



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



To view the full Annual Report, scan this QR code.

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.









Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000


Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

building vibrant communities together

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
-  Twitter: 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



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**.

Our strategy



Full report available at tenantreport.bdht.co.uk





Be an excellent landlord

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

Complaints received **448**

Satisfaction with complaint handling **54%**

Compliments received **248**

Satisfaction that views are being listened to and acted upon **63%**

81% Satisfaction with bdht services

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

Complaints upheld **82%**

New lettings **349**

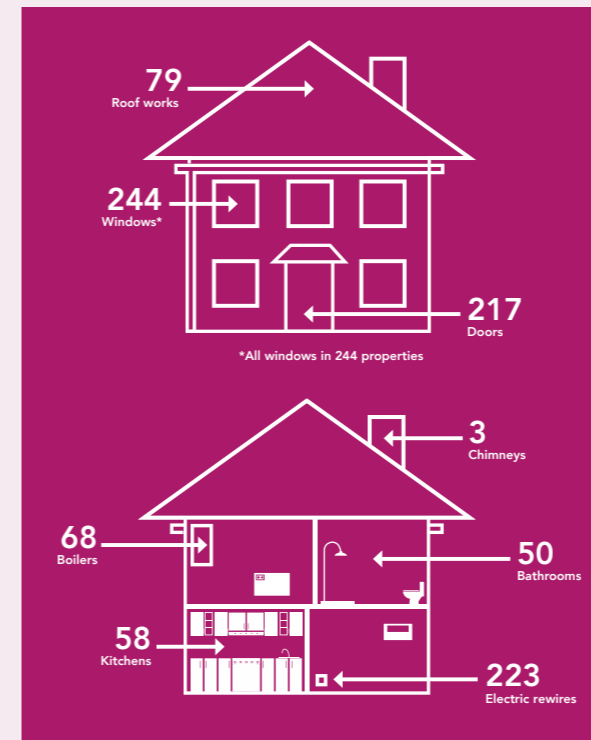


Develop and maintain excellent safe places to live

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

During 2022/23 improvements carried out included:



We carried out **15,434** repairs

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



19 New homes built



Build and support viable and vibrant communities

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

COMMUNITY FUN DAYS



FREE Bike MOTs from Spikes Bikes



Hook-a-duck

Bouncy Castle and MEGA Slide



FREE Activities

Satisfied with ASB handling **54%**

New Anti-Social Behaviour (ASB) cases **153**

Feeling safe living in your neighbourhood **83%**

bdht makes a positive contribution to the community **63%**

Satisfaction with neighbourhood as a place to live **84%**



Be financially secure and provide value for money

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

Ways to pay: **Direct Debit, Online, Allpay, Standing Order, Phone.**

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

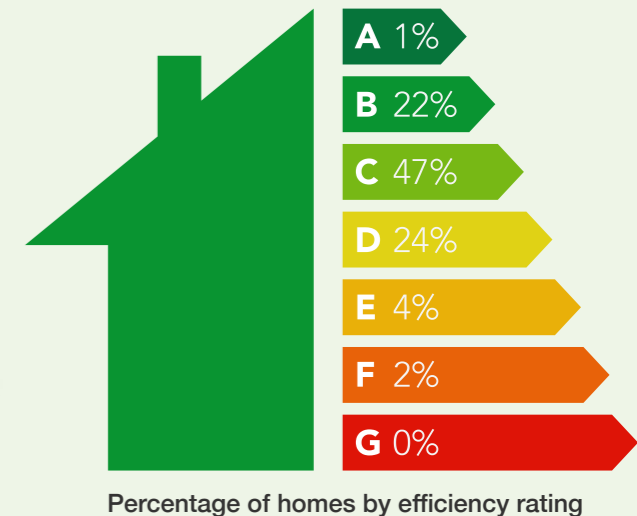


Be an environmentally and socially responsible organisation

Homes meeting the Decent Homes Standard **100%**

New damp cases for the year **39**

Cases where action has been taken and we are monitoring over a 12-month period **90**



Percentage of homes by efficiency rating