

TENANT TALK

SUMMER/AUTUMN 2025

bcha

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Please Stay Connected and Join Us:

We want to hear your views and you can do this by joining our Residents Facebook page.

There are many ways to stay up to date with BCHA news and events including following our social media channels.



@bcha.org.uk



@bcha9962



@bcha.news



@BCHA

Welcome



I am really pleased to introduce this wonderful summer/autumn edition of Tenant Talk. It's packed full of service updates, customer stories and interesting articles.

I know that a number of customers have contributed to the content, so a huge thanks to those of you who have.

Tenant Talk is one of ways in which we try to make sure we have good communication and engagement between you, our customers, and our various staff teams. We also help run house meetings and various discussion groups on specific topics. We are always keen to hear from as many of you as possible to help shape improvements to the services we deliver - your views really do help us understand what we might need to do differently.

Anyway, grab a cup of tea and I hope you enjoy the read...

Lorraine Mealings, Chief Executive

Meet the Tenant Talk Editorial Panel



My name is **Chris Shaw** and I am the Customer Engagement and Insights Manager for BCHA. My role is to work with colleagues to champion the voice of customers.



Hi my name is **Mike** and I am Co-Production Lead for BCHA, involving people in decisions that are made on their behalf.



Hi I'm **Nick** and I am a BCHA resident. My aim is to make sure our voices are heard and to help influence decisions that affect us.

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Celebrating Progress at the Homewards Anniversary in Sheffield

By Nick, Homewards National Co-Production Partner

To celebrate the second anniversary of The Royal Foundation's Homewards programme, I had the honour of being invited to a two-day event in Sheffield. It was a gathering of people from across the UK who are all committed to tackling homelessness and creating lasting change.

Among the attendees were His Royal Highness Prince William, former Prime Minister Gordon Brown, directors from The Royal Foundation and partners from every corner of the country. I was there as part of the Homewards National Co-Production Partnership, a group of people with lived experience who are helping shape the programme's direction and ensure it stays grounded in real-world insight.



One of the most memorable moments was when Prince William joined our group for nearly half an hour. He listened closely to our views and took part in our discussions. I was lucky enough to speak with him directly about the public perception of homelessness, the challenges we face in changing that narrative and the importance of prevention. I even invited him to attend the next in-person Homewards meeting in six months and he seemed genuinely open to the idea!



I'll be honest: I've had my criticisms of the Homewards programme. But over the past year, I've seen real progress, especially in how co-production is being taken seriously. Our voices are not just being heard; they're starting to shape decisions on a national level. The proof will be in the outcomes, of course, but I'm beginning to feel that Homewards is making meaningful strides, not just in supporting people who are homeless, but in preventing homelessness altogether

It was a privilege to represent tenants at such an important event, and I'm hopeful about what we can achieve together in the months and years ahead.



"A Better Man Than When I Came In": Paul's Story at Access Wellbeing's Boscombe Hub



Paul, a local resident who received support at Access Wellbeing's Boscombe hub, speaks openly about the profound impact the service has had on his life and why he's urging others to give it a try.

"I'm already telling people that I know. I'm trying to encourage them to come," Paul shared. "You can feel secure, you can feel confident that your conversations are kept totally in private. I've never ever once felt disrespected, either."

For Paul, the respectful and dignified atmosphere of the hub has been key to his ongoing journey.



In this place, the measure of dignity that they show to you and the respect is really quite humbling. So I'd recommend anybody to come here. And in fact, I have.

Paul emphasised that the hub isn't just for mental health support. *"To encourage people to come here, even if it's not for mental health issues, you can come here for other help, which I have received. If you need a one-to-one, if you need a bit of emotional support, come and give it a try. It'll be worth every effort you put in."*

Beyond support, Paul has found a path forward through free BCHA Learn courses available at the hub.

I'm on my second course now and I'm hoping to go into a support role. There are various courses that people can enrol in, either further education or to pick up new skills for work, or if they need help with their self-esteem, or their confidence - there is a perfect course for them.

Reflecting on his time on one of the programmes, Paul added, *"I enrolled on the Confidence and Mental Health Wellbeing course. It was a great course and we all stuck with it from start to finish, which was ten weeks. When we finished, I said to the tutor, Mark, 'I'm leaving here a better man than when I came in.' And I really mean that, because it really did help me."*

Paul's story is one of transformation, and he's not keeping it to himself.

His message is simple: "Come and give it a try."



www.dorsetaccesswellbeing.co.uk

Access Wellbeing Boscombe operates with a free drop-in service, or for general enquiries **07385 473687**

BCHA at Bournemouth Pride: Celebrating Love, Inclusion, and Community Support



What an incredible weekend at Bournemouth Pride! The sun was shining, the atmosphere was bursting with colour and joy, and BCHA were proud to be part of the celebration championing love, diversity and mental wellbeing across our services.

