

# YOUR BCH



Blackpool Coastal  
Housing

March 2025



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

This edition is packed full of useful information about BCH, benefits and how you can stay safe and secure in your home. There's a bumper section on resident involvement and how customer feedback has really made a difference in developing and improving services here at BCH. If you're interested in becoming involved, please do get in touch!

*We hope you enjoy the read!*



*Safety  
Information*



*Feedback  
Matters*



*Warm &  
Healthy Homes*

**Also  
in this  
edition...**

# BCH LEADERSHIP UPDATE

In December 2024 our Chief Executive, John Donnellon, retired after leading Blackpool Coastal Housing (BCH) for over 10 years. In January 2025, Vikki Piper joined as Chief Operating Officer with strategic overall responsibility for BCH.



VIKKI PIPER

Vikki previously held the position of Head of Housing at Blackpool Council, where she had responsibility for supported housing, homelessness, housing development and the implementation and monitoring of the Council's housing strategies. Vikki has worked in housing and homelessness for over 20 years, with roles in both the Local Authority and with registered providers.

Most recently she has been working closely with central government and Homes England in order to help secure significant investment for housing regeneration. Vikki has lived and worked in Blackpool for most of her life.

She is passionate about the place she lives and the people who live there, and is driven by the opportunity to improve people's lives and life chances through the provision of good quality, affordable, and well managed homes.

## Knowing our Customers

Under the revised consumer standards for social housing, one of the five overarching aims is to know more about the needs of the people who live in our homes.

Last year we sent all our customers a questionnaire to help us understand your needs and enable us to support and engage with you more effectively. The information will also help us to adapt and plan the services we deliver based on the needs of our customers.

If you haven't already done so, please complete and return your questionnaire to us as soon as possible. If you would prefer to complete it online, you can scan the QR code or contact us to get a link by email.

If you would like help to complete the form then please contact us:

 **477900 (option 4 then 3)**       **[enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)**



**THANK YOU TO EVERYONE WHO HAS ALREADY TAKEN THE TIME TO COMPLETE THE QUESTIONNAIRE, WE'RE CURRENTLY COLLATING THESE AND WORKING TO UPDATE OUR SYSTEMS. IF YOU'D PREFER TO RECEIVE THIS NEWSLETTER BY EMAIL IN THE FUTURE AND HAVEN'T ALREADY LET US KNOW, PLEASE CONTACT US! THANK YOU.**

# BCH ANNUAL REPORT

Our Annual Report for 2023-2024 has been published.

THE REPORT DETAILS ACHIEVEMENTS AND DEVELOPMENTS FROM ACROSS BCH OVER THE PAST FINANCIAL YEAR, ALONG WITH OUR SERVICE PRIORITIES FOR 2024-2025.

Scan the QR code below to view the digital version or visit [www.bch.co.uk](http://www.bch.co.uk) and search 'annual report'.

Printed copies are available upon request.

Please contact us

T: 01253 477900 (Option 4, Option 3)

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



## Tenant evicted for ongoing ASB

We recently took enforcement action to evict a tenant from the Mereside area for continuous breaches of their tenancy agreement and anti-social behaviour (ASB).

BCH's Neighbourhoods Team initially worked in partnership with support services to attempt to resolve the situation. The tenant was issued with a series of written and verbal warnings, a Tenancy Caution, an Acceptable Behaviour Contract and a police Community Protection Order. Despite being given these opportunities to modify their behaviour, they continually failed to engage to resolve the issues and rejected referrals to various support services.

Despite this proactive approach, the tenant did not rectify their behaviour and further instances of ASB and tenancy breaches were reported. BCH therefore took enforcement action to evict this resident and applied to the Court for possession of the property which was granted in December 2024. This tenant will now be excluded from the Housing Register for up to 5 years.

