

YOUR BCH



Blackpool Coastal
Housing

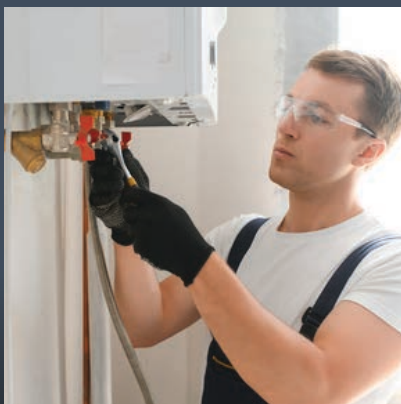
OCTOBER 2025



Welcome to your Blackpool Coastal Housing (BCH) newsletter!

This edition is packed full of useful information about BCH and how you can stay safe and secure in your home. There's sections on community improvements, resident involvement and how your views have really made a difference in developing and improving services here at BCH and an update on our performance.

We hope you enjoy the read!



**Also
in this
edition...**

*Safety
Information*

*Improving our
Communities*

*How we are
performing*

Tenant Satisfaction Measures

The UK Government have produced a list of Tenant Satisfaction Measures (TSM's) 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.

Overall satisfaction with BCH

79.22%

Last year
81%

Satisfaction with repairs

83.23%

Last year
81.7%

Satisfaction that the home is well maintained

77.19%

Last year
77.9%

Satisfaction that BCH keeps tenants informed

71.40%

Last year
73.1%

Satisfaction that BCH listens to your views and acts upon them

66.06%

Last year
68%

BCH makes a positive contribution to neighbourhoods

63.89%

Last year
68.5%

Satisfaction that the home is safe

79.02%

Last year
79.9%

Satisfaction with the time taken to complete repair

81.81%

Last year
78.3%

Agreement that BCH treats tenants fairly and with respect

75.94%

Last year
81%

Satisfaction with
BCH's approach to
handling ASB

59.09%

Last year
60.3%

Satisfaction
that BCH keeps
communal areas clean
and well maintained

62.24%

Last year
66.8%

Satisfaction
with BCH's
approach to
handling complaints

51.4%

Last year
54.9%

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

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) or scan the QR code here.



Customer Communication Survey

CUSTOMER COMMUNICATION SURVEY 2025
WE NEED YOUR VIEWS!

In order to help us make sure we communicate with you in a way that suits your needs, we would be grateful if you could take the time to complete this short survey. Please return it in the prepaid envelope provided by 28th November 2025.

1. How satisfied are you with the Customer Newsletter?
Very satisfied Satisfied Not satisfied
Dissatisfied Very dissatisfied
If you were dissatisfied, please tell us why:

2. How satisfied are you with the visual appearance of the Customer Newsletter?
Very satisfied Satisfied Not satisfied
Dissatisfied Very dissatisfied
If you were dissatisfied, please tell us why:

3. How satisfied are you with the content of the Customer Newsletter?
Very satisfied Satisfied Not satisfied
Dissatisfied Very dissatisfied
If you were dissatisfied, please tell us why:

In order to help us make sure we're providing information that's important to you, we would be grateful if you could take the time to complete the short survey enclosed with this newsletter.

Please return it in the prepaid envelope provided by 28th November 2025.

If you'd like to complete the survey online please scan the QR code here!



KNOWING OUR CUSTOMERS

Last year we posted a customer profiling questionnaire to all tenants to ensure that we have updated contact and communication information. There were also questions that will help us understand your needs and enable us to support and engage with you more effectively and adapt and plan the services we deliver based on the needs of our customers.



We have been following up on this with calls and visits and thank you to everyone who has responded and provided their updated information.

We have heard from over 3000 customers and this has enabled us to understand contact preferences, communication needs, customer vulnerabilities and any adjustments we need to make when engaging with our customers and providing services.

