

A photograph of Blackpool Pier, featuring a wooden walkway, ornate blue and green benches, and a colorful kiosk with a purple dome. The sky is overcast with grey clouds. The text 'BLACKPOOL COASTAL HOUSING' is overlaid in large white letters within an orange border.

BLACKPOOL COASTAL HOUSING

ANNUAL REPORT 22/23



Contents



A message from our Chief Executive	—	Pages 4 - 5
Building on strong foundations	—	Pages 6 - 10
Adapting to your needs	—	Pages 11 - 13
There's no place like home	—	Pages 14 - 16
Community matters	—	Page 17
Supporting our young people	—	Pages 18 - 21
Supporting those in need	—	Page 22
A helping hand	—	Pages 23 - 24
Keeping you safe	—	Pages 25 - 27
Involving you	—	Pages 28 - 30
Supporting our communities	—	Pages 31 - 32
Making things right	—	Pages 33 - 35
Keeping your neighbourhoods safe	—	Pages 36 - 38
Your money counts and Value For Money	—	Pages 39 - 41
Tenant Satisfaction Measures	—	Pages 42 - 43

A message from our Chief Executive

Welcome to the Blackpool Coastal Housing Annual Report for 2022/23. We have for a number of years a commitment to “Inspire people to build sustainable communities”.

You will see in the report the variety, scale and volume of work we do that supports our ambition. There have been a number of highlights including the completion and letting of new Council housing on Mereside. It has been particularly pleasing to produce new Council housing of a quality that matches or exceeds anything being built in the town. Our belief that social housing should be of the highest quality, affordable and secure recognises that good housing is a fundamental building block for people and communities to prosper. We will continue to aim for the highest standards across all the Councils housing stock both new build and existing stock. You will see from the numbers of repairs, adaptations and investments in the stock that there is a substantial commitment to quality.

The volume of work undertaken to keep our houses and flats in good condition with matching high standards of safety is important in giving our tenants confidence and satisfaction in their properties and neighbourhoods.

In addition to providing the quality of property residents deserve we place great emphasis on providing support to tenants to make sure they get the best from living in a Council property.

We are proud of the way we have been able to help young people moving from care into independent living and of our sheltered and emergency housing services where we are seeing increasing demand for help often in the most difficult of circumstances.

You will see in the report that we have renewed three accreditations for managing income and sustaining tenancies, for our lettings service and for the service our Repairs and Maintenance Department delivers. This external examination of our services is important to us in our drive to deliver the best quality of service we can. You will see in future reports our continuing commitment to opening ourselves up to external independent scrutiny

We know we face an increasing demand for both high quality property and services in a challenging environment where cost of living remains a pressure for most if not all households. In addition to our core services, you will see how we have been able to develop a number of “Warm Hubs” to give people a hot meal, the chance to meet neighbours and reduce heating bills. This responsive approach to customer need will continue to be a feature of how Blackpool Coastal Housing operates to meet the needs of our customers.

We are aware that we face increasing demand for higher quality services and accommodation but I believe the Annual Report shows how we have been able to respond and build a firm base from which to face future challenges.

John Donnellon



Building on strong foundations

Our Repairs and Maintenance Department have successfully been re-awarded the Housing Quality Network DLO/Contractor accreditation for a further 3 years.

Following recommendations from TOWER Scrutiny, we've produced a Damp and Mould Policy. We have also worked with the Involvement and Communications Team to develop a Damp and Condensation Leaflet and video.



Scan here to view the video!

Working with TOWER Scrutiny has enabled us to introduce new processes to improve Service Standards, such as:



- ➔ Continue to make sure that staff and contractors show their ID to all customers.
- ➔ Redevelop and improve customer surveys following works carried out.
- ➔ Improved communications between contractors and BCH staff in relation to missed appointments.

The works we've completed this year...

Number of Emergency repairs completed

4080

Number of appointments made

4024

Average number of days taken for appointment repairs

15.83



Looking forward...

In 2023-24, our Repairs and Maintenance service will be focusing on:



Introducing a materials module within our repairs system to record actual job costings.



Monitoring key stages within the empty homes process to reduce void times.



