

# YOUR BCH



Blackpool Coastal  
Housing

## September 2024



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

## Tenant Satisfaction Measures (TSM's)

Here at BCH, it's important for us that we continually try to improve and develop our services to meet the needs of our customers. The TSM's help us to do this by monitoring how well we've performed over the past year and provide insight on areas where we can improve.

Inside this edition, you'll find detailed information on how we've performed. We'll be using this to improve how we deliver services for the future, to help achieve our vision of...

*“Inspiring people to build sustainable communities”*



**KNOWING OUR  
CUSTOMERS**



**BCH  
COMMUNITY  
AWARDS**



**SERVICE  
UPDATES AND  
SAFETY  
INFORMATION**

**Also in  
this  
edition...**

# 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.

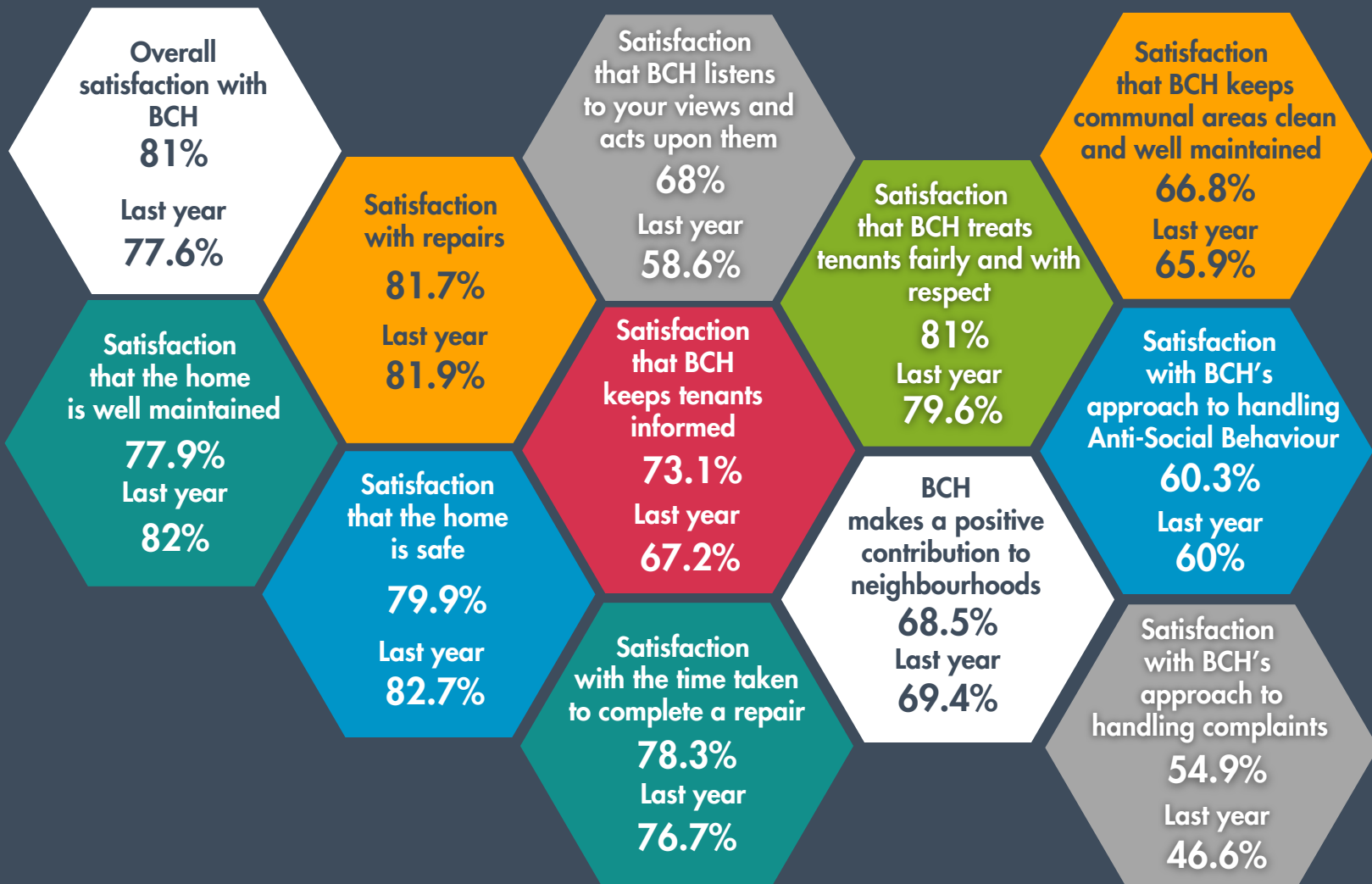
Every household living in a Blackpool Coastal Housing general needs or sheltered property received a copy of this survey earlier this year. Thank you to all those customers who took the time to complete and return the survey.

