

Ways to get in touch



Website/Mybdht:
www.bdht.co.uk



Email:
contactus@bdht.co.uk



Phone: **0800 0850 160**
or **01527 557557**



Text: **83080** start your
message with the word **bdht**



Letter:
FREEPOST bdht



In person:
bdht Offices, Buntsford Court



Facebook:
[facebook.com/bromsgrovehousing](https://www.facebook.com/bromsgrovehousing)



Twitter:
twitter.com/bdht



LinkedIn:
[linkedin.com/company/bromsgrove-district-housing-trust/](https://www.linkedin.com/company/bromsgrove-district-housing-trust/)



Customer portal www.mybdht.co.uk



13 Humphrey Ave, Bromsgrove B60 3JB

Bromsgrove District Housing Trust, Buntsford Court,
Buntsford Gate, Bromsgrove, Worcestershire, B60 3DJ

Registered Charity Number 1111423
RSH Registration Code LH4415

Out of hours emergency repairs and housing
0800 0850 160



Our Annual Report 2022



Full report available at
tenantreport.bdht.co.uk



We spent £9m improving our homes

£1.9m routine repairs
£0.5m security & safety
like fire alarm testing & lift servicing

£6.5m major repairs and replacements
like new kitchens and bathrooms

1,148 Customers got involved and gave feedback

90% of customers are satisfied with their neighbourhood

Formal complaints **149** (20/21 = 119)
Quick fixes **267** (20/21 = 206)

73% of customers feel that they are listened to

13,354 repairs completed costing **£1,180,000**

84% Satisfaction with complaint handling (Target 92%)
73% of complaints were upheld

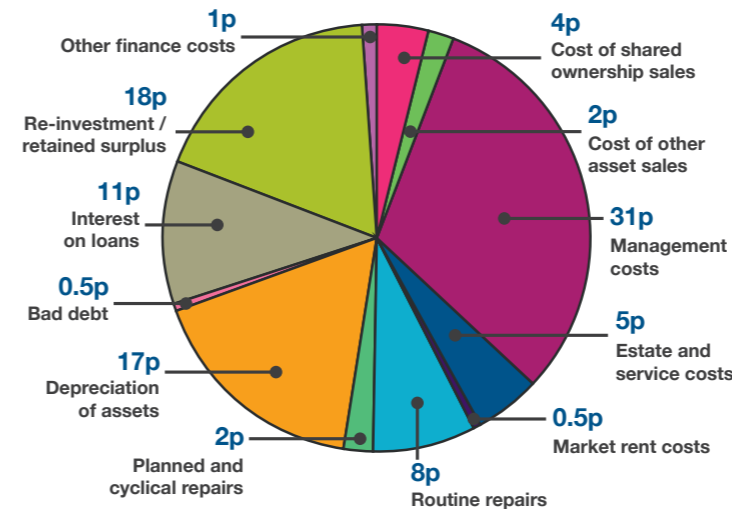
83%

Satisfaction with quality of their home

61 homes built (Target 100)

How your rent is spent

During 2021/22 the £25,423,000 of income was spent in the following ways:
How every pound of money was spent:



£154,000 spent on **243** adaptations making homes more accessible

Satisfaction with grounds maintenance

Grass cutting **90%**
Removal of litter **97%**
Hedges maintained **80%**
Weed control **74%**

205 cleaning inspectors
97% met **5,055** standards of cleaning checked

100% decent home standard

Customers are **86%** satisfied with the repairs and maintenance service

2,174 gas repairs completed costing **£293,000**

217 compliments received

We replaced
82 windows
53* doors
125 light bulbs

100% gas safety checks completed

79 mystery shops carried out
86% very good/good customer care
91% satisfied/fairly satisfied with call handling
49% very good/good technical knowledge

Customers are **87%** satisfied with bdht services
Target 95% by 2027

212 windows
11 doors
140 light bulbs
66 doors
239 light bulbs
*All windows in 53 properties