Continue to monitor and reduce sub-contractor spend.

The works our Planned & Asset Management Team have completed this year...

423 boilers replaced

47 full heating systems installed

57 kitchens fitted

33 bathrooms fitted

31 properties received new windows

133 properties received new doors

23 Wet rooms installed

153 properties received new fencing

60 properties received re-pointing work

99 properties received external refurbishment (Aysgarth Court)

21 units upgraded at Dunsop Court

224 blocks received fire upgrade works

Cost savings

The Planned & Asset Management Team has a number of qualified surveyors able to carry out a variety of surveys to enable Blackpool Coastal Housing to conduct its business with regards to the letting, sale and buy-back of properties.

The ability to conduct in-house surveys realises a continuous saving over having to appoint surveyors from the private sector that attract large fees.



This year the team completed 170 Energy Performance Certificates (EPC) saving in the region of **£9,000**

21 Right to Buy Surveys were completed, saving in the region of **£6,000**

Our Capital Works Team continue to work with Blackpool Council, creating workshops offices and training rooms at the new Starr Gate Tram garage and control rooms.



Looking forward...

In 2023-24, our Asset Management service will be focusing on:

- ✓ Completing the external refurbishment works (including window replacement) to 3 storey blocks at Spencer Court.
- ✓ Completing external refurbishment work comprising fascias, soffits, rainwater goods and re-pointing at all blocks on Linden Place.
- ✓ Refurbishing several bespoke buildings for the Resettlement service. These are large homes of six or more units for homeless and disadvantaged teenagers with a full array of security features, kitchen and bathroom upgrades and general building refurbishment work.
- ✓ Refurbishing the communal corridors at Dunsop Court, with all new finishes to the ceilings, walls and floors. This is the first phase of a two-year programme to upgrade the internal areas at Dunsop Court which will continue in 2024/2025 with a significant alteration and refurbishment of the front entrance, lounge and kitchen areas.



Scan here
to view
our
Dunsop
Court
video!

Adapting to your needs

What we've achieved
this year...

281

pieces of
equipment
recycled

44

security measures installed
to support victims of
domestic violence

9929

pieces of equipment
provided to
customers **4288**

357

Major
Adaptations
completed

390

Minor
Adaptations
completed

3142

pieces of equipment
fitted for
customers **739**

Warm and Healthy Homes

Over the past year, The Warm & Healthy Homes Project has established many partnerships with organisations such as Empowerment, Blackpool Council Household Support and Deprivation Team and The Volunteers Centre, who offer varying support services to help those in need.

Working together with these organisations has allowed us to maximise support services, reach more vulnerable people, and provide a dedicated and trusted service.

What we've achieved this year...

480

Customers supported

142

Boilers serviced

107

Heating repairs or replacements completed

In 2022-23, The Warm and Health Homes Project, delivered in partnership with Cadent has delivered

£595,299

worth of social value

Cadent and Cadent Foundation have been working in partnership with Blackpool Coastal Housing to provide the Warm and Healthy Homes project.

Cadent
Your Gas Network

Cadent
Foundation

Looking forward...

In 2023-24, our Care and Repair Team will be focusing on:

- Continuing to implement a new adaptations IT system to improve efficiency and case management.
- Securing funding to continue the affordable warmth project after December 2023.
- Developing additional services to broaden the help we can provide to customers such as assistance with funding for repairs for homeowners on a low income.
- Reducing waiting times for major adaptations (within budget limitations).
- Value for money and efficiency measures on Equipment Services by sourcing better value equipment.
- Continuing to increase the volume of equipment that is recycled in order to make efficiency savings, avoid supply chain issues and reduce waste.

There's no place like home

The past 12 months have been a financially challenging time for everyone due to the cost-of-living crisis. As a result, the number of referrals to our Financial Support Service has increased and we have been proud to help those who have been struggling.

We have continued to support tenants who have been transitioning from legacy benefits to Universal Credit. The Team have been updating journals and assisting customers through the process.

All the properties on the new Troutbeck development on the Mereside Estate have been successfully let.



We are now actively recycling furniture which can be used for tenants who cannot afford to buy essential furniture items.

