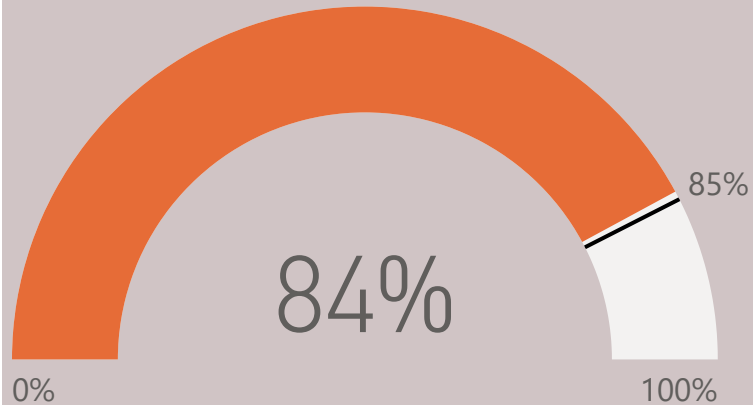
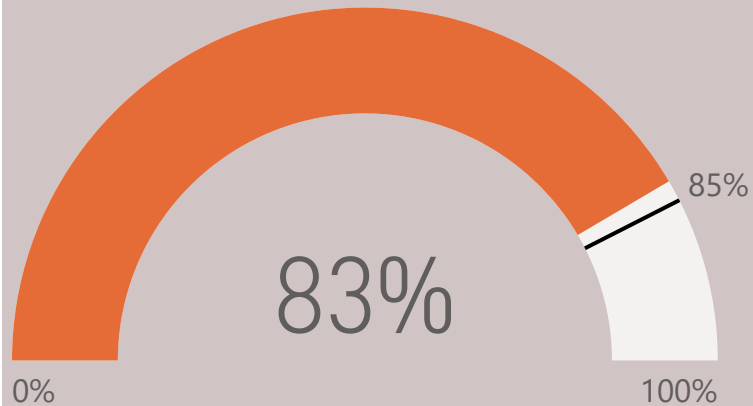


How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?



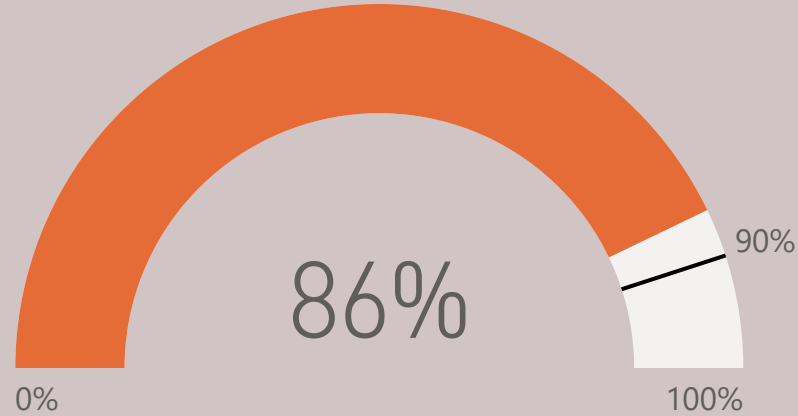
How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?



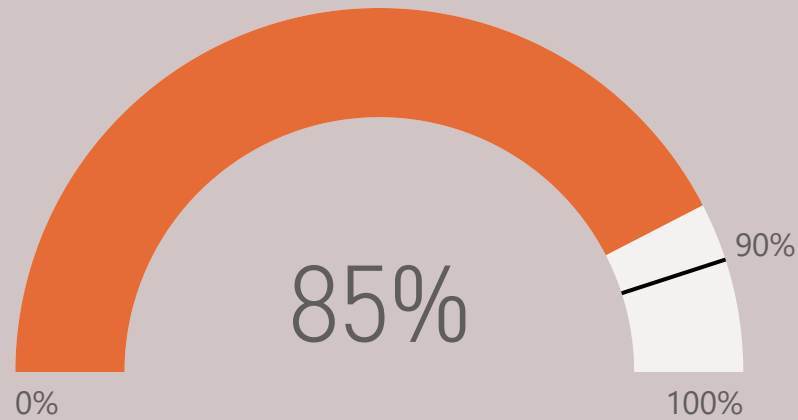
Performance target met or exceeded

BCHG Satisfaction Survey Results Quarter 4 2024/25

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?

