

BUSHBURY HILL EMB



ANNUAL REPORT 2024 - 2025



A message from *City of Wolverhampton Council*

It has been a pleasure working alongside Bushbury Hill EMB in 2024-2025 and we are proud of the EMB's continuing achievements highlighted in this year's annual report. We thank the board members and the TMO staff for their ongoing hard work and dedication.

We were particularly delighted to see BHEMB's success at the NFTMO Awards winning Project of the Year for Fifth Avenue Community Centre and commend their role as lead partner in the WV10 Consortium, which continues to bring significant social value to the area. Their commitment to tenant engagement is evident in their high Tenant Satisfaction scores, as well as through their investment in security measures on the estate.

As housing regulations continue to evolve, we remain committed to transparency and ensuring tenants' voices are heard. We thank BHEMB for their continued partnership and encourage all residents to stay involved, share their ideas, and help shape the future of their community.

CITY OF
WOLVERHAMPTON
COUNCIL



Welcome from our chair

Ken Spilsbury

Hello,
Welcome to our 2025 Annual Report, here you can find out about how we have been doing for the year from 1st April 2024 to 31st March 2025.

We are very proud of our achievements, but we know that there is always room for improvement to services and to make positive changes to our neighbourhood and community, and I would personally like to thank you for all your input and support throughout the year that enables us to make those changes. Your involvement really does help us to improve, whether that is by simply talking to us, attending events, taking the time to complete our satisfaction survey or taking part in consultations.

In the report you will find information and details about:

- Our performance and the results of our annual tenant satisfaction survey where you gave your views on how we have been doing
- Ways that you can get more involved with the EMB and have a greater say in services and initiatives to support our tenants, residents and community.
- Updates on our governance, including information about the complaints we received and also an overview of our finances and how we spent the management allowances we receive from the Council.
- Details on the financial and social investment we have made to support our neighbourhood and community, including our award-winning project Fifth Avenue Community Centre.
- Details of our repairs service and investment in your homes and information on new build homes on the estate.
- Improvements we have made to our complaints process.
- Updates on our continued 'feeling safe' programme and the improvements we have made in our neighbourhood.





ABOUT US

Bushbury Hill EMB is run by tenants for tenants, our Board is made up of local people who are democratically elected and work together to make sure our neighbourhood and homes are well managed, clean and safe.

Over the last 27 years, our desire to deliver an excellent service to you is down to a committed leadership who are passionate about improving the Bushbury Hill estate. We have a clear vision of what we want to achieve and understand what we need to improve and work closely with the staff team to make sure we continue to make Bushbury Hill a great place to live.



OUR BOARD MEMBERS 2024/25

Sept 2024 / Sept 2025 Board Members

Mr Ken Spilsbury – Chair
Mr Raymond Hurd – Vice Chair
Ms Diane Lewis – Treasurer
Mr Shane Day – Vice Treasurer
Mr Derek Newton – Secretary
Mrs Kate Spilsbury – Vice Secretary
Ms Kylie Potts – Board member
Mrs Shirley Rogers – Board Member
Mr Kevin Rafferty – Board Member



Supporting our tenants & community



Bushbury Hill is where we all live, or work and it is extremely important to us that we do our best to make it a welcoming and great place we can be proud of. It is as important to us as it is to you that our neighbourhood is clean, tidy and a safe space to live and go about our daily lives.

We also work hard supporting our community making sure that our families, young people and our older residents have the chance to thrive, grow and enjoy their local environment and participate in local activities.

We work with many partners to achieve these goals, including services for example, the police and fire service, the Wolves Foundation and also local community groups to maximise the support and wide-ranging opportunities we can make available for you.

Of course, none of the work we do would be possible without the community volunteers, who work tirelessly supporting our projects and community centres. We are very grateful for their continued support and also to Community Action and Training Services (CAATS), better known locally as Kim and Lou, for the work they do and the support they give on our behalf.

Free School Uniforms

We continue to provide free uniforms for those families financially struggling at the start of the school year an initiative we began 7 years ago, which we know you really appreciate.

Household Support Fund

BHEMB has continued delivering the Household Support Fund on behalf of the City Council. The grant is distributed through small payments to support vulnerable households to meet daily needs such as food, clothing, and utilities.

