

50 Years of
Growing Stronger
Together.



ANNUAL REPORT

★
2025/26



Belgrave Neighbourhood Co-operative Housing Association

1976

YEARS

2026

ANNIVERSARY

BNCHA



WE LISTEN
WE CARE
WE DELIVER



ROOTED IN BELGRAVE
DRIVEN BY OUR
MEMBERS



GREAT HOMES
STRONGER COMMUNITIES
BETTER TOGETHER



ONE TEAM
ANY TASK
ONE GOAL

#DoItWithLove
♡



CHAIR & CEO MESSAGE

Annual Report 2026

CHAIR & CEO MESSAGE

Where do I even begin?

As I sit down to write this message in BNCHA's 50th year, I realise this one feels very different.

There is so much I could say about the last twelve months... the work we have done, the progress we have made, the challenges we have faced and the things we still need to improve.

But before all of that, I think we need to stop for a moment and simply recognise what this year means.

BNCHA is 50 years old.

Fifty years of providing homes. Fifty years of people looking out for one another. Fifty years of tenant members, Committee members, staff, volunteers and supporters each adding their own little piece to the story of this Co-op.

And what a story it has been.

There have been wonderful times, difficult times and, if we are truthful, times when BNCHA's future was far from certain.

There were moments over the last few years when I genuinely wondered what the future would hold for this organisation. But through determination, some incredibly difficult decisions, a huge amount of hard work and people who simply refused to give up on BNCHA, we kept moving forward.

That is why 1st July 2026 will always mean so much to me.

On that day, BNCHA became independently managed for the first time in its history.

I don't think I can properly describe the emotion of reaching that point.

It wasn't simply a change in management arrangements or another date in BNCHA's history.

For me, it represented years of work, worry, determination, sleepless nights, setbacks, battles, laughter, tears and, above all, an absolute belief that this little Co-op was worth fighting for.

We made it.

And I hope everyone who has played a part in that journey allows themselves to feel proud of that.

“BNCHA has never just been about homes. It is about **people, community and belonging**. It is the belief that when people care enough to work together, even the most difficult chapters can become the beginning of something better.”

But perhaps what makes me proudest is not an award, a statistic or even independence itself. It is seeing what BNCHA has become.

Our tenants are telling us that they can see and feel the difference.

Our latest Tenant Satisfaction Survey showed that **11 of the 12 measures improved. Overall satisfaction reached 89.7%, while more than 93% of respondents said BNCHA treats tenants fairly and with respect and keeps them informed.**

Those numbers matter to me because behind every percentage is a person and a home.

And we haven't got everything right. We never will. Tenants have told us very clearly that we need to do better with the time it takes to complete some repairs. We need to hear that just as loudly as we hear the praise.



CHAIR & CEO MESSAGE

Annual Report 2026

CONT'D... CHAIR & CEO MESSAGE

Because listening isn't about asking people what they think and then only celebrating the answers we like. It is about doing something with what they tell us.

And then there is the part of BNCHA that I absolutely love... our community.

The Food Hub. EKTA. Our older residents at Loughborough Cottages. The gardening sessions. Cricket. Hundreds of summer swimming attendances. Advice and support. Our heritage work. People coming together for a cup of tea, a laugh, some company or simply because they know there will be a friendly face waiting for them.

That is BNCHA. We provide homes, of course. But we are also part of people's lives and part of Belgrave.

And I never want us to lose that. As we celebrate our 50th anniversary, I also find myself thinking about all the people who came before us. Some we know, some we may never know. People who had an idea in 1976 that ordinary local people could come together and create something of their own.

I wonder what they would think if they could see BNCHA today.

I hope they would be proud.

To our tenant members, our Committee, our staff, volunteers, partners, supporters and friends... thank you.

