

# YOUR BCH



## Spring 2026

**Welcome to your Blackpool Coastal Housing (BCH) newsletter!**

This edition is packed full of useful information about BCH services for tenants and leaseholders and advice on keeping safe and secure in your home. There's a section on customer voice and how your views have really made a difference in developing and improving services. There's also information on community improvements, Neighbourhoods and how you can engage further with BCH.

*We hope you enjoy the read!*



**In this edition...**

*Awaab's Law*



*Customer Voice*



*Neighbourhood Improvements*

# AWAAB'S LAW

**Awaab's Law is named in memory of two-year-old Awaab Ishak, who died tragically due to prolonged exposure to mould in his home. The first phase of the new law came into effect on 27th October 2025 to provide more protection to social housing tenants.**



The important change for tenants is that landlords now have to follow strict timeframes for responding when a tenant reports an issue.

Emergency hazards (e.g. dangerous electrical faults, damaged external doors or windows and major leaks) must be investigated and made safe within 24 hours.

Significant damp and mould hazards must be investigated within 10 working days and then must be made safe within a further 5 working days.

## At BCH we have:

- ✓ **Already amended our Damp & Mould Policy to ensure that we comply with Awaab's Law.**
- ✓ **Ensured all BCH staff have attended damp and mould training to assist with identifying this in properties.**
- ✓ **Recruited another Repairs Inspector to ensure that we can visit properties and diagnose causes of damp and mould quicker.**

### Report it to BCH Repairs:

Telephone 01253 477900 (Option 2)

Email: [repairs@bch.co.uk](mailto:repairs@bch.co.uk)

In person: @the Grange, Dinmore Avenue, FY3 7RW

You can also use your Self-Service Portal via MyBCH



**Blackpool Coastal  
Housing**



# Social housing issue? Know how to get it sorted.

1

**Report** it to us. As your landlord we are your first point of contact, and most issues get resolved this way.

2

**Complain** to us if you're not happy with our response.

3

**Escalate** it to the Housing Ombudsman, if you're not happy with our final response.



Make things right

Everyone has the right to a safe and secure home.

For more information visit

[gov.uk/social-housing](https://www.gov.uk/social-housing)

If you have reported an issue and are unhappy with how BCH have handled it then you can raise a complaint:

Telephone 01253 477911

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

In person: Coastal House, 17-19 Abingdon St, Blackpool, FY1 1DG

You can also visit our website [www.bch.co.uk](http://www.bch.co.uk)



Blackpool Coastal  
Housing

# Evolution Electrical Contract

Following a recent tendering process, we're delighted to announce that from April 2026, Evolution became Blackpool Coastal Housing's partnering contractor, providing long-term electrical maintenance and improvement services to all our properties.

This achievement reflects Evolution's strong track record of partnership working, and their commitment to delivering high-quality work across commercial properties, social housing and new-build developments.

Technical and Electrical Services will continue to carry out some electrical work on behalf of BCH but testing and maintenance will be completed by Evolution.

“

*We always aim to use local companies if we can and we are delighted to award a growing Blackpool company the contract. We have already worked with Evolution for a number of years and they have demonstrated that they can create positive social impact across the communities they serve. We are really looking forward to seeing the benefits of their initiatives and projects in our local communities.*

”

**Jamie Weston, Interim Director of Asset Management**

## ELECTRICAL SAFETY CHECKS

The Government has introduced new regulations for electrical safety in social housing properties. These new regulations make it mandatory for electrical installation checks to be conducted at least every 5 years. It is now more important than ever that you assist us by allowing access for these tests to be undertaken as it is a legal obligation and helps to keep you safe.

