



Tenant Satisfaction Measure Service Improvement Report 2025/26

1. Executive Summary and Next Steps

This is the third year of the Tenant Satisfaction Measures. These results help BCHG understand what residents think about our services, what is improving and where we need to do more. Independent research company IFF Research carried out the 2025/26 surveys and collected responses in line with regulatory requirements and Market Research Society standards.

The survey results matter, but they are only one part of the picture. Satisfaction can be affected by the service residents receive from us, changing expectations and wider pressures in residents' lives. We review the results alongside complaints, repairs, safety checks and other feedback, so we can understand the full resident experience and take informed action.

Residents have told us clearly what matters most. They want services that are easy to access, repairs that are completed well, safe and well maintained homes and neighbourhoods, complaints that are handled fairly, and clearer evidence that feedback leads to change.

The 2025/26 results give assurance that overall satisfaction remains positive and that BCHG performs well against many comparable measures. They also show where we need to keep improving, particularly on communication, complaints, neighbourhood standards and showing residents how we are acting on what they tell us.

Our next steps are the agreed actions set out in this report. They are linked to the Innovation and Improvement Plans for Resident Engagement, Resident Success and Quality Homes. This means the response to resident feedback is part of agreed business planning, not a separate activity.

We will check progress through resident panels, operational performance reviews, Executive Team oversight and Board reporting. We will use these routes to test whether actions are improving services and whether residents can see the difference.

We will continue to report progress using TSM results, complaints learning, repairs performance, safety assurance, resident engagement and management data. We will also strengthen how we close the loop, so residents can see what has changed, what is still being worked on and how we are holding ourselves to account.

2. Methodology

In total, 589 residents took part. This was above the minimum required sample size of 323 responses. We checked the responses against our wider resident population to make sure the results gave a fair picture across age, ethnicity, property type and location. Surveys were completed every quarter between 16 June 2025 and 26 March 2026. Residents could take part by phone or online by SMS. IFF Research used quota sampling, based on agreed resident and property characteristics, to reflect the profile of BCHG's resident population. No incentives were offered. The sample was representative, so no weighting was applied to the results, and no other material methodological issues were identified.

For Low-Cost Rental Accommodation (LCRA):

- 88.0% (519) surveys were completed by telephone
- 12.0% (71) surveys were completed online through SMS

Eighteen supported living residents were not included in the main perception survey frame. This was because a different approach was needed to make sure residents could give feedback in a way that worked for them. BCHG also carried out a separate survey for Low-Cost Home Ownership residents. BCHG has fewer than 1,000 Low-Cost Home Ownership homes, so these results do not have to be reported to the Regulator of Social Housing. We still chose to ask these residents some of the TSM questions, so we could better understand their experience and identify opportunities to improve.

Where the survey highlights concern or higher dissatisfaction, we use this as a prompt for further review. The relevant service area reviews what may have contributed to the result, agrees any action needed and monitors progress through normal performance and assurance routes. This helps make sure the survey supports active service improvement, rather than being treated as a stand-alone annual exercise.

How we check progress:

We review feedback throughout the year, not just when the annual survey is completed. We consider TSM results alongside complaints learning, resident engagement, service performance and resident assurance forums, including resident engagement panel and Repairs Partnership Board. This helps us track progress, test whether actions are making a difference and provide assurance that resident feedback is being heard, understood and acted on.

3. Our Overall Position

Overall satisfaction remains positive. Most residents continue to say they are satisfied with BCHG services, and our results are above the average for similar landlords across most Tenant Satisfaction Measures. This gives assurance that core services are generally performing well, while also showing where we need to keep improving.

2025/26 TSM Perception Survey	2025/26 Year End	Vantage Performance Club Average Benchmark	Performance compared to Average Benchmark	
TP01 Overall satisfaction	83%	78%	↑	5%
TP02 Satisfaction with repairs	80%	79%	↑	1%
TP03 Satisfaction with time taken to complete most recent repair	81%	75%	↑	6%
TP04 Satisfaction that the home is well maintained	82%	78%	↑	4%
TP05 Satisfaction that the home is safe	83%	83%	=	0%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	69%	70%	↓	-1%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	79%	78%	↑	1%
TP08 Agreement that the landlord treats tenants fairly and with respect	87%	84%	↑	3%
TP09 Satisfaction with the landlord's approach to handling complaints	42%	44%	↓	-2%

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	80%	71%	↑	9%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	68%	72%	↓	-4%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	66%	66%	=	0%
Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance?	77%	NA		
How satisfied or dissatisfied are you that your rent provides value for money	78%	NA		
How strongly do you agree with the following statement: "I trust BCHG to do what they say they will do"	72%	NA		

Satisfaction has reduced slightly in some areas during the year, and some measures are below the benchmark. We are using the results alongside complaints, repairs performance, safety information and wider resident feedback to understand the reasons and take focused action.

Four themes are most important for residents: clear communication, ownership, neighbourhood standards and showing how feedback leads to change. These themes shape the improvement work set out in sections 4 and 5.

4. What Residents Told Us

Residents gave feedback through the Tenant Satisfaction Measures, complaints, engagement activity and day to day service contact. The same themes came through in more than one place. Residents want clear communication, well completed repairs, good neighbourhood standards, fair complaint handling and visible evidence that feedback leads to change.