We successfully retained the HQN MIST accreditation (Managing Income and Sustaining Tenancies and the Lettings HQN Accreditation).



Housing Services performance in numbers

Personal contact with customers to discuss payment options made in **2.3** days of a rent account going into arrears (target 5 days)

The percentage of rent loss due to empty properties - **3.6%**

Average tenancy length (General Needs) - **11.36** years

96.98% of customers were able to view a property within 3 working days of the property being made 'ready to view' by our Voids Team

73.67% of customers were able to sign up to a property within 3 working days of the property being made 'ready to let' by our Voids Team

The percentage of rent collected against rent due (exc. arrears brought forward) - **98.74%**

Looking forward...

In 2023-24, our Housing Services Team will be focusing on:

Lettings Service

- Creating two new roles within the team - Tenancy Termination Officer and Furnished Tenancy Officer.
- Implementing the improvements recommended in the HQN accreditation and Internal Audit review.
- Working with our colleagues in the Empty Homes and Repairs teams to improve efficiencies and reduce void loss.
- Improving what is recycled from void properties in partnership with our void clearance contractors.

Rents Service

- Measuring and reporting on the effectiveness and value of the Financial Support Officers by making best use of the Money Advice System.
- Continuing to work with our customers who are migrating from legacy benefits to Universal Credit.
- Refocusing on collecting Former Tenant Arrears.
- To collect all debts owed to Blackpool Council including Rent, Service Charges, Court Costs and Rechargeable Repairs from both current and former tenants.

Community Matters

In a bid to support local residents to stay warm, stay well and stay connected, we launched the Warm Welcome Community Hub initiative across our Community Centres at the beginning of November 2022.

We opened our doors to as many local residents as possible, welcoming them with a warm cooked meal, unlimited brews and refreshments, whilst providing a comfortable environment to play games or just sit and chat.

**Between November 2022
and March 2023 we held
45 Warm Welcome
Community Hubs with over
450 residents attending**



Image above: BCH staff, along with staff from partnering agencies, get together with local residents at one of our community hubs.

Supporting our Young People

William Lyons House (WLH), Clare Street and Bispham House

We arranged for the Job Centre Plus service to hold drop in sessions at WLH by a work coach every Wednesday, making the service more accessible for our harder to reach young people.

Assisted decorating started with the young people - young people help to decorate their own rooms in the house which saves money, builds basic DIY skills and encourages them to invest in their surroundings at WLH.

Weekly cooking sessions are being delivered at WLH to support the young people to build their independent living skills.

59

**YOUNG PEOPLE HAVE
ACCESSED SESSIONS**

10

**YOUNG PEOPLE
SUPPORTED TO GAIN
FOOD HYGIENE
QUALIFICATION**

Through funding from the Communication Workers Union, we've been able to set up a 'Community Kitchen' at WLH where the house produces and donates meals every fortnight to local homeless accommodation: Streetlife and Gorton Street Hostel.

**We've
donated 966 meals
so far**

Staff across our sites are now orange button 'suicide aware' and 'trauma informed' trained.

3 members of staff gained a Level 3 qualification in supporting our Young People.

A successful bid to the Tenant's Project Fund has enabled us to continue to provide weekly therapeutic sessions for our young people.

We were awarded the Charter mark by Blackpool Council/Young inspectors for Clare Street and Bispham House.



Our year in numbers....

16 Young people housed within Clare Street and Bispham House.

8 young people moved to further supported accommodation (WLH) to get more support with their independence skills.

5 of the young people moved into their own flats with Positive Transitions.

3 young people were supported to move back to their family home with the help of mediation.

Looking forward...

In 2023-24, our Young People's Resettlement Team will be focusing on:

- Building on the success of the Community Kitchen at WLH we're looking to expand delivery to include a voluntary workforce to help the Magic Club and look at delivering the current meals to more homeless accommodation.
- Providing all residents at WLH with a new handbook which includes a variety of practical activities intended to identify and address barriers to moving on to independent accommodation.
- Opening our newest home for our young people - Argosy House.
- Registering with Ofsted and embedding our new policies in preparation for inspection.
- Supporting 3 more staff to undertake the Level 3 qualification.
- Introducing Staff Champions in specialist subjects such as mental health/education and training.
- Working towards achieving 'Gold' in the Charter mark for both Clare Street and Bispham House.