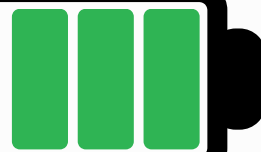


**From 1st May 2026, all existing residents will receive a copy of the electrical test within 28 days of it being completed.**

**Our contractor, Evolution, will make contact with you when the safety check at your home is due. If you'd like to confirm that your property has a current electrical test, or you would like a copy of this, please contact us on: 01253 477903 or email: [compliance@bch.co.uk](mailto:compliance@bch.co.uk)**

*Allowing access helps us to keep you and your home safe*

# E-battery safety



Mobility scooters, e-bikes and e-scooters are becoming increasingly popular. Most use lithium-ion batteries which can be charged in the home. However, these batteries pose significant risks if not handled correctly as they can overheat and catch fire or explode.

In recent years, the number of fires caused by lithium batteries has rapidly increased. In the last three years, over 70% of these incidents involved a charger.

Mobility scooters, e-scooters and e-bikes must only be stored and charged in your own property or in an agreed purpose built outside space. They must not be stored or charged in communal areas (shared space with other residents). When charging, exit routes must remain clear to enable you to evacuate the property safely, should there be a fire. Ideally, charging should be in a contained room with the door closed. There should be a smoke alarm/detector in the room. Do not leave chargers unattended or on when you are sleeping or going out.



For further information and advice please visit [www.bch.co.uk/my-home/safety-in-the-home/mobility-scooters-e-scooters-and-e-bikes](http://www.bch.co.uk/my-home/safety-in-the-home/mobility-scooters-e-scooters-and-e-bikes) or scan the QR code.

**For information about the use of e-scooters and e-bikes in public, visit [www.lancashire.police.uk](http://www.lancashire.police.uk)**



# TEXT MESSAGING

We use a range of ways to communicate with our customers and many of you have told us that you prefer text message communication.

We are now using software that enables us to send information and updates via text message.

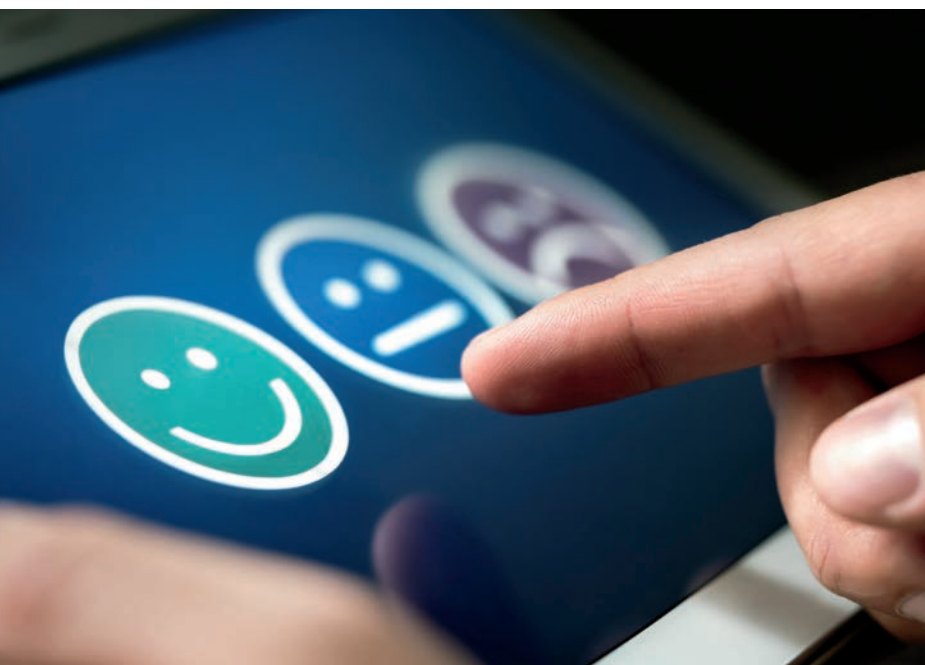
The text messages will display BCH as the sender and will often include a link for further information.

Some customers have advised that these messages have automatically been marked as spam due to their phone settings. Please be assured, however, that these are genuine messages from BCH.

If you receive a text message from BCH and have any queries or concerns please contact us on 01253 477900 or email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk).