If you haven't provided your updated information and would like to do so, then please scan the QR code to complete the online form or contact our Involvement & Communications Team if you would like help by telephoning 01253 477911 or emailing enquiries@bch.co.uk



WARM & HEALTHY HOMES



Fuel poverty exists where a household's fuel costs are above average, and their disposable income (after housing and fuel costs) falls below the poverty line. Fuel poverty affects millions of people from across our society.

If you are worried about or struggling to stay warm this winter or need help to pay your heating bills, there is help available from our Warm and Healthy Homes Project, working in partnership with Cadent and Cadent Foundation.

Individuals accessing this service will receive an assessment of their needs by a Caseworker and support can be provided, tailored to each person:

- Income maximisation
- Support to access broader health and wellbeing services
- Supporting households with energy debt advice, tariff switching, Priority Services
- Registration and behaviour change advice
- Provision of Fuel and Food Vouchers
- Provision of Warm Packs



Phone 01253 476646 or email care&repair@bch.co.uk
www.bch.co.uk/care-and-repair/the-warm-and-healthy-homes-project

Blackpool Coastal
Housing
Care & Repair

IMPROVING OUR COMMUNITIES

HARVEST COURT

Following improvement works, Harvest Court, one of our Sheltered Housing sites now benefits from an extended outdoor accessible community space where residents can socialise in a safe environment.



The works included the installation of 3 new bench areas and a small gazebo in the centre of the garden which is wheelchair accessible.

Once the works had been completed, we wrote to all sheltered residents to ask for their views. 5 out of the 6 who provided their feedback said they were very satisfied with the improvement work and enjoy using the area.

CLAREMONT COURT

In response to feedback from local residents, which highlighted the significant benefits of restoring the drying areas, a restoration project was completed.

100% of residents, who provided their feedback after the work had been completed, said that they were satisfied with the refurbished facility. 89% said that they use the area now it has been improved.



Before



After

EDMONTON PLACE

Part of our programme of improvement works took place at Edmonton place, where we replaced the fascia's, soffits and gutters, along with upgrade works to the porches.



Before



After

IMPROVING OUR COMMUNITIES

DRYING AREAS

As part of our ongoing commitment to improving communal areas, our Neighbourhoods Team have conducted a review of the current drying facilities across all areas. This has identified an improvement project for many of our drying areas. Affected residents will be consulted with regarding their individual areas and feedback will be provided.



BISPHAM (INGTHORPE) IMPROVEMENT PROJECT

We are currently working with a local architect and agencies to look into the possibility of improving the external spaces in the areas incorporating Airdrie Place, Ashfield Court, Ashfield Road, Beattock Place, Braemar Walk, Oban Place and Portree Road.

The proposal for the area includes improving the current waste facilities with the introduction of Eurobins, similar to those already installed at Portree Road.



Architects impression of a community street

Eurobin installed at Portree Road



Following feedback from residents about safety and Anti-Social Behaviour within the locality, we are also looking into the possibility of creating *Community Streets* in several areas.

Residents in the area have been informed and we will be following this with further communications and customer events.

IMPROVING ENERGY EFFICIENCY AND WARM HOMES

Social Housing Decarbonisation Fund (SHDF) Works

In the last 18 months BCH has secured over £1,000,000 of grant funding to assist with making homes more energy efficient. In 2024 works began on 79 properties using a grant from the SHDF – Wave 2.2 to upgrade old and inefficient electric heating systems, install new air source heat pumps, provide additional loft insulation and also install triple glazed windows. As well as making these properties more energy efficient, the works will ensure that residents should have lower gas and electric bills. Works in relation to the SHDF – Wave 3 has commenced this Autumn 2025. The work includes further upgrades of electric heating systems to 84 properties and installation of solar panels to 12 properties.

If your home is due to benefit from this work and you haven't yet been contacted, we will be in touch soon.

