



BLACK COUNTRY HOUSING GROUP

TENANT SATISFACTION SURVEY

2026/27 - Quarter 1



Who we interviewed vs. Population



Tenants were interviewed overall



by telephone



via web



surveys were completed in full

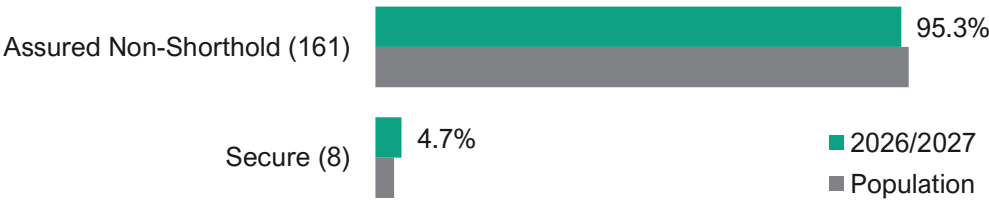


were partial completes

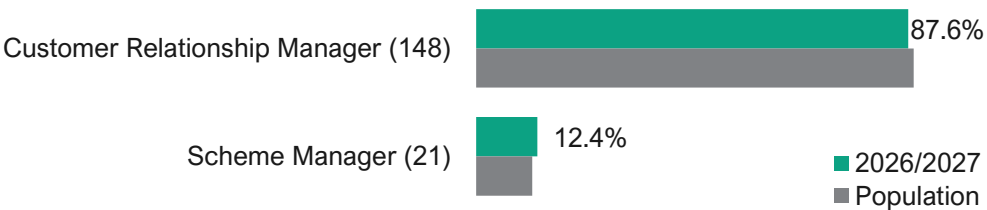


Sample is representative of tenant population across all key demographics so no weightings are needed

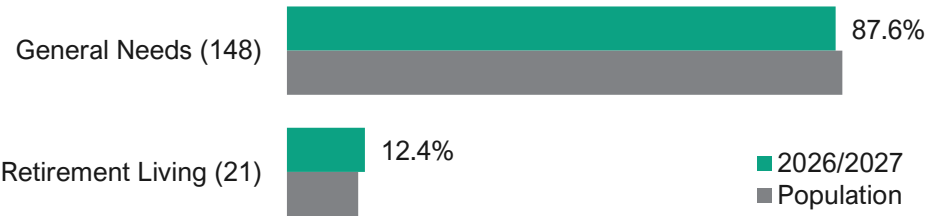
TENURE TYPE



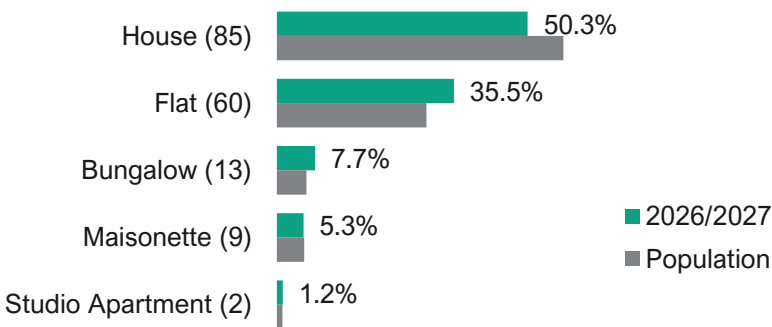
MANAGEMENT TYPE



CATEGORY TYPE



PROPERTY TYPE



Sample size shown in (). Population data is based on information provided on the database.

Who we interviewed vs. Population



Tenants were interviewed overall



by telephone



via web



surveys were completed in full

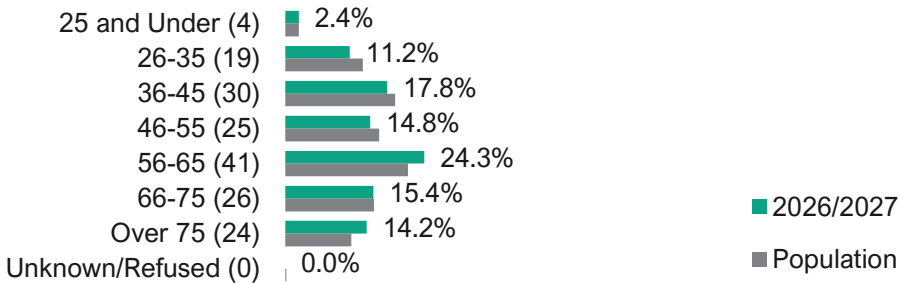


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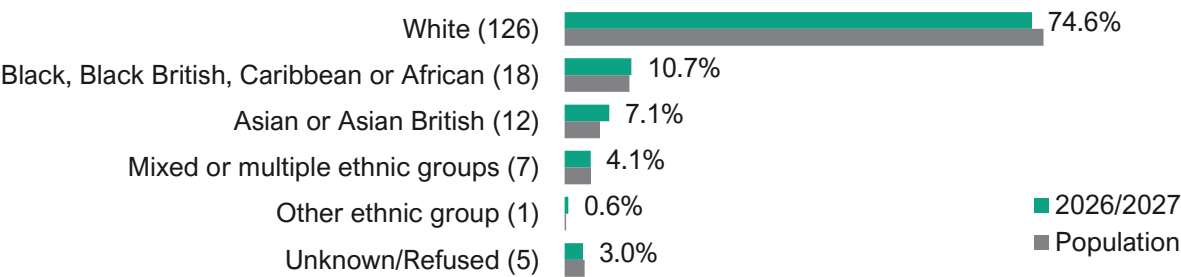


