



# Welcome to the 2023 Annual Report





## At bdht we're constantly working to grow and improve to help us fulfil our purpose of building vibrant communities together.

We want to ensure that customers understand that a positive customer experience is at the heart of everything that we do, and that their voices are heard. We listen to customers by taking on board their feedback, through our customer engagement activities to help shape and improve our services to better serve the needs of our customers and communities.

### Our Purpose and Vision.

We are committed to making sure that we are a great landlord by offering affordable, well maintained and managed homes and by **building vibrant communities together**.



Be an excellent employer



Be an excellent landlord



Develop and maintain excellent safe places to live



Be an environmentally and socially responsible organisation



Build and support viable and vibrant communities



Be financially secure and provide value for money

# 1. Welcome to the 2022/23 Annual Report

It has been another challenging year and we've continued to work hard to do the right thing: for our people, for our customers, for our business. The ongoing difficulties left behind by the pandemic have required us to think differently about how we can deliver our services and support our communities.

The following information is intended to give a brief summary of how well we have delivered our services and how we want to continue to offer the customer care we can.

**Graeme Anderson,**  
Chief Executive, **bdht**

**Mary Miller,**  
Chair of the Board, **bdht**

This year we focused on providing good quality homes & good service to our customers. We continued to invest in your homes & made improvements in neighbourhoods to ensure they are places you want to live & stay. Repairs have taken longer than we would have liked & we're working hard on the backlog.

The Board is absolutely committed to maintaining & building our financial position so that we can continue to deliver services & invest in homes, making them safe, free from damp, mould & condensation. The award by Investors in People "Gold" status, recognises this commitment.

Over the last 12 months we've looked into the delivery of a number of services & policy areas. The Panel has made recommendations to improve these services, which have been accepted by The Board. We will continue to review services over the coming year to identify improvements.

It's an exciting time to be a member of the RSP, we make a genuine difference to services provided by **bdht**, if you are interested in joining the RSP or if you would like to give feedback please get in touch. It all helps **bdht** to deliver better services for you.

**Brian Palmer,**  
Chair of the Residents'  
Scrutiny Panel, **bdht**

## Our Values



## Our Charter



## 2. Listening and involving you

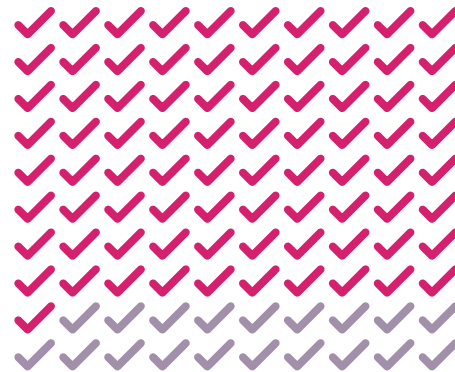
**Our target is to increase customer satisfaction to 95% by 2027.**

Every year we ask our customers to complete a satisfaction survey. Thank you to all of those who took time last year to let us know your views.

Your feedback helps us understand what is important to our customers. Feedback helps us know what we are getting right, and how to improve services for all our customers. MEL Research will be continuing the surveys during 2023/24.

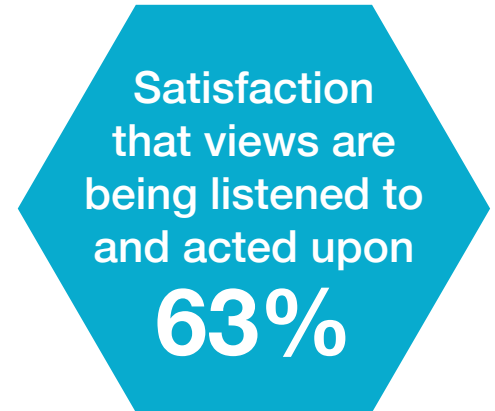
**We have lots of ways to keep customers informed.**

You can follow us on Facebook, X/Twitter and LinkedIn. We have reviewed our website so that there is a lot more information available to customers.



**Satisfaction with bdht services**

**81%**



We listen to customer feedback though our engagement activities, which helps us make improvements to our services.