And to those who stood beside BNCHA when things were difficult, who believed in us when it would have been easier not to, and who helped us get back on our feet... **I will never forget it.**

Fifty years is an incredible achievement. But this isn't the end of our story. Independence wasn't the finishing line either. It was the beginning of our next chapter. We now have a responsibility to protect what so many people have worked so hard to build, to keep listening, to keep improving and to make sure the next generation inherits a Co-op even stronger than the one we have today.

So here's to the people who started BNCHA.

***To everyone who kept it going.
To everyone who helped save
and rebuild it.***

***To the people who make it
what it is today.***

And to the next 50 years. ❤️

Happy 50th Birthday, BNCHA.

Growing Stronger Together.

#DoltWithLove

**Jaimini Bharakhada
Executive Chair & Chief
Executive Officer
Belgrave Neighbourhood Co-
operative Housing Association**





WE DID IT!

Annual Report 2026

A NEW CHAPTER FOR BNCHA 1st JULY 2026

On 1st July 2026, BNCHA reached one of the most important milestones in its 50-year history.

For the first time, BNCHA became independently managed.

It was the culmination of years of rebuilding, preparation, hard work and determination to create an organisation capable of managing its own services, its own team and its own future.

For a small, tenant-led housing co-operative, this was a huge achievement.

But independence was never simply about ending our previous management arrangements or bringing services under BNCHA's direct control.

It was about something much bigger.

It was about ensuring that BNCHA's future belongs to BNCHA.

Today, our Committee, leadership team and staff work together within one organisation, with clearer responsibility and accountability for the homes we provide, the services we deliver and the community we serve.

And while much has changed, the principles at the heart of BNCHA have not.

**We remain tenant-led.
We remain rooted in Belgrave.
We remain proudly co-operative.**

WHAT DOES INDEPENDENCE MEAN?

OUR HOMES

Greater direct responsibility for the quality of our homes, repairs, maintenance and investment in our properties.

OUR TEAM

A BNCHA team working together with a shared purpose and a clear understanding of who is responsible for what.

OUR MEMBERS

Keeping tenant members at the heart of the Co-op and ensuring their voices continue to help shape our services and priorities.

OUR RESPONSIBILITY

Greater accountability for the decisions we make, the money we spend and the services we provide.



OUR FUTURE

The opportunity to build an organisation that is sustainable, responsive and strong enough to serve future generations of BNCHA tenant members.

INDEPENDENCE DOESN'T MEAN DOING IT ALONE

One thing we have learned throughout BNCHA's journey is the value of good people and good partnerships.

We will continue to work with organisations, professionals, community partners and friends who bring knowledge, expertise and support to BNCHA.

Independence means **BNCHA taking responsibility for its own direction**, while continuing to recognise when collaboration, advice and specialist expertise can make us stronger.

**"Independence wasn't the finishing line.
It was the beginning of our next chapter."**

****50 YEARS BEHIND US.
THE FUTURE AHEAD OF US.****

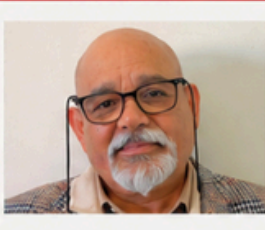
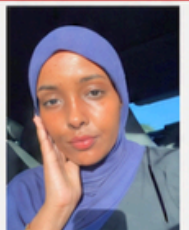
1976 → 2026 → THE NEXT 50 YEARS

#DoltWithLove



MEET THE TEAM

Annual Report 2026

				
Jaimini	Ann	Ketu	Jorubha	Harry
Chair & CEO	Secretary	Committee	Committee	Finance Lead consultant
				
Hiran	Rupal	Bel	Nita	Ellie
Senior Property and Compliance Lead	Senior Community & Engagement Lead	Chief Wellbeing Officer	Senior Housing Lead	Housing services officer
				
Juveriya	Kirit	Janki	Mishal	Zainab
Property and Compliance Officer	Income & Resident Support Officer	Warden Loughborough Cottages	Housing Support officer	Housing Support officer
				
		Bhavani	Marissa	
		Flexible Organisational Support Assistant	Organisational Support & Governance Officer	

Meet Team BNCHA

Behind every home, every repair, every activity and every conversation is a team of people working together for BNCHA and our tenant members.

