



**Black Country
Housing Group**

Abberley Street, Churchfield Street & Brooke Street Neighbourhood Plan



Dudley

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.

Abberley Steet has a large car park and communal garden, this also serves the properties of Brooke Street. Churchfield Street residents have rear access to the car park from their gardens. Abberley Street is a block of 4 ground and first floor flats. These properties are very near to Dudley town centre. BCHG acquired the properties in December 2021 and we want to maintain a positive relationship with our new customers to build trust and confidence with their new landlord.

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. We have also had a presence of BCHG staff at the scheme to keep regular communication with customers. The information we have then received has been collated together.



Stakeholder Management

We work with partner agencies to make sure we can keep you up to date about help and support available to you in your local area. These include community initiatives, the fire service and the police.



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 Abberley, Churchfield and Brooke Street. This will altogether improve your estate 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:
Clarification needed on service charges	We are currently working on collating the costs for service charges, which will then result in a consultation with residents.
There is a lot of fly tipping	We will consider the use of use some of the communal garden for a bin area, and provide Serco bins instead of individual bins.
We would like to see our Customer Relations Manager	This will continue with estate inspections and visits to all customers by your Customer Relations Manager.
The car park is being used by non residents	We will review whether we can install car park gates with a security lock.
You said:	We did:
The grounds could be improved	BCHG arranged for a clean up day where residents were invited to join us. Trees and shrubs were removed. A new fence was installed to divide the grass area and car park.
Bins continue to be stolen	Bins have been ordered for properties where bins were missing.
Abandoned cars are left on the estate	2 cars have been removed. Please report any more abandoned vehicles to https://www.fixmystreet.com
More contact is needed from BCHG	We will continue to visit you individually and listen to your feedback. BCHG has various resident panels that help shape our services, which you can join. Please contact us for further information.
New windows and doors are needed	New windows and doors have been installed.

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