inView
Spring 2026
Your quarterly resident newsletter

84% of customers happy with anti-social behaviour advice

Most Bournville Village Trust tenants were satisfied with the advice provided by our anti-social behaviour team last year.

On average 84% told us they were happy with the guidance given by the team, part of our Housing and Neighbourhoods service which provides services to 3,700 homes.

In total, we managed 147 new anti-social behaviour (ASB) cases last year across our Birmingham and Telford neighbourhoods - amounting to less than three cases a week.

Louise Kelly, Neighbourhood Services Manager at Bournville Village Trust, said: "We are committed to creating safe, respectful and thriving communities.

"ASB can have a serious impact on people's homes and wellbeing, so we take every report seriously and act promptly.

"Every report of ASB is carefully assessed to make sure cases are prioritised correctly and responded to within an appropriate time."

ASB can range from pet nuisance, intentional noise and cannabis use to hate crime, physical violence and harassment, intimidation or threatening behaviour.

As part of our service, we will always:

- Encourage communication (where appropriate) between those involved to try and resolve things as quickly as possible.
- Work with the person experiencing ASB and the person responsible so we can understand everyone's needs and address them.
- Provide regular updates, in line with an action plan agreed with you.
- Be clear about the action we can take and what you can expect from us.

Our Housing team, including Neighbourhood Co-ordinator Jo Fellows, can help you if you're experiencing anti-social behaviour

- Use legal and non-legal ways of addressing ASB, such as starter tenancy reviews, injunctions and mediation.
- Address ASB in partnership with other agencies including the Police.

Louise, added: "We understand that ASB can be distressing. Our team is here to support you, take action where appropriate, and work towards long-term solutions that keep our communities safe. If you are experiencing ASB, please report it — we are here to help."

To report ASB, you can call us on 0300 333 6540, email enquiries@bvt.org.uk or pop in and see us at one of our offices. For more information about the service you can expect from us and to use our online reporting form, go to www.bvt.org.uk/help-and-support/asb-support/ Not online? Call us and we'll send you a copy of our ASB service standard.

Save money while you shop with Housing Perks

You can now save money on your big shop and join the 650 plus Bournville Village Trust tenants who have already signed up to Housing Perks.

By signing up, you can get discounts at supermarkets including ASDA, Iceland, Sainsbury's and Morrisons. You can also get discounts at 100 other retailers, with typical savings on everyday essentials ranging from 4% to 18%!

To find out more, including how to download the app, go to www.bvt.org.uk/help-and-support/money-matters-service/

How are we performing? Annual report special inside!

Every year we publish an annual report that gives you an overview of how we have performed across our landlord services.

You can read our 2025 report on pages 4-6 of this newsletter. You can also find out how we've changed and improved our services in response to your feedback.

We also publish a report four times a year that gives you a regular overview of how we're performing. You can read these reports at www.bvt.org.uk/about-us/how-are-we-performing/ Not online? Call us on 0300 333 6540 and we'll send you paper copies of reports.

Update on caretaking service and cleaning in blocks

Last year, we told you about a new caretaking service for Birmingham to complement our existing service in Telford.

Our team of caretakers continue to work across your estate and in your residential scheme or block of flats. Their role includes estate inspections, health and safety checks in residential blocks and across the estate, ad hoc cleaning, fly tipping and graffiti removal.

This year, to further improve our services, we're procuring our cleaning service in communal areas of blocks and schemes. This includes areas like hallways, stairwells and bin stores. We're also looking at window cleaning.

We'll keep you updated on this work through this newsletter and at www.bvt.org.uk

Win shopping vouchers

Turn to page 8 for your chance to win Love2Shop vouchers by entering our fun competitions.

Bitesize news

Get scam aware this spring

This spring, we're encouraging all our customers to get scam aware. No-one is immune to fraud or scams and criminals can target you online and at home. Remember...

- All our staff carry photo ID and are happy to show this when we visit you.
- If a contractor we employ needs to visit, we'll tell you beforehand.
- If you get a telephone call from a person telling you they work for us and don't think it's genuine, hang up and call us on 0300 333 6540.
- If something seems too good to be true, it might be a scam. For example, a holiday or item that's much cheaper than you'd expect. Check the latest scams at www.which.co.uk/consumer-rights/scams/types-of-scams
- If you want to know about scams in your area, sign up for email alerts at www.reportfraud.police.uk/sign-up-to-report-fraud-alert/

If you have any concerns about the identity of a visitor to your home, please call us on 0300 333 6540. Do not let visitors in if you're concerned about their identity. Not online? Please ask a friend or family member to share information with you.