Different roles, different skills, one shared purpose: to make BNCHA the very best it can be.

One Team. Any Task. One Goal.

#DoltWithLove ❤️



2026 TENANT SATISFACTION MEASURES SURVEY

**YOU SPOKE.
WE LISTENED.** TENANT SATISFACTION SURVEY 2026

During 2026, we asked tenant members what they really think about their homes, our services and BNCHA.

155 households took part
representing 41% of all BNCHA homes.

**Annual Report
2026**

11 OUT OF 12

TENANT SATISFACTION MEASURES IMPROVED

89.7%

Overall satisfaction
with BNCHA

93.5%

Treated fairly
and with respect

93.2%

BNCHA keeps
tenants informed

90.5%

Positive contribution
to the neighbourhood

THANK YOU FOR SHARING YOUR VIEWS

Your feedback helps us understand what is working and where we need to improve.

#DoltWithLove



2026 TENANT SATISFACTION MEASURES SURVEY

Annual Report 2026

YOU TOLD US

WHERE WE NEED TO DO BETTER

Listening means celebrating progress and acting on what still needs improving.

84.9%

Repairs and maintenance
overall satisfaction

82.7%

Time taken to complete
the most recent repair

WE HEAR YOU

Tenants told us about waiting times, contractor standards, outstanding larger jobs and communication around repairs.

Improving the repairs experience and making sure tenants are kept informed

“

**Listening isn't about asking people what they think
and only celebrating the answers we like.**

It's about doing something with what they tell us.

”

YOU SPOKE. WE LISTENED. NOW WE KEEP IMPROVING.

#DoItWithLove

Thank you to every tenant member who took the time to share their views.

OUR FAVOURITE MOMENTS

Looking back on a very special year at BNCHA

Every day our team works hard to make a difference for our tenant members and our community. Here are some of their favourite moments from 2025/26.



ELLIE AKIENS

Housing Services Officer

“

My favourite moment was returning from a long period of leave and seeing the transition to becoming an independent organisation. It was really positive to see how well the change had been embraced and the benefits it was already having for our tenants. Seeing the progress, positivity and new opportunities that have come from becoming independent has been a really rewarding experience.



JUVERIYA ALY

Property & Compliance Officer

“

My favourite moment was my time at Loughborough Cottages, building special relationships with the residents and creating something fun for them each week. Seeing their smiles made it so rewarding. Of course, all the takeaway in the office!



MISHAL

Housing Support Officer

“

A favourite moment of mine would definitely have to be when I had the chance to join the lovely EKTA ladies on a canal boat trip



RUPAL

Senior Community & Engagement Lead

“

My favourite moment since the last AGM has been feeling the real buzz around the co-op and seeing Jaimini's vision for BNCHA truly take flight, with everyone working together to achieve bigger and better things for our tenants and the wider community.



Different moments. One incredible team.

#DoltWithLove ♥

OUR FAVOURITE MOMENTS

Looking back on a very special year at BNCHA

Every day our team works hard to make a difference for our tenant members and our community. Here are some more of their favourite moments from 2025/26.



ZAINAB

Housing Support Officer

“

My favourite moment was how hectic the office was during our transition of becoming independent. We still managed to pull through and work together as a team. It's nice to see how everyone is always happy to help.



KIRIT PATEL

Income & Resident Support Officer

“

My favourite moment has to be our independence from our Management Agents.



BHAVANI

Flexible Organisational Support Assistant

“

My favourite moment was when we started community cricket during the summer holidays, because it made me feel happy, welcomed, and connected to others. I enjoyed meeting new people, playing together, and creating special memories that I will always remember.



NITA

Senior Housing Lead

“

My favourite moment is every time I complete a sign up with an applicant and they become a BNCHA tenant member. It gives me a real sense of achievement and reassures me that I am doing my job well. Knowing that I have helped someone secure a roof over their head makes the whole process feel genuinely meaningful and rewarding.