Two of BCHA's services, Millennium House and Access Wellbeing, collaborated together to spread the message of inclusion and how BCHA can offer support to those in the LGBTQ+ community.

Millennium House



The Millennium House team brought their usual energy and heart to the event, embracing this year's Love Hearts theme with enthusiasm and flair. The stall was a vibrant showcase of creativity, featuring handmade sensory boxes, colourful posters crafted by residents and a fun, engaging game designed by our very own Emna. Winners walked away with thoughtful prizes and big smiles!

Beyond the fun, the team's presence carried a deeper message and highlighted the vital mental health support Millennium House provides every day. With care, creativity and compassion, our team supports individuals in building brighter futures.

Access Wellbeing



Also proudly representing BCHA was our Access Wellbeing team, offering person-centred support to anyone aged 18 and over. The Access Wellbeing stall welcomed many wonderful conversations about mental health and wellbeing in the LGBTQ+ community.

Thank you to everyone who stopped by to connect, share, and learn more about the support available. Your stories and strength inspire us every day.

Together, Millennium House and Access Wellbeing made BCHA's presence at Bournemouth Pride truly special. We're already looking forward to next year for more creativity, more connection, and more celebration of the incredible communities we serve.



Plymouth: Cooking around the world

At Somewhere Safe to Stay, transformation begins with the simple act of sharing a meal. Over 12 weeks we hosted a global culinary experience uniting those with all levels of cooking abilities – from those just discovering their way around the kitchen to seasoned home cooks.

The course explored cuisines from across the globe, from Mexico to Italy, Thailand to Morocco. Each week saw the kitchen transform from just a place to share a meal. It became a classroom and a sanctuary, where differences dissolved over simmering pots and pans.

This course prioritised inclusivity from the outset. No matter our customers' background or skill set, everyone had a role to play. Each week saw a set of roles assigned to our aspiring chefs including prep assistant, head chef and flavour tester, ensuring all our customers could contribute and learn new skills. The diversity of the roles meant those feeling less confident learn new leadership skills, while those who knew their way round the kitchen could offer mentorship.

Detailed and illustrated step-by-step guides were provided weekly to ensure everyone could feel confident when following along, no matter the language or literacy level. The guides taught fundamental and transferrable kitchen skills including knife safety, timing, layering spices and even presentation skills.

Through our 12-week journey our customers thrived, sharing stories and building trust with their new connections. Mealtimes turned into moments of reflection, laughter and belonging. Each week our customers began to look forward not just to the delicious food, but the feeling of being part of a shared community.

Our kitchen became an example of what Somewhere Safe to Stay strives for: a place of safety, dignity and growth. In a world that often feels divided, especially to those facing disadvantages, the universal language of food brought unity one dish at a time.

Comments from participants

Fully enjoyed the whole experience 10 out of 10. I liked helping to show others how to do things.

Amanda R

I have enjoyed socialising while trying new dishes.

Grace J

It has been good team building; it also encouraged me to try new dishes I otherwise would not have tried.

Richard E

The workshop has help me expand my tastebuds and get out of my comfort zone.

Ella R

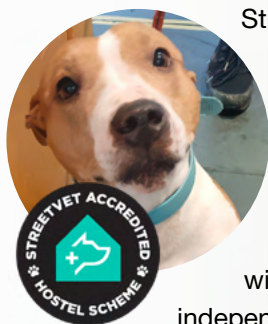
It has been helpful to bring everyone together. For someone who never cooked before it has been very fulfilling to be a part of.

Brandon D

George House secure additional year of StreetVet funding

Thanks to the hard work of the George House team, the Plymouth-based accommodation have secured another year of funding for StreetVet! StreetVet offer free essential veterinary care for those experiencing homelessness as an outreach service but also at pet-accredited living spaces such as George House.

As part of the offering, StreetVet offer drop in visits at George House. This gives our customers the opportunity to ensure their pets are up to date with inoculations, flea & worm treatments as well as receiving access to education regarding their pets and how best to care for them. StreetVet can also help with temporary pet boarding should their owner need to stay in hospital.



StreetVet also provide training to our George House team and help review accommodation policies. This ensures inclusivity and helps both our customers and their pets have a positive experience during their time with BCHA before transitioning to independent living.

While around 10 – 25% of those facing homelessness have pets, only around 10% of hostel accommodations accept them. A majority of those facing homelessness would turn down the opportunity to be housed if they could not keep their pets. By continuing their StreetVet accreditation, George House allows individuals to keep their pets which is a huge source of psychological support for customers.

