

IMPORTANT UPDATE:

Covid and Bournville Village Trust.

Dear resident,

It has been over a year since the country first went into lockdown and we faced challenges the likes of which we had never experienced before.

At Bournville Village Trust (BVT) we adapted quickly to make sure we could continue to operate well and deliver the services you needed and expected from us.

This included housing and repair services to keep you safe and secure in your home and estate and stewardship services to keep your neighbourhood, parks and open spaces clean. We also continued to let properties to new tenants, giving those in urgent need a safe place to call home.

We worked with statutory and voluntary partners to protect people who were disproportionately affected by Covid. We also provided new BVT services to help combat issues such as loneliness and isolation and offered support to those with money worries.

Despite the challenges of Covid, we didn't stop looking to the future and the things that you told us were important to you and your community. We launched our new planned maintenance programme and started to review our estate and stewardship services in Birmingham and Telford to make them fit for the future. This included carrying out the largest consultation in our history as we reviewed the Bournville Estate Design Guide.

In February, the government set out its road map for cautiously easing lockdown restrictions and the vaccination roll out is happening at pace. At BVT we will continue, as we have for the past 12 months, to adapt, innovate and operate our services in a way that keeps you, our communities and our staff as safe as possible. You can read more about what our approach means for you and your community over the page.



Lastly, I would like to recognise all the residents and organisations that have and continue to go above and beyond to support each other during this time. I have seen and heard great examples of kindness in our neighbourhoods across Birmingham and Shropshire and the continued response to the challenges of Covid is something we should all be very proud of.

Pete Richmond Chief Executive

How we are supporting you and your community

Supporting you and your community to thrive remains really important to us and we know that as restrictions are lifted, there will be new challenges.

This means we will;

- ✓ Continue to offer our befriending service to people who may be isolated, lonely or struggling to manage their health and wellbeing.
- ✓ Offer impartial welfare, benefit and income information and signposting to those with money worries or concerns.
- ✓ Put you in touch with organisations that can help you with food and fuel support, finding work, health and wellbeing, family and young people services and services specifically for the LGBT community.
- ✓ Continue to check in with our local businesses and shops to make sure they know where to go to get government and regional support.

If you are a BVT resident or member of our communities and could benefit from one of the services above, you can call us on **0300 333 6540**.

There is also information on the support available in your area on our website: www.bvt.org.uk/our-communities/community-support-and-covid/

How we are providing services

As we move forward and more Covid-related restrictions are cautiously lifted, we will keep providing our services in a flexible and innovative way so that we are doing the right thing for you and your community at the right time.

This means we will:

- ✓ Review our measures for keeping our parks and open spaces clean and safe as they are used more frequently.
- ✓ Continue to work in a Covid-safe way to get through a backlog of repairs caused by the last lockdown and make sure tenants remain safe and secure in their homes.
- ✓ Progress our planned maintenance programme, investing millions of pounds into making homes safe and warm.
- ✓ Re-open our office in Birmingham for pre-booked appointments, so that if you need to see us in person you can.
- ✓ Continue to hold some meetings with you in different ways, including over the phone and online, and encourage you to use our online services where possible.
- ✓ Look at re-opening our museum Selly Manor in May and continue to provide resources and programmes to support schools and families.

Please keep checking our website www.bvt.org.uk for updates on our services. If you don't have access to the internet, please ask a friend or family member to check our website for you.



Bournville Village Trust
350 Bournville Lane, Bournville,
Birmingham, B30 1QY

Cherry Tree House, 1 Lightmoor Way,
Lightmoor Village, Telford, TF4 3TX

T 0300 333 6540
E enquiries@bvt.org.uk

bvt.org.uk



@BVTNews



/bournville.village.trust



/company/bournville-village-trust/