Positive Transitions

£1000 funding from the Rotary Club has enabled us to support young people, who have recently moved in, with basic DIY or gardening items.

Additional funding from the Tenancy Sustainment Fund allowed us to purchase 2 lawn mowers to enable our young people to better manage their gardens.

Our Positive Transitions Service was reviewed by the Council with overwhelmingly positive comments.



Our year in numbers....

£11,371.83 total grant and donations applied for and awarded

36 referrals were made into the Positive Transitions service

Looking forward...

In 2023-24, our Positive Transitions Team will be focusing on:



Improving the referral process into the Positive Transitions service.



Redeveloping the existing Positive Transitions handbook, following feedback from previous service users.

Wickes provided us with a £120 donation for DIY and gardening equipment



Supporting those in need

This year we have increased our 'dispersed housing' allocation from 4 to 11 properties

Our year in numbers....

£29,844

grants received for white goods

66

families supported

129

single people supported

130

children supported

Looking forward...

In 2023-24, we will be focusing on:



Opening up two more hostels.

**You said,
we did**

We are improving the wording of our arrears letters following feedback from customers.

A helping hand

Sheltered Housing

Refurbishment works on the flats at Dunsop Court are close to being completed. Our Sheltered Housing Team have been supporting residents to settle into their new homes.

The new sheltered scheme development on Grange Park is underway with a proposed finish date of Spring 2024.

We welcomed 157 people into the Sheltered Housing scheme this year.



Looking forward...

In 2023-24, our Sheltered Housing Service will be focusing on:



Implementing the new digital intercom service at Spencer Court.



Upgrading the communal areas at Dunsop Court. This will also include a new scooter shed, communal bathroom with a more accessible bathing facilities and a community café with internet access.

More Positive Together (MPT)

This year we introduced the Resilience Housing Scheme as a new service that has been supported by the MPT team. The Resilience Housing Scheme was created as a result of the Governments 'Everyone In' Campaign due to the COVID-19 Pandemic.

The scheme provides a social tenancy with intensive support for individuals deemed as 'entrenched homeless' with multiple complex needs, who would struggle to be housed through traditional pathways.

40 homeless applicants were housed through the scheme.

Our year in numbers....

1474 customers on the MPT programme, of which **526** were BCH tenants

159 Training sessions completed

497 Jobs secured

Looking forward...

In 2023-24, we will be focusing on:

- Continuing to develop the Resilience Housing Scheme.
- Working with private sector residents living in the Revoo area as part of the Levelling Up and Decent Home initiative, in partnership with Blackpool Council and the Governments Department for Levelling Up, Housing and Communities.

Keeping you safe

We've been working with North West Ambulance Service to help keep the defibrillators emergency ready.



Our Health and Safety Advisor has been working with the young people at one of our young people's centres to educate them on electrical safety.

In this year BCH completed a restructure of the Services Team to form a new team to manage existing and new requirements for Building Safety. The Compliance Team was formed to ensure BCH fulfils its requirements to manage and provide transparency on Gas safety, Asbestos safety, Legionella (water quality), Lift safety, Fire safety and Electrical safety.

The Compliance Team now holds corporate membership of the Association of Safety and Compliance Professionals (ASCP).



The works our Compliance Team has completed this year...

128
Fire Alarm System
Inspections

2840
CO Alarms Installed

1238
Electrical Safety
Checks

222
Fire Risk
Assessments

5469
Gas Safety Checks

221
Asbestos Reassurance
Surveys

14,730
Smoke Alarms
Tested

125
Gas
Audits

1380
Emergency Lights
Inspections

144
Water Safety Inspections
(Legionella Control)

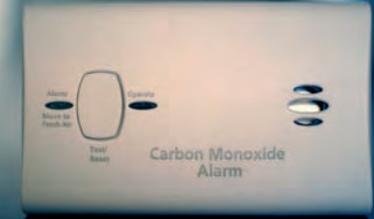
423
Boiler Replacements
& Heating
Upgrades

41
Mechanical &
Electrical Audits

47 New Heating
Installations (From
Electric to Gas)

70 Passenger Lift
Services &
Inspections

Along with BCH Involvement and Communications Team, The Compliance Team produced fire safety information and Carbon Monoxide information for all tenants.