## Tenant Satisfaction Measures



The UK government has produced a list of Tenant Satisfaction Measures (TSMs) to help the Regulator of Social Housing monitor how well a Social Landlord is performing. As part of these measures, Social Housing Landlords have to provide a survey for its customers to complete.

Every Blackpool Council tenant received a copy of this survey earlier this year, which was sent according to known communication preferences.

**Thank you to all those customers who took the time to complete and return the survey. We look forward to sharing the results with you soon!**

# Stock Condition Surveys

Since 2023 BCH have been conducting stock condition validation surveys to our properties via Michael Dyson Associates (MDA) to check that they are in good repair and match the information contained on our asset database.



**Michael Dyson**  
associates ltd

During these inspections, the surveyor also undertakes a Housing Health & Safety Rating System (HHSRS) survey. This survey has 29 categories to assess, which includes damp and mould, excess cold, excess heat, falls from height and falls on stairs amongst other hazards. If any of the 29 categories are identified, they are risk rated as category 1 or category 2 by the surveyor and passed to BCH Repairs for action. Category 1 hazards are completed as soon as possible, and category 2 are put into a programme of work to be completed within 28 days.

Many customers will already have had a survey from MDA as to date 4,011 surveys have been completed. BCH surveyors have also completed 249 surveys. During the surveys, as well as looking for HHSRS hazards, the surveyors also assess the condition of main components within your property. These include kitchens, bathrooms, heating systems, windows and roofs. This information is important as it helps Asset Management staff formulate future maintenance programmes and component replacements. The HHSRS element also ensures that you remain safe in your home.

There is a legal requirement to complete these surveys on a 5-year cycle and BCH have made good progress completing these. There are now only 397 surveys left to undertake, and MDA are scheduled to commence these from April 2026. It would be appreciated that when you receive a letter from MDA you contact them to arrange a survey as soon as possible. It should be noted that there are no plans to survey the new build properties on Grange Park as these are under 5 years old. However, should any residents have any concerns and require a survey, please contact Asset Management staff at [assets@bch.co.uk](mailto:assets@bch.co.uk) and a survey can be arranged.

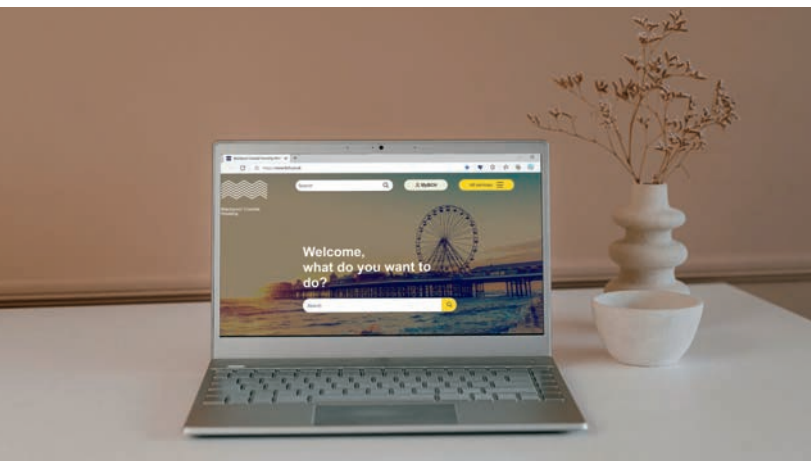


“

Keeping homes safe  
and well maintained

# Our Digital Communications

We understand that customers wish to communicate with us in different ways. If your preference is online or digital methods, below are some of the options available:



## BCH Website

Our website contains lots of useful information about BCH and advice on all the services we provide. You'll also find news articles on important events, performance information, community news and service updates. Head over to [www.bch.co.uk](http://www.bch.co.uk) to find out more.