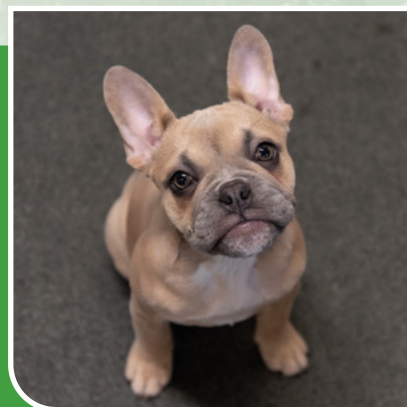
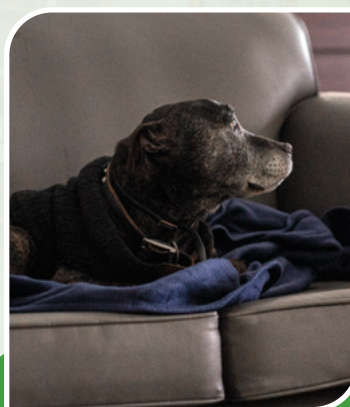
Joe, a Complex Needs Support Worker and the StreetVet advocate at George House was instrumental in securing the additional funding.

StreetVet brings so many positive things to our customers at George House. Not only are our customers able to keep their much-loved pets, but they also get access to vet care and online training modules for pet wellbeing.

Joe

StreetVet plays a vital and compassionate role in the UK by delivering veterinary support, pet essentials, and housing advocacy to those facing homelessness. Their work not only addresses animal welfare but also serves as a bridge to improved well-being and access to accommodation for an often overlooked and underserved population.

BCHA are working with StreetVet to roll out the service to more of our schemes.



bcha.org.uk



Life at James Michael House: A Glimpse into the Heart of BCHA's Supported Housing



At James Michael House (JMH), we're proud to say that life is always happening—whether it's over cups of tea and crafts, enjoying garden visits from therapy dogs, or taking part in thoughtful sessions that help residents grow in confidence, skills, and wellbeing.

JMH is just one example of the many BCHA supported housing projects where residents are supported not only with the essentials like safe housing, food, and finances, but also with activities and sessions that promote belonging, learning, coping, and developing a strong sense of self.

Resident Feedback:

"10 out of 10. I really enjoyed it." – cs

JMH is a small project and attendance at events can sometimes be low. However, even if only one or two people attend, the impact on the dynamics of the building and the enthusiasm of the community is significant, creating a much more positive atmosphere.

Creativity & Connection



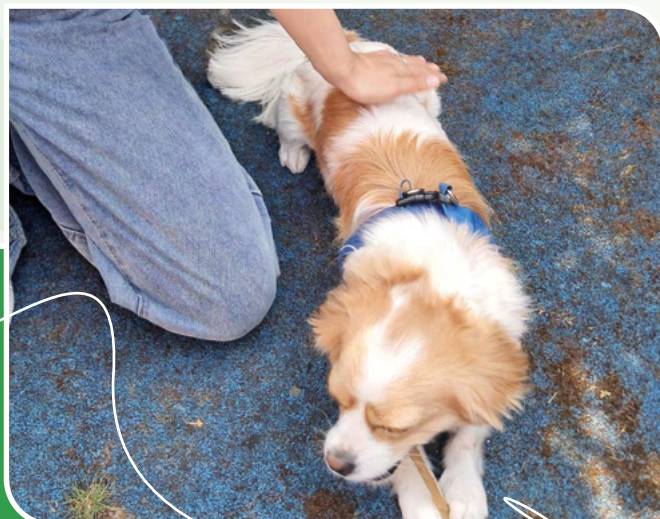
Over the past few months, residents at JMH have taken part in a variety of enrichment activities designed to boost confidence, encourage socialising, and spark joy. From Jewellery and Origami workshops to Clay Mini Figures and Mindful Colouring, these sessions have created opportunities for creativity, learning, and connection.

Here's what went on:

Therapy Dog Visits: A Dose of Joy



One of the most loved additions to our summer calendar has been the Therapy Dog Visits, taking place throughout July and August. These gentle, furry visitors offer more than just cuddles. They bring emotional comfort, stress relief, and an important sense of connection, especially for residents working on coping strategies.



Clay Mini Figures & Mindful Colouring



This event encouraged creativity and calm, with mindful colouring paired with the chance to chat and reflect with support staff. This session ticked the boxes for both Learning and Coping in the Resilience Framework - residents had space to socialise, express themselves, and practise mindfulness.