Community Litter Pick

Over the summer every member of our staff team spent two days out litter picking on the estate, making our environment clean and tidy. We were out there once or twice a week over a 2-month period and were so pleased that some of you came out to help us, thank you.

Summer Trips and Fun Days

A free trip for tenants and off to the seaside we went, taking 3 coaches to Llandudno, always a popular day and a great time was had by all. Our biggest Fun Day ever was held in the Summer of 2024 and over 1000 of you attended taking part in all the activities and hundreds of smiling happy children attended all enjoying the free fairground rides, crafts and face painting sessions.



FIFTH AVENUE COMMUNITY CENTRE

The community centre on Fifth Avenue is part of the Bushbury Hill family.

One of our successes in recent years was the refurbishment of a derelict local building that we have transformed into a thriving Community Centre, something we were all proud of. We were delighted to win the NFTMO award for Project of the year in 2024 /2025 in recognition of this work.

*thank
★ you ★*

Thank you to all the volunteers and staff who worked to make this such a success. In particular Kim and Lou from CAATS services who support Fifth Avenue on our behalf.



We are delighted to inform you that we won a National Award from the National Federation of Tenant Management Organisations for Project of the Year for the community work at Fifth Avenue. Members of the Board were presented with our award at this year's annual conference.

WHAT'S HAPPENING AT FIFTH AVENUE COMMUNITY CENTRE

SUPPORTING OVER 500 HOUSEHOLDS A WEEK WE OFFER A WIDE RANGE OF SERVICES INCLUDING:



Funday Monday - aimed at the 50+ age range, this group offers armchair exercise, craft activities, music, bingo, food and good company. The group began with just 8 people, it now provides a hot meal and activities to over 40 older people weekly and is working its way towards becoming a constituted group/organisation to enable the delivery of a second day to meet demand.

Little Angels Play Group - Local parents were offered the space to begin a new play group, this group is still growing and attracts around 20 local preschoolers each week and importantly gives parents the chance to touch base with us and get support where required. Parents sourced many of the toys themselves, we supported them with training, policies and procedures and put £200 into equipment. This group is now self-sufficient and is a great source to recruit new volunteers.



Cooking Programme - In addition to supporting the establishment of new groups, we also worked with partners to bring in funds to deliver key services. Twice weekly we run a Budget Cooking Session where local people who are struggling can come along, cook a hot meal to take home for themselves and their families, meet new people and learn new skills. These sessions rotate on a 6-week programme, and this allows us the opportunity to get to know the participants and why they are struggling financially so that we can make appropriate referrals and sign posting.



After School Club – was something that almost all parents had asked for. Parents/Carers also attend the session. Here we cook and eat a family meal, we host fun activities, sometimes outdoors or sometimes crafts. We help our young people with homework and support parents/carers with any issues they may have. This is now a very popular group, and we are looking at creating a second session to accommodate demand.

Holiday Activity Clubs – Working with partners we secure funding to deliver holiday activity clubs during the school holidays. Our sessions are family based and there is something for everyone from the younger children, through to teenagers, young adults and parents/carers. We provide a free meal for all children and very low-cost food for adults. All activities are free, and we also ensure support services are onsite to help. Each school holiday we support over 400 children and their families.



As part of our sustainability plan, we also rent two of our rooms to support two small local businesses, one of which we helped to establish.

In addition, we also rent a room out to Wolverhampton City College who use this as a teaching base for some of their students with more complex needs.

Our latest addition to the centre is our Community Shop. We obtained funding to set up a small grocery store that will provide very low-cost food open to all. We work with our not-for-profit partners across the area to buy in bulk and offer fresh meat, veg and fruit at very low cost. We also source free surplus items to give away to people struggling and help them with their cost of living. So far, we have been able to secure support from Warburtons Bakery, Muller UK and through Neighbourly receive surplus food from Aldi, Lidl and M&S. The shop is entirely run by volunteers and therefore with reduced overheads we are able to keep produce at a lower price.



As we speak, we are currently developing our outdoor area to make this safe for activities and have also added a separate log cabin which will be our 'Wellbeing Hut'.

We have also invested in developing a **community-based counselling service** at Fifth Avenue, with wellbeing classes, art therapy and sound therapy being delivered, tackling serious mental health issues for tenants who cannot mentally afford to wait for statutory support. In addition, this service provides one: one counselling for those most in need, breaking down barriers and tackling multi complex issues.



