BOURNVILLE VILLAGE TRUST
YOUR HOME SCRUTINY GROUP

Notes of the Your Home Scrutiny Group meeting held at 350 Bournville Lane, Bournville, Birmingham, B30 1QY on Thursday 26th February 2026, 2.00pm to 4.00pm

ACTION

IN ATTENDANCE:

Group members:
Paul Chilton (PC) (Chair)
Anne Linley (AL)
Anne Price (AP) [until item 006/26]
Bill Rice (BR)
Christina Clements (CC)
Katrina Higgins (KH)
Keith McKenzie (KM)
Mary Ruane (MR) joined online via Ms Teams
Natalie Fox-Graham (NFg) [from item 005/26]
Paul Billington (PB)
Timothy Browne (TB)

Officers:

Maryam Ali (MA)	Community Voice Officer
Hannah Pryce (HP)	Company Secretary
Gabriel Newmeir-Drury (GNd)	Governance & Compliance Officer
Sandra Ward (SW)	Head of Maintenance Support
Emma Evans (EE)	Customer Support Officer
David Wain (DW)	Responsive Repairs Service Manager
Matthew Jowitt (MJ)	Capital Works Manager

001/26 INTRODUCTIONS & APOLOGIES

Apologies from group members:
David Millar (DM)
Dianne Aslett (DA)
Karen Wade (KW)
Natalie Claire Delaney (ND)

Introductions
PC welcome everyone to the first meeting of the year 2026 and all attendees introduced themselves.

002/26 NOTES FROM THE LAST MEETING

PC presented the notes from the last meeting on 27th November 2025 and asked if there were any areas that were not accurate. There were no amendments requested.

The Group **APPROVED** the notes without amendments.

003/26 ACTION TRACKER UPDATE

The actions were presented by MA:

1. 007/25: MA said that a day trip is possible for any future reviews undertaken by the group and to request it when planning future agenda. Action closed.
2. 008/25: MA will look at rewards and recognition options during Q1 and aim for implementation in Q2/Q3. MA currently exploring sector best practises and current budget (including Cadbury cards) before drafting the offer. Action to remain open.
3. 009/25: MA will add Scrutiny panel reports from other groups to panel paper packs. Action closed.
4. 033/25: SW said that training is part of improvement plan and the aim will be for operatives to get an insight into customer service. Action to remain open.
5. 034/25: HP to speak to Claire Page (Heads of Communication) and update next meeting. HP to reach out to ND for screenshots of issues too. Action to remain open.
6. 035/25: HP informed group that an external organisation audits the website including accessibility and the website meet all accessibility requirements. There are no plans currently for further changes to the website or involvement of residents. HP will take feedback for resident inclusion in the future to Head of Communications. Any further review relating to the website will be done through the 'Your Tenancy' scrutiny group. Action closed.
7. 036/25: KM has sent documents and these will be made available on TeamEngine by MA. Action to remain open.

PB asked if Telford residents are included in scrutiny groups. MA said there is someone on the list but they have been unable to attend this meeting. MA is currently working on getting more Telford residents involved.

The previous recommendations were presented by MA:

1. 004/25: Aaron Basi (Customer Services Manager) is working with Claire Page (Heads of Communication) to film and publish a video on the website to provide customers more awareness of why BVT asks for the information we do. An article is also being planned for the customer newsletter. Action to remain open.
2. 006/25: HP to reach out to ND for screenshots of issues too. Action to remain open.

The group **NOTED** all completed actions. The group also **NOTED** and **RECEIVED** the management responses to their recommendations.

004/26 PERFORMANCE REPORTS QUARTER 4

CUSTOMER SATISFACTION REPORT QUARTER 4 2025

PC presented summary slide of report. PC reaffirmed that all performance reports are taken as read and group members are strongly encouraged to read and understand the reports and come to the meeting with any questions or comments.

PB requested a physical copy of all papers to be sent to him. **MA**

KH said there is a marked improvement in communication with repairs via text, call, and email. She mentioned that sometimes receive a call from a private number can be unnerving but appreciates that operatives send a text message in advance so customers can expect the call.