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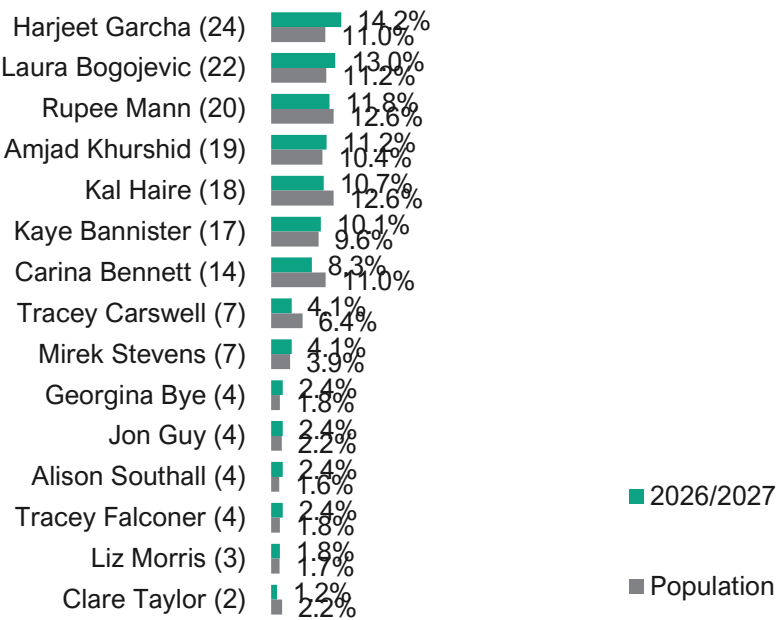
AGE GROUP



ETHNICITY GROUP



OFFICER NAME



Sample size shown in (). Population data is based on information provided on the database.

LCRA Key Metrics Summary



**OVERALL
SATISFACTION
83.0%**

Overall satisfaction is high at 83.0%. This is the third highest scoring requirement.

Provides a home that is safe is the highest scoring requirement at 85.1%.

Approach to complaints handling is the lowest scoring requirement at 46.3%.