BCH NEIGHBOURHOODS TEAM

WE ARE COMMITTED TO DELIVERING HIGH QUALITY SERVICES TO ENSURE OUR NEIGHBOURHOODS REMAIN SAFE AND WELL MAINTAINED, WHICH OUR CUSTOMERS ARE PROUD TO LIVE IN.



Our ASB and Neighbourhoods Team has been restructured and now all officers deal with Anti-Social Behaviour, tenancy breaches and neighbourhood matters.

Our Neighbourhood Officers have a specific area to manage and this will make it easier for customers to engage with us about an concerns or provide feedback and the officers will have a better understanding of local communities and issues that matter to our customers.

Our Neighbourhoods Team help to deliver our standards by:

- Dealing with reports of anti-social behaviour and responding to reports of tenancy agreement breaches
- Engaging with customers to obtain feedback
- Monitoring the appearance of our neighbourhoods and addressing issues promptly
- Inspecting and maintaining property and garden conditions



Telephone: 01253 477900 (Option 3)

Email: asb@bch.co.uk

Website: www.bch.co.uk

**Visit: @the Grange, Dinmore Avenue,
FY3 7RW. Monday -Thursday 9am-5pm or
Friday 9am-4.30pm**

AWAAB'S LAW



On October 27th 2025 new legislation comes into force regarding changes to how BCH deal with damp and mould in residents homes. This is called Awaab's Law.

The aim of this new law is to ensure that damp and mould is identified and dealt with quickly and residents are kept informed as to what works are being completed and how long they will take.

- ✓ BCH has already amended our Damp & Mould Policy to ensure that we comply with Awaab's Law.
- ✓ All BCH staff have attended damp and mould training to assist with identifying this in properties.
- ✓ We have recruited another Repairs Inspector to ensure that we can visit properties and diagnose causes of damp and mould quicker than we are currently doing.




THERE WILL BE FURTHER RESIDENT GUIDANCE REGARDING AWAAB'S LAW PUBLISHED BY THE GOVERNMENT IN THE COMING WEEKS AND WE WILL SHARE THIS ON OUR WEBSITE, SOCIAL MEDIA AND IN FUTURE NEWSLETTERS

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. Therefore it is now more important than ever that you assist us by allowing access for these tests to be undertaken as it is now a legal obligation and is to keep you safe.

Timelines:

-  1st November 2025 - it becomes mandatory for electrical installation checks to be conducted at least every 5 years
-  1st November 2025 - all new residents will receive a copy of the electrical test of their property within 28 days of the start of the tenancy
-  1st May 2026 - all existing residents will receive a copy of the electrical test within 28 days of new test being completed

Our contractor, Technical & Electrical Services Ltd, will make contact with you when the safety check at your home is due. If you wish to confirm that your property currently has a valid Electrical Installation check or you would like a copy of the electrical test for your property, please contact us on: 01253 477903 or email compliance@bch.co.uk

KEEPING OUR COMMUNAL AREAS SAFE

We want to make sure everyone in your building is safe from fire. That's why we carry out regular fire safety checks, called fire risk assessments (FRA's) in all of our blocks of flats with communal areas.



— IT'S ABOUT YOUR SAFETY

We check things like fire doors, alarms, and escape routes to make sure they work properly. This helps keep you safe if a fire ever happens.

— IT'S THE LAW

We are required by law to do these checks in shared areas like hallways and stairwells. It's part of our duty to look after the building and the people living in it.

— SPOTTING PROBLEMS EARLY

We look for anything that could cause a fire or make it harder to escape—like blocked exits or broken equipment. If we find something, we fix it.

— PROTECTING YOUR HOME

These checks help prevent fires and reduce damage if one does happen. It's all about keeping your home, you and your neighbours safe.

— PEACE OF MIND

Knowing your building is checked regularly means you can feel more secure and confident in your home.

— FREQUENCY

Depending on the type of property you live in, when it was built and the tenancy type of the property, BCH will carry out a visit to review or complete a new FRA at different times.