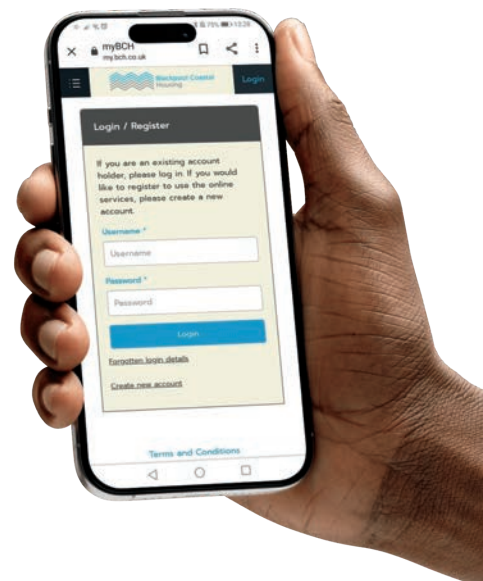
## My BCH Self Service Portal

As a customer of BCH you can access information relating to your tenancy or leasehold account by creating your own MyBCH account\*, allowing you to:

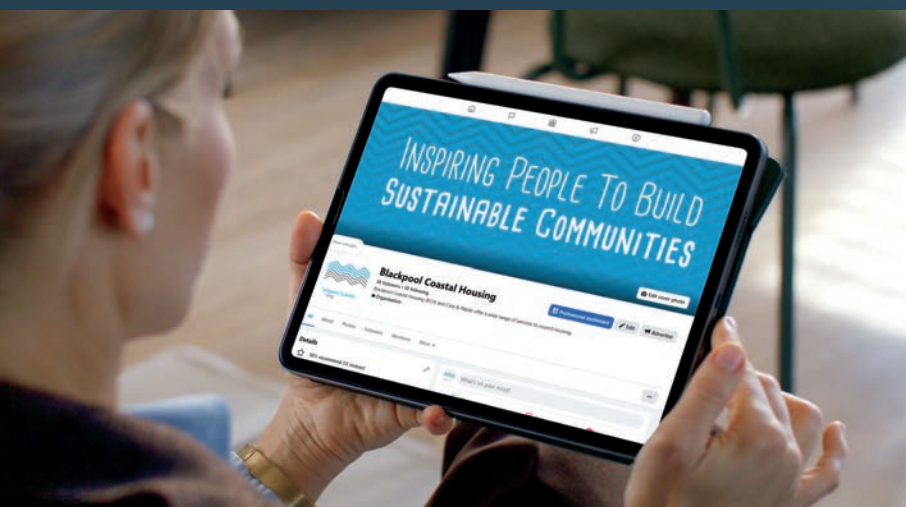
- Send and receive messages from BCH
- Check your repair history
- Make an online payment
- Check your rent/service charge history
- View and update your personal and contact information

Go to [www.my.bch.co.uk](http://www.my.bch.co.uk) to sign up or log in

\*some service limitations apply



## BCH Facebook Page



We are social! Our Facebook page is a great place to find out about events, activities and updates.



We'd love you to join us! Scan the QR code or visit [www.facebook.com/bchblackpool](http://www.facebook.com/bchblackpool)



If you'd like to receive future newsletters as a digital (e-version), please email us at [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)

# Customer Voice



“ Transparency, Influence & Accountability Standard: Engaging With Tenants ”

## TOWER Scrutiny



TOWER have reviewed the BCH Adaptations Policy and have made some recommendations for changes, including the draft of an easy read version that will be developed into a customer booklet.



## Complaint Panel



The Complaint Panel scrutinised the Q1 2025/26 complaint performance report and identified trends around communication, particularly around advance notice of appointments. The new IT system was discussed and the panel noted that they felt this will be helpful to improve communication internally and with customers. The panel also noted that from the Satisfaction Survey results, some customers weren't getting a personal contact at Stage 1. It was agreed that this will now be a mandatory requirement for managers and the guidance will be updated.