For more information and to get involved in any of the activities pop along to Fifth Avenue Community Centre to experience for yourselves what's on offer.

Our neighbourhood

Improving Our Neighbourhood

Got ideas to make our area better? Let us know! We're always open to suggestions from tenants. Call in to the Management Centre or email us info@bushburyhill.org

Anti-Social Behaviour (ASB)

ASB reports are low in Bushbury Hill. Most of the issues we deal with are neighbour disagreements. Serious cases are handled with help from the Wolverhampton ASB Unit

ANTI SOCIAL BEHAVIOUR

Vehicle related – cars and bikes

Report this to the Police on 101 or in an emergency 999

Report abandoned vehicles to the City Council

Assault or physical violence

Report this to the Police on 101 or in an emergency 999.

If a BHEMB property is involved, pass us the crime number

Neighbour nuisance

Speak to your neighbour in the first instance.

If from a BHEMB property report to your Tenancy officer

Drug use or drug dealing

Report this to the Police on 101 or in an emergency 999

We can only act against tenants following prosecution/caution

Domestic abuse or domestic violence

Report this to the Police on 101 or in an emergency 999

Advice available from The Haven 24 hours 08000 194 400

Dog barking or dog fouling

Speak to the dog owner and let them know about the problem.

If from a BHEMB property report to your Tenancy officer

Hate crime

Report this to the Police on 101 or in an emergency 999

If a BHEMB property is involved, pass us the crime number

Noise nuisance

Speak to your neighbour in the first instance.

If from a BHEMB property report to your Tenancy officer

Criminal damage

Report this to the Police on 101 or in an emergency 999

If a BHEMB property is involved, pass us the crime number

Vandalism, graffiti or fly tipping

Report any vandalism, graffiti or fly tipping in public spaces to the City Council

Alcohol related

Not from a BHEMB property report to 101 or in emergency to 999.

If from a BHEMB property report to your Tenancy officer

GET INVOLVED AND GET YOUR VOICE HEARD!

Bushbury Hill EMB would love more of you to get involved and provide a number of different involvement opportunities for you to do so:



It is really easy for you to get more involved even if you have never done anything like this before then just speak to us for more information and we can help you decide which option is best for you.

Become a Member / Shareholder

Every Tenant who lives in a property that is managed by Bushbury Hill EMB is entitled to become a Shareholder of the organisation, and this costs just 10p and all of our members have an opportunity to:

- Attend our AGM - all our members are invited, and this is where the board members are democratically elected for the year by the members present at the AGM.
- Vote on decisions at the AGM including electing and appointing Board members.
- Stand for election to join the Board.

At the end of March 2025, we had 946 members. 939 properties or 82.11% of the homes we manage has at least one member in the household supporting the EMB.

Other Involvement Opportunities:

Become a Board Member

We can offer:

- Training and Support
- Equipment needed to carry out your role effectively
- Payment to cover travel costs incurred or help in arranging transport to our meetings
- A warm welcome and a 'buddy board member' who can help and advise you in the first few months.

The role of Board member can be very rewarding and can take up as little as 4 hours per month.

Join a Focus Group

Focus groups meet to discuss a particular area of service that we need your views, opinions and suggestions on how we can improve. Please let us know if you would like to suggest a Focus Group topic or would like to attend any future groups.

Attend one of our Fortnightly meetings

Meet some of our team and Board members and get a broad understanding about some of the work we do; discuss our current and future priorities, a chance to get updates, learn about and scrutinise services for example; repairs, governance, finance, HR and Tenancy management.

Talk to us and give us your views

We are always looking to improve and develop our services to you and love to hear from you and listen to your opinions and ideas.

We ask for your views in a number of ways to make sure that as many of you take part as possible:

Easy ways in which you can make your views known include:

- If you are contacted by the independent organisation running the annual tenant satisfaction survey, please do take the time to complete the survey.
- Consultation Exercises
- Service satisfaction forms and phone calls

We provide these in a range of ways including postal surveys, telephone / texting and online surveys, suggestion boxes and surveys in reception or at community events, digital surveys on social media.

Join our team of Community Volunteers

Our volunteers are so important to the work that is delivered from Fifth Avenue Community Centre; All our volunteers are supported, offered training and get the chance to join a fabulous network of local people who want to improve the area and support projects that benefit our community.

