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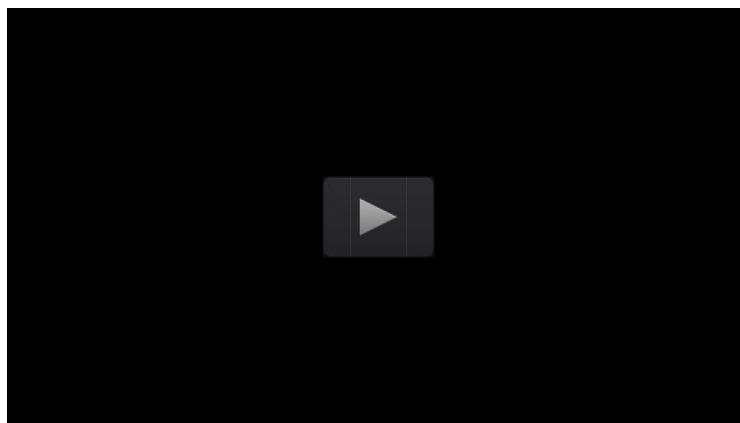
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## Volunteer with BCH



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Your views are important to us and we support a number of ways for customers to be involved and improve services as well as helping you to make a difference in your community.

We can cover the cost of travel to help make volunteering with us easier.

You'll receive ongoing guidance from our dedicated team and gain access to relevant training, helping you to develop your knowledge of BCH services as well as keeping up to date with local and national changes affecting the housing sector.

We regularly provide updates on how customers have helped to improve services as well as reporting on the work of community groups in Wavelength. Read the latest news from Wavelength [here](#)

[Read our Engagement Strategy 2016-18 here](#)

[Read our new Engagement Strategy 2019-20 here](#)

### TOWER Scrutiny Panel

Our main customer scrutiny group carries out assessments of BCH services. Using a range of information and data the group identify and recommend areas for improvement.

The group meet on a weekly basis. Members receive 1-1 support from a dedicated BCH officer as well as a tailored training plan.

The panel was recently commended by Housemark for the effectiveness of its role in creating service improvements.

The latest TOWER report captures the recommendations from the panel's recent scrutiny of our Asset Management Service. View the [report here](#).

[Click here to view TOWER's report on our ASB Service.](#)

[Click here to view TOWER's report on our Leaseholder Service.](#)

[TOWER Terms of Reference](#)

[TOWER Panel member role description](#)

TOWER Scrutiny operates its own Facebook page, search for @towerscrutinybch or [click here](#).

### Customer Panel

The Customer Panel is a new approach to monitoring service performance across the organisation.

[Customer Panel meeting January 2020 minutes](#)

[Customer Panel meeting November 2019 minutes](#)

Customer Panel Terms of Reference (coming soon!)



## Empty Home Inspector

As an Empty Homes Inspector you get to take part in carrying out bi monthly inspections of homes that have been made ready to let by our in house repairs team. You'll also get to attend bi monthly progress meetings with key staff to monitor how your feedback is being used to shape the service.

Full training and equipment is provided.

[Empty Homes Inspector role description](#)

## Green Warden

If you are concerned about the upkeep of green areas where you live, as a Green Warden you can help to monitor the grounds maintenance contract and assess how well we maintain our green spaces.

Green Wardens complete monthly surveys based on their local green spaces.

[Green Wardens Role Description](#)

View the latest [Green Wardens newsletter here](#)

## Clean Warden

If you live in a block of flats you may be interested in being a Clean Warden and helping to monitor the standard of cleanliness in communal areas.

Clean Wardens complete monthly surveys throughout the year.

[Clean Wardens Role Description](#)

## Reading and Communications Panel

Customers help us to make our communications easy to read and clear to understand.

Panel members provide feedback on a range of content from the Annual Report to new policies and procedures.

[Reading and Communications Panel Role Description](#)

## Complaints Appeal Panel

As a member of our Complaints Appeal Panel you and a BCH director will jointly hear and assess customer complaints that we have been unable to resolve at an earlier stage. Following investigation you will provide a final response to the customer detailing your findings and putting forward suggestions for resolution.

Full training is provided

[Complaint Appeal Panel member Role Description](#)

## Leasehold Forum

This forum is open to Leasehold customers. You can find out more about the Leasehold service and how well it is performing as well as helping the service improve its offer to Leasehold customers.

Next Leasehold meeting TBC

[Read the latest edition of our Leasehold newsletter.](#)

FREE information session for leaseholders - ask the experts at the Leasehold Advisory Service, register your interest by emailing [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)

## Community volunteering

### Tenants Project Fund (TPF) Grant Assessor

The TPF is a grant making programme which offers funding of up to £10,000 to projects which benefit BCH residents and the communities in which they live.

As a Grant Assessor you will get to review funding applications and decide whether a project meets the aims of the fund.

Since 2016 the TPF has funded a total of 37 projects from community gardens, youth activities and free counselling, benefiting over 4000 people.

Full training is provided.

[TPF Grant Assessor Role Description](#)

Further information on the TPF can be found [here](#)

## Help to set up a community group

Setting up a resident group is a great way to get to know your neighbours and improve your area. BCH can offer advice on setting up your group and help you to access funding for your community.

### Have your say online

Throughout the year we run a number of online surveys for customers to tell us their views and share ideas for improvement on our services.

Keep checking here for updates on upcoming surveys.

- **Our website**

We are currently asking for your views on our website, take a look around and then tell us your views [here](#)



BCH is a member of Tpas (Tenant Participation Advisory Service). TPAS are a not-for-profit organisation recognised as England's leading tenant engagement experts. They provide independent and impartial advice, support, consultancy and training and their National Tenant Engagement Standards provide a framework for organisation's wanting to deliver meaningful tenant engagement. We share the values enshrined in the standards and these are reflected in our Engagement Strategy.

As a BCH customer you can take advantage of the benefits on offer:

- access to key updates and best practice from across the housing sector,
- access to training,
- networking opportunities,

Use our helpful guide to sign up for an account with Tpas [here](#)

#### Why volunteer with BCH?

- Make a real difference!
- Find out more about BCH
- Improve your neighbourhood
- Learn new skills
- Access FREE training
- Increase your confidence - meet new people and socialise
- Looks great on your CV

Interested in getting involved? [Complete our volunteer form here!](#)

Contact us for more information - we'd love to hear from you.



01253 477900 (select option 4, then option 3)



[customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)



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**AGE POSITIVE**