“

*We will use the tools and powers available to us to tackle and prevent anti-social behaviour (ASB) and whilst reaching the point of evicting someone is a last resort, we have a responsibility to support our tenants to feel safe in their homes and communities. We have made ongoing efforts to resolve the situation and thank you to all residents who have worked with us to build evidence on this case, which has helped to ensure the nuisance behaviour no longer persists. We will continue to work with our partnering agencies to address cases of ASB and support our tenants.*

**Stephen Dunstan, Director of Resources**

If you are experiencing anti-social behaviour, our dedicated Neighbourhoods Team are here to help and can be contacted on 01253 477900 (select option 3) or by email to [asb@bch.co.uk](mailto:asb@bch.co.uk). Any issues of a criminal nature should be reported to the police in the first instance. If you are concerned about your safety or the safety of someone else, you must contact the police immediately.

# HOW WE ARE REGULATED



Blackpool Council

Regulator of  
Social Housing



The Regulator of Social Housing (RSH) is a government agency who work to make sure that landlords provide homes that are safe, warm, and well maintained, that they deliver good quality services to tenants, and that they hear and respond to tenants' voices.

From 1 April 2024, the RSH expanded their powers and will take appropriate action if the outcomes of the standards are not being delivered. The RSH have introduced four new Consumer Standards for social housing landlords in England, which came into effect at the beginning of April 2024:

- 1 The Safety and Quality Standard requires landlords to provide safe and good-quality homes for their tenants, along with good-quality landlord services.
- 2 The Transparency, Influence and Accountability Standard requires landlords to understand their tenant's needs so they can be treated with fairness and respect, access services, raise concerns, influence decision making and hold their landlord to account. It also requires landlords to publish information on how they are performing.
- 3 The Neighbourhood and Community Standard requires landlords to engage with tenants and other services to provide safe and well-maintained neighbourhoods.
- 4 The Tenancy Standard outlines how homes should be allocated fairly, as well as detailing how tenancies should be managed by landlords.

We welcome the new Consumer Standards, as they aim to provide you with greater rights and protection and help us to improve the safety and quality of our housing and the service you receive overall.

The standards also include the Tenant Satisfaction Measures, which have been designed by the RSH to see how well a landlord is delivering services. It requires landlords to survey their tenants and to publish these results, along with performance data relating to repairs, complaints and building safety.

## UNDER THE NEW STANDARDS, BCH WILL:

- Ensure tenants are safe in their homes
- Listen to tenants' complaints and respond promptly to put things right
- Be accountable to tenants and treat them with fairness and respect
- Know more about the condition of every home and the needs of the people who live in them
- Collect and use data effectively across a range of areas, including repairs

# ELECTRICAL SAFETY

## LITHIUM-ION BATTERIES

Lithium-ion batteries are rechargeable and are used in things such as mobile phones, tablets, e-Bikes and scooters, hoverboards, mobility scooters and vaping devices.

These batteries pose significant risks if not handled correctly, as the battery could overheat and can catch fire or explode.



*Lancashire Fire & Rescue have seen a rise in incidents involving lithium-ion batteries over the past few years, as products like hoverboards, e-bikes and e-scooters become increasingly popular. The majority of fires attended to occurred when the battery was being charged*

## HOW TO STAY SAFE

- ⚡ Always use the charger that came with your device
- ⚡ Always read the safety instructions that came with your device
- ⚡ If you need to buy a replacement battery or charger, always choose a branded, genuine product from the manufacturer and beware of fakes
- ⚡ Charge the device on a flat, solid, and stable surface
- ⚡ Never charge lithium-ion batteries when you are sleeping or going out
- ⚡ Never charge lithium-ion batteries on your escape route
- ⚡ If the device has not been used for quite some time, be extra careful when you charge it - lithium-ion batteries don't like being discharged to a very low voltage
- ⚡ Don't leave items continuously on charge after the charge cycle is complete - it's best not to leave your phone plugged in overnight
- ⚡ Never cover chargers or charging devices - including using your laptop power lead in bed
- ⚡ Protect batteries against being damaged - crushed, punctured, or immersed in water - Do not use if it looks physically damaged
- ⚡ Avoid storing, using, or charging batteries at very high or low temperatures

