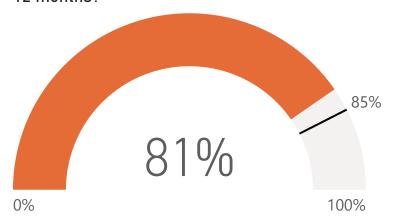
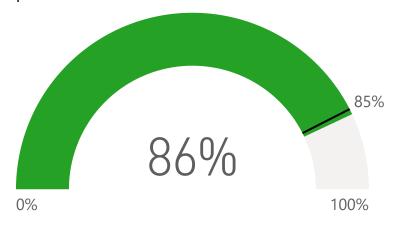


How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?



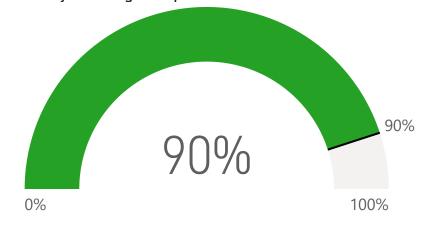
How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?



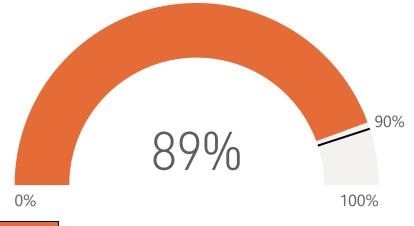
Performance target met or exceeded

BCHG Satisfaction Survey Results Quarter 1 2025/26

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

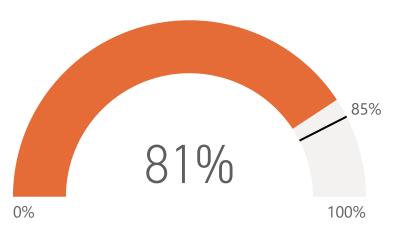


Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BCHG provides a home that is safe?

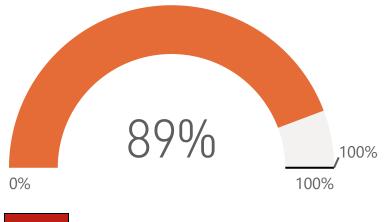


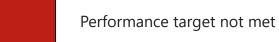
Performance approaching target and within tolerance (within 10% for most indicators)

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



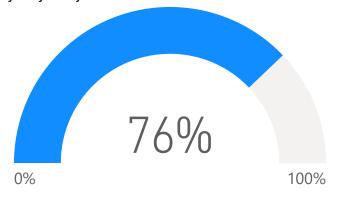
To what extent do you agree or disagree with the following "BCHG treats me fairly and with respect"?



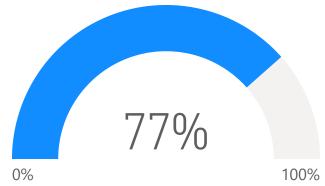


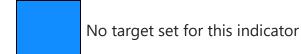


How strongly would you agree or disagree with the following statement, "I trust BCHG to do what they say they will do"?

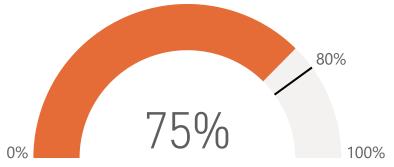


How satisfied or dissatisfied are you that your rent provides value for money?

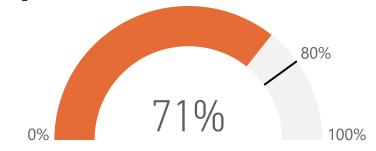




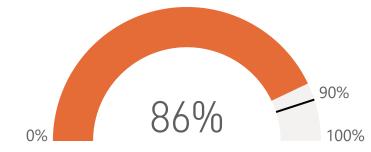
How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?

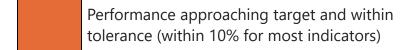


How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?

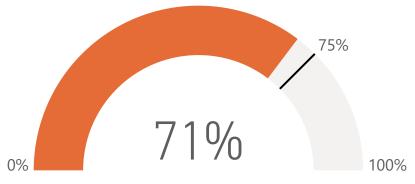


How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?

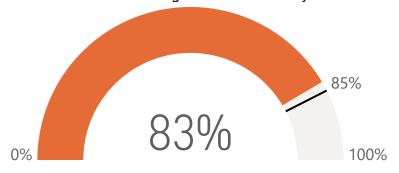




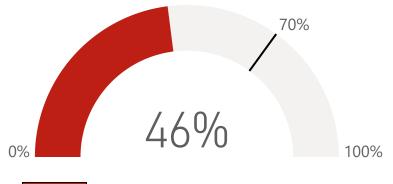
How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?



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?

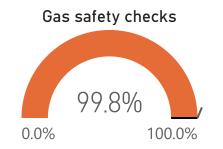




Performance target not met

Management Information Performance Quarter 1 2025/26

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. In some cases we have issues accessing the properties, in such instances the Customer Relationship Manager works with tenants and gas service engineers to gain access and conduct the necessary safety checks.



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.



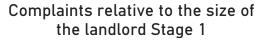
Asbestos safety covers the management of asbestos risks. In a small proportion of homes, BCHG is not the freeholder, and we are waiting for confirmation that surveys have been done by the responsible freeholder. Our Assets team continue to seek evidence that checks have been done.



Water safety covers water risk assessments (WRA) and legionella tests to a number of communal systems that utilise water. For some properties, the WRA has been completed but the report has not yet been received, negatively effecting Q1 performance.



Lift Safety checks cover checks carried out by an independent company appointed under our building insurance policy and are in addition to regular lift and lifting equipment servicing.





BCHG have received 14 complaints per 1,000 homes during the first Quarter of the financial year, slightly below the sector median.

Complaints responded to within Complaint Handling Code timescales Stage 1



The Housing Ombudsman Complaint Handling Code requires landlords to respond to complaints within set timescales. These were met in 91% of Stage 1 complaints and 100% of Stage 2 complaints.

Anti-Social Behaviour cases relative to the size of the landlord



There have been 10 Anti-Social Behaviour (ASB) cases reported per 1,000 BCHG homes since April 2025, slightly below the sector median of 11.

Emergency repairs completed within target timescale



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

Non-emengency repairs completed within target timescale



We aim to complete Non-Emergency responsive repairs within 20 working days of report, this has been achieved for 91% of repairs.

Our repairs team have received over 1607 repairs since April 2025.