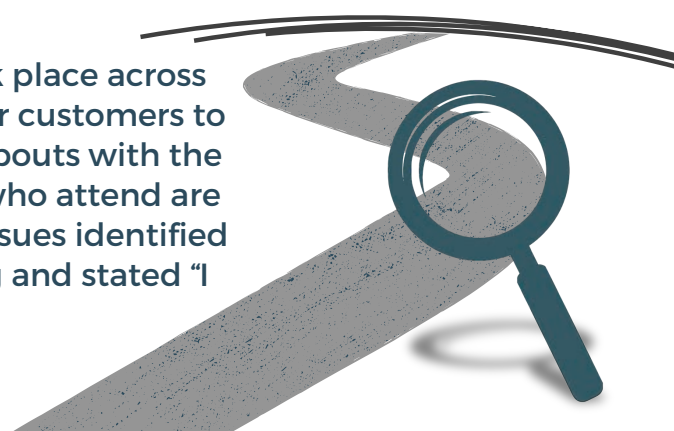
The panel reviewed a selection of Stage 1 and Stage 2 complaint responses. The panel raised that some terminology such as 'claim' and 'confusion' inferred blame on the customers behalf or suggested a lack of belief. It was agreed that such terminology would not be used going forward and that the Involvement & Communications Manager will review all responses for quality and consistency. The panel also noted that some of the Stage 1 responses had less empathy and understanding than the Stage 2 responses and hoped that this would improve with the implementation of personal contact.

## Neighbourhood Panel

The Neighbourhood Panel reviewed the updated ASB risk assessment tool and the comments and feedback are being used to inform the new service/case management information guides. The panel also reviewed case studies of some complex cases and again, agreed that what to expect and the timescales some cases can take due to complexity needs to be included in the guidance.

## Neighbourhood Walkabouts

Between October - December 2025, 9 walkabouts took place across BCH managed areas. The walkabouts are advertised for customers to join and this resulted in 12 customers attending walkabouts with the officers to identify issues in their area. The customers who attend are then invited to a follow up review meeting to ensure issues identified are actioned. 1 customer attended a follow up meeting and stated "I feel appreciated to be part of the walkabout".



## Green & Clean Wardens

Clean Wardens have continued to provide monthly feedback on our cleaning contract. Between October and December 2025, 16 feedback forms were received and 81% of wardens noted the overall standard of cleaning as ok or good.

As the cutting season ends in September, Green Wardens do not receive score sheets over the winter months, but the September 2025 feedback resulted in 14 responses. 100% of wardens rated the overall performance of the green space maintenance as ok or good. A winter works score sheet was sent out prior to the new cutting season.

## Reading Panel

Our Reading Panel reviewed the October 2025 Newsletter and updated tenant 'Gas No Access' letters and provided feedback to ensure the documents are clear, informative, worded appropriately and easy to understand.



Documents reviewed by our Reading Panel display this logo



## Customer Information and Communication Survey

In October 2025, we sent out a survey to all customers to obtain views on the customer newsletter and to ask what content customers wanted to see in future newsletters and communications. This is to help us make sure we're providing relevant information that's important to customers.

221 customers responded and overall 89% were very satisfied or satisfied with the newsletter. 9% noted they were neither satisfied or dissatisfied and 2% answered that they were very dissatisfied or dissatisfied.

### Key areas of importance identified are:

- Updates about BCH services
- Community news and events
- Safety information
- How BCH are performing
- How we act on customer views
- New initiatives or projects
- How rent money is spent

## Listening to your views and acting on them

As a result of the feedback received, we've developed a series of Neighbourhood e-newsletters to keep you updated at a local level about news and events happening in your communities. The first editions were published at the end of January and are available on our website. Printed copies are available on request, just get in touch with our dedicated Involvement and Communications Team on 01253 477911 or email [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk).



Scan to view the Neighbourhood Newsletters or visit [www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-news](http://www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-news)

In addition to planned involvement activities, BCH is committed to ensuring that our customers have a voice in the services we provide and decisions that are made. For example, surveys and consultations are completed when residents may be directly affected by a planned improvement or provision. Here are some of the outcomes:

Making a positive contribution to your community

## Customers Said

Customers at Stronsay Place told us that they would benefit from lower level/accessible drying facilities as part of a drying area upgrade.

## We Did

We have installed accessible drying facilities to the drying area closest to the residents who have said they need it. The individual residents were contacted about specific provision and this is now being used by residents.