Our Compliance Team supported the 'Wash Your Words' project at Mereside with the heating Contractor Read & Errington and Electrical Contractor Technical & Electrical providing Engineers to carry out works on Heating, Electrical and Fire Safety Systems.

Looking forward...

In 2023-24, our Compliance Team will be focusing on:



The completion of Carbon Monoxide Alarm installation to properties with Gas or Coal burning equipment.

Involving You

We have supported the Lettings Team to provide communications to new customers in the form of welcome packs and follow up emails. This information includes BCH services, BCH and Tenant responsibilities, and information about safety on the home.



Following the results of the customer access and communication survey, we now provide at least 2 newsletters per year to customers in both printed and digital versions. The newsletters focus on the information that our customers told us was important to them.

We have driven to obtain customer email addresses to build our customer digital mailing list for those who prefer to engage with us this way.

We've re-developed our complaint policy and process to ensure it remains in line with the Housing Ombudsman's complaint handling code.





We held roadshows across Blackpool where customers could come and meet staff from across BCH face to face to discuss any concerns or queries.

The Green and Clean Warden activities have continued to thrive and we now have 66 volunteers. Green Wardens returned 193 forms over the year and Clean Wardens returned 189.

10 documents were reviewed by our Reading Panel.

We have maintained regular social media campaigns providing service updates and relevant information, further increasing our online presence and engagement.

From April 22 to January 23 the BCH Facebook page reached 36,753 people, which is a 30% increase from the previous period.

We now have 3525 followers on both Facebook and X (formerly Twitter).

You said, we did

As a result of feedback on survey design, we have stripped this back to ensure that surveys are clearer and more accessible.



Looking forward...

In 2023-24, we will be focusing on:

- ✓ Supporting TOWER to conduct a scrutiny exercise on Damp and Mould
- ✓ Introducing a Mystery Shopping involvement activity to monitor our service standards and assess the quality of frontline services.
- ✓ Obtaining the TPAS re-accreditation and implement any recommended actions.
- ✓ Continuing to build a positive complaint culture and to assess and publicise lessons learnt.
- ✓ Supporting with the review and implementation of new Service Standards that sets out clearly what our customers should expect from us and our services.

Supporting our Communities

Freedom Church received **£6,780.55** to continue to develop the Freedom Centre on Mereside. Funding was provided to upgrade the existing catering equipment and for the purchase and installation of a noticeboard.



Blackpool Stanley Rugby League received **£10,000** to provide Rugby League coaching to local schools, both inside and outside of the curriculum.

The project will be run over 3 years but an initial Tenant's Project Fund grant will allow the project to get started and fund part of the first years' activities.

Skool of Street received **£9,716** for a six-month creative writing project - It's a Rap - aimed at children aged 14 - 18 years. Participants will take part in writing, poetry, rap and spoken word workshops.

This year we provided funding to 6 projects through the Tenant's Project Fund, benefitting 915 people.



Active Blackpool received **£10,000** to deliver a number of diversionary activities within the Talbot & Brunswick area, in partnership with Blackpool Boys and Girls Club.

Activities included, football, boxing and basketball and will be run by qualified sports coaches.



The Warm House at Layton Community House received **£7,500** to provide help and support to customers affected by the cost of living and fuel crises. Funding was also to be used to provide baby and female products.

Additional funding was used to enhance the rear garden area.



Think Forward received **£6,003.45** to run their VOIC:ed project, which aims to offer young people with the opportunity to gain confidence through spoken word and basic technical audio knowhow through Podcast and DJ Training.

Making things right

We know that things can and do go wrong and when they do we want you to tell us.

We're always looking to improve and develop our services, and often, complaints help us to do just that.

Our year in numbers....