Training opportunity for Lawley residents

Residents in Lawley are being given the chance to boost their skills and enhance their job prospects.

Lawley residents can enrol on a range of recognised courses including Customer Service, Food Safety in Catering, Health and Safety in the Workplace, Health and Safety within a Construction Environment and Introduction to Mental Health.

Sponsored by the Eileen Hewer Community Fund, which supports initiatives that benefit local people, the project is being delivered by ANTA CIC. To find out more about the courses available, go to www.antaeducation.co.uk/community

Plans move forward for building to become heritage centre

Plans for an historic building in Bournville to become a heritage centre are moving forward thanks to a grant.

We've been awarded funding from Arts Council England, through Museum Development Midlands, to create a vision for the future of the Rest House in the centre of Bournville Green.

The Rest House in the centre of Bournville Green

Daniel Callicott, Heritage Manager at Bournville Village Trust, said: "Since it came back into our care, the Rest House has hosted a number of events including the Museum of Us exhibition which welcomed over 2,000 visitors. These events have given us the opportunity to start consulting on what the building could offer as a heritage centre."

To find out more, including details of upcoming events at the Rest House, go to www.bvt.org.uk/news-and-events/plans-move-forward-for-building-to-become-heritage-centre/

Team branch out to plant 80 trees – with more to come!

Around 80 trees have been planted across our Birmingham and Telford neighbourhoods as part of work to make sure estates are well-managed, green and sustainable.

The trees, which includes oak, cherry, beech and birch, replace those that have had to be removed because they were dead, dying or dangerous.

Our Grounds Maintenance team also worked with young people from SEND Socials Birmingham in February to replace hedging round the Bournville Cross war memorial.

To understand more about the service you can expect as part of our grounds maintenance programme, go to www.bvt.org.uk Not online? Call us on 0300 333 6540 and we'll send you a copy of our service standard.

Members of our Grounds Maintenance team planting trees in Rowheath Park

Scores of events and activities announced

This year is set to be an exciting one, with scores of events and activities to enjoy in our Birmingham and Telford areas.

In Bournville, our museum Selly Manor, is hosting May half term fun for kids, craft workshops, outdoor theatre and heritage talks.

The Bournville Village Festival, organised by Bournville Village Council, is also back on Saturday 27th June and has been renamed, Bournville Village Children's Festival.

In Lawley and Lightmoor villages, there will be regular activities such as family hub and citizens advice drop-ins as well as flagship events including SummerFest and the Lawley 5k.

For more information, go to https://sellymanormuseum.org.uk/events, www.bvtlawleyvillage.org.uk or www.bvtlightmoorvillage.org.uk

Volunteers and Bournville Village Trust staff at last year's Lawley 5k

Spring clean sees bags of rubbish collected

Residents in Birmingham and Telford became litter picking heroes by joining in with a spring clean.

We invited residents across Bournville, Nechells, Northfield and Shenley, and Doseley, Lawley and Lightmoor Village in Telford, to join us on litter picks for Keep Britain Tidy's Great British Spring Clean in March.

Interested in joining a regular litter pick? Join our Bournville Village Trust Communities Facebook group to hear about opportunities.

Home & living

Beat the queue – sign up to My BVT today

You can now update your details and check your rent account at the click of a button with our new tenant portal, My BVT.

Signing up to the portal is quick and easy and once registered, you can...

- See your repair history.
- Easily update your personal details.
- Have up-to-date rent statements at your fingertips.

My BVT is available to all tenants and has replaced the previous portal, SeeMyData.

Aaron Basi, Customer Services Manager at Bournville Village Trust, said: "Nearly 150 customers have signed up to My BVT since we launched it late last year. It's convenient and can save you having to wait in a telephone queue or visiting our offices, and it's free to use."

To register for My BVT, go to https://myportal.bvt.org.uk/registration. You'll need your tenancy reference number (which you can find on a rent statement) and the email address you provided to us. If you don't have this, call us on 0300 333 6540.