For more information on any of the above please call Karen on 01902 552994 or email karen.williams@bushburyhill.org



THE 2024/25 TENANT SATISFACTION MEASURES

HOW SATISFIED ARE YOU WITH THE SERVICES WE DELIVER?

The Tenant Satisfaction Measures (TSM) are a requirement of the Regulator of Social Housing and all social housing landlords are required annually to ask a significant proportion of their tenants a series of questions to see how satisfied they are with the services they receive.

The City of Wolverhampton Council are responsible to collecting and publishing the results and they commissioned an independent expert called Acuity to gather your views for both Bushbury Hill tenants and also for other tenants across the city who receive services from Wolverhampton Homes or one of the other tenant management organisations. Overall, satisfaction with our services was good. In particular overall satisfaction, keeping you informed, treating you fairly and with respect and our repairs service were highly rated.

You were less satisfied than you were last year about living in a Safe Home, when we asked tenants why this was they told us that it was more about safety in the neighbourhood, living alone rather than the safety of their actual home.



**City of Wolverhampton
Tenant satisfaction
measures can be found here**



SATISFACTION MEASURES

Below is our Tenant Satisfaction data and you will see that overall tenant satisfaction is high. The figures show we are in the top 25% for landlords across the country, which is great!

Tenant Satisfaction Measures

	Bushbury EMB 2023/2024	Bushbury EMB 2024/2025	Wolverhampton City Results 2024/2025
Overall Satisfaction	81%	84%	70%
Well Maintained Home	79%	79%	70%
Safe Home	86%	82%	74%
Repairs Last 12 Months	84%	86%	75%
Time Taken For Repairs	81%	85%	74%
Communal Areas	72%	83%	65%
Neighbourhood Contribution	75%	80%	63%
Approach to ASB	70%	73%	60%
Listens and Acts	72%	72%	57%
Kept Informed	87%	88%	71%
Fairly and with Respect	83%	86%	73%
Easy to Deal With	87%	85%	70%
Complaints Handling	42%	53%	33%



Bushbury Hill EMB results can be found here



COMPLAINTS

WHEN WE GET THINGS WRONG

Complaints help us recognise when things have gone wrong and help us to improve our services to you.

In 2023/2024 satisfaction with how we deal with complaints was low, with only 42% happy with the way we dealt with complaints. It was difficult to understand why so many of you said you were unhappy when we only received 2 complaints for the whole year. We worked throughout the year to try and improve how we deal with complaints and raise awareness on how to make a complaint and what you can expect from us when you do.



COMPLAINTS

IMPROVEMENTS WE HAVE MADE THIS YEAR



- We have appointed a Board Member Responsible for Complaints (BRC) who meets with the Chief Officer and Complaints Officer quarterly to review complaints and our responses to them. They also oversee the reporting to Board, identifying and recommending actions for improvement.
- Our website has been updated and reviewed, now giving much more information to tenants on their right to contact the Housing Ombudsman, how to make a complaint to us and what they can expect from us when they do so. www.bushburyhill.co.uk/compliments-and-complaints/.
- All staff received training on complaints handling.
- Improvements were made to our void process, directly as a result from a complaint in a newly let property.
- We have reviewed ourselves against compliance with the Ombudsman's Complaints Handling Code.
- Our responsible adjustment policy has been reviewed, updated and is published on our website.



Access to our complaints policy and reasonable adjustments policy can be found here



SATISFACTION WITH HOW WE DEAL WITH COMPLAINTS

Satisfaction with how we deal with complaints was 53% which is a considerable improvement on last year's figure of 42%, but still lower than we would like and we will continue to learn from you about how we can improve.

Complaints Data

There were 6 complaints received in the year. This year we also logged service requests which came via the complaint reporting system, there were 17 in total.

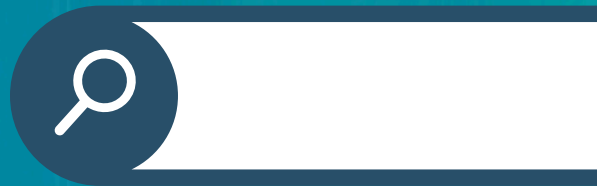
- All of the complaints received during this year were resolved at Stage 1
- All complaints were acknowledged within 5 working days and every stage was responded to within policy timescales.