PROPERTIES
IN GOOD REPAIR
AND SAFE



Overall
repairs service
82.1%



Time taken for
repairs
80.0%



Well maintained
home
82.7%



A home
that is safe
85.1%

RESPECTFUL
& HELPFUL
ENGAGEMENT



Listens
and acts
72.5%



Keeps me
informed
77.3%



Treats me
fairly
83.4%

EFFECTIVE
HANDLING OF
COMPLAINTS



Complaint
handling
46.3%

RESPONSIBLE
NEIGHBOURHOOD
MANAGEMENT



Communal
areas
71.4%



Neighbourhood
contribution
73.9%



ASB
69.4%



OVERALL SATISFACTION

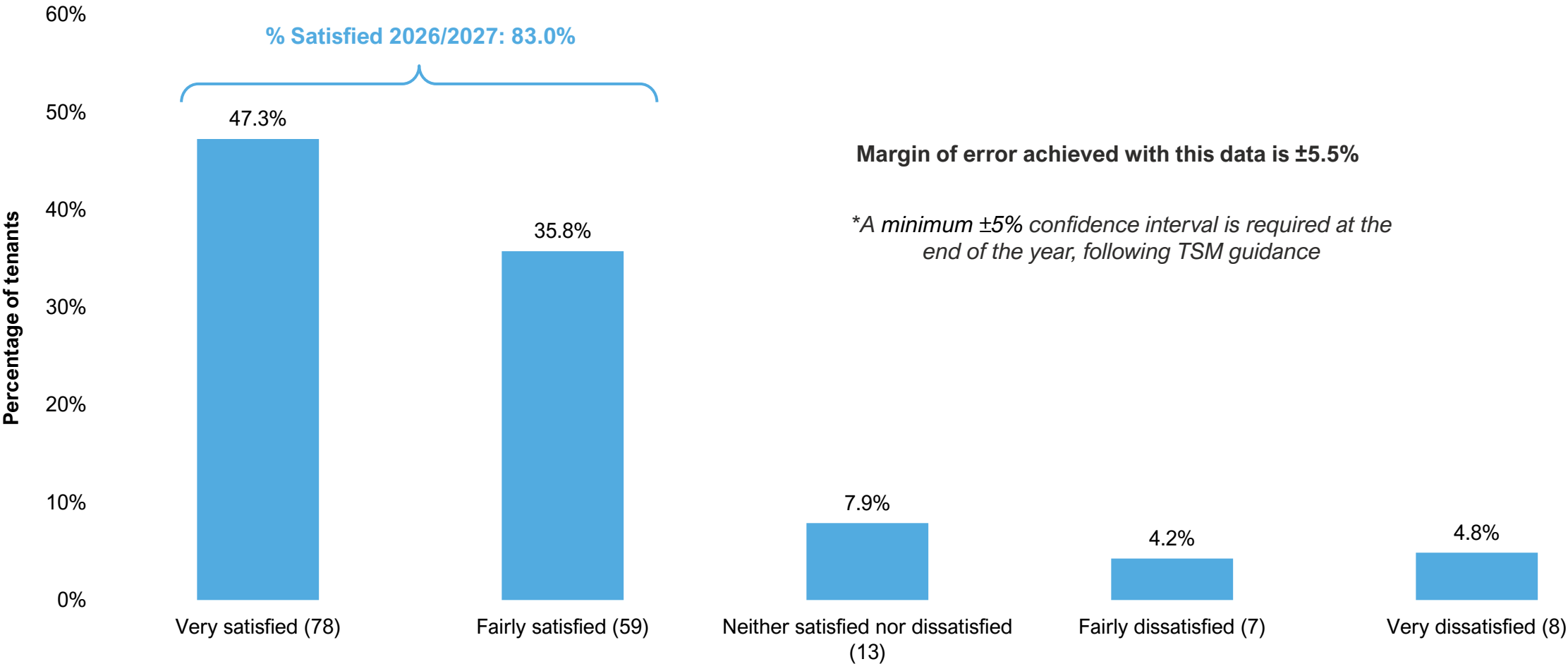
How satisfied or dissatisfied are you with:
TP01: **Overall satisfaction**



Overall Satisfaction: 83.0%



Taking everything into account, how satisfied or dissatisfied are you with the service provided by BCHG?



Sample size shown in (). Does not include 4 tenants that didn't answer.

Base: 165

Why did you give that score for Overall Satisfaction?



"Whenever I need anything the guys at BCHG sort it out for me. I had an issue with my internet connection yesterday and it was sorted in a couple of hours."

"Anytime I have any correspondence they do what they said they would do. I don't have any problems, they are always on time and all the staff are friendly."

"Generally speaking the contractors are managed very well and they're proactive and they have regular communication with the residents and act very quickly if there's any anti social behaviour."

TENANTS WHO WERE VERY SATISFIED

Many tenants mention that they have never had any major issues. Tenants are happy with the repairs service as they find it fast and reliable, they say that repairs that are often sorted the same-day or within a couple of days.

They are also happy with the staff as they find them helpful, friendly, proactive, and supportive. They receive quick responses to their calls and queries.



"It is having to request things multiple times and having to follow things up myself. If something is logged, it should be done. I should not have to chase things up."

"I have reported some repairs that need doing and no one has come out as of yet. One of which is my front door, which is a security hazard. I have children in the property also. I have reported this front door continuously for the last six months and still no one has ever come out. The glass on the door is loose, so if it was to be pushed, someone could gain entry by moving the glass, reaching inside and opening the door."

TENANTS WHO WERE FAIRLY SATISFIED & NEITHER SATISFIED NOR DISSATISFIED

Tenants report repairs taking a long time to be dealt with and them not being done to an acceptable standard, causing them to be revisited multiple times. Some of the outstanding repairs are regarding safety issues. They also mention that it is difficult to contact staff, they don't receive a response or have to repeatedly chase for one.



"When it comes down to repairs in the property, it is constant back and forth and chasing them to get things done."