With three attendees and strong positive feedback, the activity was a clear success. Staff noted it was a great opportunity for relaxed engagement and informal keyworking and highlighted how valuable these calm, creative moments can be for emotional wellbeing.

Origami and Jewellery Workshop



This hands-on workshop offered residents a relaxing, informal space to engage with staff while learning new creative skills. Focused and calming, the activity supported the Learning element of the Resilience Framework by introducing residents to new skills and opportunities for self-expression.

Adding more life-skill-based activities alongside creative ones could broaden appeal and engagement.



Building Life Skills



Residents are actively supported to plan their futures through activities like vision boards, goal setting, and SMART plans. There's also a focus on essential life skills, with sessions on money management, cooking, and healthy eating helping residents become more confident and independent.

In addition, mental wellbeing is supported through activities such as mindfulness, gratitude journaling, and self-esteem building. These are powerful tools that help residents manage emotions, reflect on values, and strengthen their sense of self.



Planning, Progress & Voice



Monthly House Meetings, like the one held in May, are a vital part of co-producing life at JMH. They give residents a voice in shaping their living environment and upcoming activities. Everyone deserves to feel heard and included and these meetings ensure that support is always person-centred and responsive.

Celebrating Together



From St George's Day to National Gardening Week, World Chocolate Day and even National Biscuit Day, the calendar at JMH is full of reasons to gather, learn, and celebrate. These light-hearted events help foster a sense of community, fun, and shared identity

Turning Conversation into Co-Production



Common Ground, based in CoLab in Exeter, is a lived-experience group aiming to transform lived experience into meaningful improvements to local services. The group brings together people with experiences of homelessness, rough sleeping, mental health challenges and navigating complex systems to work together as an equal partnership with organisations and decision-makers.

Common Ground meet monthly with additional subgroups exploring housing, recovery, mental health, and transitions. Transitions is the term used to describe the experience of leaving supported housing and living independently. Upon leaving supported housing, many people find that they no longer are eligible for a support worker or tenancy officer. Those who struggle to adjust can then find themselves losing their tenancy and becoming homeless once again.

A member of Common Ground and a former BCHA resident contributes to both Common Ground and the BCHA Transitions Group. He hopes to align his and others' lived experience perspective through the collaboration.

BCHA and Common Ground hope that by working together, their collaboration will strengthen connections, build mutual understanding and help shape housing transitions that are more flexible, person-centered, and supportive.

Those most affected by homelessness and exclusion must be part of designing the solutions. By working in partnership with organisations like CoLab, BCHA hope to turn what can be an isolating experience into one of influence and change.

To get involved or find out more, contact:
john.stammers@colabexeter.org.uk and/or
chrisshaw@bcha.org.uk



Autumn Courses with BCHA Learn

All courses are free and available to those aged 19 and over in the BCP areas

Digital Discovery (Intermediate)

4 week course enrolling Monday September 15th

Digital Skills Hub Boscombe, 30 - 32 Royal Arcade, Christchurch Road, BH1 4BT

All Being Well

5 week course enrolling Wednesday September 24th

BCHA Learn, 3 - 5 Palmerston Road, Bournemouth, BH1 4HN

Food For Life

4 week course enrolling Thursday September 25th

BCHA Learn, 3 - 5 Palmerston Road, Bournemouth, BH1 4HN

Horticulture (City & Guilds Level 1)

5 week course enrolling Thursday October 2nd

BCHA New Leaf Allotment, Muscliffe Ln, Bournemouth, BH9 3NN

To view our full course calendar or to complete an enrolment form, scan this QR code, visit our website or call the team on 01202 410595.



Scan QR Code
to visit website

BCHA Asset Management Strategy 2025-2030

BCHA is developing a new Asset Management Strategy focused on creating safer, modern and energy-efficient homes through smarter planning, resident input, sustainability and legal compliance.

As a BCHA customer, we want to hear from you.

What improvements matter most? Do you have concerns about repairs, energy use, or safety? How can the upgrade process be made easier? Customers will be invited to shape how the strategy is delivered, helping shape the future of your home - and your community.



New partnership puts women's health first

At BCHA we are committed to supporting the complex and often challenging lives of our residents with compassion, dignity, and practical care. Many of our customers who we work with have experienced multiple disadvantages including homelessness, trauma, substance use, and involvement in sex work.

In recognition of this, George House have partnered with The Eddystone Trust to provide an on-site sexual health drop-in service. The Eddystone Trust were founded in Plymouth in the 80s, responding to the AIDS epidemic and the lack of awareness on sexual education across the city.

I am so proud of the work we have done behind the scenes to make this partnership happen. It's important to me that we adapt the service to meet the needs of our customers. We shouldn't be ashamed to talk about sexual health and we will continue working hard to address and break down the stigma surrounding this.