Reasons for complaint	Completed at stage 1	Completed at stage 2	Service Requests
Repairs	3		12
Messy Gardens			1
Property Condition	1		
Staff / Customer Service	2		
Neighbours			1
Other			3
Total	6		17

HOW TO MAKE A COMPLAINT

If you wish to make a formal complaint you can do so in the following ways:

- In person at our office on Kempthorne Avenue
- By telephone 01902 552994
- In writing or by email business.services@bushburyhill.org
- online at <https://www.bushburyhill.co.uk/contact/complaints-and-feedback/>



If you need any help to make your complaint, then please contact us so that we can provide the appropriate support to assist you to do so.

If you raise a complaint on our social media platforms, we will contact you to ask for more information and will then enter the complaint into our complaints process.

Our policy can be found on our website or alternatively you can call in our office and request a copy to be sent to you.

<https://www.bushburyhill.co.uk/contact/complaints-and-feedback/>

OUR COMPLIMENTS & COMPLAINTS POLICY CAN BE FOUND HERE



FINANCE & VALUE FOR MONEY

Bushbury Hill EMB is a non-profit making organisation, it is important to the Board that they deliver value for money and make efficiency savings where they are able so that they can improve the services and support provision provided and make improvements to your homes and community.

Every year we are independently audited by Sumer Audit Co Ltd. A representative from the audit team attends the Annual General Meeting and delivers a detailed report on our finances and how we are managing them to our members who are also provided with a copy of our annual audited accounts.

For anyone who would like to see the independent audit report and a copy of our accounts please contact us at: info@bushburyhill.org or you can find them on our website here <https://www.bushburyhill.co.uk/about-bushbury-hill-emb/emb-performance/annual-audited-accounts-financial-reporting/>

2024/2025

Income

– the money we receive to deliver our services to you

£2,266,516

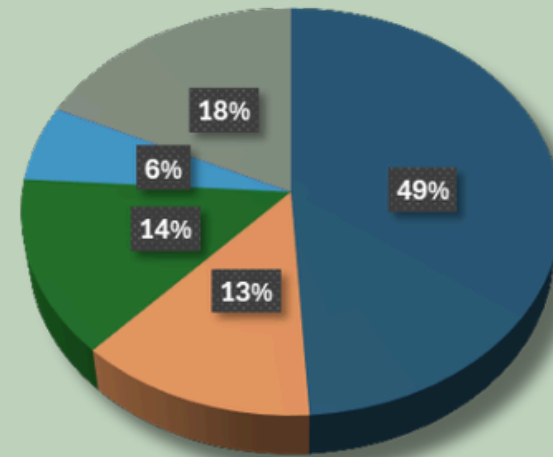
The majority of this **£2,070,000** is the allowances we receive from City of Wolverhampton Council



EXPENDITURE

WHAT WE SPENT

- Repairs, Maintenance and Void Properties
- Operating Costs / General Expenses
- Operating Surplus
- Community and Tenancy Support
- Personnel and HR Costs



Any surplus we make due to these efficiency savings is ringfenced for the EMB to use on extra investment in your homes and community.



a copy of our accounts can also be found here



Tenancy MANAGEMENT

WHAT WE DID IN 2024/25

Letting Homes

We advertise all empty homes through the Council's Homes in the City scheme. Our Tenancy team lets these homes to eligible applicants and helps them get ready to move in.

In 2024/25, we let 20 homes:

Property Type	Number Let
3 bed non parlour house	12
3 bed parlour house	2
2 bed non parlour house	4
1 bed flat	1
3 bed bungalow	0
2 bed bungalow	0
1 bed bungalow	1
Total	20





Home Swaps

Want to exchange? You can swap homes with another council or housing association tenant. All Bushbury Hill EMB tenants get free membership to homeswapper.co.uk – just choose Bushbury Hill EMB as your landlord when signing up
We helped 16 tenants with mutual exchanges last year

Rent Support and Help for Tenants

We helped tenants in a variety of ways:

- Made sure they were getting the right benefits to help pay rent
- Supported those moving to Universal Credit (UC) – 59% of tenants were on UC by the end of the year
- Helped 9 tenants at risk of losing their homes to start paying rent regularly
- Only one eviction due to unpaid rent – we always try to avoid this
- Our work helped reduce total rent arrears by £31,128.98

Tenancy Audits

We visited 295 homes to check on tenancies. It's a great chance to meet tenants, see how homes are being looked after, and offer help or advice if needed

Help with Rent – Sustainment Fund

If you're struggling to pay rent, talk to Shirley or Lisa from the Income Management team. The Tenancy Sustainment Fund is now available to more tenants who are facing financial difficulties and want to work with us to sort out their rent

YOUR HOMES

Having a good repair and maintenance service is a high priority for your tenant board. They want you to be able to get repairs done well and in good time. That's why we spend more on this part of our service than any other.