If you need support with the registration process, we will guide you through step-by-step. We can also arrange in-person appointments at our offices. For more information, go to www.bvt.org.uk/help-and-support/my-bvt-tenant-portal/

Signing up to My BVT is quick and easy

Damp and mould – what you can expect from us

If you're experiencing issues in your home related to damp, mould and condensation, it's important to tell us.

You can do this by calling us on 0300 333 6540 or at www.bvt.org.uk/your-home/reporting-a-repair. Here's what you can expect when you report damp, mould or condensation.

- We'll arrange an inspection within 10 calendar days of your initial report. We'll share our findings with you, including details of any hazards, next steps and timescales.
- We'll complete any emergency works within 24 hours, where damp and mould is impacting your ability to breathe, and within seven days if a medical professional has advised the issue poses a health risk.
- If the issue doesn't pose a health risk, we'll still make sure it's resolved in a reasonable, timely way.
- Even if there's no structural damp and your heating and ventilation are working well, we'll help you with practical tips and guidance to reduce the causes in your home.

So we can offer you a timely service, it's vital to keep appointments. If an appointment date/time isn't convenient tell us straight away and we'll arrange an alternative.

To understand more about our damp, mould and condensation service, go to www.bvt.org.uk/your-home/ maintaining-your-home/ damp-and-mould/ or call us on 0300 333 6540 for a paper copy of our service standard.

Specialist operatives, like Stephen Slevin, carry out repairs related to damp, mould and condensation

Cutting your grass is one way you can keep your garden tidy and cared for

Five things you need to know about... gardens

Did you know as part of your tenancy agreement, you're responsible for keeping your own private garden tidy and cared for. Trees in your garden are also your responsibility. Here are five other things you need to know.

1 It's your responsibility to maintain your own private garden. As a minimum, you should cut the grass, keep your garden free of rubbish and trim hedges.

2 We know many people take pride in creating a beautiful garden. It's important to appreciate though not everyone can, or wants to, do this. It's not a breach of a tenancy agreement to do the minimum.

3 If you're struggling to look after your garden, for example because of ill health or a disability, tell us. We'll work with you to find suitable solutions. This could include you asking a friend or family member for help.

4 Most grass verges are owned and managed by the Council. Whilst we understand it's frustrating to see drivers park on them, we have no legal powers to stop this. But if grass is constantly being damaged and it's being done by a tenant, tell us and we'll raise it.

5 If you're regularly not maintaining your garden to minimum standards, you may be breaching your tenancy agreement. If you need support with your garden, contact us on 0300 333 6540 and we'll work together to help you find solutions.

Annual report special

Welcome to our annual report 2025/26. This report provides a snapshot of how we performed in 2025 and the actions we're taking to improve services where needed. All information in the report includes Bournville Village Trust and Bournville Works Housing Society homes (BWHS). We will also publish a full annual and financial report on our website www.bvt.org.uk this year. It includes more detailed information on our services and finances. If you would like a copy of our full report, but aren't online or don't have a friend or family member who can help you, call us on 0300 333 6540 or email enquiries@bvt.org.uk

How did we do in **2025**?

On target

Slightly behind target

Not on target

■ Data is either being reported over time to set a new target based on average performance, is being collected for information purposes only and/or provides context for other performance measures.

Repairs and maintenance

86% of repairs were carried out right first time

91% of customers satisfied with last responsive repair

20 days Average time taken to complete routine repairs

18,290 Number of repairs completed

99.9% of emergency repairs completed same day

94% of customers satisfied with planned maintenance works

98% of our planned maintenance programme was on track

We fitted **158** new boilers, **210** new kitchens and **111** bathrooms. We also replaced UPVC and timber windows in **215** homes, doors in **546** homes, **203** fire doors and **10** new door entry systems.

Customer service and experience

95% of calls answered by our Customer Services team

98% of customers satisfied with how we handle calls

97% of complaints resolved within target

269 Number of complaints

439 Number of compliments

Housing and neighbourhood

31.4 days Average time taken to re-let a home.