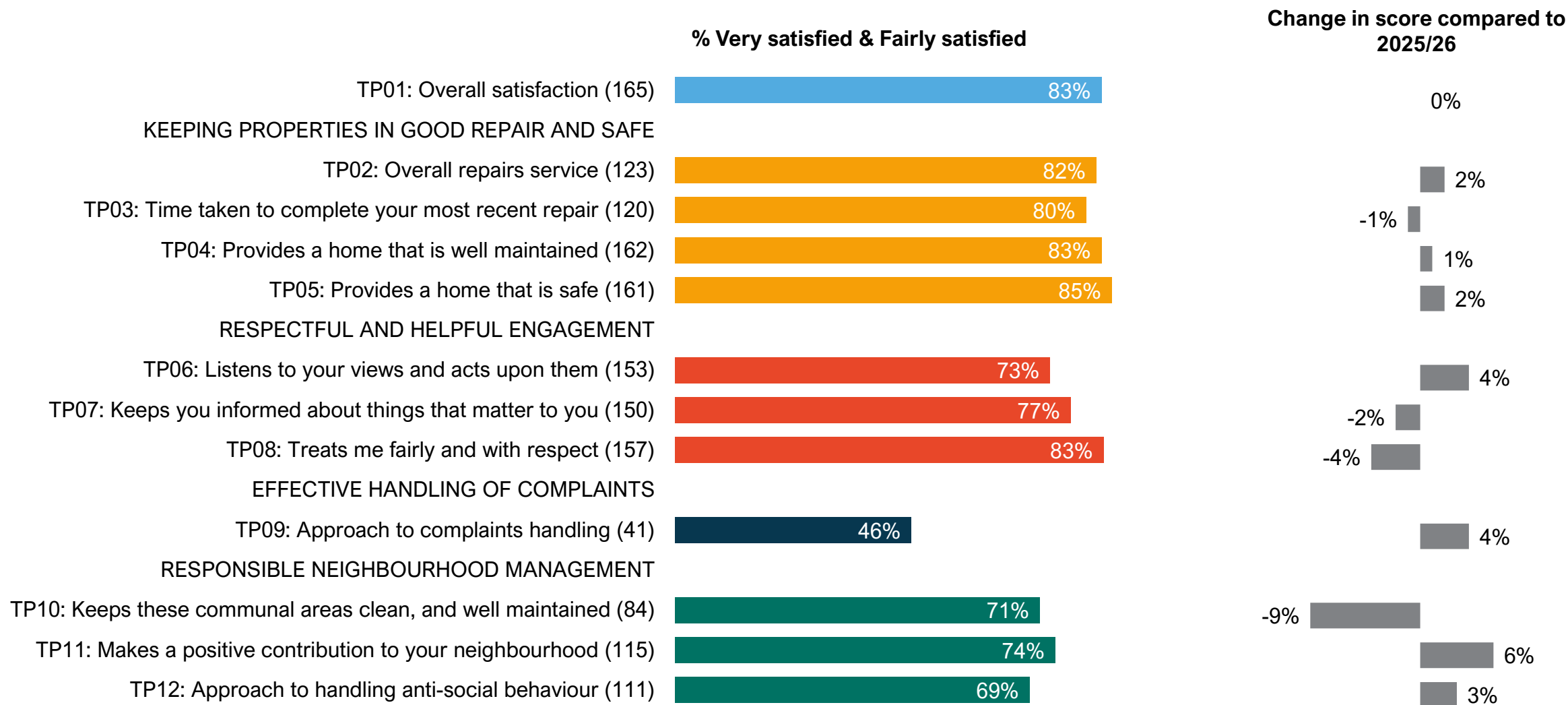
"Well, I have tried to contact my housing officer on a number of occasions and got no response. I am still waiting for repairs that I have no correspondence about either."

"Since I moved in I have had nothing but problems with damp and mould particularly in the bathroom. I have been waiting over a month and a half for then to come and repair the mould in my son's room which has left thick black across the wall. I am also still waiting for a leak to be repaired which I reported over two months ago."

TENANTS WHO WERE VERY AND FAIRLY DISSATISFIED

Tenants have repairs that have been outstanding for months. They are not receiving replies or resolutions and are having to repeatedly chase.

Overall Satisfaction in Q1 compared to 2025/26





KEEPING PROPERTIES IN GOOD REPAIR AND SAFE

How satisfied or dissatisfied are you with:

TP02: Overall repairs service

TP03: Length of time taken to complete

TP04: Provides a home that is well maintained

TP05: Provides a home that is safe

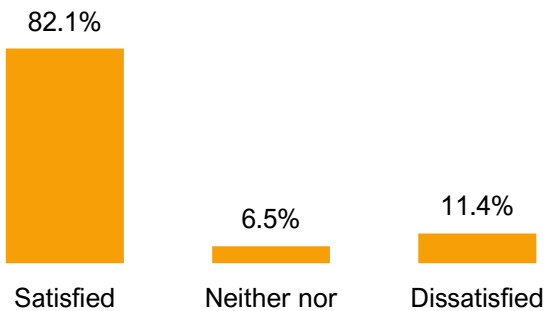


Keeping Properties In Good Repair & Safe

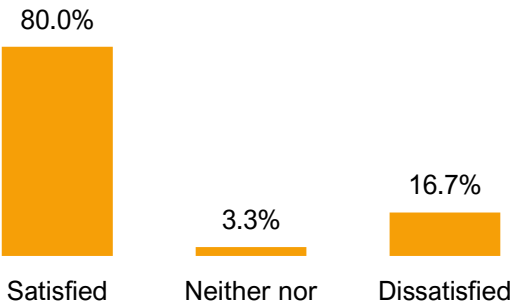


75.3% of residents have had a repair in the last 12 months

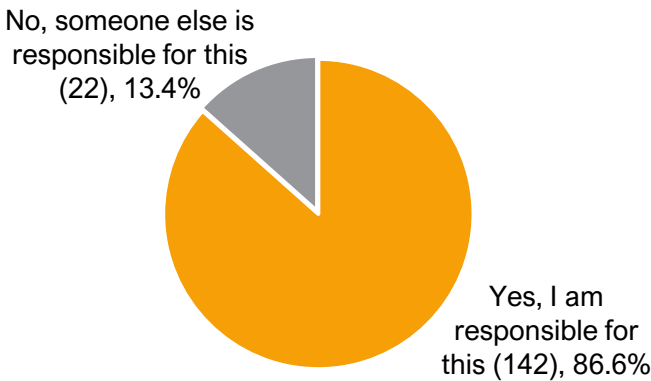
TP02: Overall repairs service



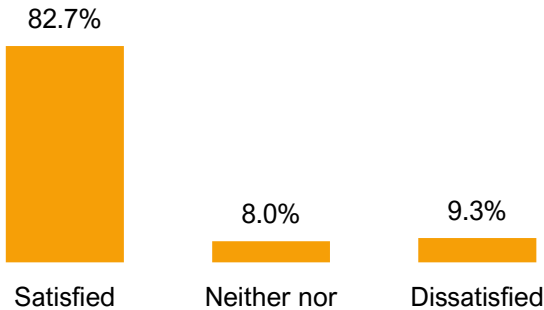
TP03: Time taken to complete



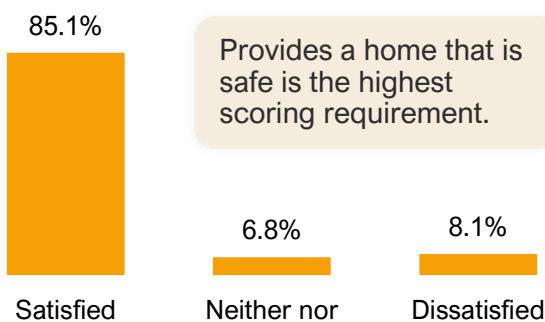
Are you responsible for dealing with your landlord in relation to the safety and maintenance of your home?



TP04: Provides a home that is well maintained

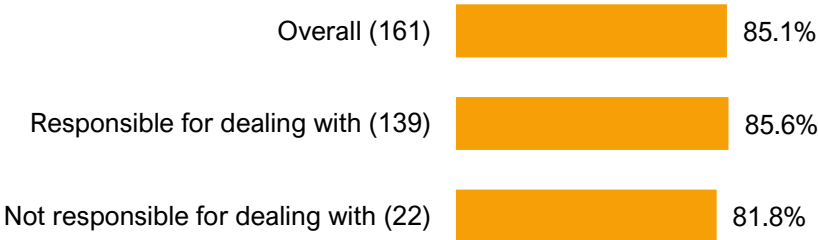


TP05: Provides a home that is safe



Provides a home that is safe is the highest scoring requirement.

TP05: Provides a home that is safe
% Satisfied



Sample size shown in ()



RESPECTFUL AND HELPFUL ENGAGEMENT

How satisfied or dissatisfied are you with:

TP06: Listens to your views and acts up on them

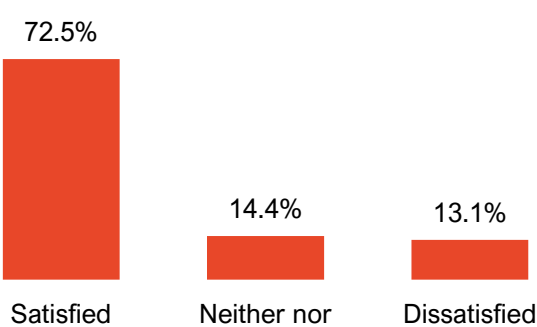
TP07: Keeps you informed

TP08: Treats me fairly and with respect

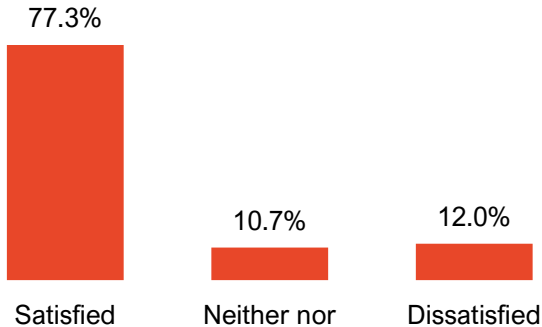


Respectful and Helpful Engagement

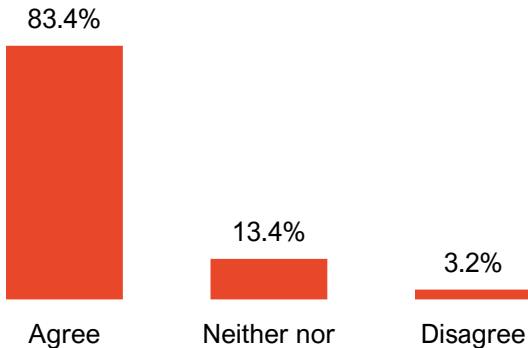
TP06: Listens to your views and acts upon them