**TO PROTECT THE HEALTH AND SAFETY OF RESIDENTS AND OTHER USERS OF THE BUILDINGS, NO ITEMS ARE PERMITTED TO BE LEFT WITHIN COMMUNAL AREAS OF ENCLOSED BLOCKS.**

**THIS ALSO INCLUDES E-BIKES, E-SCOOTERS AND MOBILITY SCOOTERS.**

# ALLOWING 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](mailto:repairs@bch.co.uk) if you are unsure to confirm the identity of any BCH staff or contractors.

# HELP US TO KEEP YOU SAFE

# Universal Credit Migration

**Universal Credit is a single monthly payment to help with your living costs and provides support if you are working and on a low income, looking for work or unable to work.**

The following benefits and tax credits are ending and being replaced by Universal Credit, under a single monthly payment:

- **Child Tax Credit**
- **Working Tax Credit**
- **Housing Benefit**
- **Income Support**
- **Income-based Jobseeker's Allowance (JSA)**
- **Income-related Employment and Support Allowance (ESA)**



From April 2025, the Department for Work and Pensions (DWP) is writing to some people who receive these benefits to let them know that they need to claim Universal Credit instead.

This letter - called a Migration Notice - explains what you need to do and when. It also provides information on the help available to continue receiving support from the government. It is important that you do not do anything until you receive your letter. You will not be moved automatically.

Once you've received your Universal Credit Migration Notice letter, you'll need to make a claim for Universal Credit to continue to get financial support. There will be a deadline in your letter. This is 3 months from the date the letter was sent out.

**If you want some help with your Universal Credit application or you're concerned about managing your income until you receive your first Universal Credit payment scan the QR code.**



## **OUR RENTS TEAM IS HERE TO HELP:**

 **01253 477900 (SELECT OPTION 1)**

 **RENT@BCH.CO.UK**

**Come along to @The Grange (Dinmore Avenue, FY3 7RW), from 12pm - 2pm on the first Friday of every month where staff from our Rents Team will be on hand to provide support and advice.**

**Staff are also available to call and email up to 6.30pm every Wednesday.**





# Disrepair/Claims Management Companies

BCH is committed to providing safe, decent and good quality homes. If you need to report a repair to us you can do so in the following ways:

-  Visit [www.bch.co.uk](http://www.bch.co.uk) and click the 'report' button
-  Call 01253 477900 Option 2
-  Email [repairs@bch.co.uk](mailto:repairs@bch.co.uk)
-  Use your online MyBCH account

Claims management companies (also known as 'no win, no fee' companies) may approach you directly, asking you to make a claim against us in relation to disrepair. It is important to be aware of the risks associated with these companies before using them, as they may not give you all the information up front, and using these companies could put you at serious financial risk.

## KNOW THE RISKS

-  They sell your claims on to solicitors, who handle the claim on your behalf, at a cost to you. Usually, they are marketed as "no win no fee", but there's a lot of examples where customers have faced thousands of pounds of debt as a result of signing an agreement.
-  Once you have started a claim with a solicitor, they will usually not allow you to change your mind without being liable for fees, including the fees for surveys to your home or for the insurance policies you've taken out.
-  They will also usually charge you a large fee to take out an insurance policy to cover the cost of your claim, and any potential compensation you may receive might be used to pay solicitor fees and legal costs.
-  If your claim is unsuccessful, you may also be required to pay for our legal costs too, which can be thousands of pounds.

In some cases, claims management companies have been canvassing in local areas and are not always clear about who they are. If you are in any doubt about who you are speaking to, please don't respond and contact us directly. Remember, all BCH staff and approved contractors will always make a pre-arranged appointment with you, and will always be wearing identification badges.