A consultation around drying area facility upgrades took place at Rodwell Walk and Gateside Court. This confirmed that upgrades to the drying area is not currently something that residents want.

We have updated residents that we will not be proceeding with works as it is not a current priority for the community and would not be used. We will keep this under review.

## Walkabouts

**Our Neighbourhoods Team complete regular walkabouts in our neighbourhoods, which customers and our partner agencies can also join.**

Join us as we walk around your local neighbourhood to identify any relevant issues and areas for improvement.

The walkabouts give you a chance to talk to staff from Blackpool Coastal Housing about housing or local issues. It gives us an opportunity to listen to your views and act on them by identifying and managing these issues, and trying to find solutions which may involve residents and other agencies.

Scan the QR code to find out when your next walkabout is or visit [www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-walkabouts](http://www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-walkabouts)



Thank you to everyone who has been involved and shared their views.

If you're interested in finding out more or getting involved with us at BCH then please get in touch!

The Involvement and Communications Team can be contacted on:



01253 477911



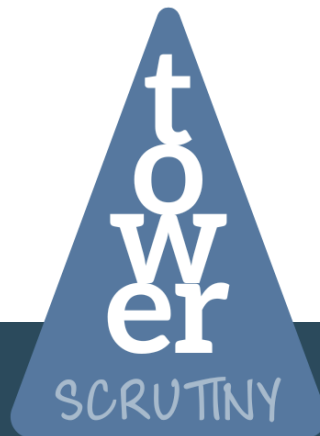
[customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)

Scan the QR code to find out more on how you can get involved with us to give your feedback, or visit [www.bch.co.uk/involving-you](http://www.bch.co.uk/involving-you)



# TOWER SCRUTINY

Would you like to join TOWER?



TOWER Scrutiny is an independent panel of customers who work with BCH and Blackpool Council.

They act as a positive critical friend, assessing and challenging the services that BCH provides on behalf of its customers.

As part of co-regulation, BCH is committed to greater involvement of customers in decision making and scrutiny of services. This leads to greater customer satisfaction and service improvements.

TOWER receive ongoing individual training and support from the BCH Involvement and Communications Team in order to carry out their duties. BCH will pay reasonable out-of-pocket expenses, including childcare, travel and refreshments while attending meetings, training or other events.



Scan this QR code for more information about TOWER or visit [www.bch.co.uk/involving-you/tower-scrutiny](http://www.bch.co.uk/involving-you/tower-scrutiny)

## TOWER UPDATE



TOWER are busy working to complete their scrutiny of BCH's Neighbourhoods Service.

The team have been benchmarking with other housing providers, interviewing staff and are looking at complaints and performance relating to the Neighbourhoods Service.

Following this review, a report and action plan will be produced which will include areas for improvement and development. This action plan is agreed by the Board and will be monitored by Senior Managers and the Audit Committee to ensure all targets are met.

# IMPROVING OUR COMMUNITIES

BCH is committed to making a positive contribution to your neighbourhood. During the winter months our partnering contractor, Fylde Council, have been working hard to maintain our communal green spaces ahead of the cutting season.



Where possible, communal green spaces managed by BCH will have had the following works completed:

- Shrub beds, bushes and hedges trimmed
- Weed treatment to pathways

Newby Place has recently benefitted from environmental improvement works:



Disused and damaged planters were also removed and the grassed area reinstated following resident feedback.

## ACTING ON YOUR VIEWS

Throughout the last cutting season, we listened to your views and gathered information to identify and prioritise areas for additional grounds maintenance works.

As a result of the feedback we received, the following works have now been completed:

- ✓ Edmonton Place - Reduce height of a raised bed
- ✓ Washington Court - Repairs to a raised bed
- ✓ Ibbison Court - Tidy up planters
- ✓ Claremont Court - Installation of a raised flower bed

Scan the QR code to find out more about our Winter Maintenance works!