Molly, Senior Practitioner for George House

By bringing the service into the scheme, we have removed many of the barriers our customers can face. Residents can access testing, treatment, contraception, information and support in a non-judgemental, trauma-informed environment where they feel safe and understood. Drop-in staff are LGBTQIA+ friendly and offer person-centred care, values that are shared by BCHA colleagues.

The Trust also provide training for the George House team, helping to break down stigma and facilitate open conversations around sexual health conversations.

The Power of Customer Choice in Home Improvements

BCHA is taking a more personal approach to planned maintenance across its housing, offering customers real choice when it comes to how their homes look and feel. Our new kitchen replacement programme gives customers the opportunity to customise their new kitchen from a range of styles, colours and finishes, creating spaces that reflect their tastes and lifestyles.

BCHA's refreshed process moves away from a rigid, one-size-fits-all approach. Regardless of individual preferences, the new model prioritises flexibility and collaboration.

Historically, it was a bit restrictive. Now, we're genuinely offering choice. If someone loves their current kitchen and it's still in good condition, we don't force a replacement. But if a new kitchen is due, we invite them to help design it, down to the colours, handles, and finishes.

Steve Beach, Head of Repairs at BCHA

The same principle applies to new tenants moving into homes where kitchens are scheduled for renewal. Instead of replacing the kitchen before move-in, BCHA where possible wait until the customer is in the property, so they can make those decisions themselves.

"In the past, kitchens would have been a fixed model prior to our new customer moving in. A lovely kitchen, but not the one they would have picked," Steve adds.

"Now, we wait and work with our customers, it's their home, after all."

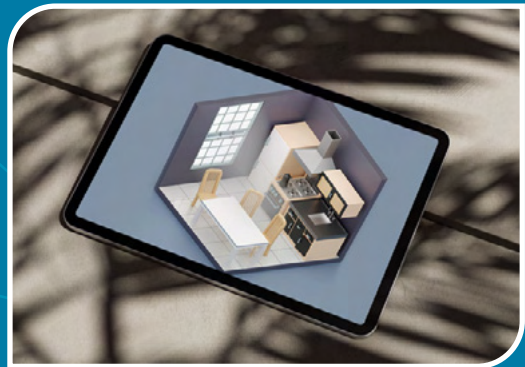
A BCHA tenant recently selected his kitchen customisations.

"When I was told I would be having a new kitchen fitted, little did I realise the choice I would be offered. I was able to pick the colour and type of floor, cupboards, tiles even down to a choice of cupboard and drawer handles! Basically, I was able to design my own kitchen, which is remarkable."

BCHA resident

The programme is being delivered in partnership with Manhattan Kitchens, who manufacture the kitchens and provide digital visualisation tools that support the design process. During surveys, customers are shown a plan view and the colour choices of the kitchen that include worktops, door, drawer fronts, flooring and paint choices to help decide.

While the changes may seem modest, a choice of cupboard fronts here, a preferred worktop finish there, they are part of a larger shift in how BCHA works with its customers. Good housing isn't just about structure and safety, though essential, but about care, identity, and the feeling of home.



Your Voice, Your Impact

Following a great deal of feedback from our customers, BCHA has begun an exciting Housing Transformation Programme designed to bring housing services closer to you.

We listened carefully to your views on a range of issues, including anti-social behaviour and tenancy management. You told us you wanted Housing Officers to be more visible in your communities present on schemes, in blocks, and available to resolve issues quickly and effectively at the first point of contact.

In response, we've completed a major restructure of our housing management service. Based on your feedback, we've merged the tenancy, income, and financial inclusion roles into a single, more versatile Housing Officer role. This means our Housing Officers can now respond to a wider range of issues, offering a more joined-up and efficient service.

We've also increased the number of Housing Officers and reduced the size of their patches. This allows them to get to know you better and provide a truly person-centred approach. Our Housing Officers are now working in their new areas and are out and about, introducing themselves to customers.

To support this transformation, we've expanded our management structure. We now have four operational Team Leaders across our areas, two Area Managers, and two specialist roles focused on Anti-social Behaviour and Arrears. These specialists are here to advise and coach staff, ensuring we deliver the best possible service when tackling ASB and supporting customers to reduce arrears.

Looking ahead, we're committed to working with you to co-create our policies and procedures. We want to ensure that you are at the heart of how we design and deliver our services.

If you'd like to get involved or share your ideas, please contact Customer Services by emailing customerservices@bcha.org.uk or calling us on 01202 410 500.