It is your responsibility to report any repairs to us, which is outlined in your tenancy agreement. We will check our records to see if these have been reported to us before, and we will refute and defend any dishonest or bogus claims.

A list of our repair responsibilities can be found on our website by visiting [www.bch.co.uk/repairs/repair-responsibilities](http://www.bch.co.uk/repairs/repair-responsibilities) or scan the QR code at the bottom of this page to view our Repairs Handbook.

We would encourage you to contact us to talk about any problems or concerns in the first instance, as this is usually the quickest resolution. However, you can also access support from other organisations, such as the Citizens Advice Bureau [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or the Housing Ombudsman [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

If you are unhappy with the standard of service you have received, you can use our complaints process. We will approach each complaint in an open and fair way and try to provide you with an appropriate and reasonable resolution. You can read more about our complaints service, and find out how to make a complaint, by visiting our website [www.bch.co.uk/complaints-compliments-and-customer-feedback](http://www.bch.co.uk/complaints-compliments-and-customer-feedback). You can also contact us in the following ways:

 01253 477911

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

## STOCK CONDITION SURVEYS

A 'Stock Condition Survey' is an inspection of the inside and outside of your home. The data gathered from the surveys will be used to plan for repairs and future investment programmes.

Michael Dyson Associates will continue their work to complete stock condition surveys on Blackpool Coastal Housing's behalf over the coming months.

Starting on 26th March 2025, this marks the third year of a 5-year programme on all Council stock across Blackpool. Michael Dyson Associates will make contact with customers directly by letter.

**If you receive a letter from Michael Dyson Associates about a stock condition survey, this is genuine and you will need to engage with them to allow access.**

All staff carry ID, however, customers can also contact BCH's Assets Team on Tel: 07483 172446 or by email to: [assets@bch.co.uk](mailto:assets@bch.co.uk) to confirm this with us.

**If your property has had a stock condition survey in the last 2 years then you will not be contacted as part of this programme.**

**Our Repairs Handbook is available on our website [www.bch.co.uk](http://www.bch.co.uk) or scan the QR code. Hard copies are available on request.**



# FEEDBACK MATTERS



In January 2025, we sent our new 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 they've made recently.

## TOWER Scrutiny

The TOWER Scrutiny Panel acts as a positive critical friend to assess and challenge BCH services.

Over the past 2 years, TOWER has completed 3 in-depth scrutiny exercises on the Repairs service, how BCH deals with Damp & Mould and the Rents service. Here's just some of their service improvements:

- Reminder messages now sent before repair appointments where possible
- Damp & Mould Guide and video created for customer's information
- BCH website updated to provide more information & support on Rent
- Visit cards created so customers know how to contact staff who visited them

Find out more by reading their latest Progress Report, just scan the QR code or we can send you a printed copy!



## Complaints Panel

Members of our Complaints Panel help to ensure BCH's internal complaints process is fair by impartially reviewing complaints at Stage 2.

As a result of their involvement:

- Call recording has been introduced for the Repairs Hotline.
- Anti-Social Behaviour (ASB) warning letters have been changed to advice letters where ASB has not been evidenced.
- The Complaints Booklet has been updated to provide clear information to customers.

## Procurement Panel

Our Procurement volunteers get involved in the process for appointing new contractors to ensure we find the right supplier. In 2024, customer volunteers assisted with the tenders for the Building Works and Grounds Maintenance contracts.

# Mystery shopping scheme

Mystery Shoppers help us to monitor the ease of access and quality of our frontline services. The scheme relaunched in 2024 and focused on knowledge of the complaints process across BCH. As a result, staff guidance was created to provide a consistent approach.

# Reading Panel

Our Reading Panel have reviewed 6 documents prior to being published with specific changes made as a result of feedback, helping to ensure they're clear and relevant.