HOW YOU CAN HELP

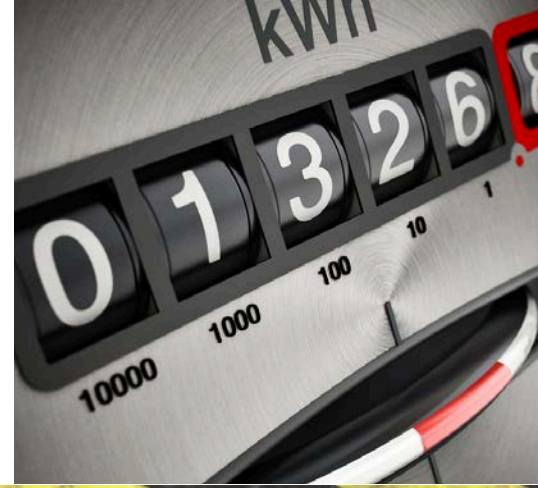
Make sure that you don't create a fire hazard in your home. For example, by storing items in communal areas or blocking fire escape routes.

If you notice any issues in your communal area, such as fly tipping or broken doors then please report this to Repairs on 01253 477900 (Option 2) or email repairs@bch.co.uk

SAFETY MATTERS

THE DANGERS OF TAMPERING WITH UTILITY METERS

Meter tampering is interfering with a gas or electricity meter to stop it from recording the correct amount of energy used, or bypassing a meter so it doesn't record energy use at all.



A wired gas or electric meter can be unstable. It is only a matter of time before tragedy could strike, affecting you and the people who live around you.

People have caused house fires, gas leaks and electrocuted themselves when trying to cut through wires.

If large amounts of gas build up, just one flick of a light switch can cause a dangerous explosion that can rip through the entire building.

Interfering with the wires at the meter can also make switches or appliances 'live' to the touch or cause them to overheat or malfunction. It puts anyone using these appliances at risk of shocks and severe burns.

As well as being highly dangerous, meter tampering is energy theft and is illegal.

Anyone found guilty of tampering with utility meters can face up to five years in prison and up to £2,000 in fines.

Meter tampering is a breach of the Tenancy Agreement and Tenancy Enforcement action will be taken against anyone who is found to have tampered or attempted to tamper with gas or electric meters.

**If you suspect a meter has been tampered with, report it immediately to Stay Energy Safe anonymously on [0800 023 2777](tel:08000232777).
Don't try to fix it or resolve it yourself.**

BCH RENTS TEAM

Our dedicated Rents Team is on hand to support you with any financial difficulties you may have.

If you would like support then please get in touch, we're here to help.

 **01253 477900** SELECT OPTION 1

 **RENT@BCH.CO.UK**

SAFETY MATTERS - ACCESS

It is really important that you allow us access to ensure you stay safe inside your home and so your home is well maintained. This means there are times that we need you to allow us or our contractors access to your home to:

**CARRY OUT
REPAIRS
AND
MAINTENANCE**

**COMPLETE
GAS, ELECTRIC
AND OTHER
SAFETY
CHECKS**

**CARRY OUT
ROUTINE
TENANCY VISITS
AND
INSPECTIONS**

In addition to helping us keep you safe, allowing access is a condition of your tenancy agreement:

7.13 You must allow our employees, management agents or contractors to enter the property at reasonable times upon giving at least 24 hours notice (other than in an emergency) to inspect it, carry out repairs, or to ensure that the tenancy terms and conditions are being complied with.

Scan the QR code to see a copy of the tenancy agreement

We understand that our customers have commitments and can't always be available.

Unless in an emergency situation, we will work with you to agree dates and times that are convenient.



All BCH staff carry photo identification (I.D.) with one of our logos on:

YOU SHOULD ALWAYS ASK TO SEE THE I.D. OF ANY BCH STAFF OR CONTRACTORS.



