

"Tenant Talk"

The magazine by and for BCHA customers

Spring 2020

bcha
find a way forward bcha.org.uk



Useful Contacts at BCHA

- BCHA Customer Services:
01202 410500
customerservices@bcha.org.uk
- Maintenance enquiries:
New Leaf 0300 1234 001 or email
repairs@bcha.org.uk
- BCHA Mental Health Floating
Support Phone-in Service: Monday
to Friday 14:00-16:30 on :
01202 577911
MHFloatingsupport@bcha.org.uk
- Ignite team:
01202 410 595
ignite@bcha.org.uk

BCHA and Covid-19

Here at BCHA we hope you are all keeping safe and well during this exceedingly difficult time. Rest assured; we are doing all we can to support our community, with staff providing as full a service as possible during normal office hours.

- We have been busy calling those who may need more support, but if you are struggling then please call Anna or Alyson in *Customer Services* on 01202 410500, or Leah in *Tenant Engagement* on 07966 800179 so we can signpost you to the right services.
- We are striving to keep *Supported Services* open but other areas such as *Repairs and Cleaning* will have to be restricted to essential services only. If you do have a repair that needs doing, then you may find the range of guides at <https://www.bcha.org.uk/customer-hub/report-a-repair/basic-home-diy-guides/> useful, it will also help reduce the load on the critical repair team.
- We have donated some old business phones to customers who are struggling to stay connected during this lockdown. We are always trying to come up with similar ways to keep us all connected, so please get in touch, and see if we can help.

Your Contact Details



Are your contact details still the same?

PLEASE ensure we have the right phone number and email address for you. There will be times when we need to contact you to make sure that you have everything you need to fully support you.

Call us to update them on : 01202 410500

Emergency Numbers



NHS	111
Mental Health Connections	0300 123 5440
National Domestic Abuse	0808 2000 247
Samaritans	116 123
NSPCC	0808 800 5000
Cruse Bereavement	0800 808 1677
Shelter	0808 800 4444

Fast facts:

We believe that no one should lose their home because of the coronavirus and want to reassure you that no one in our accommodation will be evicted as a direct result of this outbreak.

Concerned about paying your rent? Please call 01202 410500 and ask to speak to an Income Officer as they are here to help you.

Can I still be evicted for rent arrears? The government has issued instruction to the courts not to process any repossession cases for 3 months; this does not apply to licence agreements. Please speak to our Housing or Income team if you have any issues or concerns.

Am I getting all the benefits I am entitled to? We recommend that you complete an online calculator either www.turn2us.org.uk or www.entitledto.co.uk.

Can I claim Universal Credit? You can [apply for Universal Credit online](#). If you are struggling financially, you can apply for an 'advanced payment' from Universal Credit; however, be aware this is a loan and will be deducted from your benefit monthly over 12 months.

What if I am already claiming benefits? If you are already claiming Universal Credit you must tell the DWP as soon as possible that you are staying at home. Use your [online journal](#) or call the [Universal Credit helpline](#) (0800 328 5644). For information about coronavirus and claiming benefits, please visit the [Department for Work and Pensions' information page](#).

Please Stay Connected and Join Us:

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



If you are struggling with technology, those working with the free service 'Bourne Digital' are happy to help: Call them on 01202 667557



<https://www.facebook.com/bcha.org.uk/>



<https://twitter.com/BCHAnews>



<https://www.youtube.com/channel/UCRfyn8TUvnfHQhlietrZKQ>

The Ignite Team:



Our amazing Ignite team at BCHA have focussed their time in lockdown making excellent Wellbeing Vlogs to share with you. You can find them on Facebook and the BCHA YouTube channel.

They are passionate about providing support and are running Facebook live sessions on Wellbeing topics and are still taking referrals for their online IT skills classes.

TENANT SURVEY RESULTS

A big **thank you** to everyone who took part in the tenant survey, it was great to hear your views about:

- Us
- Our services
- Your home

By listening to you, our tenants, we can better understand **your** needs. Using these and by working together, we can plan to build new services and enhance the existing ones.

What you say matters to us – and we are listening.



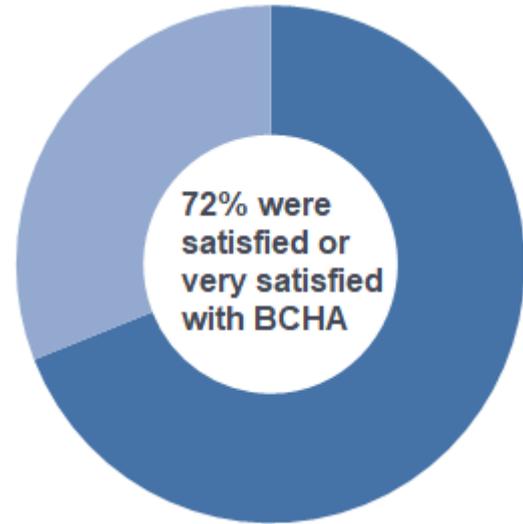
Many thanks to those who gave us such helpful, honest responses to the survey.

Follow up on Repairs and Maintenance has already started and its really encouraging to see that so many want to get involved more.

We hope to follow up with those of you who haven't been contacted yet as we really want our Customers to help us influence and prioritise our services and development of new homes.