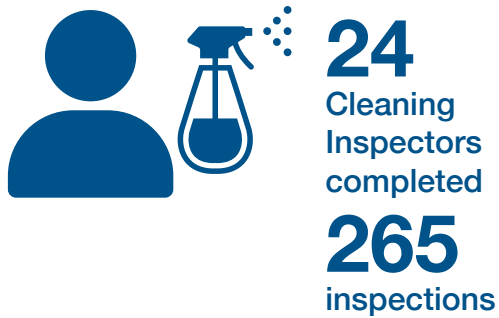


Be an excellent landlord



We aim to deliver excellent customer service in a way that suits you.

## Customer engagement activities



### You said:

The communal areas were looking tired.

### This is what we are doing:

Carrying out surveys with the aim of decorating over the next few years.



Amanda Banks,  
Resident Engagement Officer.

Our Resident Engagement Officer Amanda will regularly be at The POD for afternoon tea so that she can gather more of your feedback, why not pop and see her? And don't forget to keep an eye on social media to find out more.

Amanda is looking for cleaning and ground inspectors in the following areas: Catshill, Romsley, Rockhill, Wythall, Sidemoor, Kidderminster.



## The Regulator of Social Housing

Our regulator of social housing is currently seeking views from residents on proposed changes to the consumer standards with which we have to comply. For more information about the proposed changes or to provide feedback on the consultation follow this link.  
<https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards>

**Closing date for feedback is 6pm, 17th October 2023.**



We are always looking for people to get involved, just contact us if you are interested, or scan this QR code.

### 3. Compliments and complaints

We welcome complaints, as this gives us an opportunity to learn from our mistakes, to put things right and improve our services.

#### Subjects of complaints

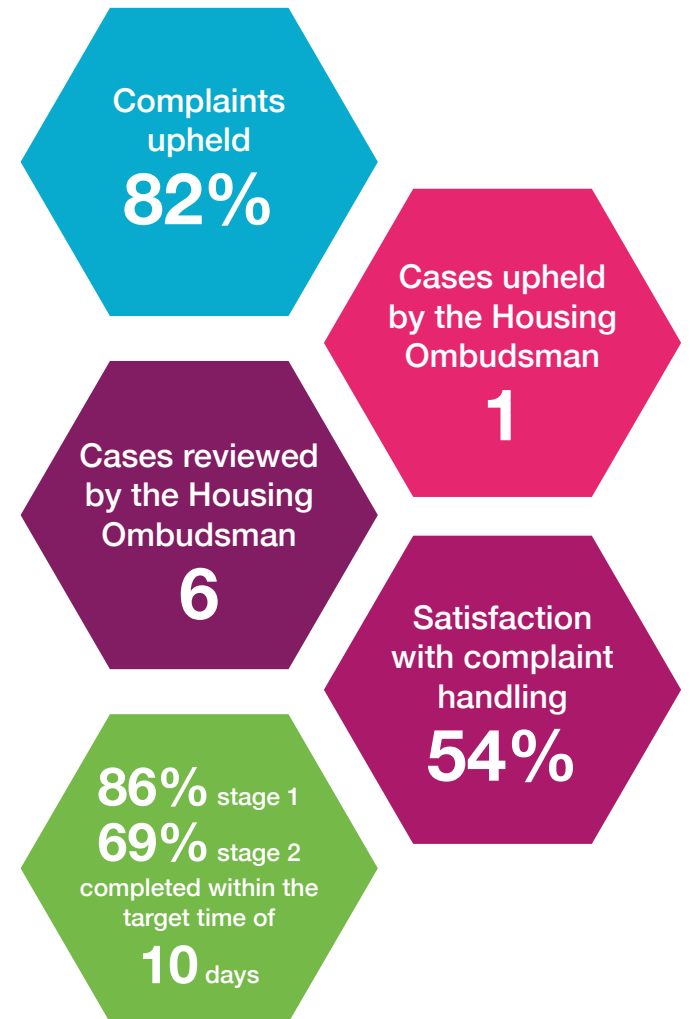
Repairs Service and Delays to planned works.

#### This is what we are doing:

A full review is underway and we have already made some positive changes, we will continue to consult with customers.