# Positive Contributions to the Community

## ANTI-SOCIAL BEHAVIOUR (ASB)

BCH is committed to taking positive action, in conjunction with partners, to deal with all forms of ASB and breaches of the Blackpool Council Tenancy Agreement. We work with other agencies and specialist organisations to ensure that appropriate tools and powers are used to address and prevent ASB and support our residents.

Our Neighbourhoods Team have worked with Blackpool Council and Blackpool Police to recently secure Partial Closure Orders at addresses in Grange Park and Bispham. The orders were granted under the Anti-Social Behaviour, Crime and Policing Act 2014 and were necessary because of the continued reports of crime and anti-social behaviour at the addresses, including drug activity and physical violence.

The orders prohibit anyone from entering the address, apart from the tenant, for a period of three months. Anyone found at the address can be arrested for breaching the order and could face a fine or imprisonment.

If you are experiencing ASB then please contact us. Criminal activity should also be reported to the Police on 101 or 999 in an emergency.

 **01253 477900**  
Select option 3

 **ASB@BCH.CO.UK**

## FLY TIPPING

If you know that the problem relates to land or a property which BCH is responsible for managing, please report it to us immediately.



We will remove fly tipping within 5 working days once it has been reported, unless it is flammable or causing an obstruction when it will be removed within 1 working day.

### Acting on the feedback of customers

✓ A gentleman with limited mobility recently called BCH worried that he couldn't exit his home. A fly tipped mattress had been dumped nearby and fallen over blocking his doorway. This was reported as urgent and was removed within an hour of receiving his call. He was pleased with the outcome.

✓ A resident at Beattock Place had been struggling with continued fly tipping issues near her home. With support from our Environmental Contracts and Projects Officer, along with Enveco, Blackpool Council's waste management service, the matter has now been resolved.

“Once again, thank you for your help, you've really helped by pushing this and keeping on the ball with it whereas I ran out of steam.”

Beattock Place resident

# Tenant Participation Advisory Service (TPAS)



We believe that when we work together with our customers to improve services, we can save money and bring lasting change to communities. Being a member of TPAS allows us to access their expertise and support to help achieve this.

TPAS are England's leading Tenant Engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England.

As a TPAS member, it means that you can also access their services and resources, including:



Receiving invites to TPAS virtual and in-person roundtables, focus groups, events and workshops.



Access to newsletters to keep up-to-date with engagement news.



Opportunities to share your experiences and opinions and the chance to gain recognition for your involvement.



Access to exclusive TPAS members Resource Hub for all your engagement needs.



To find out more about TPAS and register for your own account, scan the QR Code!

## TPAS Reaccreditation

We will soon be going through the re-accreditation process with TPAS, having first achieved accreditation back in 2020 and reaccreditation in 2023.



The previous processes have supported us in placing you at the heart of everything we do, and we take every opportunity to involve you in decision making. This accreditation recognises our commitment to tenant engagement and helps to ensure we are fully accountable to the needs of our tenants.

# Leasehold Buy Back Offer

**ARE YOU A LEASEHOLDER THINKING ABOUT SELLING YOUR FLAT?**

**WOULD YOU CONSIDER SELLING IT BACK TO THE COUNCIL?**

**We are interested in any flat which is available with vacant possession, which means you do not have a tenant living in the property.**

**If this is something you would like to explore, please contact BCH's Homeownership Team to discuss.**

## **NEXT STEPS:**

- BCH will send a surveyor to undertake a condition survey of the property.
- The Council will send a valuation surveyor to carry out a valuation.
- BCH will contact you and make an informal offer.

## **The following steps will take place if you provisionally accept the informal offer:**

- BCH will conduct a financial appraisal assessment.
- The valuation, condition survey and financial appraisal (based on the provisional purchase price) are passed to the Council for Executive Officer approval to purchase.
- A formal offer will be made.

**It can take approximately 4-6 weeks from the formal offer being made before the conveyancing process starts.**

*Contact Homeownership:*

 01235 477983

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

# OUR RENTS TEAM IS HERE TO HELP

**GOT A QUESTION OR NEED TO SPEAK TO US AFTER 5PM?**

The Rents Team are available to contact by telephone or email until 6.30pm every Wednesday to provide more flexibility for our customers.