Below is a summary of the questions asked and the percentage of customers satisfied. We have compared this to satisfaction from the year before.

“

*I am pleased that BCH has published the first set of Tenant Satisfaction Measures which are designed to give you, as tenants, detailed information on how we have performed over the last year. Transparency for tenants is important to BCH and the Board and Senior Managers will be working with all staff to use the data to improve how we deliver our services to you so you can enjoy a stable, good quality and affordable home.*

John Donnellon, BCH Chief Executive



# Management Indicators

Description	2023-24 Result	2022-23 Result	Change Between Years
Homes that do not meet the Decent Homes Standard	0.04%	0.04%	0%
Repairs completed within target timescales	91.37%	94.31%	-2.94%
Non-Emergency Repairs	89.08%	91.58%	-2.50%
Emergency Repairs	98.29%	99.93%	-1.64%
Gas Safety Checks	99.94%	99.96%	-0.02%
Fire Safety Checks	99.57%	95.96%	+3.61%
Asbestos Safety Checks	100%	100%	0%
Water Safety Checks	100%	100%	0%
Lift Safety Checks	100%	100%	0%
Complaints relative to the size of the landlord (per 1000 properties)	53.48	23.34	+30.14
Stage 1 Complaints relative to the size of the landlord (per 1000 properties)	44.08	17.61	+26.47
Stage 2 Complaints relative to the size of the landlord (per 1000 properties)	9.4	5.73	+3.67
Complaints responded to within Complaint Handling Code timescales	96.71%	88.89%	7.82%
Complaints responded to within Complaint Handling Code timescales - Stage 1	97%	87.80%	9.20%
Complaints responded to within Complaint Handling Code timescales - Stage 2	93.35%	92.31%	1.04%
Anti-social behaviour cases relative to the size of the landlord	161.9	161.09	+0.81
Hate Related Cases relative to the size of the landlord	1.46	N/A	N/A

Watch out for further information on what we have done so far based on your feedback and how we will incorporate this into service improvements and future plans.

Further detail on the TSM's can be found on our website [www.bch.co.uk](http://www.bch.co.uk) or you can scan the QR code here.



# BCH Community Awards



**Our Community Awards took place in May at the Imperial Hotel. The ceremony recognised the great achievements and commitment of our customers to making a difference to the lives of others and making communities a better place to live.**

## Good Neighbour Award

Karen Trigg was crowned winner for the fantastic amount of support she offers, with one nomination describing Karen as “such a helpful and willing person and such a friend to so many”.

Sharon Hymers was highly commended for helping new neighbours become part of their local community and for providing support to vulnerable residents.



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GAS, PLUMBING & HEATING ENGINEERS



## Great and Green Award

Aysgarth’s gardening group “Roots and Shoots” won this award for the development and ongoing maintenance of their community garden, which includes growing produce for local residents to enjoy.

Roy Perkins and John Crellin were highly commended for their commitment to their local community, helping to maintain the neighbourhood and Lowmoor Community Centre garden.

Sponsored by **3D ENVIRO**

## Community Champion Award

The Memory Girls and Kitchen Divas of Revoe were crowned joint winners for their work in combating social isolation and breathing community spirit into their local Community Centre at Ibbison Court.

Pauline Fitch and Linda Chapman were highly commended for the work they did in running the Saturday Club at their local Community Centre at Sevenoaks.



Sponsored by **TYSON**



## Working Together Award

The BCH Complaints Panel won the award for their commitment to ensuring BCH's complaints process is fair and robust. The group of customer volunteers provide an impartial view from a customer perspective, helping to achieve successful outcomes for all parties.