Complaints received  
**448**

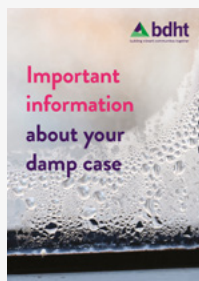
Compliments received  
**248**





## What we have learnt from complaints

We have introduced a new Damp and Mould case management process, which includes monitoring the property for 12 months after we have resolved this issue. We have created leaflets to give to customers.



### Grounds maintenance:

We would like to apologise for the delays to our scheduled grounds maintenance. There have been some changes, as our current grounds maintenance contractor (Greenfingers) has been acquired by Tivoli Group Ltd.

Tivoli is committed to improving the timing and quality of grass cuts. You will start to see the transition of branding across the vehicles and uniforms used by the operatives, across our contract from Greenfingers to Tivoli.

If you are unhappy with the service you have received from us you can make a complaint.  
 You should make your complaint to us in the first instance, or alternatively seek advice from the Housing Ombudsman before doing so.

## 4. Your home

### Develop and maintain excellent safe places to live

We will ensure that you have a decent home to live in. We will strive to make your home as energy efficient and affordable to heat as possible.

If you have a disability, we will help you adapt your home to suit your needs.

We will repair your home quickly and make improvements when required.

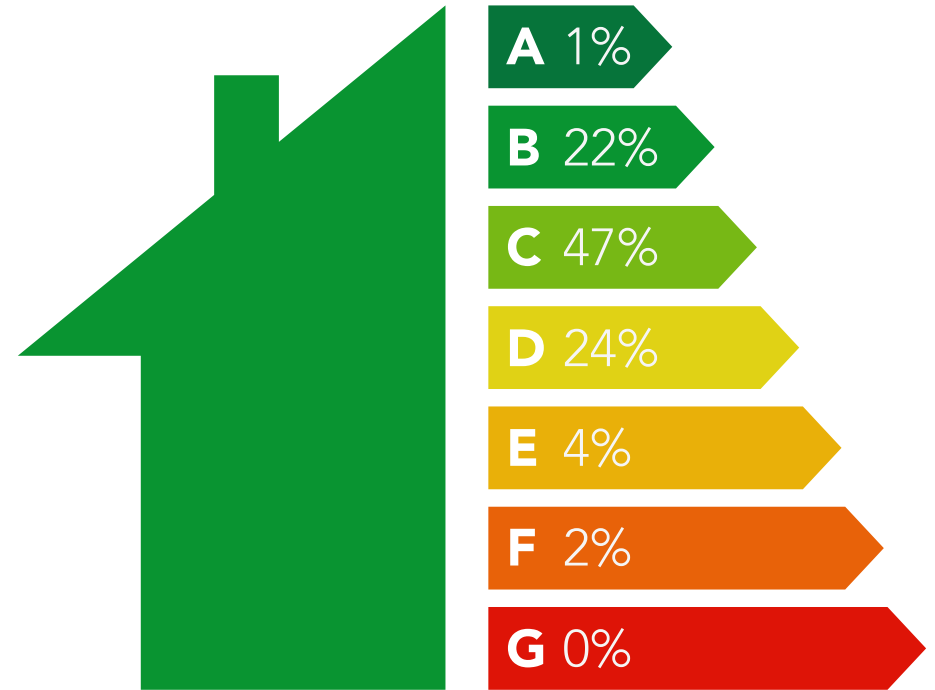


### Homes meeting the Decent Homes Standard

# 100%



Develop and maintain excellent safe places to live



Percentage of homes by efficiency rating

This year, we have spent  
**£8,492,000**

improving, repairing,  
maintaining and  
adapting  
customers'  
homes.

This breaks  
down into:

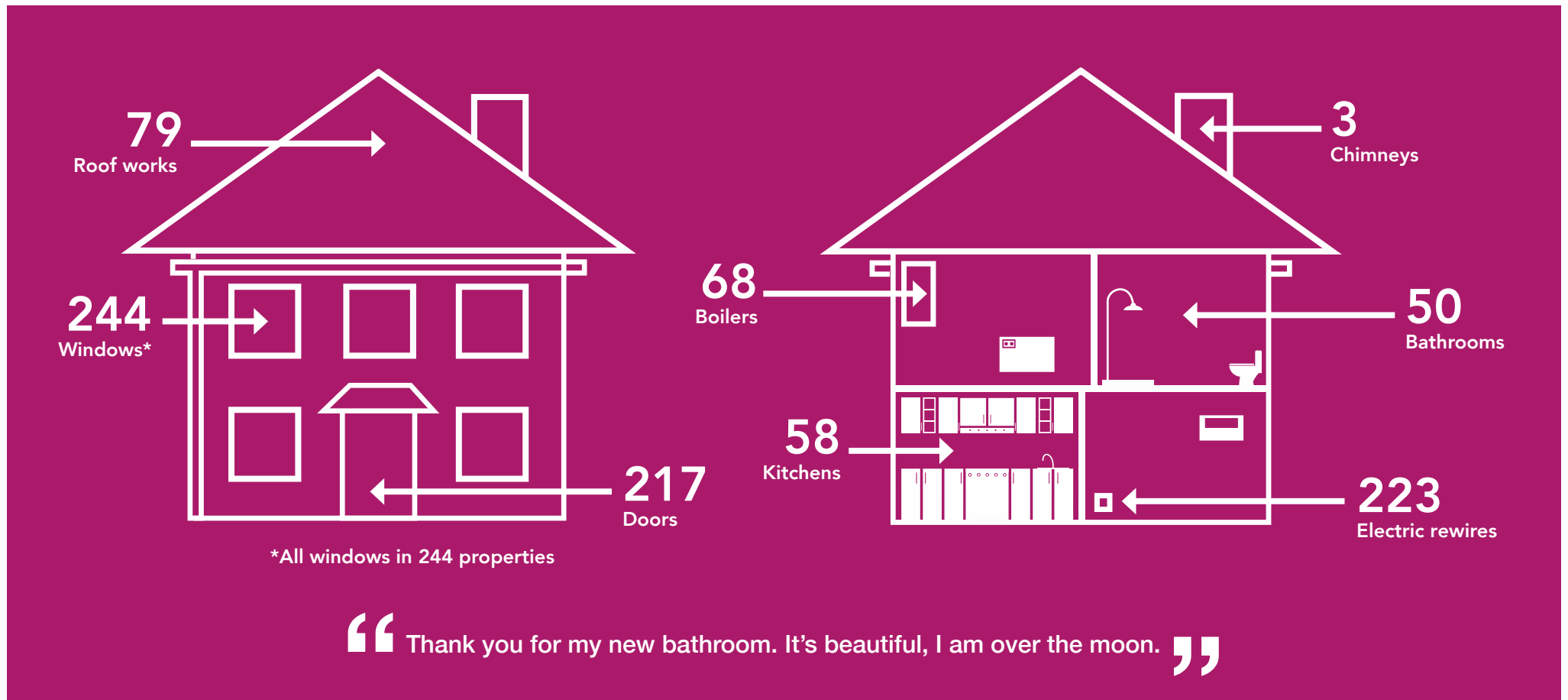
Routine  
repairs  
**£2,228,000**



**Planned  
maintenance  
and larger works  
£6,264,000**

This includes new windows,  
doors, kitchens and bathrooms.

## During 2022/23 improvements carried out included:





## Equipment & Adaptations

bdht works in partnership with the NHS, so Occupational Therapists visit twice a week to assess ongoing customer needs including adaptations, which cuts waiting times and best serves customers.

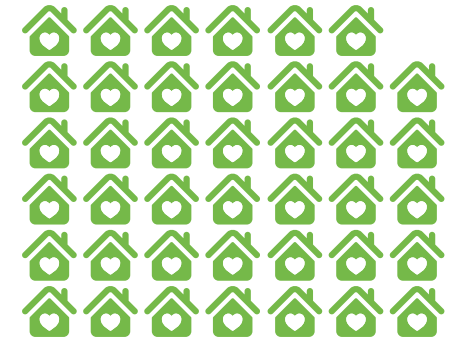
“ I am really happy with wheelchair that was dropped off today. ”

“ Simon came out to fit some rails and made an excellent job of it. He was very clean and tidy. ”

“ Ian came today to fit a stair rail. Thank you so much, good job done and we are very grateful. ”

“ Mike came and fitted some bathroom rails. He was patient, knowledgeable and very polite. ”

We spent  
**£84,000**  
on  
adaptations



Adaptations

41



Develop and maintain excellent safe places to live

If you think you need an adaptation made to your home, please contact us and we will do what we can to help.

