



**Black Country
Housing Group**

Whitepoplars Close Neighbourhood Plan



Brierley Hill, DY5 3TW

It's all about where you live...

We want your estate to be a great place to live. That's why we have produced a plan to help us work together with you to understand your views and how we can help shape our service.

Whitepoplars Close is situated in the heart of Brierley Hill. The houses at Whitepoplars Close are large family homes and we have 15 in total, we also have 4 bungalows situated on Whitepoplars Close. These properties are around 21 years old and each property has designated parking for each household. Whitepoplars Close is close to local amenities such as Merry Hill, The Delph Stadium and also Brierley Hill Civic Centre.

What's the big idea?

Customer feedback is essential to the services we provide you. At BCHG, our strategic plan sets out that hearing the customer voice as a key area. We have summarised how we will do this; alongside the feedback we have received from residents so far in the table below.

Customer Voice - We have heard the customer voice through a variety of channels

We have done this through IFF Research Surveys which are completed monthly, The Annual Visitation Programme and general walkabouts on Whiteoplars Close. The information we have then received has been collated together. Staff at Black Country Housing Group are on site at Whiteoplars Close on a regular basis.



Stakeholder Management

We have worked with partner agencies who have also took ownership of estate walkabouts to try and tackle some long term issues.



Impact

From hearing the customer voice we have done lots of work on ensuring that BCHG are more accessible to tenants aswell as partner agencies. We at BCHG want to prioritise the key issues and work in partnership with tenants and partner agencies to ensure matters are dealt with effective and efficiently. From feedback from tenants and customer satisfaction we believe this is on the right track.

Your plan for the future...

You said:	We will:
That there are still ongoing issues with anti-social behaviour around Whiteoplars Close.	We have teamed up with Brierley Hill Police Station to do some close team work, more street patrols and estate walk abouts. We will continue to do this and arrange a residents meeting with the relevant authorities in 2023/2024.
Whiteoplars Close is lacking a community spirit and that an event in the estate that brings residents together will be beneficial.	BCHG will look to arrange a community event, bringing local agencies and residents together in 2023/2024.

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