**Blackpool Coastal
Housing**



**Blackpool Coastal
Housing**

You can contact us on 01253 477900 (option 2) or email repairs@bch.co.uk if you are unsure to confirm the identity of any BCH staff or contractors.

HELP US TO KEEP YOU SAFE

REMEMBER, REMEMBER THE 5TH NOVEMBER...

Bonfire Night can be fun for all the family, but it can also be dangerous.

It is recommended by the fire service that people attend planned firework and bonfire events, rather than setting off fireworks and lighting bonfires at home. Garden fires can easily get out of hand and cause a risk to life. If you must have a bonfire then please follow Lancashire Fire & Rescue's tips below:

- **Tell your neighbours about your plans to help stop unnecessary 999 calls.**
- **Don't build it too far in advance as it can encourage Anti-Social Behaviour.**
- **Keep the fire well away from fences and sheds and do not build it under trees or bushes.**
- **Check there are no children or animals hiding in the bonfire before you light it.**
- **Place a barrier around the fire and keep everyone at least 5m away when it's lit.**
- **Only burn untreated wood and not any rubbish or other items.**
- **Do not use accelerants such as petrol to light the fire.**
- **Keep a bucket of water nearby just in case.**

**IF THE FIRE GETS OUT OF HAND, CALL 999 AND ASK FOR THE
FIRE SERVICE STRAIGHT AWAY**

CHRISTMAS OPERATING TIMES

Monday 22nd December - 9am to 5pm
Tuesday 23rd December - 9am to 5pm
Wednesday 24th December - 9am to 4pm
Thursday 25th December - **CLOSED**
Friday 26th December - **CLOSED**
Monday 29th December - 9am to 5pm*
Tuesday 30th December - 9am to 5pm*
Wednesday 31st December - 9am to 4pm*
Thursday 1st January - **CLOSED**
Friday 2nd January - 9am to 4.30pm

Out of hours service will be available to take emergency repairs only from:

**4pm Wednesday 24th December to 8am Monday 29th December
and
4pm Wednesday 31st December to 8am Friday 2nd January**
Please call 0800 073 0184 in cases of emergency only.

*@the Grange and Coastal House Reception will be closed to members of the public on 29th - 31st December.



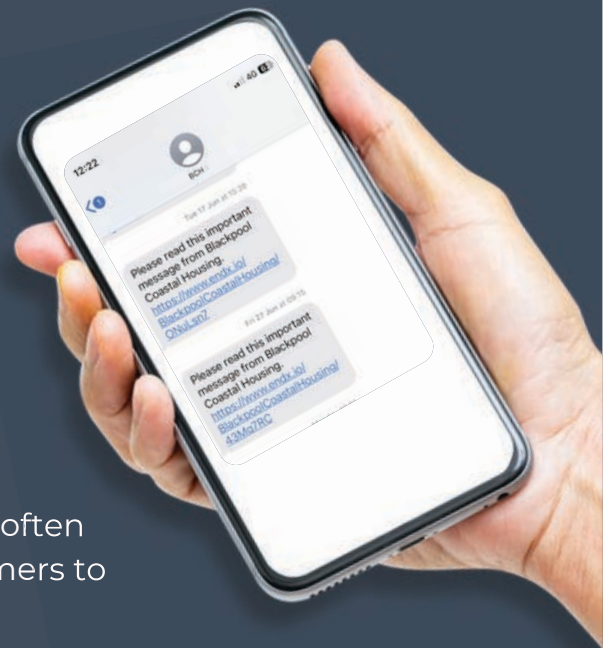
TEXT MESSAGING

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

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

The text messages will display BCH as the sender and will often include a link for further information. We want our customers to know that these are genuine messages from BCH.

