

Customer Voice

Black Country Housing Group wants to hear the views of all of our residents, so we're inviting you to get involved to help us to improve the way we do things and to build strong trust and transparency.

We know your time is important, and you want flexibility, so we offer a range of ways you can do this.

What's the benefit?

- Making a difference
- Improving services
- Gain useful skills and learn more about us
- Receive relevant training
- Meet new people

How can you get involved?

You can select the type and level of activity you want to get involved with from the table below. Please feel free to contact us if you want to find out more information. Get in touch by:

- Phone: call 0121 561 7921 and ask for Ramesh Malhan, Head of Customer Voice
- Email: Ramesh.Malhan@bchg.co.uk
- Speak to your Customer Relations Manager about it. Please note that BCHG will cover travel expenses for members who attend in-person meetings.

Activity	What happens	How much time
Resident Scrutiny Voice Panel	Select a topic and carry out in-depth service review and present findings to Senior Management. Hold Board to account for performance and challenge to influence long term improvement.	10 hours per month plus any training during the year.
Focus Group	Group created to have a specific customer focus on an area of service and Equality, Diversity, and Inclusion	We aim to use focus groups at least once a year
Surveys	Complete survey feedback to influence change and priorities.	Usually, 3 times a year
Complaints Panel	You can review and make recommendations to resolve complaints which have exhausted our complaints process.	Be able to respond at short notice. Not expected to be more than 5 hours a month.
Partnership Repair Board	Work together with services to set performance measures monitor this. Examine evidence from complaint and survey feedback and make recommendations for improvements.	Meet 4 times a year plus training.
Customer Service Panel	Work together to co-design customer facing services. Look at the customer experience, ways to improve and adjust service. Equality Diversity and Inclusion. Mystery shopper to test services.	Usually, 5 hours per month.
Digital Group	Use Facebook to interact with us and give us your views and opinions.	Your choice.
Locally based neighbourhood activities	Estate walkabout with your Customer Relations Manager. Have your say on standards. Organise Customer led events that we can support.	Whatever you wish to offer
Community Champion	Inspect your estate against standards, fill in an online survey form with your feedback.	1 or 2 hours per month.
BCHG Chat	Leave a comment and star rate us	Your choice.

