



**Black Country
Housing Group**

Customer Annual Report 2024 - 2025

Introduction

This report covers our work from April 2024 to March 2025. It shows how we have supported customers, improved services, and invested in homes and communities.

We listened to your feedback and responded. From high-quality care and safe housing to supporting independence and tackling social challenges, our work reflects our values and commitment to doing the right thing.

We are proud of our progress, but there is always more to do. Your feedback shapes our services, and we remain committed to learning, improving, and delivering for the people we serve.



Adrian Eggington, Chief Executive

We care

New Bradley Hall

Our residential home supports up to 66 of the most vulnerable people in the community. We have strengthened our end-of-life care and are accredited by the Gold Standards Framework. All staff are trained to high standards, ensuring dignity, comfort, and respect in people's final days.

We continue to build on residents' strengths, helping them stay safe and independent. With the right aids and ongoing support, we help each person maintain their lifestyle and make their own choices.



Supported Living

Our schemes help people live independently in their own homes, with care tailored to individual needs. We focus on building daily skills and encouraging community involvement. With the right support and specialist training, tenants can gain confidence, explore new experiences, and live full, independent lives.



Operations Team

We received the Partner Standard Award from the England Illegal Money Lending Team for tackling loan sharks. Our trained colleagues help customers understand their rights and get support with money worries.

In the last year, we supported 15 customers affected by domestic abuse (DA). We have trained DA Champions available via a confidential email, and we work with partners across local authorities to ensure survivors get the help they need. One customer told us:

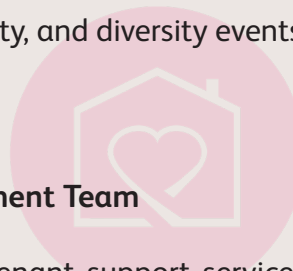
“I cannot thank you too many times.”

We have strong partnerships with neighbourhood teams, police, and the fire service to keep people safe. We supported Anti-Social Behaviour Awareness Week with events at schemes including Siviter Court and The Mews.

In our retirement living schemes, staff held wellbeing, equality, and diversity events, helping to reduce isolation and build inclusive communities.



Social Investment Team



Through our tenant support service, our social investment team works in partnership with housing operations to bridge the poverty gap and digital divide amongst our customers. In 2024/25 we helped 280 customers with a range of support including energy and food vouchers, accessing benefits and other services including access to digital training and health pathways. We secured £72,826.95 in additional financial aid through maximising income for the customers we have supported. In this time six customers have been helped into employment with one person gaining employment at BCHG.

A customer commented:

“I can’t thank you enough for what you have done for me – it really makes a difference”

We not me

Between April 2024 and March 2025, over 600 tenants gave feedback through an independent survey and other data, including repairs, complaints, and safety checks. Key issues raised were gas servicing, repair visit standards, and complaint handling, which were the three main areas of discussion during our 2024 Customer Scrutiny Conference.

We responded by:

Bringing gas services in-house

Setting clear behaviour standards for repairs colleagues

Improving our complaints process

Overall satisfaction remains strong and above the national average. We noted small dips in areas like home safety and communication, but satisfaction with repairs and complaints has improved. You can read more via our annual Tenant Satisfaction Measures report here: <https://www.bchg.co.uk/media/uxyddtzq/tenant-satisfaction-measures-performance-2024-2025.pdf>. This feedback will guide further improvements and will be discussed at the Customer Scrutiny Conference in September 2025.

Overall satisfaction result	BCHG	Housemark sector average
	85.7%	72.5%

We recorded 103 complaints, up from 75 the year before. No maladministration was found by the Housing Ombudsman. Of three cases raised, two were withdrawn and one is ongoing. Your feedback gives us the opportunity to learn and improve, here are a few examples, but further detail can be found at: <https://www.bchg.co.uk/feedback/comments-or-complaints/you-said-what-we-did/>

You Said, We Did

Repairs

You said:

- Repairs should be done properly the first time
- Too many visits are frustrating



We did:

- Focused on first-time fixes
- Improved diagnosis and follow-up
- Tackled root causes, not just symptoms
- Included customer feedback in team training

Learning from Issues

You said:

- Show how we learn from repeated problems

We did:

- Built lessons into team training
- Used our Customer Feedback Improvement Panel programme to drive continuous improvement

We also received compliments when we went over and above, carried out quality work and took the time to show we cared. We want to continue to excel in these areas.