Different moments. One incredible team.

#DoltWithLove ♥

OUR FAVOURITE MOMENTS

Looking back on a very special year at BNCHA

Every day our team works hard to make a difference for our tenant members and our community. Here are some more of their favourite moments from 2025/26.



JAIMINI BHARAKHADA

Executive Chair & CEO

“

It's hard to choose just one favourite moment. Seeing how far BNCHA has come, from turning the Co-op around, to buying our own offices and finally becoming independent, has been incredibly special. Most of all, I love seeing BNCHA growing stronger while keeping our tenants and community at its heart. And, of course, Bel joining the BNCHA family! ♥



HARRY

Finance Lead Consultant

“

One of my most memorable moments was seeing the whole building buzzing with activity. The Food Hub was busy, activities were taking place upstairs and Leicester College students were interviewing staff and capturing everything going on. The whole place felt like a real community hub, bringing people together.



MARISSA

Organisational Support & Governance Officer

“

I have many memorable moments from my short time with BNCHA. One was seeing someone in the community garden holding a cat and rushing out to meet them, the cat we now know as beautiful Bel ♥. Another was the singing and dancing at our Canterbury House event, with staff, volunteers and guests all having fun together.



HIRAN

Senior Property & Compliance Lead

“

My favourite moment has to be BNCHA becoming independent. It is an important milestone and a great opportunity to shape our own future, while continuing to put our tenant members and community at the heart of what we do.



Different moments. One incredible team.

#DoltWithLove ♥



MEET *Bel*

BNCHA's Chief Wellbeing Officer 

Every great team needs someone responsible for staff wellbeing. 

At BNCHA, that responsibility has been taken very seriously.

Meet **Bel**, our newest and possibly most independent member of Team BNCHA.

Bel began visiting the BNCHA offices and, in true Co-operative spirit, appears to have decided for herself that she belongs here.

She is now a much-loved part of office life, regularly checking on the team and making sure nobody works too hard without the occasional cat break.



HER OFFICIAL RESPONSIBILITIES INCLUDE:



Staff wellbeing

Keeping the team happy and ensuring regular cat breaks.



Morale boosting

Providing positivity, calm and a little purr therapy.



Meeting and greeting

Welcoming everyone, especially anyone carrying treats.



General supervision

Keeping a watchful eye on absolutely everything.

Bel may not technically be on the payroll, but she has already secured herself the prestigious title of:

**CHIEF
WELLBEING
OFFICER**   

*She came for a visit. She stayed for the people.
Now she thinks she runs the place. *



MORE THAN JUST HOMES

Annual Report 2026

MORE THAN JUST HOMES

Providing good homes will always be at the heart of BNCHA.

But a home is part of something bigger. It is neighbours. Friendship. Belonging. A helping hand when you need one. Somewhere to meet, laugh, learn, keep active or simply have a cup of tea and a chat.

From EKTA and our Food Hub to swimming, gardening, cricket, advice and support, BNCHA continues to bring people together across Belgrave.

Because for us, building stronger communities has always been part of providing great homes.

Great Homes. Stronger Communities. Better Together.

#DoltWithLove ❤️





BNCHA IN ACTION – CREATING MEMORIES TOGETHER

Annual Report 2026





BNCHA IN ACTION – CREATING MEMORIES TOGETHER

Annual Report 2026





BNCHA IN ACTION – CREATING MEMORIES TOGETHER

Annual Report 2026





BNCHA IN ACTION – CREATING MEMORIES TOGETHER

Annual Report 2026





50 YEARS. ONE REMARKABLE STORY.

Independent from 1st July 2026

BNCHA's story began in 1976, when local people came together to protect homes and build something that belonged to the community.

Fifty years later, that little Co-op is still here.