Highly commended were Patricia Rawson for her work as Chair of the South Shore Community Group, and Jobs, Friends and Houses (JFH) who have built a strong

recovery community in Blackpool. Allowing people to thrive, not just survive, reconnecting families and bringing communities together.

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## Inspiration Award

John Watton and Khristy Wood were crowned joint winners. The complete life transformation John has achieved in just over 3 years was recognised by the judges; from years in prison and in addiction, to sustained recovery and being employed with JFH to support others on their recovery journey. Khristy's role in the Grange Park community and overcoming her personal barriers to achieve full-time employment was also highlighted by the judges.

Ellen Shakespeare was highly commended for overcoming her own personal barriers to volunteer each week at the A Shed - a group for autistic people which helps to create a safe and secure environment for them to come together and access support and training.



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## Longstanding Commitment Award

This award recognised David Shakespeare for dedicating over 15 years to making sure tenants are listened to. During his time with TOWER Scrutiny Panel, he has completed 17 service reviews with hundreds of recommendations being implemented as a result, improving service delivery and ensuring a customer focus. David's knowledge, input and commitment has helped to shape services and ensure that customer views are at the heart of service delivery and decisions.

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## Resident's Choice Award

This award offered residents the opportunity to make up their own award category for something that has benefitted them or their community

The winner was Jennifer Munday, also known as “Grange Park’s gift”, who has dedicated her time to volunteering and helping with anything and everything from the local Scouts club to manning the reception desk @The Grange to knitting hats for Blackpool Victoria Hospital’s Neo-Natal Unit, Jennifer is a true unsung community hero.



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Gwen Holt and Sharon Roberts were highly commended for their voluntary work in their local Revoe community. Known simply as a “lifeline” for residents, they help people to fill their lives with new friends, activities, day trips and events as part of their Wellbeing hub.

## Young Leader Award

The Young Leader Award highlighted the fantastic voluntary work the Highfield Helpers do in their local area. The group of pupils from Highfield Leadership Academy have provided invaluable support to some of Blackpool’s elderly and more vulnerable residents. The Highfield Helpers are a true inspiration and were instrumental in tackling social isolation and loneliness during the Coronavirus pandemic with their Pen-Pal and Kindness Calls projects.

Thanks to this, the pupils are developing a strong social conscience and making a difference to the lives of others whilst improving their own communication and leadership skills. Highfield Leadership Academy pupils Nabil Hasan, Izzy Donno Franklin, Astrid Danaila, Layla-May Lucas, Spencer Willetts, Katie Jones, Maisy Head, Darci Rowcroft, Lola Norris, Jason Shergold and Macy Rathbone were each presented with certificates to recognise this fantastic work and a glass award was provided to the school.



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## Resident of the Year Award

Maggie Gregson was crowned Resident of the Year for her commitment to the Bostonway community. She organises regular activities and events at the local Community Centre and delivers to food to those unable to get there.

Sue Robinson and the TOWER Scrutiny Panel were highly commended for their involvement with BCH in reviewing and developing services for the benefit of all customers.

# 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.



In August, 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**



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.

## The Dangers of Tampering with Utility Meters

BCH is committed to keeping you, your family and the local community safe.

Tampering with a meter so it doesn't record how much gas or electricity is being used or trying to bypass the meter completely is theft and can lead to a fine or prison sentence.



**IT IS REALLY DANGEROUS AND RISKS SERIOUS INJURIES TO INNOCENT PEOPLE AND MAJOR DAMAGE TO PROPERTY**

Tampering with utility meters is a breach of your tenancy agreement. Action will be taken against tenants who tamper with meters which could result in them losing their home.