If you receive a text message from BCH and have any queries or concerns then you can contact us on 01253 477900 or email enquiries@bch.co.uk



COASTAL HOUSE RECEPTION



**Coastal House Reception is now open
Monday to Friday 10am-2pm**

The views of our residents can make a big difference and we are committed to acting on feedback received. As a result of a survey completed by visitors to our main reception at Coastal House, we are now open 5 days a week to improve accessibility for our customers.

If you have any queries and would like to speak to us in person please come and see us at Coastal House, 17-19 Abingdon Street Blackpool FY1 1DG.

YOUR FEEDBACK MATTERS



In July 2025, we sent the second edition of our Feedback Matters newsletter to all of our involved customers. The newsletter provides updates on the impact our customer volunteers have made at BCH.

Below is a summary of the difference customer feedback has made recently.

Mystery shopping scheme

After a successful pilot, our Mystery Shoppers completed a second exercise in March 2025 which focused on BCH's Service Standards, including response times, customer service and whether enquiries were adequately dealt with.

Whilst the results were mostly positive, the exercise did highlight key areas which will be discussed with senior management and an improvement action plan has been created to improve services as a result of the activity and published on our website

Reading Panel

Our Reading Panel reviewed 5 documents during this period and the following changes were made as a result of feedback:

- The online version of the TOWER Progress report was made more accessible with backgrounds removed and fonts changed to ensure the document was clearer and easier to read.
- More information on the support and assistance which could be provided during damp treatment works was included within the Damp Treatment booklet.

No changes were required to 3 of the documents reviewed! All were published displaying the Tenant Friendly logo.

Documents reviewed by our Reading Panel display this logo



Why not join our Reading Panel and give your feedback by reviewing our publications from the comfort of your own home?

Complaints Panel

The Complaints Panel assisted with reviewing the Complaints section of the BCH website. Members confirmed this was clear, easy to understand and follow. However, there was some difficulty in navigating the online complaint form and so, following feedback, this has been changed to make it easier to complete.



At their last meeting, the Complaints Panel discussed performance for the 2024/2025 year.

You can find out more about our complaints performance and outcomes in the complaint section further on in the newsletter

If you are interested in being a Customer Complaint Panel Member to monitor our complaint performance, identify trends and suggest improvements then get in touch!



TOWER Scrutiny



TOWER have been busy working in partnership with BCH's Performance Team to complete an internal review of the Repairs Service.

The team completed benchmarking with other housing providers, interviewed staff and looked at complaints performance relating to repairs.

Following this review, a report and action plan were produced which included areas for improvement and development. This action plan will be monitored by the Performance Team and Senior Managers to ensure all targets are met.

The team have also conducted a full review of the BCH website and recommendations have been approved by our Senior Management Team. We will implement these recommendations to continue improving our website.



Neighbourhood Panel

Our Neighbourhood Panel supports BCH to monitor the Neighbourhood Service, providing customer insight and collaboration.

The Panel assisted in reviewing the ASB Policy to ensure this remains fit for purpose.

Members agreed that it would be beneficial for staff to be more visible when out on the estates in order to increase BCH's presence. As a result of this, tabards were purchased for the team to wear when onsite (on walkabouts for instance) to encourage residents to approach staff and discuss any concerns and provide feedback.

Community Outreach Hubs were organised in the Bispham area in response to customer concerns and feedback to further increase presence and ease of access in reporting issues.

Green Warden Scheme



During the winter months, our Green Warden volunteers help us to assess the work Fylde Council completes as part of the winter maintenance programme. This includes pruning trees and shrubs and weed treatment. 15 feedback surveys were received during this time.

Overall, 47% rated the standard of service as Good, 40% OK and 13% Poor

As a result of the feedback pathways were cleared where a build-up of algae had been identified and was causing a slip hazard.

Following reports of unprofessional contractor conduct, a question has been added to the feedback survey to ensure any issues are picked up in a timely manner. It was reassuring to see that 92% of volunteers reported that the Grounds Maintenance Team were friendly, approachable and professional.