To mark this special anniversary, we have created a commemorative booklet telling the story of BNCHA from 1976 to 2026, remembering the people, the challenges, the achievements and the community that shaped us along the way.

Much of BNCHA's early history was never formally recorded, and very few photographs or documents from those years have survived. Creating the booklet has therefore also been about capturing and preserving as much of our story as we can before more of it is lost. Among the people we remember is **Mr Makwana, known affectionately as Mak**, who served BNCHA for many years and played an important part in its development, including the development of Loughborough Cottages.

Our history belongs to all of us.

**1976 • 2026 • AND THE STORY
CONTINUES**

#DoltWithLove ❤️



“

Mak served BNCHA with distinction for many years and was instrumental in the development of BNCHA's Loughborough Cottages Sheltered Scheme, helping create a lasting foundation that continues to benefit tenant members today.

”

Remembering Mak



IMPROVING HOMES. INVESTING IN OUR FUTURE.

Investing today for the homes of tomorrow.

INVESTING IN OUR HOMES

ANNUAL REPORT 2025/26

MORE IMPROVEMENTS SINCE 2021/22 THAN IN THE PREVIOUS 30 YEARS

During 2025/26, BNCHA continued investing in our homes through planned improvements, safety works and upgrades across our properties.

39 BOILER
RENEWALS

26 THERMAL
UPGRADES

23 WINDOWS & DOORS
RENEWED

21 BATHROOMS FITTED
WITH AQUA PANELS

9 KITCHEN
RENEWALS

8 BATHROOM
RENEWALS

234 EICR RENEWALS
Supporting electrical safety across our homes

A LONG-TERM PLAN FOR OUR HOMES

Our updated stock information supports a 30-year Asset Management Plan, helping BNCHA plan major works and cyclical maintenance for the years ahead.

GREAT HOMES. STRONGER COMMUNITIES. BETTER TOGETHER.
#DoltWithLove



REPAIRS: GETTING THE JOB DONE

Keeping Our Homes Safe and Well Maintained

REPAIRS

GETTING THE JOB DONE

ANNUAL REPORT 2025/26

Thousands of repairs were ordered during the year, from emergencies requiring a response within 24 hours to routine repairs with a 28-day target.

EMERGENCY
24 HOURS

204

repairs ordered

99%

within target

URGENT
7 DAYS

987

repairs ordered

98%

within target

NORMAL
28 DAYS

1,544

repairs ordered

95%

within target

2,735

REPAIRS ORDERED

across emergency, urgent and normal categories

GOOD PERFORMANCE. STILL MORE TO DO.

Our repair performance against target times remained strong during the year. But our Tenant Satisfaction Survey also told us that the experience of waiting for some repairs, communication and outstanding larger jobs still needs to improve.

We will keep listening and keep working to make the repairs experience better.

SAFE HOMES. RESPONSIVE REPAIRS.

KEEP LISTENING. KEEP IMPROVING.

#DoltWithLove



LOOKING AHEAD

Our Homes. Our Future

LOOKING AHEAD OUR HOMES. OUR FUTURE.

2026/27

Independence gives BNCHA an exciting opportunity to keep improving our homes, strengthen our services and plan responsibly for the years ahead.

SAFE HOMES

Maintain 100% health & safety compliance and continue fire safety work.

DAMP & MOULD

Continue to prioritise damp and mould and prepare for Awaab's Law Phase 2.

ELECTRICAL SAFETY

Complete the EICR renewal programme across BNCHA homes.

IMPROVING OUR HOMES

Continue planned window, kitchen and bathroom replacement programmes.

ENERGY EFFICIENCY

Explore opportunities to attract funding for future energy efficiency programmes.

MORE CO-OP HOMES

Explore how BNCHA land and assets could help create new co-operative homes.

**50 YEARS BEHIND US.
THE FUTURE AHEAD.**

GREAT HOMES. STRONGER COMMUNITIES. BETTER TOGETHER.