Documents reviewed by our Reading Panel display this logo



# Green Warden scheme

Our Green Warden volunteers help us to monitor the Grounds Maintenance contract and assess how well we maintain green spaces around your home. In October 2024, a meeting was held to provide volunteers the opportunity to meet with staff and partnering contractor, Fylde Council, to discuss areas for improvement, concerns and service developments.



- Litter picking before grass cutting was raised as an issue and the importance of this was discussed. Whilst it is impossible to collect all litter, as much as possible will be collected going forward.
- BCH are looking at options for recording maintenance work, including before & after photos

# Clean Warden scheme

Our Clean Warden volunteers help us to monitor the cleaning contract in our 3 storey blocks and ensure the areas are being maintained correctly.



- Following reports of block cleaning schedules not being completed, partnering contractor 5-AM Contract Cleaning have been reminded to ensure that these are updated once the maintenance has been carried out.
- 5-AM have been reminded about the importance of wearing protective equipment for their own safety. All contractors are continually reminded of this when operating within BCH sites.
- Further to feedback on the condition of some of the noticeboards, 19 have now been replaced.



# Neighbourhood Panel

The Neighbourhood Panel is a new involvement activity, developed to monitor the service and help ensure this is reflective of community needs and compliant with regulatory standards.

Members are currently reviewing the standard letters used by the Neighbourhoods service to ensure these are clear, easy to read and to understand.

## Tenants Project Fund (TPF)



The TPF supports projects that genuinely make a difference to the lives of our communities. Our volunteers help to assess which projects are most deserving of funding.

In 2024, the TPF granted £740 to JFH to help transform the communal garden at one of their recovery houses.

£1,000 was awarded to UYA to provide safe and inclusive training opportunities from the LGBTQ+ community.

Before



After



We think it's so important for customers to have a say in how BCH provides its services and help us to make meaningful changes for the benefit of all our customers.

If you're interested in getting involved with us, please contact our dedicated Involvement and Communications Team:

BCH Involvement and Communications Team

 01253 477911

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



You can check out our BCH website by scanning the QR code or visiting [www.bch.co.uk](http://www.bch.co.uk). You'll find information on all our involvement activities and other relevant news!

# In memory...

In late 2024 we were very saddened to learn of the passing of two valued involved customers, Dean O'Shea and Jamie Stirling. We'd like to give special mention to both for their dedication to BCH.

## Dean O'Shea



Dean dedicated 10 years of his time to volunteering with BCH, helping to improve and develop services for all customers. He was involved in procurement, enabling customers to have a voice and direct role in new contractor, goods and service choices.

As a leaseholder, Dean also provided an invaluable perspective through his involvement at Leasehold Forums and Conferences. Dean's involvement in reviewing Formal Complaints has been integral in ensuring the process remains fair and transparent.

Dean was proud to talk about the work he did for BCH and the positive difference he made. He was a loyal, determined, friendly and dedicated person who will very much be missed by us all at BCH.

## Jamie Stirling

As a member of our Complaint Panel, Jamie's input was invaluable in helping improve and develop BCH services. Jamie also reviewed many BCH publications on the Reading Panel, including our complaints booklet, and because of his direct feedback we were able to ensure the wording in this booklet was inclusive and accessible.



In June 2024, Jamie was involved in the creation of our new Neighbourhood Panel, who help monitor our Neighbourhood Service. Jamie was involved in developing the Terms of Reference for the Panel and in reviewing the Antisocial Behaviour policy and booklet.

As well as getting involved with us here in the Customer Involvement Team, Jamie was also involved in community activities, and worked closely with Roots and Shoots, a community gardening group at Aysgarth Court, which aims to help people of all ages and abilities learn about gardening and growing organic fruits and vegetables.

Jamie volunteered for other organisations as well as BCH, but he still managed to regularly dedicate a great deal of his time to us over the past 3 years. His passion, positivity and great sense of humour will be very missed.

# Complaints

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 provide.