## 5. Repairs



**598** tenants were not at home for repair appointments. If you can't make your appointment let us know. The cost of a missed appointment is **£45**, which means missed appointments this year cost

**£26,910**

“ Jon did a smashing job. ”

“ Matt was great, he came in with a smile on his face and did what needed to be done. ”

“ Kurt did a fantastic job. Such a nice guy, very good at his job, his attention to detail is outstanding. ”

“ Kevan put his heart and soul into the job. ”

We carried out  **15,434** repairs

Satisfaction with bdht's Repairs & Maintenance services: **86%**

Amount spent on completing these repairs **£1,649,000**

**99%** Emergency repairs (attended same day)

**63%** All other repairs completed within timescales

## Gas Repairs

Gas repairs carried out **2,391**

Amount spent on completing these repairs **£343,000**

## Gas Servicing

During 2022/23 we completed gas safety checks to all bdht homes with a gas supply at a cost of **£311,000**.

Your safety is our top priority. It is a legal requirement to have an up-to-date gas safety certificate.

What we check as part of your gas service:

- that the gas meter is working properly
- that your boiler is maintained and safe
- check pipework
- do a visual inspection of your gas cooker
- carry out a gas safety check on gas fires installed by us and that tenants' own fires have a valid gas safety and flue check.

Appointments missed due to tenants not being home **900**



**£45** for each missed appointment = **£40,500**

“ Bhavit worked his socks off. He and the last engineer have been really exceptional. ”

“ John was helpful, polite, and gave me some good advice, couldn't recommend him enough. ”



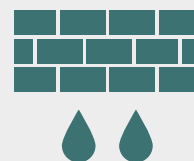
## Fire Risk Assessments.

**You said** that it isn't clear what Independent Living customers should do if there is a fire, **so we carried out** a number of fire safety roadshows to reassure customers of the best action to take if there is a fire in the building.



## New damp cases for the year

39



Cases where action has been taken and we are monitoring over a 12-month period

90

[Click here](#) to watch our Mr Mouldy video to learn more about damp, mould and condensation



Develop and maintain excellent safe places to live



I was concerned about fire safety after the roadshow. Chris promptly made contact and arranged a visit to my home. He showed me the brush intumescent strip that would expand if we had a fire, to seal and prevent smoke entering my flat. I was very happy with the inspection and Chris was very clear, I feel a lot safer in my home.





# Keeping you safe in your home



Chris

“ We have a young autistic child, when the fire alarm is tested it disturbs her greatly, it takes a good hour to settle her again. Chris now texts me 15 minutes before he tests, which gives us chance to go out or put the ear muffs on her, this has really helped and improved our lives. Thank you Chris for your help and understanding. ”

“ I had a previous experience of a house fire, and was extremely anxious that my front door might not be fire resistant, this triggered my anxiety and I was not sleeping. Chris visited and took the time to do some checks for me. I’m really grateful for his visit and compassion. ”



Develop and maintain excellent safe places to live

Thank you to all those customers who provided access to their homes last year so that we can keep you safe.

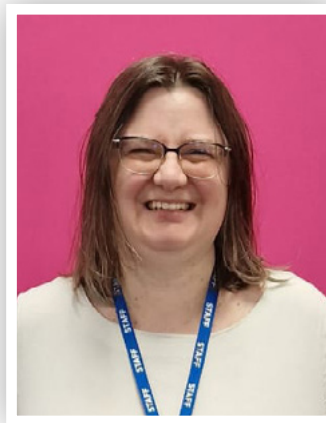


**You asked:**

“Could storage heaters be replaced with gas central heating?”

**We did:**

We have been successful in securing over **£1M** in match funding to deliver energy efficiency savings to our electrically heated properties, to be rolled out over the next 2 years.



Kath Manning  
Sustainability Officer

One of bdht’s strategic objectives is to ‘Be an environmentally and socially responsible organisation’.

To work towards this Kath Manning has joined the team as a Sustainability Officer.

Following an assessment bdht was awarded Silver Standard for 2022 on the Sustainable Homes Index For Tomorrow (SHIFT).

Following on from the assessment, our Sustainability Officer is working with staff and customers to finalise a Strategy and Action Plan. We are aiming to achieve GOLD standard.