Over the past year (April 2022 - March 2023) we recorded:

Stage 1 complaints

61% upheld / partially upheld

Stage 2 complaints

39% not upheld

Main complaint areas:

29% Responsive Repairs

7% Lettings

8% Assets

8% Neighbourhoods

18% ASB

In September 2022 we completed the self assessment of our Complaints



Policy against the Housing Ombudsman's Complaint Handling Code. Scan the QR code to find out more.

Outcomes from complaints:

This shows the action we have taken as a result of some of the complaints received.

Explanation
provided/advice
given

Apology provided

Remedial
works/service

Compensation
awarded

Change to management
of contractor

Goodwill
gesture made

Change to
Process/Policy/
Procedure

Staff training provided

Individual/Team
discussion

Our complaints performance targets and how we've done:

	How we did	Target
We will acknowledge a formal complaint within 5 working days of receiving it.	96.88%	98%
We will have investigated and responded to a formal complaint within 10 working days of receiving it.	78.72%	85%
We will have conducted and completed a Stage 2 Appeal Panel for Stage 2 complaints within 20 working days of a customer escalating it.	92.86%	95%
The number of complaints per 1000 properties.	35.35	12.50
The percentage of complaints completed within timescales.	81.97%	85%
The percentage of complaints resolved at Stage 1.	63.95%	75%

Keeping your neighbourhoods safe

We have developed an ASB Toolkit, which is now available on our website. This provides useful information about the different types of ASB and provides advice to customers.

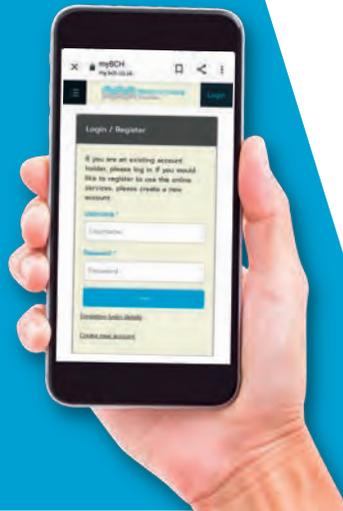


Scan here to check it out!

In line with Housing Ombudsman guidance we have updated our website with details on how we will deal with noise nuisance. We have also published details on how to be a good neighbour.



We have developed a digital fly-tipping report to enable customers to make reports directly to us via the customer self service portal, MyBCH. This has streamlined the process and reports are received by our contractors in a more timely manner.



The ASB Service continues to develop an excellent working relationship with agencies such as the Police and Community Safety Teams. This joint working was evidenced when a Closure Order on Argosy Avenue was successfully issued by the Courts.

Our year in numbers....

359 ASB cases opened

213 Days to close an ASB Case

688 Neighbourhood cases opened

249 Days to close a Neighbourhoods case

141 Enforcement actions taken

37,245 Preventative actions taken

The Neighbourhood Service established Estate Walkabouts and actively encourage resident involvement. Customers have made a number of suggestions how to improve the service, for example, grounds maintenance work, slip and trip hazards and maintenance of the Community Centres.

We have restarted our annual meetings with our clean and green wardens. At these meetings we discuss customer feedback on our cleaning and grounds maintenance contractor, it's an opportunity for our customers to meet our contractors and hold them accountable for their performance.





Works on reviewing the Grounds Maintenance contract is continuing.

We have had a number of submissions who have expressed an interest in delivering the service.

You said, we did

Following customer feedback, we are now completing Complainant Action Plans with all complainants (Low, Medium and High categories). This now also forms part of our performance monitoring.

Looking forward...

In 2023-24, we will be focusing on:

 Working towards a RESOLVE accreditation for our ASB service.



Carrying out estate walkabouts and engage with residents to look at the areas they are living in. We are aiming to improve the condition of gardens, litter and communal areas.

If you feel your areas would benefit from some improvements please contact us on asb@bch.co.uk or 01253 477900 (selection option 3) for more details.

Your money counts

Income and Expenditure explained...

Like other local housing authorities, Blackpool Council manages the income and expenditure for its stock of rented and leasehold homes through the Housing Revenue Account (HRA).

Income items, like rent and service charges for homes and garages, are accounted for directly in the HRA.