**To contact our same day repairs service
Call 0800 328 4090
bushburyhill.co.uk/repairs/report-a-repair/**

**Wolverhampton Homes Out of hours service
operate between 6pm and 8am contact
01902 552999**

99% of tenants surveyed were satisfied with the repair we completed for them, an increase in satisfaction of 1.7%

93% of non-emergency repairs were completed within the targets agreed with the Council. Up from 91% in 2023-24

We completed 2560 total jobs throughout the year – a 4% increase on the year before

YOUR HOMES

2059 repairs were reported and categorised as 'same day' repairs. We attended 98.5% on the same day the repair was reported. So we completed a higher number of same day repairs and maintained the same day attendance rate.

We completed 78% of these repairs on the day they were reported, this compares to the 70% the previous year.

Some repairs, including some of the same day jobs, needed a follow-on appointment. The average time to complete these repairs was 22 days (1 day quicker than the year before).

Throughout the year we had 16 empty homes which we prepared to re-let to new tenants. The average cost of reservicing these properties was £9,892 this is a 38% increase on last year. The average time taken to repair and let to new tenants was 60 days (12 days less than last year). Whilst costs have increased and more work was needed to be done on empty homes, we have also been working hard to refine the relet process, hence the reduction in turnaround time.



BETTER HOMES - IMPROVEMENTS & INVESTMENT

Kitchen and Bathroom Programme

The kitchen and bathroom programme is ongoing and in 2024/2025 we replaced 10 kitchens and 3 bathrooms, funded from the EMB's capital budget.

Alleyway gates

As part of our safety and security improvements, we installed 52 steel alleyway gates to terraced houses giving tenants peace of mind that there is no unauthorised access to their alleys

Asbestos Management Surveys

In 2024/2025, we carried out surveys on 82 properties, paid for from BHEMB reserves. This programme will continue into 2025/2026 so that we have up-to-date asbestos information for all our homes.

Improved Ventilation

We've replaced 50 old extractor fans with modern, energy-efficient DCMEV fans in homes where damp, mould, or condensation was reported. These new fans run continuously at a low speed to improve air quality and help prevent damp and mould in rooms like bathrooms and kitchens.



NEW HOMES FOR BUSHBURY HILL



Hendon Close

We continue to work with the Council on a scheme to build bungalows on the former Dale House site on Showell Circus. The scheme is for 8 two-bedroom bungalows and 2 one-bedroom bungalows for wheelchair users. The builder is Morro – the same contractor that built the bungalows on Sandmere Rise. We expect to let these new homes in 2026.

Sandmere Rise

We're pleased to say that by the end of March 2025 work was nearly complete on building 8 two-bedroom bungalows on Sandmere Rise, where the old Magic Gardens used to be (top of Leacroft Avenue). These homes were ready for tenants to move into by June 2025 and are now occupied. We received funding from the government's Community Housing Fund to help get this project going. We wanted to build these bungalows because there aren't any suitable homes on the estate for Bushbury Hill tenants who want to downsize from a larger family house. We agreed with the Council that these new bungalows would be offered first to Bushbury Hill tenants who are swapping a house for a bungalow.

CONTACT US



TO REPORT A REPAIR: **0800 328 4090**
OUT OF HOURS REPAIRS: **01902 552999**
PROPERTY ENQUIRIES: **01902 552995**
TENANCY ENQUIRIES: **01902 552995**

Option 7



ADDRESS:
The Management Centre
14 Kempthorne Avenue
Low Hill,
Wolverhampton
WV10 9JG



EMAIL:
info@bushburyhill.org



WEBSITE:
www.bushburyhill.co.uk

Bushbury Hill EMB will make reasonable adjustments to provide translated documents and also publish them in different formats on request. To request this service please contact us on: 01902 552995