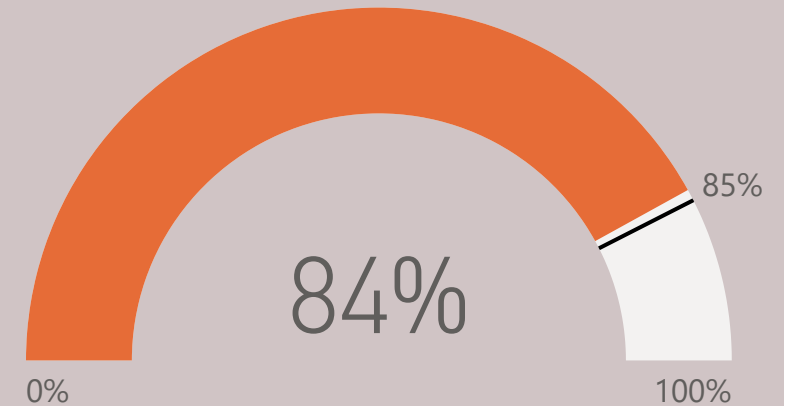


Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BCHG provides a home that is safe?

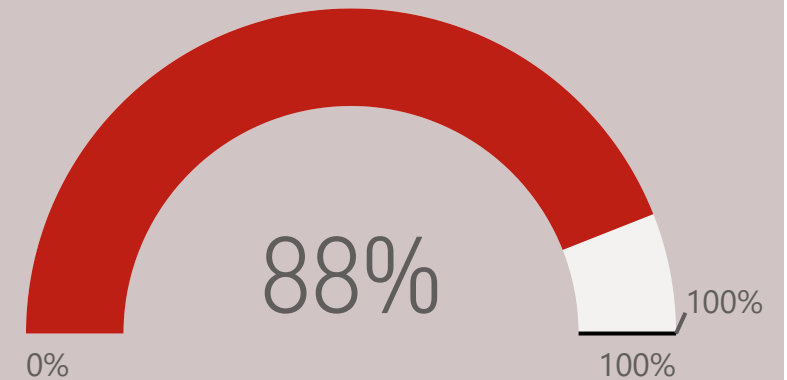


Performance approaching target and within tolerance (within 10% for most indicators)

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

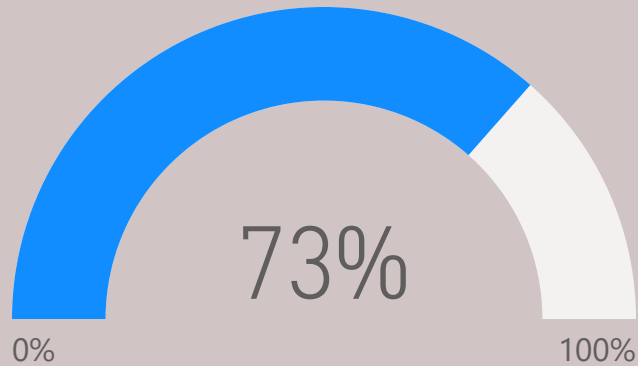


To what extent do you agree or disagree with the following "BCHG treats me fairly and with respect"?

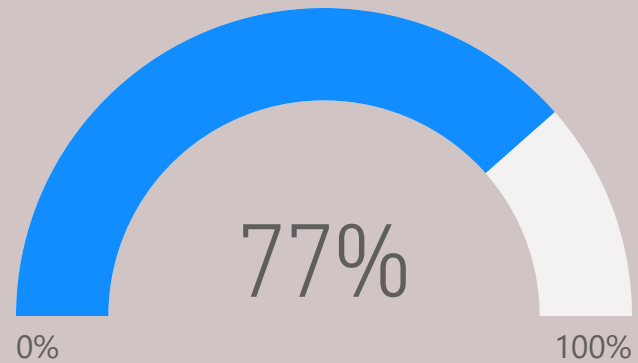


Performance target not met

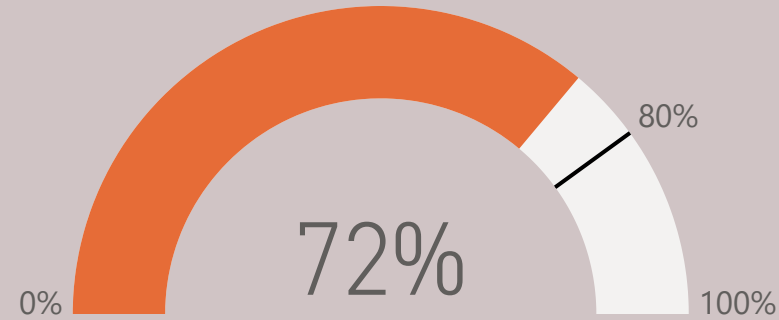
How strongly would you agree or disagree with the following statement, "I trust BCHG to do what they say they will do"?