KH also remarked that repair operatives are more mindful of reasonable adjustments. During a recent visit from them she noted they were considerate and asked if they should take their shoes off, which was taken positively. Small changes are making a huge impact on the service being felt.

MR is happy with this new system as long as there is an option for residents to raise concerns.

The group **NOTED** the improvement in customer satisfaction for repairs completed.

RESPONSIVE REPAIRS CSR PROJECT UPDATE REPORT JAN 2026

SW gave a brief highlighting a few key points from the report:

1. Delayed roll out of Avail app inventory management system
2. Colours used in RAG table to highlight progress status

The group **NOTED** the improvement in customer satisfaction for repairs completed in the Customer Satisfaction Report Quarter 4 2025 and Responsive Repairs CSR Project Update Report Jan 2026

005/26 SCRUTINY REVIEW – CUSTOMER JOURNEY FOR KITCHEN AND BATHROOM REPLACEMENTS

Presentation was provided in advance and presented by SW, EE, DW, and MW.

KITCHEN REPLACEMENTS

PB said that BVT holds records of when each kitchen is due for replacement and a forward plan is developed for each year. Customers are notified that they will get a new kitchen or bathroom the year before.

PB referred to the presentation and asked why the first contact is now 4 weeks? EE clarified that a one year notification still being done, plus a survey and then a 4 week notification process afterwards.

PB mentioned that a showroom style event used to take place before for all replacement services giving residents an opportunity to physically see a demo of the kitchen and bathroom options. BR said that house visits by operative instead of having a showroom has been a more welcomed approach by tenants and allows a more personable approach to assess access and additional needs of each tenant and household.

AP said that several kitchen and bathroom and replacements have taken place in her neighbourhood and the feedback has been very positive in terms of the quality of work, coordination amongst different operatives, and communication to customers. EE will feed this back to operatives. **EE**

NFg asked if residents get told when the kitchen bathroom will be replaced when they move into their home? EE/DW said that currently is not done by default. This will be forwarded to the lettings team and assets team as a suggestion. **EE**

KH has been told that she isn't due to get a new bathroom until she turns 75. Her current bathtub is considerably smaller which means she can't have a bath. A visiting repairs operative said a bigger bath can be fited as the space is available and can be looked into. NFg recommends KH calls and declares a change in access needs. EE will log a request. **EE**

PB said the current specs say we decorate in white and asked if the resident can provide an alternative colour.

DW/MW/EE said this will not be possible due to a few reasons:

- BVT uses a specialist mould resistant paint as part of policy.
- BVT won't be able to provide the same colour in the future in case of a repair resulting in patchy future repairs.
- Every different paint used requires more tools (brushes, rollers) and certain colours can take longer due to multiple coats.

However, residents can choose to redecorate themselves.

HP suggested that the group include a choice for the tenant to provide their own paint colours as a recommendation and the teams can look into this and provide a management response.

PC mentioned that the current tenancy agreement stipulates that the resident is responsible for internal decoration not BVT.

KM asked what the standard of communication between BVT and operative to avoid misinterpretation and delays in works taking place. EE said that the Customer Support Officer, Customer Support Team and the Operative coordinate the process and use emails, calls and texts to communicate.

AP said that the whole process is seamless and very well coordinated from her recent experience.

<u>BATHROOM REPLACEMENTS</u>

MW explained that there is only one tile option in two different colours (white and grey) but advised that there are different ways in which the tiles can be laid out.

PC asked if disabled customers are automatically given the higher toilets and support rails. DW said that equipment and adaptations is something that is part of the assessments that are done. Some needs need to go through an occupational therapy assessment by the Local Authority which is coordinated by the Assets team.

KH asked who leads on equipment and adaptations works. EE said that the Assets team lead on equipment and adaptations.

MW mentioned there are properties without a shower, so we are working on getting those installed too where needed.

KH asked if residents could supply their own tiles. MW said due to the reasons discussed previously about the paint used in kitchen replacements, an alternative tile provided by the residents cannot be used as replacing them in the future is very difficult.

