



**Black Country  
Housing Group**

# Highgate Street Neighbourhood Plan



Old Hill, Cradley Heath, West Midlands, B64 5RT

## 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.

Highgate Street consists of four flats, which have access to a small, private carpark. The carpark is gated, with all residents holding keys for access to this area. Highgate Street is in walking distance to a small shopping area, of mainly independent stores and there is easy access to public transport including a train station, to larger towns such as Blackheath and Stourbridge. Residents benefit from a communal garden, to the rear of the properties and green spaces to the front, which include a walled drying area. The local area also provides several leisure facilities, which include Haden Hill Park and Leisure Centre, and Saltwells Nature Reserve.

# 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 have worked with partner agencies in your local area to make sure you can access support and help. 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 Highgate Street. This will altogether improve Highgate Street as a scheme and assist with focusing on key priorities. We agree to continue working with you to inform this neighbourhood plan.

You said:	We will:
<b>Front doors:</b> Customers have expressed concerns about the condition of the wooden doors on the properties at Highgate Street.	Following assessments by Homeforce, it was agreed that these properties would be included on the door replacement programme, hopefully for this financial year. Customers have been advised, to continue to report any issues with the doors, until a date is set.
<b>Parking:</b> There are gates at the entrance of Highgate Street, and customers have continually experienced problems with residents parking in front of them, preventing access, in and out of the car park.	We erected a no parking sign on the gates, advising residents that the gates were in constant use, however, this was unsuccessful, and did not resolve the problem. A request has been submitted to Sandwell Highways Department requesting a H bar, and we await a response to this request.
<b>Customer voice:</b> 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. Please call us if you wish to know more information about this.

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