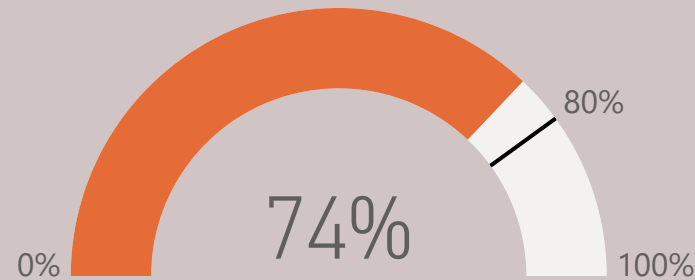
How satisfied or dissatisfied are you that your rent provides value for money?



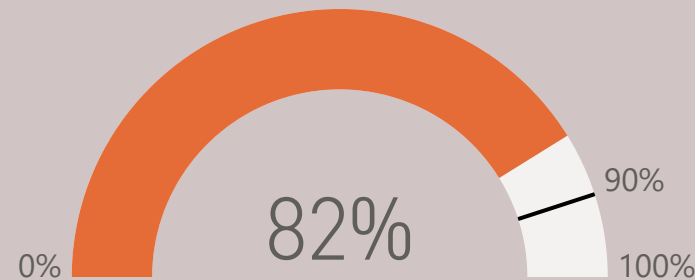
How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?



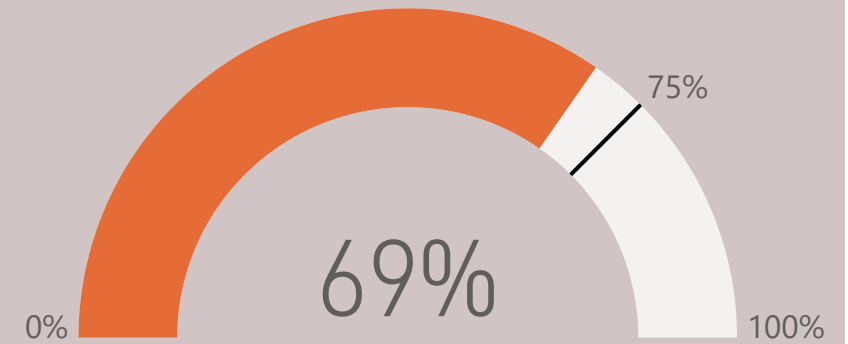
How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?



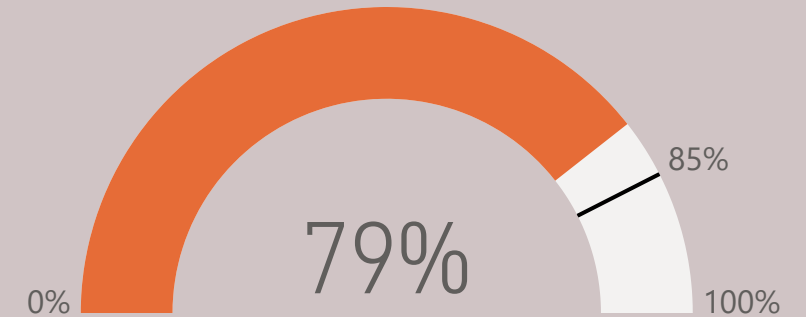
How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?



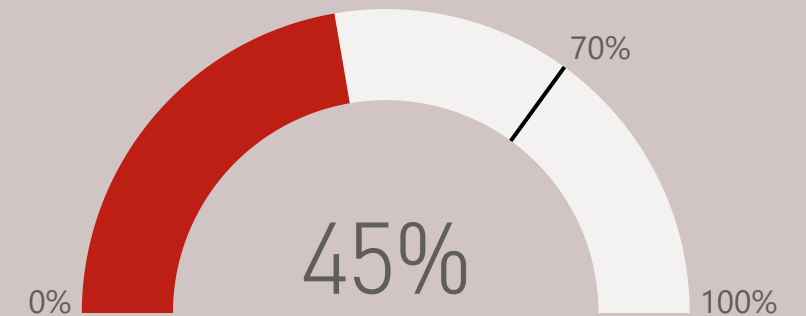
How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?



How satisfied or dissatisfied are you that BCHG keeps you informed about things that matter to you?



How satisfied or dissatisfied are you with BCHG's approach to complaints handling?