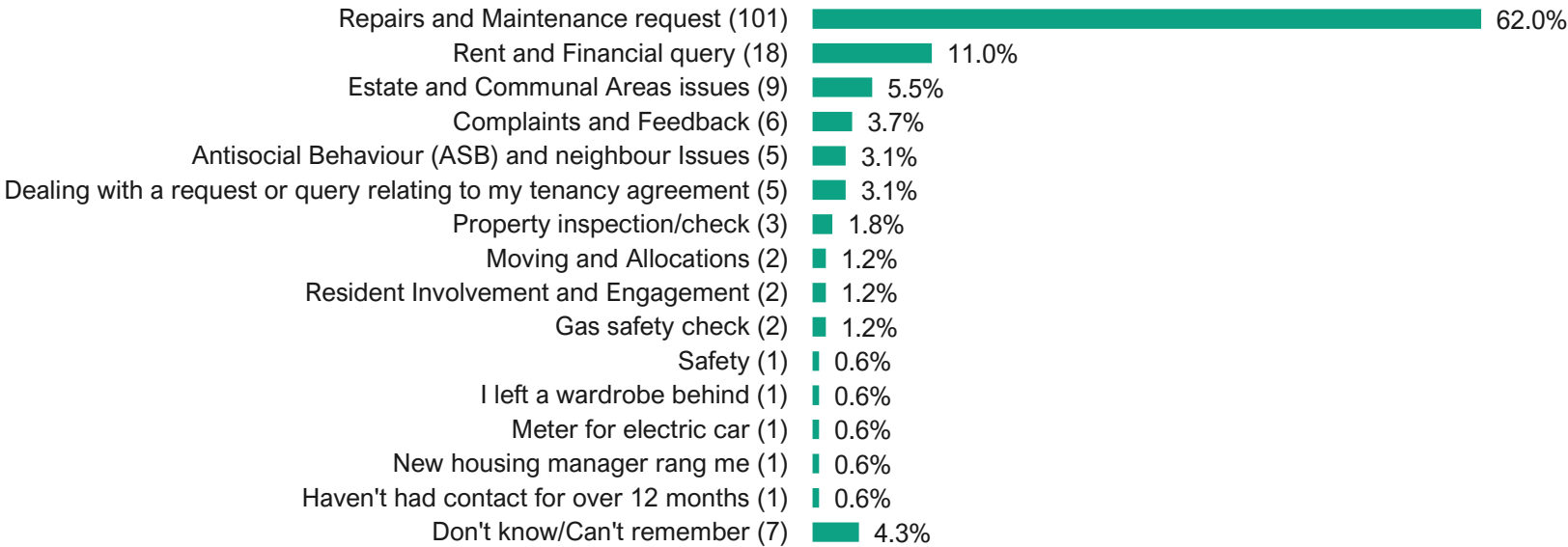
TP07: Keeps you informed



TP08: Treats me fairly and with respect



Thinking about your last contact with BCHG, which of the following best describes your reason for contacting them?



Sample size shown in ()



EFFECTIVE HANDLING OF COMPLAINTS

How satisfied or dissatisfied are you with:
TP09: Approach to complaints handling

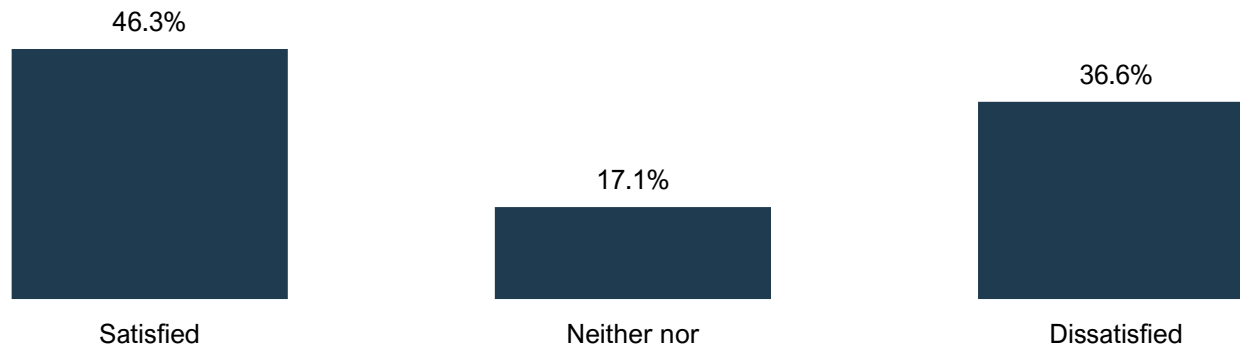


Complaints Handling



25.8% of residents said they made a complaint in the last 12 months

TP09: Approach to complaints handling



Approach to complaints handling is the lowest scoring requirement at 46.3%.



RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

How satisfied or dissatisfied are you with:

TP10: Keeps communal areas clean and maintained

TP11: Makes a positive contribution to your neighbourhood

TP12: Approach to handling anti-social behaviour

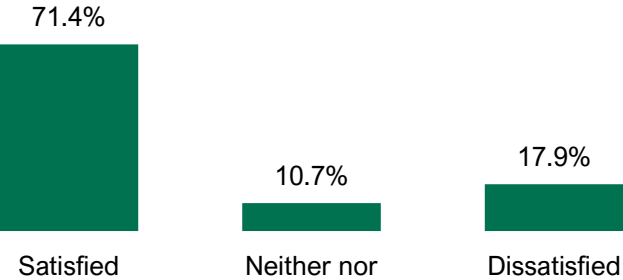


Responsible Neighbourhood Management

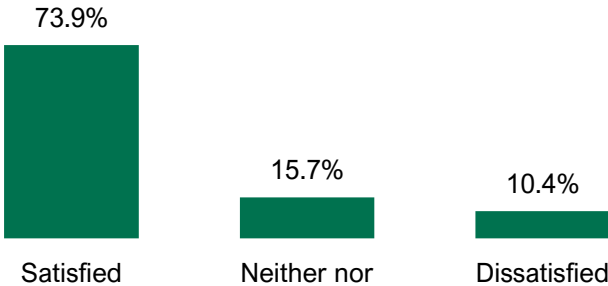


52.1% of residents live in a building with communal areas

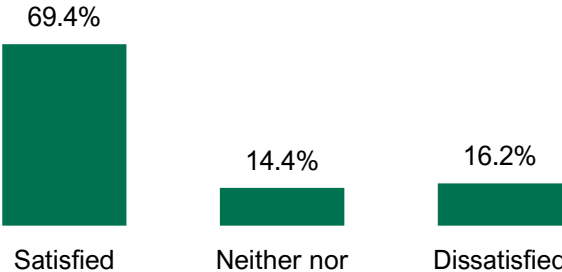
TP10: Keeps communal areas clean and maintained



TP11: Makes a positive contribution to your neighbourhood



TP12: Approach to handling anti-social behaviour



Sample size shown in (). *Treat with caution due to low base.

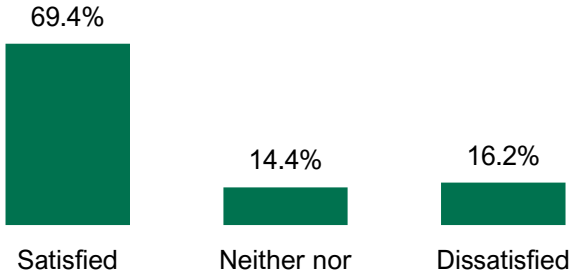
Experience of ASB



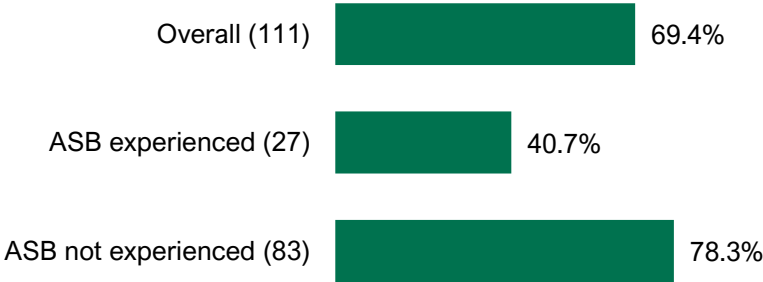
19.8% of residents have experienced ASB in the last 12 months

71.9% of residents that have experienced ASB have reported ASB to BCHG

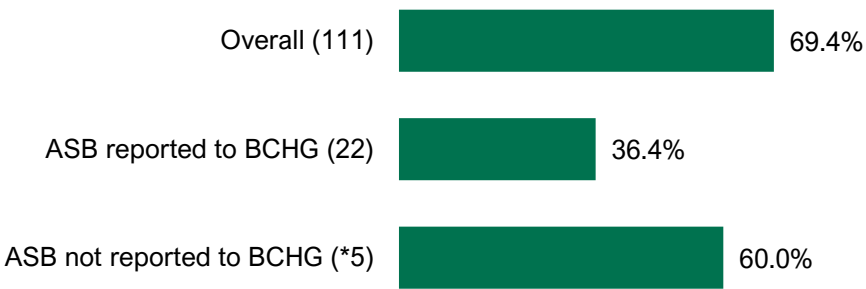
TP12: Approach to handling anti-social behaviour



TP12: Approach to handling anti-social behaviour
% Satisfied – Have you experienced ASB?



TP12: Approach to handling anti-social behaviour
% Satisfied – Did you report the ASB to BCHG?



Reassuringly, over 2 in 3 residents experiencing ASB state to having reported this to BCHG. However, satisfaction with how BCHG handles ASB is lower for those who haven't experienced ASB or reported the ASB to BCHG. There is therefore an opportunity to work with residents who have previously raised an ASB case to input their lived experienced into BCHG processes, shaping the journey to better residents' needs and expectations and give positive outcomes. Furthermore, 28% of residents who experience ASB are not reporting it to BCHG. We'd suggest further consultation with these residents to ensure that they are encouraged to report any instances of ASB, allowing BCHG to follow due process in investigating and dealing with any unwanted behaviours.