92% of customers satisfied with their home when they moved in

56% of residents had no rent arrears

147 New anti-social behaviour (ASB) cases were reported

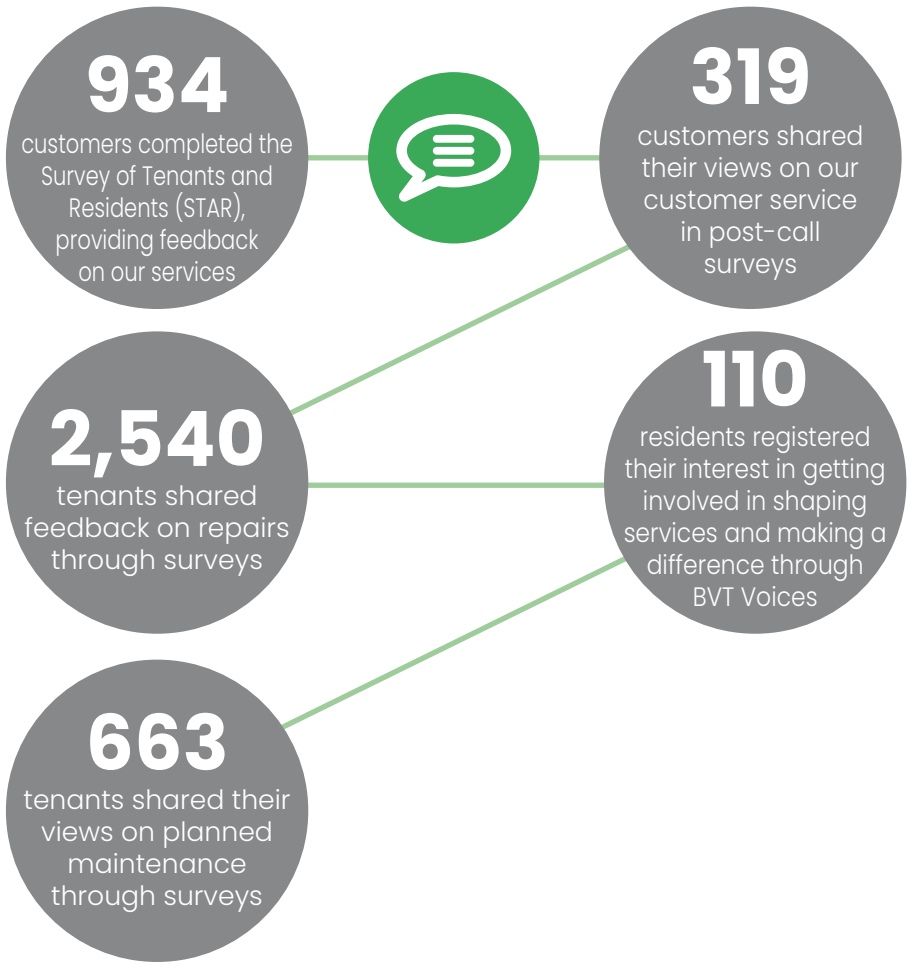
6 Hate crime cases were reported

84% of customers satisfied with advice and guidance from our ASB team

75% of customers satisfied with the contribution we make to their neighbourhood

Annual report special

Your voice and views



Supporting you

What are we doing to improve?

Repairs

Following a service review in 2024/25, we made several improvements to our repairs service. We introduced clearer ways of working and improved how we schedule and prioritise repairs. As a result, more repairs are being carried out right first time and more customers are happy with their last responsive repair. We're continuing to work hard to improve the average time it's taking us to complete routine repairs so we meet our target of 19 days (we are currently just shy of this at 20 days). We also launched a brand-new service standard for repairs, so it's clear what service you can expect from us. You can read this at www.bvt.org.uk/your-home/reporting-a-repair or call us on 0300 333 6540 for a paper copy.

Planned maintenance

Over the last two years we've seen an increase in the percentage of customers satisfied with planned maintenance works (from 83% in 2024 to 92% in 2025) but we want to do even better. We are:

- Providing clearer communication about timelines and impacts of works.
- Getting to know you and your household better so we can tailor services to your needs before any works start.
- Being more present during works, including carrying out visits, to make sure your voice is heard and any concerns are sorted quickly.
- Learning from your feedback by reviewing any recurring issues, or areas of dissatisfaction, and preventing them from happening again.

