

BCHA Good Development Charter

Dear Customers

As part of BCHA's commitment to provide you with a platform to influence our processes and strategies, the Development Team have created a 'Development Charter' so you can help hold us accountable to strive to build better homes for our customers.

The purpose of this charter is to help improve the quality and value of the services that BCHA provides, and continue to help our customers find a way forward, by offering the highest standards of housing and support.

Our charter is divided into four sections to clearly outline the purpose and direction of our mission statement.

We would like to invite you to share your opinions and advice in an online open conversation to offer you the chance to have an impact in our future developments. If you are interested in attending, please contact your BCHA representative or Sam Watt on: samwatt@bcha.org.uk Tel: 07966800256

Kind regards

The Development Team

Colin Salisman - Head of Property and Acquisitions

Sam Watt - Assistant Development Officer

Natasha Callaway - Development Administrator

1. Engaging Stakeholders

BCHA have to fulfil specific criteria when we spend government funding on developments whilst also considering how these changes will impact our customers. We are also pioneering the use of modern technology to reduce our carbon footprint in line with the government’s goal to become net carbon neutral by 2050.

Statement	How to Achieve?
Ensuring developments adhere to current design standards	Reviewing and evaluating completed developments against the government’s ‘Development Guide’ within the ‘Housing Association Guide’. This will give confidence to our funders that we are maintaining high standards of development.
Acquire properties that recognise the individual needs of the customer group.	Consult with our customers to ensure the property is tailored to their specific needs. To follow the advice outlined in BCHA’s commitment to the National Housing Federation’s Together with Tenants charter. The charter stresses the importance of communication with our customers based on openness, honesty and transparency.
Ensure that prospective customers are kept updated on any changes or delays to the acquisition or development.	Ensure all departments are regularly updated on progress so they can pass the information onto our customers. As early as possible engage in public promotion of our developments where appropriate with the help of BCHA’s PR Team.
Engage with people with lived experience who use our services and consider their input in the tailoring of developments to specific client groups.	Set up a customer engagement group to consider this charter and consult how we can improve the development process.

2. Acquiring Suitable properties

Ultimately, we are always led by the mantra of ‘acquiring and building homes that we would personally feel proud to live in’. It’s important to us to build good quality homes that meet the needs of our customers.

Statement	How to Achieve?
Acquire properties on the basis of need not opportunity.	Be informed by the need for housing rather than the opportunity and engage with BCHA’s Housing Teams and Local Authorities to advise on area and demand.
Tailor developments to the specific needs of the designated customer group.	Engage with internal and external experts and stakeholders, including customers, to tailor developments at the earliest opportunity to our customer’s requirements.

3. Linking our Future Developments with the findings of other Business Goals

The aim of this section is to make sure that we are committed to implementing the findings of other business goals into our development projects. The list below is not exhaustive and will likely be adapted based on the innovations the BCHA family adopt.

Statement	How to Achieve?
Goal 5 (Creating Smarter Buildings): Ensure that properties are meeting a minimum standard of quality and efficiency for the present and the future, in line with the government’s ambition for zero-carbon by 2050 and BCHA’s aim of only owning properties with an EPC rating of C or higher by 2025.	Ensure all off-the-shelf purchases are already a ‘C’ rating to reduce the cost of bills. Engage with experts to ensure future developments conform to modern carbon neutral standards.
Goal 2 (Developing and Inspiring change) & Goal 5: Ensure we are engaging with pioneering modern technology to create smarter homes.	Keep up to date with modern advances and evaluate whether these technologies can be built into future developments.
Goals 5, Goal 6 (Developing Affordable and Sustainable Homes) and Goal 8 (Raising our profile):	Research external grant funding that encourages innovative energy efficient design.

Engage with external initiatives to bring into our development proposals for energy efficiency.	Research innovative modern methods of construction e.g. off-site manufacturing, self-contained pods.
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4. Continued evaluation and learning post-completion

We will ensure that any mistakes made are used as an opportunity for learning to avoid a repeat and drive us to constantly assess our processes and ideas.

Statement	How to Achieve?
<p>Goal 4 (Creating Safe and comfortable Homes) & Goal 6:</p> <p>Manage developments so that our customers receive continually improving services and good value from their rent</p>	<p>Take on responsibility for engaging with the developer prior to and throughout the defect period. Once this is completed to arrange effective handover to Asset Management and New Leaf Repair services.</p>
<p>Goal 6:</p> <p>Continue to assess the success of a development beyond Practical Completion and absorb this learning into our Development Process.</p>	<p>Apply the practical learning from each development and liaise with other departments to assess the positives, negatives and what could be improved from each scheme.</p>
<p>Goal 3 (Becoming a Landlord of Choice):</p> <p>Proactively engage with customer's experiences from recently completed developments. Use this feedback to improve future developments.</p>	<p>Continue to analyse the results of the 'New Lets' survey.</p> <p>Collate and analyse this feedback to input into future developments.</p>