Be an environmentally and socially responsible organisation

## 6. Letting homes

“ Sharan, Andrea & Clare, Thank you for helping and supporting us through such a difficult time, your support helped find stability for me and my son. You’ve always been kind, understanding, reliable & always on hand to help. I honestly can’t praise and thank you enough for turning my life completely around. I will forever be grateful. ”

“ Debbie found me temporary accommodation. She was so lovely and really helped me get out of a horrible situation. I am very grateful for her help. ”

“ Kaylee, I really can’t thank you and your team enough. The help, kindness, support and compassion you gave to mum, at such a desperate time will remain in my thoughts forever. You allowed her last weeks to be stressless, comfortable and happy. I am forever grateful. ”

“ Kaylee, thank you for your support, I totally love my new flat and I will really look after it. I am so grateful I cannot put into words how this will change my life and help me move forward. ”



Be an excellent landlord

bdht manages approximately **4360** properties. There are approx **3500** people on the waiting list. **69** homeless prevention cases.

New lettings  
**349**



Cost of repairing empty properties  
**£1,084,000**

Average time to let properties  
**44 days**

Lettings process satisfaction  
**95%**

## Housing Options



**23 tenants** made use of HomeSwapper to exchange their homes.

If you are looking to move home register with HomeSwapper.

Visit <https://www.bdht.co.uk/homeswapper/> for more information.

### Have you considered Shared Ownership?

If you would like to buy your own home but can't afford to purchase one on the open market, shared ownership may be the answer you are looking for.

For more information, please visit our website:

<https://www.bdht.co.uk/shared-ownership/>

“ Thank you for your assistance & patience in helping us buy our first home together. You have made the process very smooth. ”

Letting homes

## Introducing Kerry

We continue to support those who are fleeing their home country and seeking refuge in the UK.

We have a dedicated housing options officer (Homes for Ukraine), who works closely with local authorities, charities and partner organisations to find suitable homes.



“ We have moved into our flat today and we are very happy. Kerry you are a superstar for sorting out all the furniture for us. ”

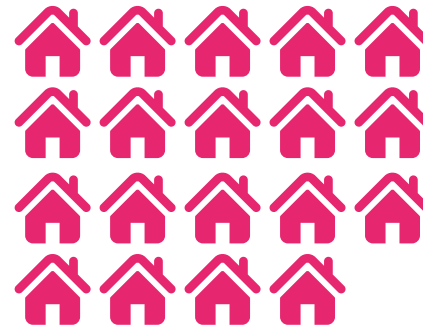
“ Beautiful Miss Kerry, I thank you from the bottom of my heart for your help, for your kind and beautiful heart. You are a ray of hope for me and the boys, thank you. ”



## 7. Building new homes

We are committed to developing new affordable homes to meet the housing needs of local people.

Housing developers have built fewer properties this year and with delays caused by supply of materials, the result is that we haven't built as many properties as expected.



**19** New homes built

Satisfaction with overall quality of home  
**100%**

New homes planned for 2024  
**133**



Longbridge



Modular housing - Pershore

## 8. Housing and Communities

Customer satisfaction with their neighbourhood to **increase to 90% by 2027.**



“ Chris is a really good Housing Officer, he is very good responding to tenants’ queries and requests. ”



Satisfaction with neighbourhood as a place to live

84%

Feeling safe living in your neighbourhood

83%

bdht makes a positive contribution to the community

63%



Build and support viable and vibrant communities



“ Thanks Anne for arranging someone to sort the garden out so my children can play and enjoy the garden. ”

## Communities Team

Our Communities Team works with people in lots of ways. As well as managing Anti-Social Behaviour, the team spends lots of time supporting customers by responding to welfare and safeguarding reports, and spends time building positive relationships with customers.

Look out for your Housing Officers who will be doing regular walkabouts in your neighbourhood.



“ I want to say thank you, you literally saved my life. ”

“ Matt, I really appreciate how you handled today. You made us feel really at ease and listened to, which was nice as we were both quite nervous. ”

## Anti-Social Behaviour (ASB) handling:

We have listened to customers and carried out a full review of processes, improvements are being implemented and another officer has joined the Team.

