

## Annual Report 2022-2023

### Achievements & Outcomes

This is not a comprehensive list of the BMG's achievements and outcomes for 2022-2023 but we hope it provides some insight as to what we achieve for our fellow tenants when working in partnership with Barcud.

#### **Barcud Group Board.**

- Inclusion in the Board Governance and Management review.
- Inclusion in the recruitment of the new Chairperson.
- Inclusion of the new BMG Guide in the Induction Pack for new Board members.
- Formal and informal meetings with Board members to further their knowledge of the BMG's activities and to further strengthen our working relationship.

#### **New Strategies.**

- Inclusion in some tendering processes. (Barcud Value for Money Strategy).
- The monitoring of the outcomes from Barcud's Value For Money Strategy.
- Representation on the Barcud Damp, Mould & Condensation (DMC) Task Group. (Barcud Damp, Mould & Condensation Strategy)
- Returned DMC Survey forms to be verified by BMG during Telephone Surveys. (Barcud Damp, Mould & Condensation Strategy)
- BMG DMC Appeal letter sent to all tenants. (Barcud Damp, Mould & Condensation Strategy)
- The monitoring of the DMC process and Key Performance Indicators. (Barcud Damp, Mould & Condensation Strategy)

#### **Policies.**

- The removal of clauses which could be legally challenged.
- Ensured discretion for vulnerable tenants is included.
- Ensured policies are tenant friendly where possible. The use of plain language instead of complicated jargon and terms.
- Reviewed and proposed amendments on a wealth of policies prior to going to the Barcud Group Board for approval.
- Inclusion in the Barcud Rent Setting Policy for 2023-24 prior to being adopted by the Barcud Group Board.

#### **Barcud Operations & Services.**

- The continual monitoring of Barcud's services and their delivery. Where we notice a need for improvement we inform Barcud and monitor the progress.
- WHQS Kitchen Choices. Following our review our fellow tenants now have a wider range of flooring, worktops, cupboard handles, tiles and cupboard fascias to choose from.
- "Meet the Team". Following our proposal the Chief Executive Officer (CEO) and various Directors have visited estates across the operational area to engage with tenants and gain their views on Barcud's progress to date.