

# Neighbourhood Matters



Blackpool Coastal  
Housing

WELCOME TO YOUR NEIGHBOURHOOD NEWSLETTER

# Hello!



Follow us on facebook @bchblackpool

Welcome to the first edition of your brand-new neighbourhood newsletter, designed to update you on the work BCH is doing in YOUR area. We hope you enjoy the read!

**YOUR  
NEIGHBOURHOOD  
OFFICER FOR  
SOUTH SHORE**



JESS

**Our Neighbourhoods Team are committed to making a positive contribution to your community and to ensure that we deliver high quality services to keep our neighbourhoods safe and well maintained, in addition to responding to reports of anti-social behaviour and tenancy breaches.**

## DID YOU KNOW?



What you can expect from us, we will:

- Ensure our grounds maintenance contractors are completing work to a good standard
- Arrange removal of reported fly tipping
- Identify and report repair issues where required
- Inspect and address property and garden conditions
- Aim to ensure our customers feel safe and secure in their home and local community without suffering from the anti-social activities of others
- Monitor external communal areas
- Monitor the appearance of our neighbourhoods and address issues promptly
- Engage with customers to obtain feedback and act on your views
- Help to resolve Anti-Social Behaviour (ASB) issues at the earliest possible opportunity

## IMPORTANT DATES



Neighbourhood Walkabout  
Tuesday 24th February

Meet at 2pm outside Lostock  
Gardens Community Centre, FY4 3PT

We have an Environmental Contracts and Projects Officer for BCH, who leads on the development of BCH environmental contracts including the Grounds Maintenance contract with Fylde Council, the block cleaning contract with 5AM Contract Cleaning and the window cleaning contract with Majestic Window Cleaning.



If you're interested in providing your views about local green spaces, or the cleanliness of the communal areas in your block, why not join our Green Warden and Clean Warden schemes?

You can help to monitor the cleaning and grounds maintenance contracts, that the areas are being maintained correctly and that BCH objectives are being met. You can provide feedback from the comfort of your own home.

If you haven't already, you'll soon receive the Tenant Satisfaction Measures (TSM) survey to ask for your views on how BCH is performing.

The TSM's were introduced by the Regulator of Social Housing in 2023 and the survey contains the questions we must ask tenants. The responses will help us to develop plans to improve our services to all tenants.

The closing date for the survey is 28th February 2026 and, if you give your permission, you'll be entered into a free prize draw for a chance to win Love 2 Shop vouchers.

If you have received a survey and you have any queries or need assistance to complete it, please contact Blackpool Council's Housing Standards and Compliance Manager on 01253 477762 or email [Housing.Strategy@blackpool.gov.uk](mailto:Housing.Strategy@blackpool.gov.uk) with your details.



Thank You!

**Help us to improve our services, your views count!**



Customer involvement helps us to improve the services we deliver to our residents and communities and we are always looking for more customers to get involved, share their views and help make a difference. We offer a range of involvement activities for customers to work with us and help improve our services for everyone.

**Here's all the ways you can share your views...**

Reading Panel	TOWER Scrutiny Panel	Complaint Panel
Neighbourhood Panel	Mystery Shopping	Procurement Panel

For further information please scan the QR code or visit [www.bch.co.uk/involving-you](http://www.bch.co.uk/involving-you)



 01253 477911

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

# TOWER SCRUTINY

*would you like to join us?*



TOWER Scrutiny Panel is an independent panel of Blackpool Coastal Housing (BCH) customers who work with BCH and Blackpool Council.

We act as a positive critical friend, assessing and challenging the services that BCH provides on behalf of its customers. As part of co-regulation, BCH is committed to greater involvement of customers in decision making and scrutiny of services. This leads to greater customer satisfaction and service improvements.

## *Interested in finding out more?*

**We will be holding the following meet and greet sessions so why not come along and join us for a brew and find out more:**

**Tuesday 3<sup>rd</sup> February  
2pm-4pm  
@the Grange,  
Dinmore Avenue,  
Blackpool, FY3 7RW**

**Tuesday 17th February  
2pm-4pm  
Merese Library  
(Wash Your Words)  
Langdale Road,  
Blackpool, FY4 4TR**

**Transport can be provided - Contact the Involvement & Communications Team on 01253 477911 or email [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)**

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



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



*If you'd like us to organise a session in your area, please get in touch using the details above!*