### Improvements to the ASB process:

- A guidance booklet has been sent to all customers
- We are strengthening our partnerships with mental health teams
- A specialist mental health linkworker is now working with **bdht**
- Increase staff resources





## 360 Support

The 360 support team helps to create stronger, sustainable homes and communities. They assist customers who are in financial hardship and in need of employment support.

The team is a single point of contact delivering support to families and individuals, to assist them to live independently and prevent the risk of homelessness. They also support customers who are at crisis point.

To create sustainable communities, it takes more than just physical improvements; we recruited Louise, another Community Coach who is a single point of contact for our customers. Kate covers the Burcot area and Louise covers Shawfield.



“ Thank you Kara for everything, I would be lost without you. You will never know how much you have done for me, you gave me reason and hope. Thank you for saving me from myself, I gave up on life until you came to my rescue. You are an angel and I appreciate you so much. I wanted you to know that you have and are making a difference. ”

“ Kate, I did not think I would be able to reach out for support because I was so embarrassed. I am so glad that I did and want to thank you for your help. You all do an amazing job. ”



The Pod, our community centre in Charford, has developed over the years. It continues to run free courses, youth clubs and other activities for the community. We have also increased the number of Partner Organisations that work from the Pod which has improved access to other services for our customers.

## Domestic Abuse

**We are working towards an accreditation for supporting people who are experiencing Domestic Abuse.**

bdht believes that none of its customers should live in fear of abuse from a spouse, partner or another member of their household and will take steps to assist and support any person suffering from or threatened with domestic abuse.

Please contact us if you need any support and advice.

**You can contact us by email, phone, in person, Facebook Messenger or however works for you.**

**In an emergency, please call the police on 999.**

24-hour National Domestic Violence helpline:

**Freephone 0808 2000 247**

West Mercia Womens Aid Helpline **0800 980 331**

<https://www.westmerciawomensaid.org/>

Karma Nivana Helpline **0800 5999 247**

<https://karmanirvana.org.uk/get-help/helpline/>

**Click here**

to visit our website for more information about Domestic Abuse.



# COMMUNITY FUN DAYS

Community fun days have been a hit again with residents of Charford, Sidemoor, Burcot and Shawfield. If you would like to help at any future events please let us know.



Bouncy Castle and MEGA Slide



FREE Bike MOTs from Spikes Bikes



Stalls



FREE Activities



Hook-a-duck



Build and support viable and vibrant communities



# Independent Living

“ I called to advise of my Dad’s death. The time he lived at Shawhurst was the happiest years of his life and I wanted to say thank you. ”

“ Thanks Jamie for going above and beyond when I wasn’t feeling well. I really appreciate it. ”

“ bdht is wonderful, Lisa, Leeanne and Sue treat me with respect, I don’t have to worry about anything. ”



Independent Living customers are enjoying the Community Matters magazine and we will be sending out a customer Newsletter to all our customers starting 2024.

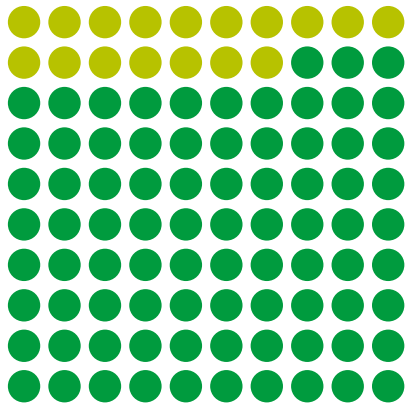
**You said:** You wanted to know more about what’s in the Independent Living Charge

**We did:** We included the information in one of the Community Matters newsletters.



For more information speak to your Independent Living Officer.

## 9. Paying your rent



Satisfaction that rent provides value for money  
**83%**

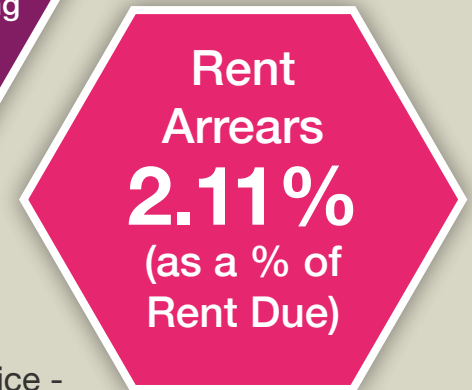
Ways to pay:

**Direct Debit, Online, Allpay, Standing Order, Phone.**

This year we have been working hard to introduce a new system to identify customers that may be struggling to pay their rent. This has meant we have been able to help more customers who are struggling during these difficult times.