Clean Warden Scheme



Our Clean Warden volunteers continue to help us monitor the cleaning contract in our 3 storey blocks and ensure the areas are being maintained correctly. During 2024/2025, 40 surveys were returned from 20 wardens.

41% rated the standard of service as Good, 36% OK and 23% Poor

Additional Wet Floor signs have been purchased to ensure that there is sufficient signage for residents when cleaning is in progress.

Following reports of cigarette ends being left inside communal areas, the Neighbourhoods Team issued a letter to all residents in the locality to remind them that smoking is not permitted and to ensure the area is kept clean and tidy between cleaning contractor visits.

A number of volunteers said they'd seen a great improvement to the standard of cleaning - this has been passed through to the 5-AM team!

Customer Voice



In addition to planned involvement, 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:

We reviewed the Understanding Autism online training for staff with 2 neurodivergent residents to help ensure that the content was relevant and accurate. Following their feedback, the course was made mandatory for all BCH staff.

As part of compulsory works to ensure all properties meet Fire Safety standards, a number of residents were asked what design and colour they would like for their new front door. The doors were then installed according to preference.

Partnering agency LeftCoast planned to improve the communal garden and drying area at Bostonway. Before works began, we sent a survey to residents to gain their feedback and help inform the plans. The work will redevelop the area incorporating various facilities suggested by residents.

Residents in the Claremont Court area were asked for their views on the external drying facilities near their homes. 31% responded with 56% stating that they would use the facility if it was improved. As a result of this, improvement works were completed and residents now have a refurbished area to use.

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**

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



COMPLAINT PERFORMANCE AND OUTCOMES

We do not view complaints as a negative and see them as an opportunity to learn from the issues raised by our residents and to take steps to improve the services

We have published our Annual Complaint and Improvement Report and this can be found on our website, along with the responses to this from the BCH Board Complaint Champion and the Member Responsible for Complaints, Councillor Mark Smith.

Scan the QR code opposite to visit our website and find out more about complaints and to view our 2025 complaints self-assessment.



Between April 2024 and March 2025 we received 195 formal complaints:

- ▶ 159 complaints were resolved at Stage 1
- ▶ 24 complaints escalated to Stage 2

OVERALL **63%** OF COMPLAINTS WERE UPHELD OR PARTIALLY UPHELD AT STAGE 1 AND OF THOSE THAT ESCALATED TO STAGE 2 **69%** WERE UPHELD OR PARTIALLY UPHELD

Complaint Performance

The Housing Ombudsman Complaint Handling Code sets out timescales in which complaints should be dealt with:

- ▶ 100% of complaints were acknowledged within 5 working days
- ▶ 98.79% of Stage 1 responses were provided within 10 working days
- ▶ 100% of Stage 2 responses were provided within 20 working days

Complaint Outcomes

The main outcomes as a result of complaints were apologies provided, remedial works arranged, individual staff and team discussions, staff training, changes to policies and processes and compensation awarded.

“ 82% of complaints were resolved at stage 1 ”

“ 84% said they were satisfied with how their complaint was handled ”

“ One Housing Ombudsman Determination was made within the ASB service ”

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 our processes in ASB & Neighbourhoods and made changes relation to case management and how long cases should be open.
- ✓ We have brought in a new walkabout procedure that focuses on recording outcomes and feeding back to customers.
- ✓ We are looking to introduce block cleaning in 2 storey blocks.
- ✓ Staff have undertaken several relevant courses relating to neuro-diversity. These courses were developed with input from neuro-diverse customers.
- ✓ We have reviewed and updated our Mutual Exchange process.
- ✓ Communication improvements have been made regarding informing the wider community when planned works are scheduled.
- ✓ We have developed a procedure for managing scaffolding and a register of erected scaffolding is now kept and checked on a regular basis.
- ✓ A customer information leaflet has been developed to explain the damp works process and timescales.
- ✓ Several individual and team discussions have taken place regarding policies, procedures, customer care and communication and this is monitored.