Martin Hancock CEO



YOUR BCHA EXPERIENCES

The Good :

- Staff are very supportive
- Rent is good compared to the private sector
- I'm pleased with my residence
- I like my home and feel safer here than I ever have done before

What BCHA can do better :

- Repairs and maintenance are a concern
- The standard of my living space could be better

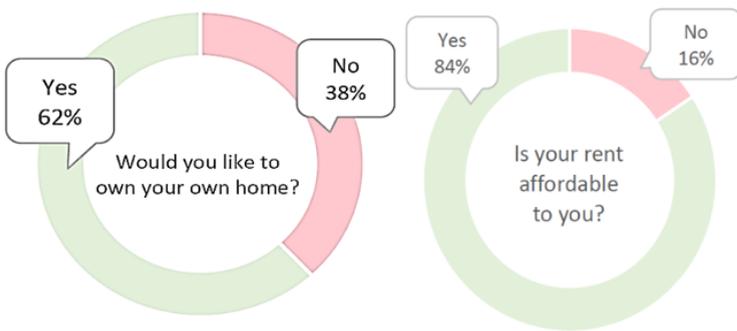
Staff2Tenant Survey:

70% of people said that their rent was affordable but some were concerned that a switch to universal credit was a risk. The comments people made about rent are obviously linked to personal circumstances and one person, on a low income, said there ***“was little left over after paying the rent”*** and we completely understand this. Rent is the income we use that allows us to house more of those people in need, and to repair properties already full, so setting rent levels is a balancing act.

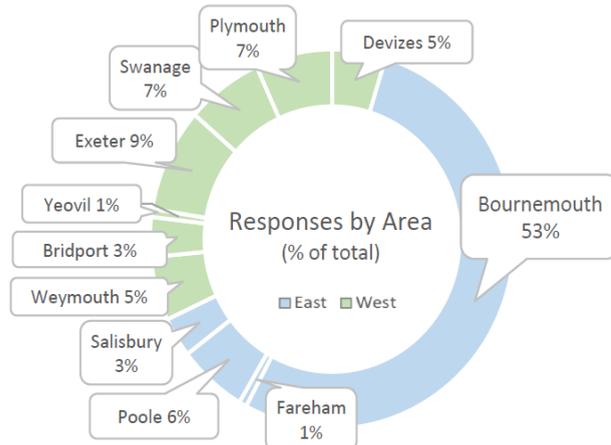
Positive feedback about BCHA indicated that the organisation is adding value in providing housing, one person said, ***“The quality of service and support is worth what is paid in rent”***. Another said, ***“I am happy to rent with BCHA and like the organisation, I think they do enough for me”***.

TENANT SURVEY DETAILS

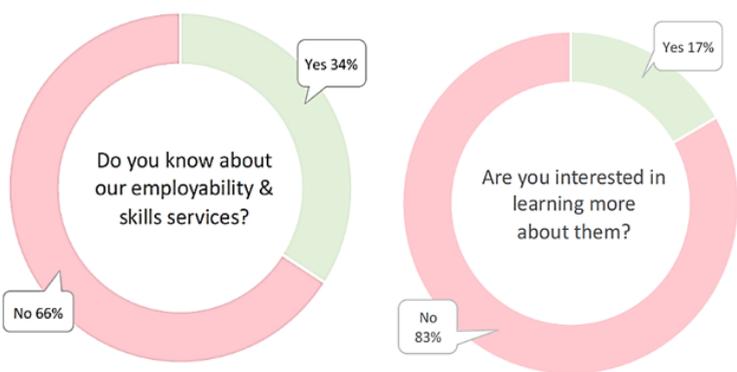
OWNERSHIP AND AFFORDABILITY



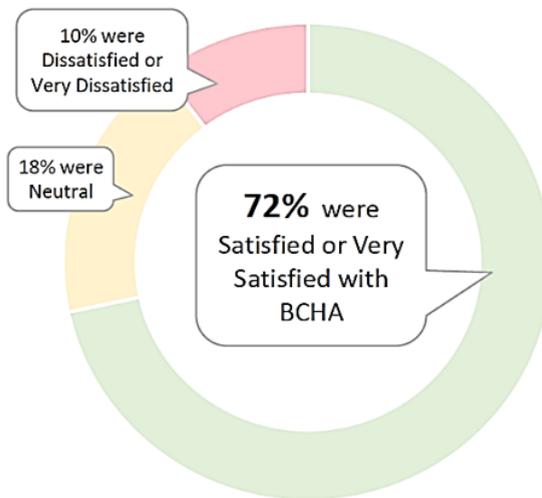
RESPONSE DEMOGRAPHICS



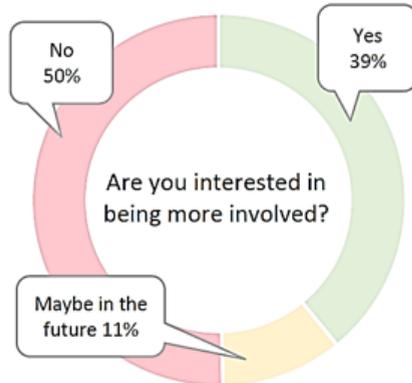
EMPLOYABILITY & SKILLS



OVERALL SATISFACTION



TENANT INVOLVEMENT



Wow – its brilliant that so many of you said you would be willing to get involved!

Your involvement can directly affect how your housing and services are delivered. BCHA gets so much out of talking to our tenants, and we use this feedback to improve our services.

We will be contacting each person who has already expressed an interest to see how this could work for you. If you want to get involved - Call Leah Watts on 07966 800179.

A REPLY TO THE SURVEY

We are looking carefully at what you said to understand how we can improve. There were a number of different reasons for dissatisfaction, the more frequent of which were :

- the time it takes to book an appointment
- the quality of the work done
- the jobs not done "right first time".



Based on this feedback, we are looking at making additional improvements to our *Repair and Maintenance* process in line with your comments, to make it quicker and more efficient.

Note :
 All of the repairs raised in response to the Survey have been forwarded to New Leaf for their comments.

We will be monitoring this closely.