**Energy crime can be reported anonymously on 0800 023 2777.**

If you are struggling with energy bills, BCH's Care & Repair Warm & Healthy Homes project can offer you support and also check to see if you are missing out on any benefits or sources of financial help. The project can also refer you to other types of support, as well as offering you information on understanding and reducing fuel bills, energy efficiency, budgeting, dealing with fuel debt, fuel incentives and more. Contact Care & Repair on:



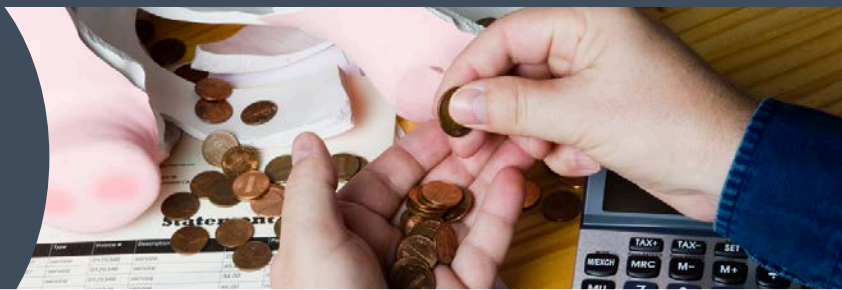
**477900 (option 4 then 2)**



**care&repair@bch.co.uk**

# YOUR RENT

WE'RE HERE TO HELP



STAFF FROM OUR RENTS TEAM ARE AVAILABLE ON THE FIRST FRIDAY OF EVERY MONTH FROM 12PM UNTIL 2PM @THE GRANGE.



NO NEED TO BOOK AN APPOINTMENT, JUST POP IN TO SPEAK TO A MEMBER OF THE TEAM!

 2a Dinmore Ave,  
FY3 7RW

**GOT A QUESTION OR NEED TO SPEAK TO US AFTER 5PM?** We're just a phone call away...our dedicated team is on hand until 6:30pm every Wednesday.

 **01253 477900** SELECT OPTION 1 

## KEEP THINGS SMOOTH BY MAKING THE MOVE TO UNIVERSAL CREDIT

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.

This year, the Department for Work and Pensions (DWP) is writing to some people who currently receive certain benefits to let them know that they need to claim Universal Credit instead. The 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 this 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 to do this in your letter. Please take note and follow the guidance in the letter from the DWP.

If you need help with making your application, Help to Claim offers free, independent, confidential and impartial support over the phone, and is delivered by trained advisers from Citizens Advice. You can contact them by phone on 0800 144 8444.

**UC** Universal  
Credit

# 53 WEEK RENT

Your rent is charged weekly. Every few years there is an extra Monday in the year, the 2024 - 2025 rent year is one of these years. This is because the current rent year falls between 1st April 2024 and 31st March 2025 and has 53 Mondays and therefore 53 rent weeks.

## IF YOU PAY BY UNIVERSAL CREDIT

The DWP does not recognise a 53 week year for Universal Credit and will still calculate Housing Costs over a 52 week year. This means there is a potential for a shortfall in your Housing Costs amount over the year and you will need to pay for the additional week yourself. We encourage you to pay a little extra each week or month to ensure your rent is covered.

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

**T: 01253 477900 (SELECT OPTION 1)**

**E: RENT@BCH.CO.UK**



## DOMESTIC ABUSE

### WE WILL LISTEN

At BCH, we believe that our customers should not live in fear of violence or abuse from a partner, former partner or any other member of their household.

People experiencing domestic abuse will be treated in a sympathetic, supportive and non-judgemental way.

A victim's reaching out to us will be given advice and assistance as a matter of priority by staff.

Contact our dedicated  
Anti-Social Behaviour Team:

**T: 01253 477900  
(SELECT OPTION 3)  
EMAIL: ASB@BCH.CO.UK**

Scan the QR code to visit our website and find links for support. Please remember, you are not alone.



## What is Domestic Abuse?

Domestic Abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour, including sexual violence. In the majority of cases, the perpetrator is a partner or ex-partner, but it could also be a family member or carer.

# BEWARE OF COLD CALLING



We have recently received reports from concerned customers who have been sent text messages and received visits from cold callers offering to provide specialist housing advice and assistance with repair issues.

Please be aware that these organisations are not working for or on behalf of BCH or Blackpool Council.

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



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You can contact us on 01253 477900 (option 2) to confirm the identity of any repairs staff or contractors.

If you do have any concerns about cold callers or unsolicited visitors attending your home, you can report this directly to Blackpool Council's Trading Standards Team on 01253 478375 or by emailing [tradingstandards@blackpool.gov.uk](mailto:tradingstandards@blackpool.gov.uk).

## OUR REPAIRS SERVICE

WE ARE COMMITTED TO PROVIDING SAFE AND COMFORTABLE HOMES.