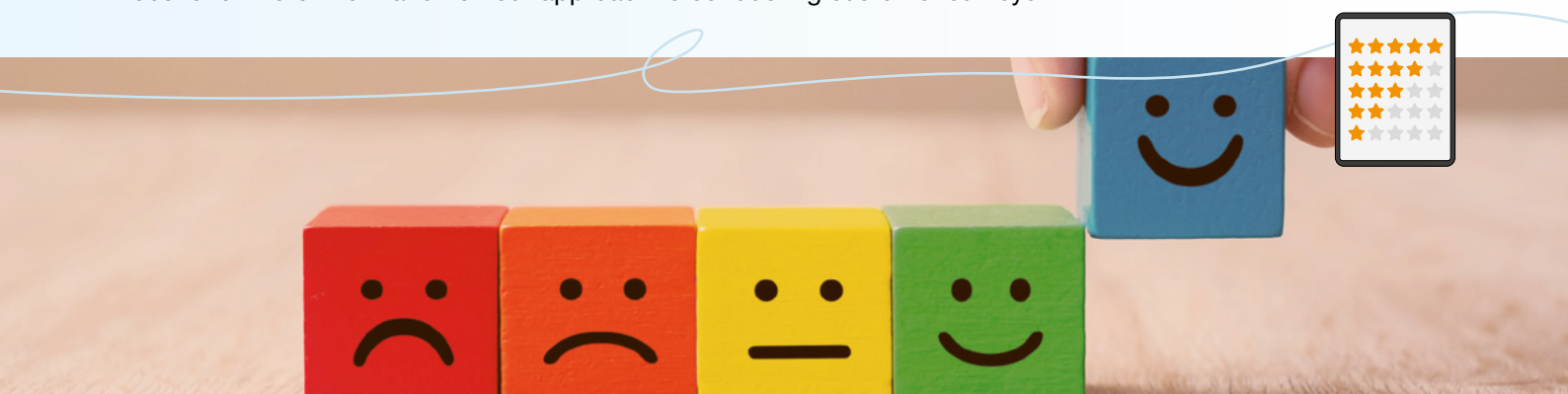
We'd love to hear from you!



Championing Customer Voice: Tenant Satisfaction Measures 2024-25

The Tenant Satisfaction Measures and surveys were introduced by the Regulator of Social Housing (RSH) to assess how well social housing landlords in England are providing good quality homes and services.

BCHA engages an independent company, Acuity Research, to deliver telephone surveys to BCHA customers every quarter. In 2024 - 25, 321 BCHA customers took part in surveys. These results, and the valuable feedback we collect throughout the year, champion our customers' voice to help improve our services and homes. See our website for more information on our approach to conducting customer surveys.



The results:

These results refer to the **Social Housing element** of our portfolio based on **1163 properties**.

75% of customers living in Social Housing said they were satisfied with the overall service provided by BCHA. *(Improvement on 71.3% for 2023 - 24).*



Your Home



85.1%

of customers were satisfied with the overall repairs service received over the last 12 months



81.4%

of emergency responsive repairs completed within our target timescale (24 hours)

Anti-Social Behaviour



67%

of customers were satisfied with how we approach anti-social behaviour



0

anti-social behaviour cases that involve hate incidents

Your Safety



76.9%

of customers were satisfied that we provide a home which is safe



99.5%

of homes requiring gas safety checks have been carried out

Your Neighbourhood



76.2%

of customers were satisfied that we make a positive contribution to their neighbourhood



73.8%

of customers were satisfied that we keep communal areas clean and well maintained



Tenant's Views



68.8%

of customers were satisfied that we listen to tenant views and act upon them



83.4%

of customers said that we treat them fairly and with respect



78.1%

of customers were satisfied that we keep them informed about things that matter to them

Complaints



39.3%

of customers were happy with how we respond to complaints



What's Next?

Measuring our performance is essential for maintaining customer trust and satisfaction. A dedicated working group with review survey responses to address issues and identify common themes. These insights will be shared with our leadership committees to inform strategic plans.

Visit our [website](#) to find out more.



Brighten up The Factory!

Calling All Creatives!



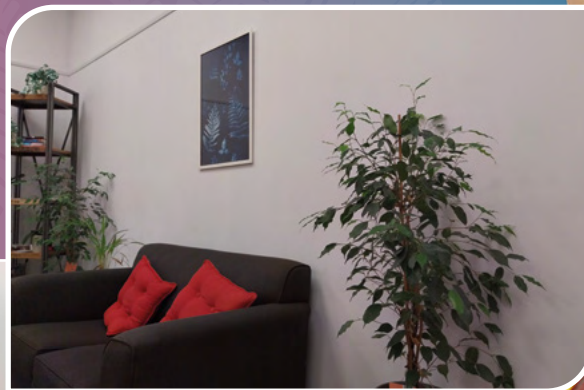
We're on a mission to bring more colour, creativity, and community spirit into The Factory our Bournemouth office.