Complaint handling is a priority for us, and we want our residents to feel heard and understood. We understand that things can go wrong, so when this happens, we want to know so that we can try to put things right.

Between April 2024 and December 2024 we received 145 formal complaints.

121 complaints were closed at Stage 1

24 complaints escalated to Stage 2

There were no Housing Ombudsman determinations made

OVERALL **67%** OF COMPLAINTS WERE UPHELD OR PARTIALLY UPHELD AT STAGE 1 AND OF THOSE THAT ESCALATED TO STAGE 2 **78%** WERE UPHELD OR PARTIALLY UPHELD

## Complaint Outcomes

Apologies Provided	104	Remedial Services/Works provided	42
Compensation Awarded	18	Goodwill gestures made	13
Staff & Team discussions	19	Staff Training	8
Change to our process	11	Explanation Provided	90

## Learning from Complaints

- ✓ It has been arranged for ASB and Neighbourhood staff to undertake several relevant courses relating to neurodiversity and related areas.
- ✓ A register of erected scaffolding is now kept and checked on a regular basis.
- ✓ Process has changed for the removal of and disposal of items by a contractor.
- ✓ Our Tenancy Termination Officer has attended team meetings across BCH so other services are aware of the role.
- ✓ A leaflet was developed and given to residents regarding ongoing works in a nearby building explaining the works.
- ✓ Discussions were had with a contractor and monitoring of performance ongoing.
- ✓ The mutual exchange process has been updated.
- ✓ Our IT Team and Housing System contractor developed a hotfix to address issues with the Self Service Portal.

**WE UNDERSTAND THINGS CAN GO WRONG AND IF THEY DO WE WANT YOU TO TELL US. IF YOU ARE UNHAPPY WITH THE SERVICE YOU'VE RECEIVED FROM BCH THERE ARE SEVERAL WAYS YOU CAN MAKE A COMPLAINT**



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, Wednesday and Friday, 10am - 2pm or customers can contact us to book an appointment for a face to face meeting at a convenient venue.

## **WARM & HEALTHY HOMES PROJECT**

**DON'T MISS OUT - ARE YOU CLAIMING ALL THE BENEFITS YOU CAN?**



**Get in touch with the Warm & Healthy Homes Project for your free and confidential benefit check. We can give you an estimate of the benefits you could get.**

What you'll need for us to check your entitlement:

- Accurate information about your savings
- Your income, e.g from payslips (including your partners income)
- Existing benefits and pensions (including anyone living with you)
- Outgoings, e.g rent, mortgage, childcare payments
- Council Tax bill

In addition to benefit checks, the Warm and Healthy Homes Project can offer affordable warmth advice and assistance, including information on warm homes discounts, priority services register, understanding and reducing fuel bills, energy efficiency, budgeting, dealing with fuel debt, fuel incentives, tariff differences, switching, smart meters, green measures and more!

To apply for your benefit check or additional winter warmth support you can either scan the QR code below or apply online at:

[www.bch.co.uk/care-and-repair/the-warm-and-healthy-homes-project](http://www.bch.co.uk/care-and-repair/the-warm-and-healthy-homes-project)

Or contact us:



**CARE&REPAIR@BCH.CO.UK**



**01253 476646**

**MONDAY - THURSDAY 8.30AM TO 4.30PM FRIDAY  
8.30AM - 4PM**

Blackpool Coastal Housing Warm  
and Healthy Homes Support  
Application



Cadent and Cadent Foundation are working in partnership with Blackpool Coastal Housing to provide the Warm and Healthy Homes Project.

**Cadent**  
Your Gas Network

**Cadent**  
Foundation

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 جوړاوجوړ و زمانی جوړاوجوړ 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 باؤسنگ سب کے لئے رسائی پر یقین رکھتا ہے۔ اس بات کو یقینی بنانے کے لئے کہ بلیک پول کوسٹل باؤسنگ 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

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enquiries@bch.co.uk

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