BCH provides a Repairs and Maintenance service to Blackpool Council tenants as covered in their Tenancy Agreement and Repairs Handbook.

If you are a tenant and have any outstanding repairs or concerns about disrepair then please contact us:

 01253 477900 SELECT OPTION 2

 [REPAIRS@BCH.CO.UK](mailto:REPAIRS@BCH.CO.UK)

If you report a repair, please ensure you allow us access to fix it for you. If you have an appointment and aren't available then please let us know.



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.



# Responsible Dog Owner Agreement

We allow tenants to keep dogs in their home as long as they are well cared for, responsibly kept and do not cause a nuisance to other residents.

## CARE OF YOUR DOG:

Your home must be a suitable size for the breed of dog you own. If you have a property with a balcony, do not leave your dog on the balcony when you are not at home.

The law says you must get your dog micro-chipped.



## DOG FOULING:

It is an offence to allow your dog to mess in a public area. All dog fouling must be cleared up immediately and disposed of safely and hygienically. Dog owners with private gardens must regularly clean their garden and keep it free of any dog fouling so that it does not cause a nuisance for neighbours. Dog owners with a communal garden must not allow their dog to foul in any communal garden or area as it can cause a nuisance for neighbours and make an area unhygienic for children to play.



## KEEP YOUR DOG UNDER CONTROL:

All dogs must be kept on a lead in all public places on our estates, including communal gardens and green spaces, footpaths and car parks. They must always be under the control and supervision of a responsible person over the age of 16 years. Dogs must not be allowed to damage any council property, including trees. You will be responsible for paying for any repairs. All dogs must wear a collar and tag with the owner's name, address and postcode when in a public space, including communal areas.

## BREACH OF TENANCY AND YOUR DOG:

Dogs must not cause a nuisance or annoyance to neighbours or their pets. This includes excessive barking or other noise and damage to other people's property.

Your dog must not injure any person.

You must make sure that your garden is suitably fenced to prevent your dog going in to your neighbours' gardens.

You must not run a dog-sitting or kenneling service or breed any dogs at your home without our written permission.

All dog owners can sign a voluntary agreement. This will help us to manage dog ownership for the benefit of all residents and the environment.

To find out more and complete the agreement, scan the QR code or contact our Neighbourhoods Team on 01253 477900 (select option 3).



# Help stop the Block

BCH are responsible for keeping drains, sinks, baths and toilets in your home in good working order. However, sometimes blockages are caused because of objects being flushed down toilets or fats being poured down sinks. If BCH attends to a blockage and we establish that it has been caused by objects or fats then you may be recharged.



## WHAT NOT TO FLUSH:

- COTTON BUDS
- NAPPIES
- CONDOMS
- BABY WIPES (EVEN FLUSHABLE WIPES)
- MEDICINES
- PLASTERS
- CIGARETTES
- TOILET ROLL TUBES
- SANITARY PADS OR TAMPONS
- FACIAL WIPES OR COTTON WOOL
- HOUSEHOLD CLEANING WIPES

## PREVENT BLOCKED DRAINS:

### DO

- ✓ Dispose of leftover oil and grease by pouring it into an empty can, allowing it to cool before throwing in the bin.
- ✓ Use strainers in sink plug holes to catch leftovers and throw it in the bin.
- ✓ Wipe and scrape plates before washing.

### DON'T

- ✗ Put fats, oils or grease down the sink.
- ✗ Put food scrapings into the sink.
- ✗ Pour harmful chemicals down the sink or drain to try and dissolve fats, oils or grease.

# ANNUAL COMPLAINT PERFORMANCE

At Blackpool Coastal Housing, we see complaints as an opportunity to learn from the issues raised by our residents and improve for the future.