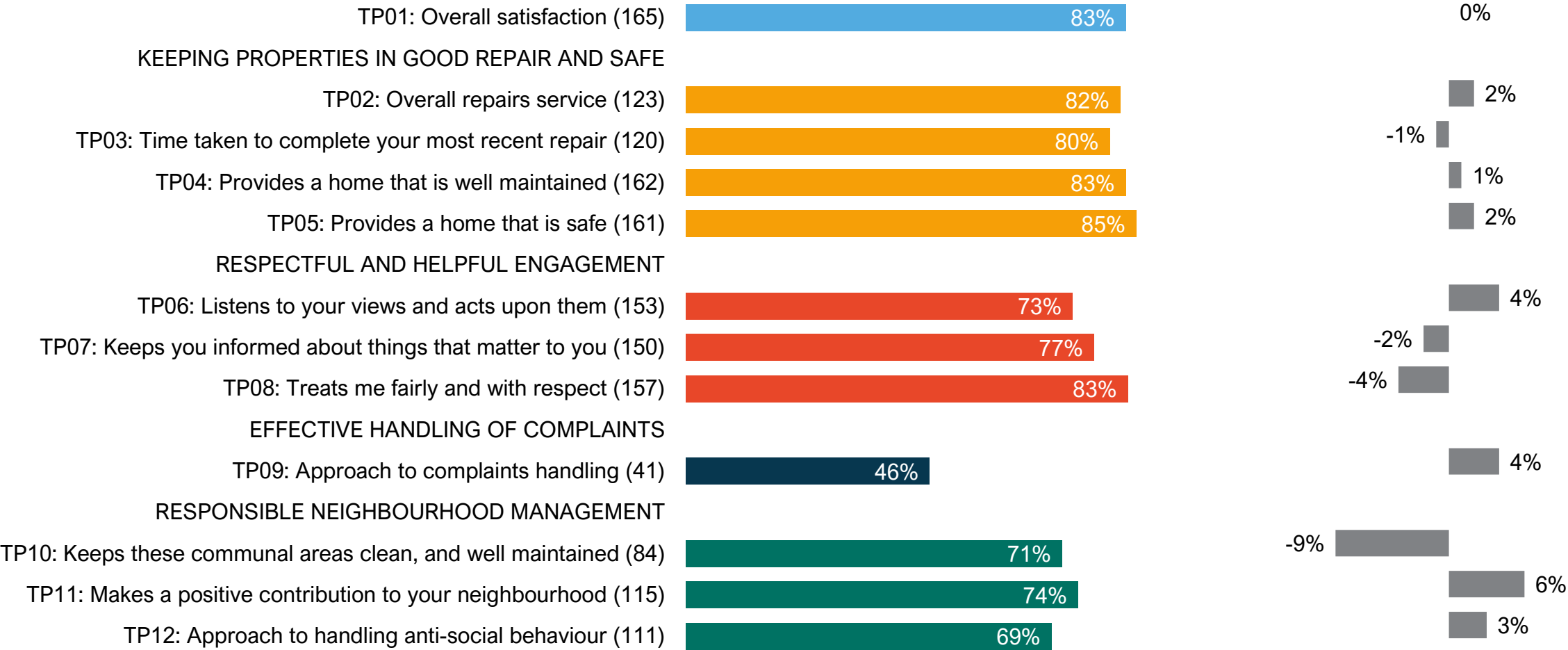
Sample size shown in (). *Treat with caution due to low base.

Overall Satisfaction in Q1 compared to 2025/26



% Very satisfied & Fairly satisfied

Change in score compared to 2025/26



Sample size shown in () NB Figures for 2025-26 are based on whole numbers sourced from BCHG website - <https://www.bchg.co.uk/media/oscajcv/tenant-satisfaction-measure-service-improvement-report-2025-26.pdf>

Summary of Quarter One



What residents have told us in Q1

Compared with last year's TSM results, overall satisfaction (TP01) is consistent with the previous year, with 83% of residents stating they are either very or fairly satisfied.

There is little change in relation to keeping properties in good repair and safe, compared with 2025-26. "Listens to your views and acts upon them" has increased by 4 percentage points, whilst "keeps you informed" and "treats you fairly and with respect" have both marginally decreased.

Satisfaction with the handling of complaints has increased by 4 percentage points, although this remains the lowest-scoring tenant perception measure.

For responsible neighbourhood management, we see greater fluctuation in scores; however, it is worth noting that base sizes are lower for all three measures in this section, which exacerbates the fluctuation further. TP10 – keeping communal areas clean and well-maintained – is the only measure to have decreased, with a reduction of 9 percentage points. This could indicate a potential area for improvement, and may be a seasonal issue.

Once we have previous TSM data, we can look at year-on-year trends, as well as quarter-on-quarter trends, to understand any potential cyclical patterns or root cause of dissatisfaction.