Housing and neighbourhoods

We're continuing to work to the government's Decent Homes standard to make sure all our homes meet the relevant guidelines and are safe and decent. We welcome feedback from you when you move into your new home, and we use this to improve how we deliver our services. We want to increase satisfaction with the advice and guidance we give you about anti-social behaviour (ASB). To do this, we'll be continuing to work with our partners to understand how we can better tackle incidents of ASB. We'll also be looking to hold more listening events for Anti-Social Behaviour Week to better understand the impact of ASB on you.

Customer service and experience

We've continued to strengthen how we learn from complaints by identifying and addressing root causes behind issues, helping services make meaningful improvements. Our Customer Service Offer is also now becoming more embedded, supporting clearer communication with you, greater consistency in how we manage enquiries and cases, and a stronger focus on ownership and follow-through. Together, these improvements are helping build a more responsive, accountable service and a better overall customer experience.

Supporting you

We're continuing to try and grow the number of children who attend our Out of School Club through marketing campaigns and by introducing childcare for teacher training days and holiday clubs.

Annual report special

You said, we did special

We're committed to learning from your feedback and complaints so that you get the best possible service from us. Here are some of the ways we've listened to you and changed what we do.

You said: 'I was carded for a gas service even though I was at home when the operative arrived.'

We did: We have reminded our gas operatives that they should call ahead when en-route and again when they arrive at your home, in line with our service standard.

You said: 'I was told by an operative that work would be carried out to fix uneven slabs in my garden, but this didn't happen.'

We did: Operatives now call the office whilst they're at your home to book any follow-on repairs. This makes sure appointments are not overlooked and booked swiftly.

You said: 'I was meant to be having an unsafe garage demolished, but have heard nothing more.'

We did: In the past it's not always been clear which team is responsible for less common work like this. As a result, and following similar feedback, a number of uncommon pieces of work (including this one) are now the responsibility of our Maintenance Services team. This will make sure there's clear ownership and accountability.

You said: 'Some hedges in Lawley village are too big and are causing health and safety issues for drivers and pedestrians.'

We did: The cutting of these hedges have now been added to our regular Grounds Maintenance contract to make sure they're kept to a reasonable size.

You said: 'Residents keep parking in my allocated space in Lightmoor Village.'

We did: We sent a letter to all houses in the immediate area with a plan highlighting which spaces belong to which properties and the availability of visitor spaces.

You said: 'You keep booking appointments at times when I've previously told you I'm not available.'

We did: We've made improvements to the way we collect and store information about your preferences for appointments. We'll always do our best to stick to preferences, but there may be times, particularly with urgent or emergency repairs, when we can't do this. If this happens, we will explain.

Members of our Grounds Maintenance team planting trees

Our Maintenance Services team

We listen to your feedback to shape services and improve what we do

Look out for more information on how every £1 we collected in rent and other charges was spent in our next customer newsletter out in the summer.

Community & people

All aboard! Model railway club seeks new members

A model railway club that has been running for 16 years is showing no signs of slowing down as it steams ahead with recruiting new members.

Bournville Model Railway Club was founded by 10 enthusiasts in 2010 and has had several homes since, including Winterborne Gardens and Prospect Hall.

Sadly, Covid had a big impact on the club as they couldn't meet in person, meaning membership dwindled. But now they're back in a new venue – Woodlands Park Hall – and are keen to welcome new members.

Barrie Hoverd, a member of the club since it started, has had a passion for the railway since he was a child.

He said: "Joining the club is a great way of learning practical skills. From researching layouts in different eras to carpentry, geometry and electrics. It's also something you can do with your child that doesn't involve a screen and is a great way to spend quality time together.

"If I had to describe the club in three words, I'd say it's friendly, engaging and brilliant, with plenty of support from other members."

One of the Bournville Model Railway displays

The club meets every Thursday at Woodlands Park Hall, Woodlands Park Road, B30 1HA, 7pm-10pm. It's also holding its annual exhibition on 23rd August at Austin Sport and Social Club, 30 Tessall Lane, B31 2SF. There will be layout displays, food, traders and a bar.

For more information, go to www.bournvillemrc.co.uk or call 07906905769.

History group celebrates a year since launch

A group that formed after being inspired by a shared passion for history has been running for a year.

The Shenley History Group launched off the back of the first ever Shenley Heritage Day held at Shenley Court Hall in 2025.