In line with the Housing Ombudsman's Complaint Handling Code, we have submitted our Self-Assessment along with a report on our complaints performance over the past financial year (1st April 2023 to 31st March 2024). Here's a summary of our performance:

## Complaints Investigated and closed at Stage One - 184

Upheld/Partially Upheld - 44%

Not Upheld - 32%

Escalated to Stage 2 - 24%

## Complaints Investigated and closed at Stage Two - 42

Upheld/Partially Upheld - 83.5%

Not Upheld - 14%

Escalated to the Housing Ombudsman - 2.5%

## Stage 1 Main Complaint Areas

Service	Upheld	Not Upheld	Partially Upheld	Escalated to Stage 2	Total
Responsive Repairs	20	18	5	19	62
ASB	3	11	5	10	29
Neighbourhoods	1	9	5	0	15
Repairs Hotline	8	1	2	1	12
Sheltered Housing	1	2	4	3	10

## Stage 2 Main Complaint Areas

Service	Upheld	Not Upheld	Partially Upheld	Escalated to Ombudsman	Total
Repairs	11	0	3	1	15
ASB	4	2	6	0	12

# Stage 1 and 2 Main Complaint Outcomes:

Explanations  
Provided

**126**

Apologies  
Provided

**110**

Staff  
Discussions

**39**

Staff  
Training

**30**

Change to  
Process

**27**

Compensation  
Awarded

**24**

## Improvements and Lessons Learnt

A theme arose around complaints relating to the length of time for a plumbing appointment just prior to Christmas. This was addressed by putting in extra resource from a contractor.

All BCH staff have undergone Right First Time Customer Care Training.

Telephony recording has been implemented onto the Repairs Hotline.

Complainant Action plans are now completed with all customers who report an Anti-Social Behaviour (ASB) issue and this has become a Service Standard. This supports managing expectations and also outlines communication frequency and method.

We have changed the wording of our ASB Acknowledgement letters to help customers understand the difference between an ASB report, which is a service request, and a complaint.

We have amended the wording of our first contact ASB letters we send when we receive an ASB report, so that there is a distinction between a warning letter and an advisory letter.

Our ASB and Neighbourhoods staff will be undergoing neurodiversity training.

We have provided additional guidance to Neighbourhood Officers on the expectation of the role and what would be deemed as a breach of tenancy.

We have identified an issue with the cleaning of communal areas in 2 storey blocks and will be conducting a consultation exercise with customers around this.

Where there are several or larger scale repairs required to a property, a project management approach has now been adopted so that such cases are co-ordinated and overseen by the Assets Team to improve communication and timescales.

We have developed and implemented an Authority to Act and Advocacy policy.

**Our annual complaint performance report can be found on our website [www.bch.co.uk](http://www.bch.co.uk).**

**Hard copies can be provided upon request.**

**Scan here for more information on complaints**



# Safety in the Home

## GAS SAFETY



### FOR TENANTS:

For tenants, we have a legal responsibility to carry out a gas safety check in your home every 12 months. Annual gas safety checks are vital and classed as essential work because the safety implications of not completing this important maintenance and safety work is significant.

We appreciate that not everyone uses gas appliances, but we still need to check and maintain any associated pipework in your home. If you have a gas cooker it is your responsibility to have this serviced and maintained as we will only inspect the pipe the cooker is attached to.

**If you have a service scheduled with us, please allow our engineers access to your home to complete this, to ensure your home is as safe as possible. It is also a condition of your tenancy agreement to allow us access to carry out this work.**

**Partnering Contractor,  
Read & Errington, complete this  
essential work on our behalf.**

**Read & Errington**  
GAS, PLUMBING & HEATING ENGINEERS

### FOR LEASEHOLDERS:

If you are a leaseholder, your gas appliances should be checked regularly by a Gas Safe registered engineer to ensure they are safe and in good condition. As part of your lease agreement, you will need to provide us with a copy of your annual gas safety certificate.

BCH, along with our partnering gas contractors, offer an annual Gas Safety Care & Maintenance scheme. This scheme covers breakdowns to your heating and hot water system as well as the annual gas safety inspection and gas safety certificate. You would need to pay for this service in advance; for more information, please contact the Homeownership Team on 01253 477983 or email [homeownership@bch.co.uk](mailto:homeownership@bch.co.uk).

## GAS LEAKS

If you smell gas, think you have a gas leak or are worried that carbon monoxide fumes are escaping from a gas appliance, call the gas emergency number immediately on 0800 111 999.