Expenditure items include the cost of depreciation in the overall value of the housing stock and other capital costs, such as the development at Grange Park. Previous borrowing is mainly funded from loans with the annual interest payments on them charged to the HRA. A small amount of spending covers bad debt provision for rent and other charges that cannot be recovered.

The other two major items of expenditure in the HRA are the day to day costs of repairing, maintaining and managing your home. These two items include the cost of the management fee paid to BCH by Blackpool Council. Scan you the QR code to view our audited 2022-23 accounts.



The Housing Revenue Account reserves have been built up to fund future property improvements, new services and major capital projects.

Income

£18,790,000 Rents (74%)

£2,292,000 Service Charges (8%)

£4,271,000 Capital Grants & Other Income (17%)

£125,000 Investment Income (1%)

£25,478,000 Total Income

Reserves brought forward 1.4.22

£1,807,000

Reserves carried forward 1.4.23

£1,721,000

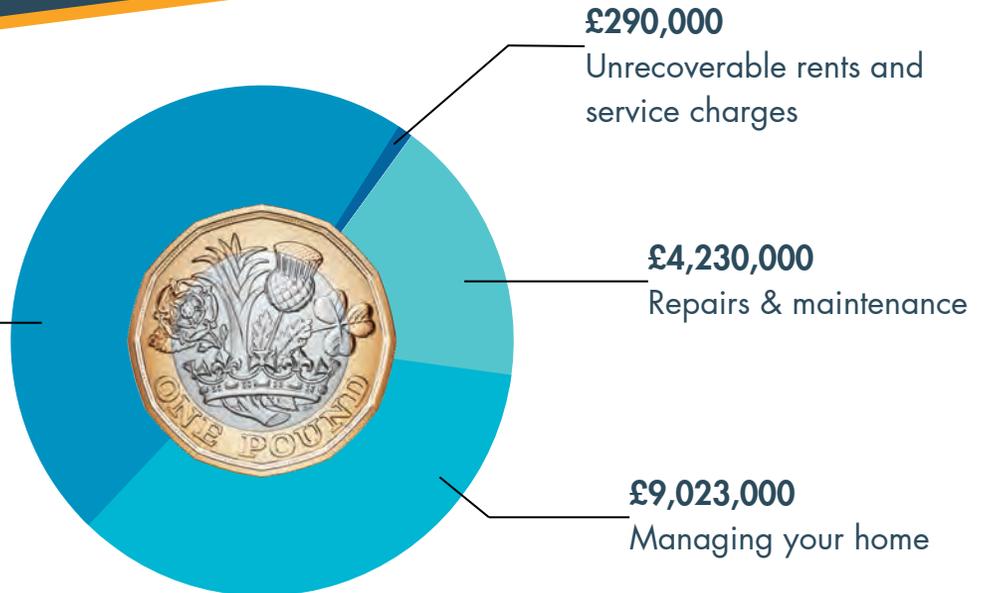
How we spend your money

£12,021,000

Capital & Depreciation Costs

£25,564,000

Total Expenditure



Value For Money

Following a review of how we carry out asbestos surveys and manage asbestos information, our Compliance Team have managed to consolidate the surveying requirements which has helped to reduce empty home turnaround time and costs.

The rebuild revaluation of the Council's leasehold portfolio has resulted in lower insurance costs for Council, and this has in turn meant lower insurance costs for leaseholders.

Following a recent survey 84% of respondents stated they were satisfied with the value for money of their rent, with 59% very satisfied



Tenant Satisfaction Measures

Following the introduction of Tenant Satisfaction Measures (TSM's), we commissioned M.E.L Research to undertake a survey to gather feedback from all our residents.

The average % refers to the 'Median' score of benchmarked Social Housing providers results taken from Housemark.