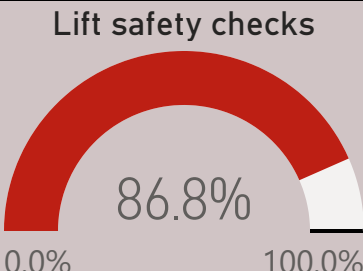
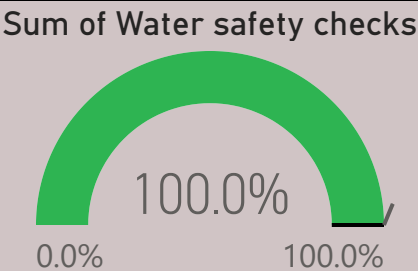
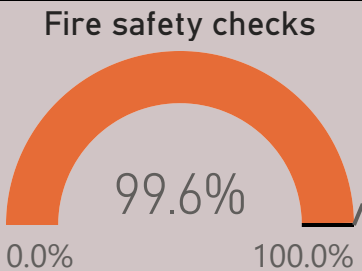
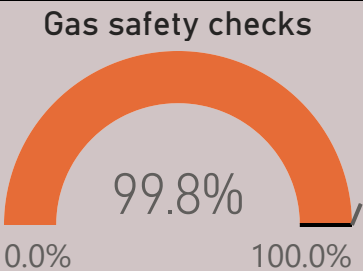


No target set for this indicator

Performance approaching target and within tolerance (within 10% for most indicators)

Performance target not met

Management Information Performance Quarter 4



Building Safety Measures:

These measures cover the regular building safety checks we are required to carry out on our properties as your landlord.

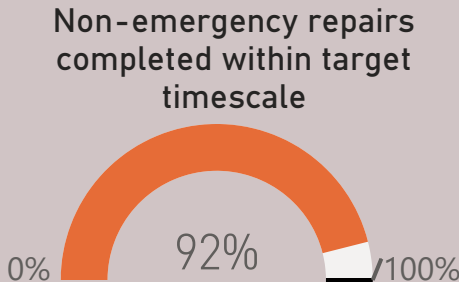
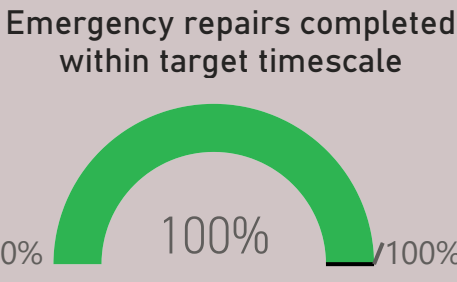
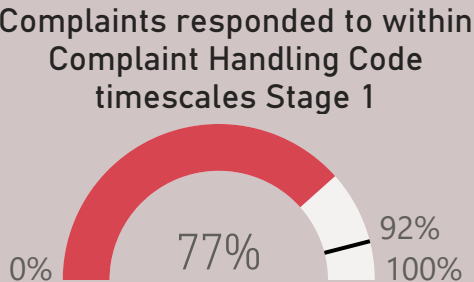
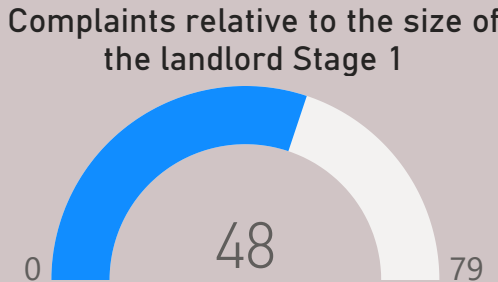
Gas safety covers annual checks to gas boilers and appliances, and communal gas boilers.

Fire safety covers Fire Risk Assessments (FRA) to all blocks with communal areas, the frequency is between 1 and 3 years depending on the risk level of the building.

Asbestos safety covers the management of asbestos risks in line with regulations. There is a very small proportion of homes where BCHG is not the freeholder and have not yet obtained the necessary evidence from the responsible freeholder. Our Assets team continue to work to make the necessary arrangements to ensure these surveys are completed.

Water safety covers water risk assessments (WRA) and legionella tests to communal systems.

Lift Safety checks cover checks carried out by a company appointed under the building insurance policy and are in addition to regular lift servicing. Where a property is served by 2 or more lifts, both must be compliant for the homes to be compliant under this measure. In one of our Retirement Living schemes 1 of the 2 lifts was out of service for major structural repairs when the inspection took place. The repairs have since been completed and the lift is operation and has been safety checked.



BCHG have received 48 complaints per 1,000 homes during the 2024/25 financial year.

The Housing Ombudsman Complaint Handling Code requires landlords to respond to complaints within set timescales. These response targets were met in 77% of Stage 1 complaints and 67% of Stage 2 complaints.

There have been 13 Anti-Social Behaviour (ASB) cases reported per 1,000 BCHG homes since April 2024. ASB for this measure is defined as in the Anti-Social Behaviour, Crime and Policing Act 2014

We aim to complete Emergency repairs within 24 hours of them being reported and have achieved this for all of our Emergency repairs.

We aim to complete Non-Emergency responsive repairs within 20 days on them being reported and have achieved this for 92% of repairs.

Our repairs team have received over 6207 repairs since April 2024.