IF YOU ARE UNHAPPY WITH A SERVICE YOU'VE RECEIVED FROM BCH WE WANT YOU TO TELL US SO WE CAN TRY TO PUT THINGS RIGHT QUICKLY.

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 477900 select
option 4 then option 3



customerinvolvement@bch.co.uk



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.

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 if required. For more information about these services please telephone 01253 477900 or email enquiries@bch.co.uk



Blackpool Coastal Housing wierzy w dostęp dla wszystkich. Aby zapewnić dostępność usług świadczonych przez Blackpool Coastal Housing, w razie potrzeby informacje mogą być udostępniane w różnych formatach i językach. Aby uzyskać więcej informacji na temat tych usług, zadzwoń pod numer 01253 477900 lub wyślij e-mail na adres enquiries@bch.co.uk



Blackpool Coastal Housing 相信所有人都可以使用。為確保黑浦沿海住宅提供嘅服務係可以接觸到嘅，如果需要，可以以多種格式同語言提供資訊。如需更多有關呢啲服務嘅資訊，請致電 01253477900或電郵至 enquiries @ bch.co.uk



مسکن ساحلی بلکپول به دسترسی برای همه اعتقاد دارد. برای اطمینان از دسترسی به خدمات ارائه شده توسط مسکن ساحلی بلکپول، می توان اطلاعات را در قالب ها و زبان های مختلف در دسترس قرار داد.

جهت کسب اطلاعات بیشتر در مورد این خدمات با شماره 01253 477900 تماس حاصل فرمایید یا ایمیل



خانوبہ رہی بلاکپول باوہری بہ دستگہ یشتن بہ ہہمووان ہہیہ. بو دنیابوون لہوہی خزمہ تگوزاریہ کانی Blackpool Coastal Housing بہردہستن، دہتوانریت زانیاری بہ شیوازی جو راوجور و زمانی جو راوجور بہردہست بکریٹ ڈگہر پیویست بیت. بو زانیاری زیاتر لہسہر ڈہم خزمہ تگوزاریازہ تکایہ پھیوہندی بکن بہ ژمارہ 01253 477900 یان ٹیمہیل enquiries@bch.co.uk



Blackpool Coastal Housing tic piekļuvei visiem. Lai nodrošinātu, ka Blackpool Coastal Housing sniegtie pakalpojumi ir pieejami, vajadzības gadījumā informāciju var padarīt pieejamu dažādos formātos un valodās. Lai iegūtu vairāk informācijas par šiem pakalpojumiem, lūdzu, zvaniet pa tālruni 01253 477900 vai rakstiet uz e-pastu enquiries@bch.co.uk



بلیک پول کوسٹل ہاؤسنگ سب کے لئے رسائی پر یقین رکھتا ہے۔ اس بات کو یقینی بنانے کے لئے کہ بلیک پول کوسٹل ہاؤسنگ کے ذریعہ فراہم کردہ خدمات قابل رسائی ہیں، اگر ضرورت ہو تو معلومات کو مختلف شکلوں اور زبانوں میں دستیاب کرایا جاسکتا ہے۔ ان خدمات کے بارے میں مزید معلومات کے لئے براہ کرم 01253 477900 پر فون کریں یا enquiries@bch.co.uk ای میل کریں۔

You just need one telephone number to get in touch with any BCH services... call 01253 477900 and listen to the options before making your choice. Or email us:

ASB & NEIGHBOURHOODS
asb@bch.co.uk

LETTINGS
myhomechoice@bch.co.uk

HOME OWNERSHIP
homeownership@bch.co.uk

SHELTERED HOUSING
shelteredhousing@bch.co.uk

RENTS
rent@bch.co.uk

REPAIRS
repairs@bch.co.uk

GENERAL ENQUIRIES
enquiries@bch.co.uk

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customerinvolvement@bch.co.uk