We're inviting all our customers and colleagues to submit original artwork to be displayed in the offices and training areas. Whether it's a painting, drawing, collage, or digital piece, we'd love to showcase your talent and celebrate the vibrant energy of our community.

Take inspiration from this piece already submitted by our friends at Millennium House in Bournemouth — an example of how art can transform a space.

While we're unable to offer prizes, your work will be proudly displayed and featured in our internal communications, with credit given to the artists selected by our Customer Service team based at the factory.

Let's make our spaces brighter, together. Submit your artwork today via your line manager, tenancy officer, project worker and be part of something beautiful!



Please contact Customer Services on **01202 410 500** or email: customerservices@bcha.org.uk for further information

Tenant Voice is Key

The Social Housing Regulator visits BCHA

In the spring of 2025, BCHA was inspected by the Social Housing Regulator. This is a normal assessment that takes place every 4 years. In our last assessment we were given the grades:

- 📊 **Governance graded G1** (Fully Compliant)
- 📊 **Financial viability graded V2** (Meets Standards)

What's different this time?

Since April 2024, the Regulator assesses against four new Consumer Standards. The new standards are:

- 📊 **Safety and Quality Standard**
- 📊 **Transparency, Influence and Accountability Standard**
- 📊 **Neighbourhood and Community Standard**
- 📊 **Tenancy Standard**

BCHA's commitment to customer engagement - through Tenant Talk, Reference panels, and the Customer Steering Group - is central to our Strategic Plan and to ensuring your voice is heard. As the Regulator highlights, effective governance and tenant involvement go hand in hand.

If you have any questions about the regulator's assessment or how it might affect services, feel free to reach out via your tenant representative.

What does this mean for you?

The Regulator's judgement should give you reassurance that there is strong governance in place and that we manage our finances well, taking only appropriate risks. In addition, this year it will provide feedback to customers on how well we are meeting the requirements of the new Consumer Standards.

What next?

At the end of September 2025, Regulator will publish its judgement on their website. We will add the information to our website and let customers know. We will be given three grades covering Governance (G), Financial Viability (V) and Consumer Standards (C). 1 is the highest grade possible and 4 is the lowest.

Thank you!

We want to say a big thank you to all our customers who have been involved in this process. We appreciate the time, dedication and energy you have given to the process.



Compliments and Complaints

Quarter 1 Complaints – What We’ve Learned and What’s Next

Thanks to everyone who shared feedback with us in Quarter 1. Listening to your experiences helps us improve the services we provide and make sure your voice is heard.

Here’s a quick look at what came through:

Complaint Numbers: We received slightly fewer complaints than the quarterly average for last year (**19.5**). Of the Stage 1 complaints, **41%** were upheld or partially upheld, and **59%** weren’t upheld. One Stage 2 complaint was partially upheld, and compensation was paid.

Response Times: We aim to respond to Stage 1 complaints within 10 working days. While most were on time, a few missed the mark without prior agreement, which means they fell outside our target. We’re working hard to improve this, with the Customer Service Manager keeping a close eye on case progress.

Staff-Related Complaints: The most common theme was around staff support and service quality. These are taken seriously and reviewed regularly by both the Customer Service Manager and the People Team to ensure fair and thorough handling.

Compliments: We’re proud to share that several services received positive feedback this quarter! Mental Health services (CFRs, Floating Support, and Millennium House) received **4** compliments, and our Domestic Abuse support (Outreach and Poole Refuge) received **7**. *Thank you for recognising the teams making a difference.*

Tenant Feedback: In the Acuity surveys, **198** tenants shared ideas for improvement.

Key themes included:

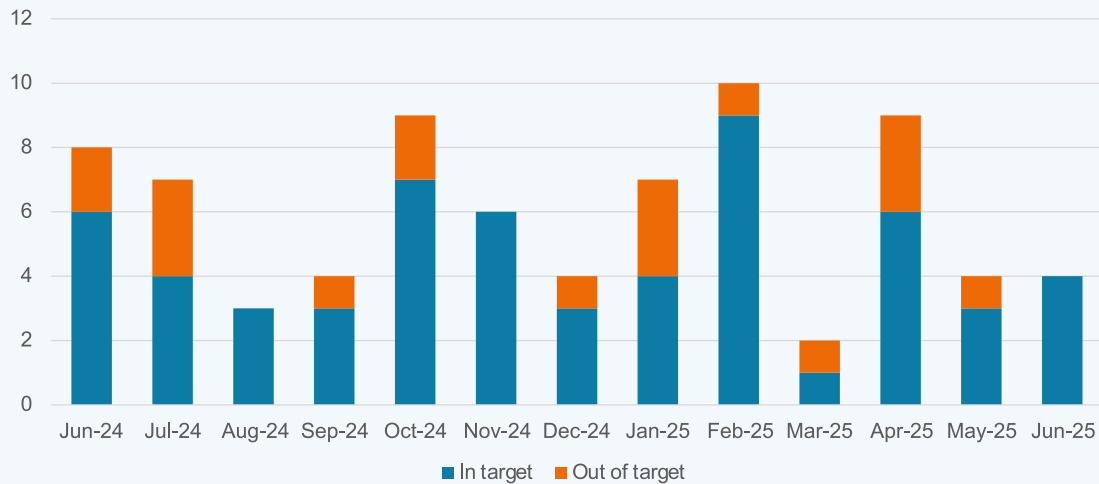
				
Better communication, especially around maintenance and repairs	Faster response times for maintenance issues	Improved security, including CCTV and door safety	Cleaner and better-maintained communal areas	More support for vulnerable tenants and careful vetting of new residents

Thanks again for your continued feedback it’s helping us build a better, safer, and more supportive community for everyone.

Target in-time response rate: 85%

	Customer Type	Complaints in Q1	Complaints YTD	Complaints responded to In Target YTD
Stage 1	Social Housing tenants	10	10	70.0%
	Non-social housing tenants & other customers	7	7	85.7%
	Total	17	17	76.5%
Stage 2	Social Housing tenants	1	1	100.0%
	Non-social housing tenants & other customers	0	0	-
	Total	1	1	100.0%

Responded-to Stage 1 Complaints Rolling 12 months



Stage 1 Complaints - Reasons YTD 2025-2026



OMBUDSMAN OVERSIGHT

Q1 YTD

COMPLAINTS ESCALATED TO OMBUDSMAN	0	0
COMPLAINTS DECIDED BY OMBUDSMAN	0	0
OMBUDSMAN DIRECTIONS TO RESPOND	0	0
OMBUDSMAN CASES RULED OUT OF SCOPE	0	0

Compliments and Suggestions

Compliments in Q1	Compliments YTD	Themes YTD
23	23	
13	13	Support Teams
5	5	Repairs/Sched Teams
4	4	Tenancy/Income Teams
1	1	BCHA Learn
-	-	BCHA Generally

Fire Safety in your home

Top tips for keeping you and your family safe

Plugs



Turn off appliances when not in use

Doors



Do not leave a fire door open and never disconnect an automatic closer

Appliances



Do not leave an appliance running when no-one is home

Smoking



Do not smoke in bed and always put out cigarettes fully

Smoke alarms



Test your smoke alarm weekly and do not cover or remove

BBQ



If you have a balcony do not have a BBQ on it

Cooking



Do not leave cooking unattended

Belongings



A tidy home with fewer belongings can reduce the risk of fire spreading

Candles



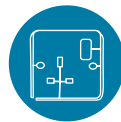
Do not leave candles unattended and always put out fully

Matches



Store matches and lighters in a safe place and away from children

Electrical



Do not overload electrical sockets and switch them off when not in use

Flammable



Do not store anything flammable such as petrol in your home

bcha

Useful Contacts at BCHA

BCHA Customer Service

01202 410 500 • customerservices@bcha.org.uk

Maintenance Enquiries

BCHA Home 0300 1234 001 or email:
repairs@bcha.org.uk

BCHA Floating Mental Health Support

Phone-in service on 01202 612 600 (Mon-Fri 10:00-16:00)
MHfloatingupport@bcha.org.uk

BCHA Learn

01202 410 595 • bchalearn@bcha.org.uk

Foodbanks

are available if you are struggling to cope financially.
Call 01202 410 500 for further advice

Help with housing, learning and living

Call 01202 410500

Email enquiries@bcha.org.uk

www.bcha.org.uk

The Factory, 14 Alder Hills, Poole, BH12 4AS
Unity Hub, 5 - 11 Millbay Road, Plymouth PL1 3LF

Are you getting everything you're entitled to?

www.turn2us.org.uk

www.gov.uk

www.entitledto.co.uk

All websites have a benefits calculator to assist you.

Emergency Numbers

NHS
111

Mental Health Connections
0300 123 5440

National Domestic Abuse
0808 2000 247

Samaritans
116 213

NSPCC
0808 800 5000

Cruse Bereavement
0800 808 1677

Shelter
0808 800 4444