A total of 829 surveys were completed, representing an 18% response rate

Overall satisfaction with BCH

77.6%

Average 79.3%

Satisfaction that the home is well maintained

82%

Average 72%

Satisfaction with repairs

81.9%

Average 80%

Satisfaction with the time taken to complete repair

76.7%

Average 75.8%

Satisfaction that the home is safe

82.7%

Average 82.9%

Satisfaction that BCH listens to your views and acts upon them

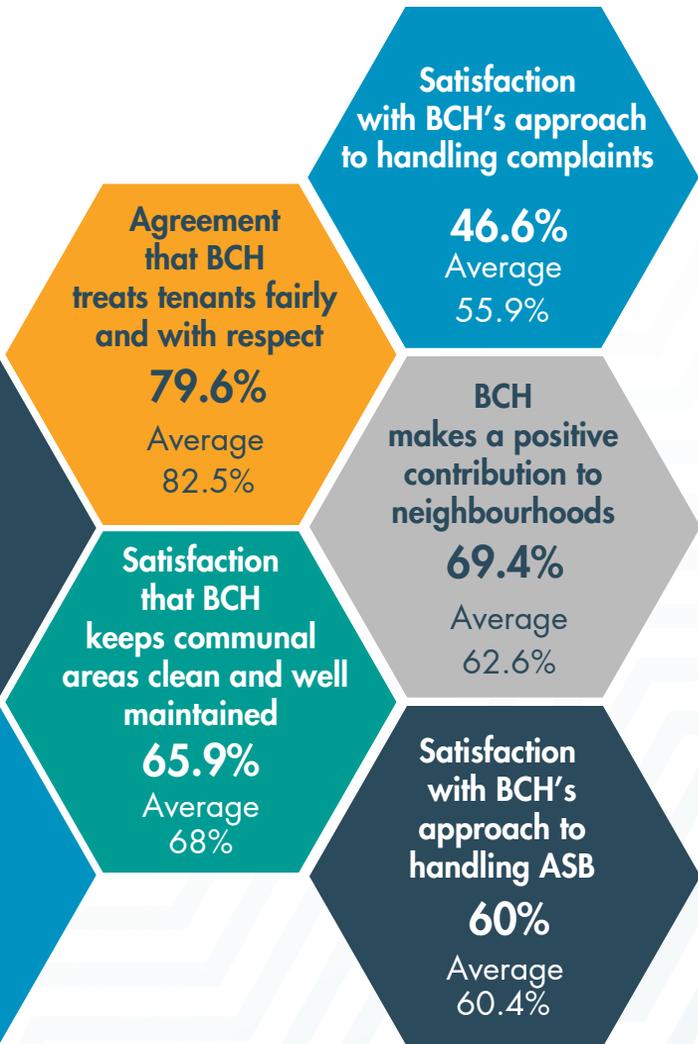
58.6%

Average 64.2%

Satisfaction that the BCH keeps tenants informed

67.2%

Average 75%



The areas the survey covered were:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

The satisfaction levels seen in this recent survey have decreased since the previous survey undertaken in 2019. We are currently looking into these results to help us improve the service we provide to our customers going forward.

For further information on Tenant Satisfaction Measures and to view the full report, please contact us on enquiries@bch.co.uk or call 01253 477900 (Select option 4, then 3)

Reading this annual report



Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages. For more information about these services please telephone 01253 477900 or email enquiries@bch.co.uk



Spółdzielnia Mieszkaniowa Blackpool Coastal Housing uznaje, iż świadczone przez nią usługi powinny być ogólnodostępne, zatem informacje na ich temat udostępniane są w różnych formatach i wersjach językowych.

W celu uzyskania szczegółowych informacji na temat świadczonych usług, proszę zadzwonić pod numer 01253 477900 lub wysłać e-mail na adres enquiries@bch.co.uk.



En Blackpool Coastal Housing creemos que la información debe estar al alcance de todos. Para asegurar que los servicios de Blackpool Coastal Housing son accesibles podemos ofrecer información en diversos formatos e idiomas.

Para saber más sobre estos servicios, póngase en contacto con nosotros en el teléfono 01253 477900 o por email enquiries@bch.co.uk



Blackpool Coastal Housing 公司相信每個人都有存取的權利。為確保您能使用 Blackpool Coastal Housing 公司的服務，資訊會以多種格式和語言提供。

有關這些服務的詳情資訊，請致電01253 477900，或傳送電子郵件至 enquiries@bch.co.uk

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