## Rents Drop-In Sessions

Staff from our Rents Team are available on the first Friday of every month from 12pm - 2pm @The Grange.

No need to book an appointment, just pop in to speak to a member of the Team!



**COME ALONG TO @THE GRANGE, DINMORE AVENUE, FY3 7RW**



## Rent Increase

From 6th April 2026 our rent charges are changing. For tenants, rent charges will go up by 4.8%.

We have written to all our tenants to confirm exactly what the new rent will be from 6th April 2026, along with any increase to service charges.

The increase will generate additional funding to invest back into our properties and the services we provide, including building and acquiring new properties. This will increase the number of properties available for social rent within Blackpool to support people in housing need.

**If you are still unsure of what you need to do, or if you are concerned about paying your rent, please contact our Rents Team.**

**Our priority is to support you and prevent you getting into rent arrears.**

**We are here to help.**



**RENT@BCH.CO.UK**



**01253 477900 SELECT OPTION 1**

# HOME SECURITY TIPS AND ADVICE

It's important to secure your home whenever you leave it. Getting into a habit of following the same routine when you go out can help ensure that you don't forget important things, like moving valuables out of sight or leaving lights on if it will be dark before you get home.

Here are some handy tips on what you should do just before you go out:

- Close and lock all your doors and windows, even if you're only going out for a few minutes
- Make sure that any valuables, including car keys are out of sight and away from the letterbox or cat flap
- Don't leave important documents or ID in obvious places such as kitchens or hallways
- In the evening, shut the curtains and leave lights on
- If you're out all day, you may wish to get a timer device to automatically turn lights on at night
- Lock sheds, garages and any external gates

What to do if you get an unexpected caller at your door:






- You should not let someone into your home unless you are completely sure that they're genuine. Any genuine person will have ID that you should ask to see.
- Be wary of bogus callers who try and trick their way into your home by pretending to be someone they aren't. Doorstep traders may try to trick you or talk you into buying goods or services at high prices. Don't agree to anything, sign a contract or pay for anything until you've talked to someone you trust - and don't be afraid to tell them to leave.
- You can report any concerns about cold callers to Blackpool Council's Trading Standards on 01253 478375, or email [tradingstandards@blackpool.gov.uk](mailto:tradingstandards@blackpool.gov.uk).
- If you feel at risk, threatened or a caller will not leave then you should contact the Police.

# LEARNING FROM COMPLAINTS



*We evaluate all the complaints we receive to ensure that we are learning from customer feedback and to make improvements to our services for everyone.*

Here are some of the key learning and improvement outcomes from complaints:

-  We have reviewed and updated the information available to customers regarding service charges and why they are charged.
-  A common equipment fault was identified with a certain component and a fix has been applied by the manufacturer. This has been shared with contractors to prevent the issue reoccurring.
-  The process for programmed replacement fencing has been reviewed and reiterated to staff.
-  We have reviewed and updated the Neighbourhoods section of the website in relation to pets and pet permissions.
-  Guidance has been produced and shared with all staff regarding keeping customer information up to date and checking for communication needs or vulnerabilities.

*If you are unhappy with a service you've received from BCH, we want you to tell us so we can put things right.*

*If you wish to make a complaint you can do so in several ways:*



Blackpool Coastal Housing, Coastal House, 17-19  
Abingdon Street, Blackpool, FY1 1DG



01253 477911



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



[www.bch.co.uk](http://www.bch.co.uk)



Coastal House reception is open Monday to Friday, 10am - 2pm or customers can contact us to book an appointment for a face to face meeting at a convenient venue.

*If you have any other feedback, including compliments or suggestions, you can also contact us using the details above.*



Blackpool Coastal  
Housing



To ensure our services are accessible, information can be made available in other formats and languages if required. For more information please telephone 01253 477900 or email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk) alternatively, scan the QR code above.