 561 1969**. Our repairs number, which is also our out of hours number is **0300 555 0302**.

A faster way to access our services is to use the customer portal, where you can view your rent balance, make payment, report general repairs, and recently launched, you can now view and download documents relating to your property and your tenancy. You can also view replacement dates for kitchens and bathrooms etc. It is easy to register, just follow this link:
<https://myhome.bchg.co.uk/>

Cost of Living

We know right now that money is a worry for a lot of people. Don't wait if you're experiencing financial difficulties, it's important you talk to us as soon as you can. Our Social Business Team last year helped over 400 customers, supporting them with advice on employment, budgeting and getting online. We also have **LEAP** that can provide you with energy saving tips. Our Customer Relations Managers are also visiting their patches regularly so that you can discuss your concerns in the privacy of your home. Contact your Customer Relations Manager if you would like them to call in soon.

We are currently reviewing the energy efficiency of all of our properties and identifying a package of improvements which will be completed over the next few years to make them warmer and cost less to heat. Our initial focus is on properties with an EPC rating of D & E. To find out your EPC rating, click <https://www.gov.uk/find-energy-certificate> and enter your postcode.



Annual Gas Checks

As your landlord we are regulated to carry out annual gas safety checks at your property. It is important that we have access to carry out these checks for your health & safety, so please contact us immediately if the appointment time given to you is inconvenient and we will be happy to re-arrange.

If you have a pre-pay meter don't forget you will pay a daily standing charge and sometimes this can incur a debt. If there is a debt on your meter at the time our engineers call out to carry out the check, they will have to re-arrange the appointment for when the debt is cleared. So please help us to keep you and your family safe.



Getting Involved

By getting involved you can make a difference, for your community, your family and for yourself. Involvement is a way of bringing your thoughts and your experience to help make our services better.

How can you get involved? We know you have busy lives so we're offering flexible ways that suit all needs. Here's how:

- you can become a mystery shopper to check our call handling,
- service monitor to check the standards on services delivered to your estate, this takes one hour a month.
- if you want to make a bigger commitment you can join a Panel, usually requires around a 3 hour commitment each month.

We offer full training and support. If you're interested in volunteering opportunities, contact Ramesh Malhan, Head of Customer Voice, email: Ramesh.Malhan@bchg.co.uk, we can also put you in contact with residents who are already involved so you hear of their experience first-hand.



Demonstrating Change

You said, we did, is our way of demonstrating the changes we have made through your feedback. You can find the full detail of this at our website:

<https://www.bchg.co.uk/contact-us/comments-or-complaints>

Here's one example:

You Said, the performance of an appointed contractor dealing with heating issues fell short in response times and customer service.

What we Did, we changed the contractor and involved residents in the criteria and selection of a new one that started 1st April 2022.

Garden Competition 2022

This year, our Resident Scrutiny Voice Panel are running the Garden Competition, so it's time to get your gardening gloves on and enter the competition. We're also keen to see children getting involved. There are plenty of prizes to be won, so join in. Entries need to be in by 30th June and judging will take place on 21st/22nd July 2022. To enter you can either speak to your Customer Relations Manager or apply direct through our website at www.bchg.co.uk/bchg-blog/2022/garden-competition/



Complaints and Compliments

It is pleasing to see that 89.4% have told us that they know how to raise a complaint should they need to.

The definition used for a complaint is: “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”.

A copy of our complaints policy is available at our website <https://www.bchg.co.uk>

Your Customer Relations Managers are there to help you, if you are experiencing an issue let them know and we will aim to fix it if we can.

You can also find out more detail about complaints from the Housing Ombudsman Service <https://www.housing-ombudsman.org.uk>

Did you know that you can leave a review comment, compliment at BCHG Chat at <https://www.bchg.co.uk/bchg-chat/>. It is simple to use, and your comment is made public on our website.

NB: We will redact any offensive comments!

BCHG has recently partnered with The ASB App that allows residents to record, monitor and report Anti Social Behaviour (ASB).

If you would like to report any ASB, please contact your Customer Relations Manager.



New Developments

We are committed to providing brand new high quality affordable housing, our aim this year is to deliver 48 brand new homes, with more in the pipeline.

Meredith Street, Cradley Heath, Sandwell Council – 15 brand new properties for Affordable Rent

- 12 x 2 bed 3 person flats
- 3 x 2 bed 4 person houses

Available June 2022

St Peter's, Netherton - Dudley Council - 33 brand new properties for Affordable Rent

- 6 x 1 bed flats
- 2 x 1 bed maisonettes
- 1 x 2 bedroom flat
- 4 x 2 bedroom maisonettes
- 10 x 2 bedroom houses
- 7 x 3 bedroom houses
- 3 x 4 bedroom houses

Available June/July 2022

Regis Lodge, Rowley Regis - Sandwell Council - 42 brand new flats for Affordable Rent

- 6 x 1 bedroom 2 person flats
- 36 x 2 bedroom 3 person flats

Available November 2023

Breaking News: Customer Conference

We are making plans for our first ever Customer Conference, and have set a date for **Thursday 28th July**. The conference will take place in Dudley and we will confirm the exact location soon. Our aim is to hear your voice and include your ideas for the future of BCHG in our new strategic plan. We will provide further detail, so please watch this space. If you are interested in getting involved in the planning, please contact Ramesh Malhan, Head of Customer Voice, Tel: **0121 561 7921**.



Retirement Living Schemes

Do you know that BCHG have six schemes for over 55s? Three in Dudley and three in Sandwell. Our schemes provide warm, safe, and comfortable, independent living accommodation with a welcoming and homely feel. They offer communal parking, modern kitchens and laundry facilities, communal lounge, secure door entry system, emergency system available 24/7, regular social activities and some even offer in-house hairdressers. Each site also offers Scheme Manager that checks in daily, a 24-emergency alarm call system and Wi-Fi. If you or someone you know can benefit from this type of accommodation, why not let us know. More detail is available through our website: <https://www.bchg.co.uk/find-a-home/retirement-living/>



Know More



Learn about the new complaint Handling Code:

<https://www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf>



Learn about the new Building Safety Regulator:

<https://www.hse.gov.uk/building-safety/regulator.htm>



To support our residents, we have renewed our annual membership with the Tenant Participation Advisory Service - TPAS. You can join free if you are a resident of BCHG and access resources, newsletters, and policy briefings.

Join the conversation at <https://www.tpas.org.uk/landlord/tenant/create-member/80>



The Regulator of Social Housing requires landlords like BCHG to comply with the consumer standards.

Find out more at: <https://www.gov.uk/guidance/regulatory-standards>

How to contact us



Follow us on Facebook - Black Country Housing Group



@blackcountryhousinggroup



@BCHousingGroup



0121 561 1969



Arrange a home visit