#DoltWithLove



THANK YOU TO OUR SPONSORS ❤️

Thank You for Being Part of Our 50th Year

Thank You to Our Sponsors ❤️

We would like to extend our heartfelt thanks to all of our Good Neighbour Awards 2026 sponsors.

Your generous support helps us recognise and celebrate the wonderful people who quietly go above and beyond for their neighbours and their community.

In BNCHA's 50th anniversary year, the Good Neighbour Awards feel particularly special. They celebrate the kindness, friendship and community spirit that have always been at the heart of BNCHA and Belgrave.

Thank you for helping us shine a light on the people who make a difference, often without ever expecting recognition in return.

On behalf of everyone at BNCHA, thank you for being part of our celebration and for helping us honour our Good Neighbours.

#DoltWithLove ❤️



Diya Electricals Leicester Ltd



PATSONS ELECTRICAL SERVICES



ULTRA SHIELD WINDOWS LTD



Our Values. Our Future. Together.

Independence Belonging
Pride
RESPECT  SUPPORT
Togetherness Kindness 
Community
Tenant Voice Empowerment Inclusivity
Collaboration Trust Listening Engagement
Caring  Transparency Participation Neighbours 
Opportunity Accountability Compassion
Volunteerism Welcoming Equality Diversity Growth
Resilience Community Spirit Shared Ownership 
Friendship Co-operation Family Connection 
 Learning  Safety   Understanding
 Positive Change Hope 

BUILT ON PEOPLE. DRIVEN BY VALUES. SHAPING OUR FUTURE.



COMMUNITY-LED



TENANT-OWNED



INDEPENDENT

IN THEIR OWN WORDS

Voices of BNCHA

As BNCHA celebrates 50 years, we asked tenant members to share what their home, their community and BNCHA mean to them. These are their words.

”

Being a tenant of BNCHA and a member of the Belgrave community, I feel right at home and confident of a happy and prosperous life. My neighbours are very welcoming and friendly, and I am very happy to be a part of the community and hope to make positive contributions myself. I sincerely wish BNCHA best wishes for the future and continued success for another 50 years and beyond. Thank you so very much for being a great lifeline for me and for many others that BNCHA has helped over the years. I truly feel like part of a family with BNCHA!

Jason

Member since 2026



”

I was recommended BNCHA by a friend of mine, who put in good words about the organisation. Once I joined, it has been a pleasant experience. I have been part of social events organised by BNCHA in the past and I have enjoyed myself.

Norman Fernandez

Member since 2014



”

When we first viewed our Belgrave property, we were delighted because it was in exactly the area we needed. Since moving in, we have made many wonderful memories. It is very peaceful here, our neighbours are amazing, and we are still close to our previous home and the community we know. We truly love living here, thank you!

Jawahar Valobo

Member since 2025



IN THEIR OWN WORDS

Voices of BNCHA

50 Years of Growing Stronger Together

”

I have been a BNCHA tenant at Canterbury House for nearly 15 years and have enjoyed attending the Canterbury House events for many of them. I always look forward to the events and spending time with the wonderful team. Living alone, I truly appreciate the kindness and support I receive from my next-door neighbour and from BNCHA. They make me feel like part of a family, and I am very grateful. Please keep up the wonderful work!

Kamla Solanki

Member since 2012



”

My first memories of moving into my BNCHA home were the team helping me clean my house and getting the repairs done. Belgrave is my home, the only place I call home as I was born in Belgrave. I hope Belgrave will continue to grow and for the future to be bright. I want us to live in harmony together.

Ann Smith

Member since 1995



”

I am so grateful to have a BNCHA home. As a parent of three children, I have no words to express how thankful I am for all the support we have received. I particularly enjoyed the Christmas party BNCHA hosted for the children, they all loved it. BNCHA makes our house feel like a true home. The team is always helpful, listens to us, and makes us feel welcome. My hope for the future of our community is that we continue to be surrounded by strong connections, mutual support, shared growth, and unity.