PC asked if residents can mix and match the tiles available, for example white and grey tiles in a pattern. DW said that no one has asked for that so far but yes that can be done.

NFg asked what happens when there is no splashback in the kitchen above the stove. DW said that splashbacks are fitted as part of the replacement. If there is no splashback, this can be reported as a repairs

CC and AP remarked that there were good range of choices for kitchen cabinet doors.

PC asked why is a strip light used in the kitchen rather than a round light like in the bathrooms? PC is concerned that depending on kitchen shape and preparation area location, cooking preparation maybe done in shadows which is risky. DW said that the electrical manager leads on this areas and that LED strip lights are fitted as standard. KH said the strip light is so bright and doesn't cast any shadows based on personal experience. But it might be too bright and asked if it can it be dimmed? The group recommended that the electrical manager is asked whether a dimmable or alternative light variation available.

BR also said there is usually a switch inside a strip light to allow the light to be dimmed.

BR asked that when the old kitchens are ripped out, what cooking facility is provided as an alternative. EE said an alternative cooking facility such as a Baby Belling can be provided if requested during the initial survey.

BR asked if that was the same for a temporary workstation to be able to prepare food. DW said we ask residents to do this in another space in the house. If there is space in the house for us to put something temporarily, we will aim to make space in the kitchen but this is not ideal as it is a work site.

CC, AP, and AL said that there are many alternatives available in the house, for example in the dining room so one should not be required.

DW said that they are currently exploring tablets to show pictures of options and do the pre survey with residents instead of using a mobile phone.

DW said that if residents want to put extra units etc, this can be discussed with BVT during the pre-survey but may incur costs to the resident.

MR commended the excellent work being done by BVT

Keith asked what the time is between pre-survey and the work starting. EE said a minimum of 4 weeks. Residents can state the dates to be avoided during the pre-survey.

KM said that was not the case during his recent doors and windows replacement. HP said that could be suggested as a future scrutiny review topic.

BR asked why the thinner worktops were used in blocks, specifically in apartments above the ground floor. DW said this is due to health and safety. However, the worktops do not bend when over a 2-appliance gap.

HP questioned if customers were included during the procurement process for kitchens and bathrooms. DW said not the previous time however the specs will be reviewed next year and there is scope for resident involvement.
The group recommended resident involvement in the 2027 procurement process.

MR mentioned that considering digital/smart homes during the procurement process will be important.

To conclude, the group **RECOMMENDS** the following improvements:

1. Inform residents when kitchen and bathroom replacements are due when they move into their new home.
2. Residents would like to supply BVT with their choice of paint for their kitchen replacement.
3. Residents would like to offer the choice of mixing the white and grey bathroom tiles during the pre-survey.
4. Residents would like the option during their kitchen replacement to choose between strip lights and the round lights currently only used for the bathrooms.
5. Residents would like the option to change the intensity of the strip light in their kitchen.
6. Include residents in the 2027 kitchen and bathroom procurement process.

006/26 SCRUTINY PANEL DEVELOPMENT

Presentation was provided in advance and presented by MA.

BR recommended looking at lockable noticeboards for BVT specific news. **MA**

Chair position
All members agreed to set a fixed chair term of 1 year.

The group **NOTED** the presentation and development plans.

007/26 FUTURE AGENDA PLANNING

BR recommended scrutinising garage painting.

MA gave a deadline to other members of the group to send any other topics they would like to scrutinise by Thursday 5th March 2026 at 12pm. MA will then send out all submissions to vote to the group. **MA and group**

008/26 ANY OTHER BUSINESS

PB said that there is an external door fitted at his property recently with double glazing with a porch outside. The draft excluder on the door fitted is a trip hazard. HP recommended PB report this to customer services

009/26 DATE OF NEXT MEETING

Wednesday 27th May 2026 – 6pm to 8:30pm at 350 Bournville Lane, Birmingham B30 1QY or MS Teams for those unable to attend in person.

…… Chair

……..…… Date