The group now has 10 members who meet on the second Wednesday of each month, providing a friendly and welcoming space to exchange local knowledge. They also research photographs and historical objects connected to the area and discuss ongoing projects.

Shenley History Group is free to join and welcomes anyone with an interest in local heritage or a connection to Shenley/the surrounding areas. For more information, call Shenley Court Hall on 0121 475 7521 or email sch@bvt.org.uk

This Easter half term, don't miss our Shenley Heritage Day on Tuesday 7th April 11am-7pm at Shenley Court Hall. All are welcome.

Shenley Heritage Day helped inspire launch of History Group

Residents group help shape repairs service

Last year, we launched a new Your Home Scrutiny Group for residents who wanted to get involved and delve deeper into shaping our services.

The group supported a review of our repairs service. This included discussing changes to the service, following a customer-wide consultation, and scrutinising performance.

Maryam Ali, Community Voice Officer at Bournville Village Trust, said: "Thank you to our Your Home Scrutiny Group, chaired by Paul Chilton, for their incredible work on the recent repair review. This dedicated team of volunteers, many of whom came from the Maintenance Advisory Panel, worked tirelessly to make sure services truly meet your needs."

As a result of their work, we have:

- Added more detail about your repair to the text messages you get from us.
- Added more detail to our customer satisfaction survey text message so you know which repair you're giving feedback on.
- Updated our service standard so it's clear you can use an advocate, such as a family member, friend or neighbour, to contact us about repairs.
- Updated the report a repair form on our website so you can share any additional needs or information with us.

Your Neighbourhood and Your Tenancy groups are set to launch in May, look out for details coming soon! To find out how you can get involved and help shape our services, go to www.bvt.org.uk/your-neighbourhood/get-involved/ Not online? Call us on 0300 333 6540 to find out how to get involved.

Puzzles & fun

Quiz

To be in with the chance of winning a £20 Love to Shop voucher, which can be redeemed at leading stores, complete the Quiz and email your answers to InView@bvt.org.uk – with subject header 'Quiz' by Friday 8th May 2026 or send your answers to inView competition, c/o Claire Page, 350 Bournville Lane, Birmingham, B30 1QY. All correct entries will be placed into a prize draw with one winner chosen at random.

1: Every year, tourists flock to Japan in spring to admire which flower?

2: The 1st of April is also known as what?

3: What is a baby rabbit called?

4: What is the name of the spiced bun, usually containing raisins, traditionally eaten on Good Friday?

5: The first chocolate Easter egg was created in 1873 by which British chocolate company?

6: Iceberg, romaine and little gem are all varieties of which leaf vegetable?

7: Which American singer, songwriter, and guitarist is nicknamed 'the Boss'?

8: What fictional town do The Simpsons live in?

9: When is this year's London Marathon set to take place?

10: Daffodils are commonly what colour?

Wordsearch

To be in with the chance of winning a £20 Love2Shop voucher, which can be redeemed at leading stores, complete the wordsearch and email the MISSING word to InView@bvt.org.uk – with subject header 'wordsearch' by Friday 8th May 2026 or send your answer to inView competition, c/o Claire Page, 350 Bournville Lane, Birmingham, B30 1QY. All correct entries will be placed into a prize draw with one winner chosen at random.

B	J	P	H	I	Y	P	O	O	D	L	E	D	H	N
U	U	E	K	K	C	K	I	S	W	R	E	A	U	L
R	M	L	S	E	Y	Q	P	P	E	J	W	L	J	A
A	O	U	L	G	X	A	W	A	K	P	G	M	Y	Y
B	H	D	Z	D	N	B	L	X	R	Q	R	A	W	P
B	C	F	A	I	O	E	L	G	A	E	B	T	Q	V
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V	O	C	X	T	C	A	B	I	T	J	A	N	Y	M
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B	R	M	G	D	P	S	Y	M	M	T	K	X	E	P
W	C	W	G	L	U	Y	G	M	U	K	X	W	X	I
N	D	D	N	Y	J	R	X	H	Q	S	K	C	O	D
F	J	D	V	P	I	R	A	L	T	N	H	F	B	Z

1: Poodle
2: Bulldog
3: Dalmatian
4: Spaniel
5: Pug
6: Beagle
7: Labrador
8: Boxer
9: Husky
10: Corgi

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