Nirmala Bhadresa

Member since 1992



IN THEIR OWN WORDS

Voices of BNCHA

50 Years of Growing Stronger Together



Compared with other housing providers, BNCHA offers a much more personal service. BNCHA is very welcoming and always happy to greet new people, which is lovely. When you phone, you speak to real people you already know. You recognise their voices, and they know who you are. It makes you feel that you are genuinely being looked after and cared for.

Suzanne West



Member since 2023



I live in sheltered accommodation, and I was very happy to be offered a ground-floor home due to the lack of mobility. I am able to garden here and feel free to be myself. I have found exactly what I wanted, and I am very happy here.

Lacximan Dera



Member since 2023



I would say that you won't find facilities like those at Loughborough Cottages anywhere else. The service is immediate, and it is a very good place to live. Anyone who gets a home at Loughborough Cottages is lucky, it has some of the best facilities available.

Savita Patel



Member since 2005



What makes living in Loughborough Cottages so special is the strong sense of community. Whenever something goes wrong, everyone comes together to help and support one another. We live in harmony, and it truly feels like our own little heaven.

Jorubha Barot



Member since 2020

IN THEIR OWN WORDS

Voices of BNCHA

50 Years of Growing Stronger Together

”

What makes living here so special is the strong sense of community. We come together for coffee mornings, meetings and creative activities, as well as celebrations such as Diwali, Navratri and Christmas. It is safe, clean and peaceful, with all the facilities we need. Living here truly feels like home.

Nirmalaben Pandya

Member since 2013

”

BNCHA provided me with my own living space, for which I will always be grateful. It was truly a blessing when they called to tell me they had found a property for me. What I admire most about BNCHA is their dedication to helping people.

Gurpreet Rai

Member since 2023

”

BNCHA is more than just a housing provider, it creates a real sense of community. Some of my fondest memories include the Mayor visiting and having lunch with us, as well as a wonderful luncheon we shared with Housing Plus and the Lions Club. I hope BNCHA continues to maintain the same high standard in the future.

Jayaben Patel

Member since 2022



BNCHA AT A GLANCE 2025/26

*People
Homes
Communities
Stronger Together.* ♥

A snapshot of what we have achieved together this year, as we celebrate 50 years of BNCHA and look to the future.



OUR HOMES

Just under **400**
homes across Belgrave



OUR MEMBERS

Nearly **600**
tenant members



INDEPENDENCE

Successfully became
independently managed
on 1 July 2026



TENANT SATISFACTION

89.7%
overall satisfaction
with BNCHA



FAIR TREATMENT

93.5%
feel BNCHA treats tenants
fairly and with respect



COMMUNITY IMPACT

300+
families supported through
the Food Hub during Winter 2025/26



WELLBEING

EKTA sessions

helping to reduce loneliness
and isolation



MAJOR EVENTS

550 to nearly 600

attended Canterbury House
Summer Fun Day



RECOGNITION

Winner

Community Impact Project
of the Year 2026
People in Housing Awards Midlands



OUR TEAM

One Committee.
One Team.
One Community.

*The difference
is people.* ♥



50 Years of BNCHA

Growing Stronger Together. ♥

#DoltWithLove

50 YEARS. AND WE'RE JUST GETTING STARTED. ♡

For fifty years, BNCHA has been shaped by
ordinary people doing extraordinary things together.



From the people who founded our Co-op in 1976, to every tenant member, Committee member, member of staff, volunteer, partner and friend who has played a part since, **this story belongs to all of us.**



We have faced
challenges.



We have celebrated
achievements.



We have changed,
grown and become
stronger.



We have always put
our community
at the heart.

And in our 50th year, as an independent BNCHA,
we begin our next chapter with the same belief that started it all:

When people come together, they can make a difference. ♡

Thank you for being part of our first 50 years.

Here's to the next 50. ♡



1976 • 2026 • THE STORY CONTINUES



Growing Stronger Together.

#DoltWithLove ♡