We do the right thing



Homeforce

Homeforce is our in-house team delivering repairs 24 hours a day, 7 days a week, all year round. We carry out everything from roof repairs to blocked drains.

Prompt repairs protect customers and prevent bigger issues. Keeping homes safe and secure is central to our work. By acting early, we reduce risk and avoid costly damage in the long term.

Assets and compliance

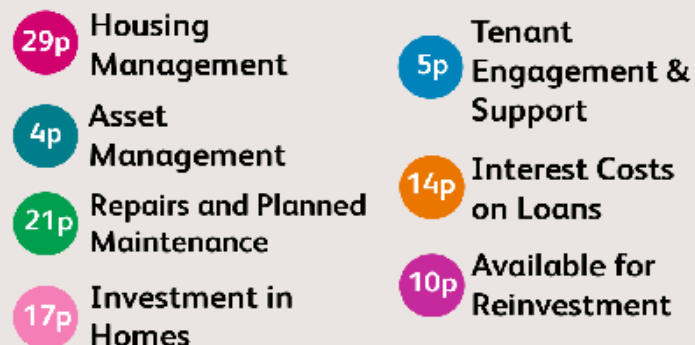
Our Healthy Homes Strategy was shaped with our customers, putting your voice at the heart of every decision. It is our commitment to create homes that are safe, warm, sustainable and support your wellbeing. We are investing smartly to reduce environmental impact, respond to climate change, and use real insights to help you live well today and for the future. For more detail visit: <https://www.bchg.co.uk/media/kk4pafmk/healthy-homes-strategy-2025-2029.pdf>

We are also proud of our strong safety performance in 2024/2025. We achieved 100% compliance in gas, legionella and emergency repairs, improved fire and asbestos checks, and resolved lift safety issues. Full detail on our Asset Performance can be found at: <https://www.bchg.co.uk/media/uxyddtzq/tenant-satisfaction-measures-performance-2024-2025.pdf>

Overall repairs satisfaction result	BCHG	Housemark sector average
	84.2%	73.9%

How we invest

How we spent each £1 in 2024/2025





Lettings and improvements

In the past year we:



- Re-let 107 existing homes
- Let 56 new-build homes
- Completed 12 mutual exchanges

100% of new tenants were satisfied with both our communication and overall lettings service.

We installed 9 wet rooms at our retirement living scheme Stambermill House to improve accessibility. Another BCHG retirement living home, Braeburn House, was refurbished to modern standards, creating safer and more comfortable living conditions.

New Homes

We built 83 new homes in Sandwell, Dudley, and Wolverhampton. We are currently building 26 more in West Bromwich, with plans for over 100 additional homes by March 2026. All are energy efficient and built to high standards.

Social Investment Team

BCHG is committed to Thriving Communities. Through our internally and externally funded programmes and partnerships we provide:

- Access to digital support by working with our community partners to establish 135 digital hubs across the Black Country where customers can access digital upskilling support
- 121 employment and training support, working with training providers to ensure customers can access support easily and have ongoing support through the Social Investment Team to attain accreditations and good employment
- Supporting care experience young people to gain independent living skills by working with 36 partners over three years to ensure support is available across the region
- Working with health partners to make it easier for customers to access health support

Who checks us

Our Board ensures we meet high standards, stay accountable, and put residents first. They monitor compliance with regulatory requirements, review performance, and use customer feedback to guide decisions.

Board members attend meetings and panels to hear directly from residents. They focus on what matters most—safe homes, good services, and value for money.

We closely manage our contractors and service providers to ensure they meet expectations and deliver services the BCHG way. Independent audits support ongoing improvement across the organisation.



Future plans

Tenant Satisfaction Measures and complaints data support our resident-led scrutiny process. The Resident Scrutiny Voice Panel uses this evidence to identify key themes for review, which are discussed at the annual Customer Scrutiny Conference.

From these discussions, a Service Improvement Plan is co-developed and monitored by residents and staff, promoting transparency, accountability, and meaningful involvement.

We are also improving complaints handling by:

- Supporting staff to resolve issues quickly
- Creating an easy-read version of the policy
- Moving to a central housing system for better tracking and learning

These changes will help us respond faster and more fairly.





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