- **DO NOT SMOKE, STRIKE A MATCH OR OPERATE LIGHT/SWITCHES**
- **TURN OFF THE GAS AT THE CONTROL VALVE (USUALLY NEAR THE METER)**
- **OPEN THE PROPERTY'S WINDOWS**
- **REPORT THE GAS LEAK TO BCH ONCE YOU HAVE CONTACTED THE EMERGENCY GAS NUMBER ABOVE.**



# Our Tribute to Brenda

*Quite simply 'one in a million', Brenda Giles was a pillar of her local community and it was with great sadness that BCH learnt of her passing in June 2024.*

Brenda dedicated over 20 years of her life as a sheltered resident to transforming her deprived neighbourhood in Revoe, central Blackpool, into a community thriving with activities and social events. A true tenant champion and passionate volunteer, Brenda was a founding member of the New Revoe Residents Association, which organised weekly events often attended by over 50 people helping to reduce social isolation and promote community cohesion.



Brenda was instrumental in setting up the memory lane café, supporting residents with dementia and providing an outlet for people to share stories and reminisce about bygone years. She put her heart and soul into everything she did and made a real difference to the lives of so many. Thanks to her and her fellow volunteers, residents are able to meet and make new friends and gain companionship as well as having a jolly good knees up at the many varied fundraising and celebration events.



Brenda was held in high regard as a volunteer with BCH; she was a member of the BCH Tenants Project Fund panel, helping to decide which projects were deserving of funding and was also involved in producing award winning annual reports in partnership with us.

As Brenda used to freely admit, sheltered housing often evokes negative connotations of loneliness, social exclusion and ill health.

From starring in a YouTube video to promote the benefits of sheltered housing, to meeting with the Housing Minister to put forward her views on the key issues residents living in social housing face, Brenda was fully committed to tackling and challenging the negative press at every given opportunity.

Her involvement in the consultation which informed The Charter for Social Housing Residents White Paper demonstrated Brenda's drive to tackling stigma and redress the balance between residents and landlords.

*Thank You  
Brenda x*

*Brenda pictured with  
'The Chase' star Paul  
Sinha at the 24 Housing  
Awards*



# TOWER Scrutiny Panel

## Damp and Mould

Our TOWER Scrutiny Panel have completed a recent scrutiny exercise of BCH's approach and response to damp and mould.

As part of the exercise, the panel reviewed policies and performance information, interviewed staff and managers, benchmarked with other landlords and surveyed and interviewed BCH customers who had reported issues with damp and mould.

From the Scrutiny, the following recommendations were made and have been implemented by BCH:

Launch an education campaign for tenants, including leaflets and educational videos

Be proactive with communication about cold callers and damp issues

Regularly train staff and new starters on damp and mould

Staff should carry business or visitor cards to give to tenants so they know who has visited them

Tenants to be reminded about allowing access to BCH, as outlined in their tenancy agreement

Ensure that information is available in other languages if needed

Add QR codes to leaflets to link to website information

Schedule follow on calls and inspections following damp works

# Tips to reduce condensation in your home

Any home can be affected by damp and mould. Moisture from ordinary household activities such as cooking and drying clothes can cause condensation which can lead to black mould, but there are things you can do to help stop condensation happening.



## Produce less moisture

## Ventilate your home



## Keep your home warm

**IF YOU HAVE DAMP AND MOULD PLEASE REPORT THIS TO OUR REPAIRS HOTLINE ON 01253 477900 (OPTION 2) OR EMAIL [REPAIRS@BCH.CO.UK](mailto:REPAIRS@BCH.CO.UK)**

Further information about Damp and Mould is available on our website [www.bch.co.uk](http://www.bch.co.uk). Copies of our Damp and Mould booklet are available upon request.

*Scan QR code to watch our Damp & Mould video*



# Tenants Project Fund

THE BLACKPOOL COASTAL HOUSING TENANTS PROJECT FUND (TPF) SUPPORTS PROJECTS THAT GENUINELY MAKE A DIFFERENCE TO THE LIVES OF OUR CUSTOMERS AND THE NEIGHBOURHOODS IN WHICH THEY LIVE.