“ Amanda you were really helpful and kind to me, when I was going through a difficult period. ”



For independent advice contact  
The Money Advice Service -

[www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)  
or telephone 0800 138 7777.

“ Thank you Rachel for the way you handle my rent account. You are always truthful, respectful and I appreciate your honesty, and the way you help me not get into arrears. ”

## 10. Governance and financial viability

**bdht is independently assessed by its regulator, the Regulator of Social Housing (RSH).**

This is the result of the most recent assessment for financial Viability (V2) and Governance (G2).

These assessments can be viewed in full at <https://www.gov.uk/guidance/regulatory-judgements-and-regulatory-notices-a-to-z-list>.



Be financially secure and provide value for money

## Value for Money Metrics

Value for Money metrics are set out by the Regulator of Social Housing, to enable performance to be measured and compared across the social housing sector.

Latest available comparisons of performance for 2021/2022 show that for all but one of the metrics, **bdht** is performing either better than, or in line with the average for the sector. For two of the metrics, **bdht** is achieving best quartile performance.

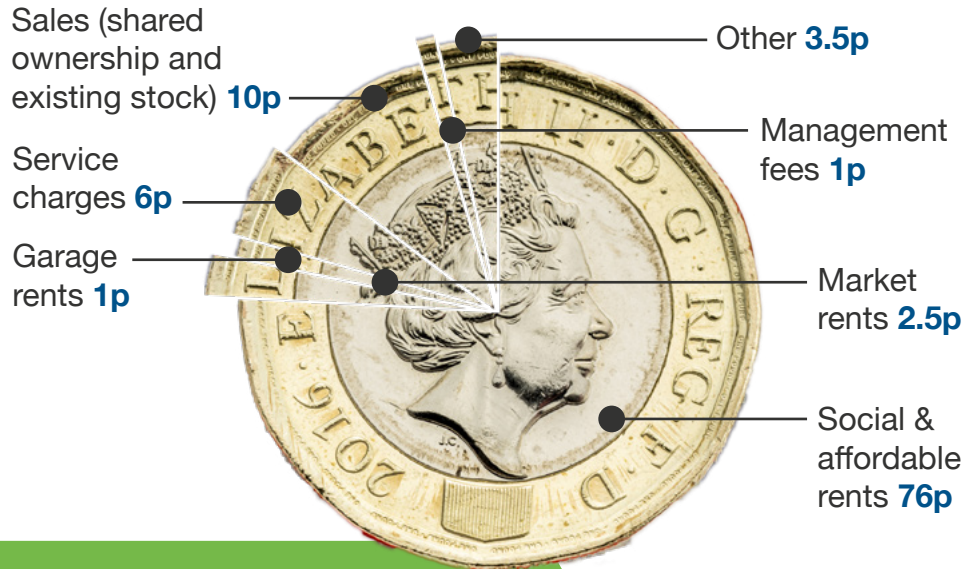
The sector data published by the Regulator always has a delay, meaning the comparisons are made upon the previous years' information.

For 2021/22 the publication was in March 2023. For the recent 2022/23 year end, these will be published in early 2024. For further information, **bdht's** final accounts are available here:

<https://www.bdht.co.uk/about/our-performance/financialinformation/>

# Value for Money So, where does our money come from and how is it spent?

During **2022-23**, we received **£25 million** from the following sources:



During **2022-23**, **£25 million** of income was spent in the following ways:



Be financially secure and provide value for money

## Ways to get in touch



Website/Mybdht: [www.bdht.co.uk](http://www.bdht.co.uk)



Email: [contactus@bdht.co.uk](mailto: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://facebook.com/bromsgrovehousing)



Twitter: [twitter.com/bdht](https://twitter.com/bdht)

Out of hours emergency repairs and Housing number 0800 0850 160



Address 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

building  
vibrant  
communities  
together



Remember to use mybdht to report repairs and tenancy related enquiries.

Customer portal  
[www.mybdht.co.uk](http://www.mybdht.co.uk)