To ensure that the TPF is more accessible to 'grassroot' organisations and community groups, we've made the following changes:

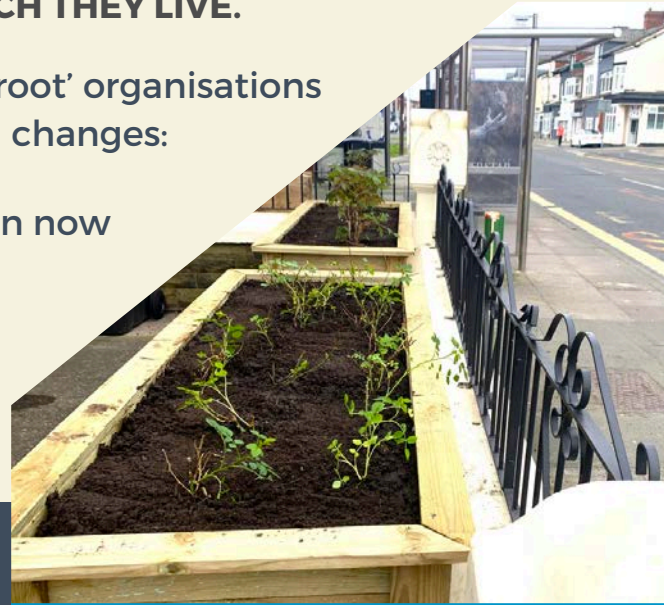
## CHANGE 1

The maximum organisations can now apply for is £1000.

## CHANGE 2

We have also reduced the application processing time from 12 weeks to 6.

TO APPLY FOR FUNDING OR TO FIND OUT ABOUT BECOMING A TPF GRANT ASSESSOR, PLEASE GET IN TOUCH!



JFH IN BLOOM TPF PROJECT

📞 01253 477911

✉️ [CUSTOMERINVOLVEMENT@BCH.CO.UK](mailto:CUSTOMERINVOLVEMENT@BCH.CO.UK)

## Celebrating Community Success... Blackpool in Bloom 2024

**Congratulations to all those commended at Enveco's Blackpool in Bloom 2024 competition.**

The annual awards are organised every summer to celebrate the passion and dedication of Blackpool's community, showcased through the stunning floral displays and exceptionally well-maintained gardens.

We would like to give special mention to the dedicated resident volunteers at Beattock Place, Bispham, whose hard work and determination saw them crowned winners in the Community Garden category. Craig, Maureen, Sharon and Jane (pictured) have created a beautiful floral oasis for their local community to enjoy and fought off stiff competition in this category, which saw an increase in entries this year. The pictures show just how much work these volunteers have put into their neighbourhood.



THANK YOU AND WELL DONE TO YOU ALL FOR YOUR HARD WORK AND DEDICATION!

# LEARNING ON YOUR DOORSTEP



From September 2024, Blackpool and the Fylde College will be providing courses for adults within local schools and community centres. These include sessions for parents and to support children's learning at Revoe, Boundary and Devonshire Road Primary Schools. These sessions will also be available at Claremont Park Community Centre and @The Grange.

A range of sessions to support confidence building, improving your mental and physical health and improving relationships will also be available at Claremont Park Community Centre, @The Grange and Ibbison Court.

Sessions are available to those over the age of 19 years who are not currently undertaking any other training with full funding available (subject to eligibility).

Look out for posters and timetables within the schools and Community Centres. Full details can also be found by following the Facebook Page "B&FC Adult Courses". You can also email and request more details from [jenny.north@blackpool.ac.uk](mailto:jenny.north@blackpool.ac.uk)

Maths, English and courses to improve your computer skills will also be available at a range of local community centres. To find out your nearest centre and discuss what you need please email [seasiderscourses@blackpool.ac.uk](mailto:seasiderscourses@blackpool.ac.uk) or call 01253 504693.

Scan here for more info!



## CUSTOMER FEEDBACK

If you have a comment, suggestion or compliment you'd like to give, please get in touch! All feedback is important; it helps us to learn and develop services where necessary and ensure these are fit for purpose.

If you'd like to make a compliment, comment, suggestion or complaint, you can contact our dedicated Involvement and Communications Team using the details below

## USEFUL EMAIL ADDRESSES

Remember 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.

### ASB & NEIGHBOURHOODS

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

### RENTS

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

### LETTINGS

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

### REPAIRS

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

### HOME OWNERSHIP

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

### INVOLVEMENT &

### COMMUNICATIONS

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