- Communication and ownership: residents want clearer updates, consistent contact and one clear point of ownership when an issue need follow through.
- Repairs and homes: residents value repairs that are completed well, within expected timescales and with clear updates where follow on work is needed.
- Feedback and trust: residents want to see what has changed, what is still being worked on and how progress is being checked.

- Neighbourhoods: residents want clean, safe and well maintained neighbourhoods, with local issues followed through more consistently.
- Complaints: residents want fair handling, timely responses, clear explanations and evidence that learning leads to service improvement.

5. You Said, We're Doing: Our Agreed Improvement Priorities

These actions show how we are turning resident feedback into practical changes, linked to our agreed improvement plans.

You Said	Agreed Plan Link	What we are doing now
"Communication is not always clear or consistent."	Resident Engagement and Resident Success	We are phasing in the new Resident Engagement Framework, so feedback is gathered, reviewed and acted on more consistently. We are also embedding the new housing and resident services structure, so residents have clearer ownership and more consistent updates when a repair, complaint, ASB case or service request needs follow through.
"Repairs take too long or need repeat visits."	Quality Homes and Resident Engagement	We are refocusing and reshaping the Repairs Partnership Board so residents can test repairs performance, challenge progress and help shape improvements. We are also embedding the property team restructure, reviewing gas insourcing and planning the replacement of asset systems so repairs, compliance and investment decisions are better informed by data.
"I don't know if feedback changes anything."	Resident Engagement	We are developing the Resident Experience Assurance Panel, improving transactional surveys and standardising how we close the loop. We will publish clearer resident updates and produce an annual Impact Report with resident verification, so residents can see what changed, what is still in progress and how progress has been checked.
"Neighbourhood standards are not always consistent."	Resident Success and Quality Homes	We are developing an ASB dashboard using TSM data, resident insight, hotspot mapping and trend analysis. We are also planning a scheme grading system, linked to partnership working and stakeholder mapping, so we can target resources where they are most needed and follow up local issues more consistently.
"Complaints need to feel fair, timely and useful."	Resident Success and Resident Engagement	We have implemented the revised complaints process on the housing computer system to improve resident service and reporting. We will continue to monitor complaint handling against the Housing Ombudsman Complaint Handling Code, use complaint learning to improve services and report learning through resident voice and assurance routes.
"Homes should be safe, well maintained and investment	Quality Homes	We are planning the investment programme for schemes, managing the budget carefully and responding to resident concerns. We are also preparing for

should reflect resident concerns.”

Awaab’s Law phase 2, reviewing no access processes with residents and using better operational and compliance reporting to strengthen safety assurance.

The next section explains how we will monitor these commitments, involve residents in checking progress and provide assurance to the Executive Team and Board.

6. Governance, Oversight and Assurance

We have clear governance in place to check whether resident feedback is being acted on and whether improvement work is making a difference. This means we do not rely on the annual survey alone. We use TSM results, complaints learning, repairs performance, safety information, resident engagement and management data to build a fuller picture of service quality.

Progress is reviewed through resident voice routes, operational management, Executive oversight and Board reporting. The newly developed Resident Experience Assurance Panel and the reset Repairs Partnership Board will give residents a route to ask questions, test progress and challenge whether actions are improving services. This provides an important resident-led check on the work set out in section 5.

The Executive Team reviews performance, risks and delivery against agreed improvement plans. Where results show concern, teams are expected to understand the cause, agree action and report progress. This helps make sure improvement work is owned, monitored and followed through.

The Board receives assurance through regular performance reporting, complaints learning, resident engagement updates and statutory compliance information. This gives the Board oversight of both resident experience and landlord health and safety responsibilities.

These arrangements support Housing Ombudsman assurance by showing how complaint handling is monitored, how learning is used and how we check whether change is embedded. They also support Regulator of Social Housing assurance by showing how resident feedback, consumer standards, safety assurance and service performance are connected through BCHG’s governance arrangements.

Appendix 1: Management Information Measures

2025/26 TSM Management Information	2025/26 Year End	Vantage Performance Club Average Benchmark	Performance compared to Average Benchmark
LCRA Number of stage one complaints received per 1,000 homes. Year End	96.12	65.84	↑ 30.28
LCRA Number of stage two complaints received per 1,000 homes. Year End	13.45	14.52	↓ -1.07
LCRA proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales % Year End	86%	95%	↓ -0.09
LCRA proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales % Year End	100%	95%	↑ 0.05
Combined Number of anti-social behaviour cases, opened per 1,000 homes Year End	32.8	40.08	↓ -7.28
Combined Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes Year End	2.3	1.32	↑ 0.98
LCRA proportion of homes that do not meet the Decent Homes Standard % Year End	0.3%	1.2%	↓ -0.93%
LCRA proportion of emergency responsive repairs completed within the landlord's target timescale % Year End	100.0%	94.8%	↑ 0.05
LCRA Proportion of non-emergency responsive repairs completed within the landlords target timescale % Year End	88.2%	84.2%	↑ 0.04
Combined proportion of homes for which all required gas safety checks have been carried out % Year End	99.1%	99.9%	↓ -0.77%

Combined proportion of homes for which all required fire risk assessments have been carried out % Year End	99.7%	99.9%	=	-0.16%
Combined proportion of homes for which all required asbestos management surveys or re-inspections have been carried out % Year End	100.0%	99.9%	↑	0.13%
Combined proportion of homes for which all required legionella risk assessments have been carried out % Year End	100.0%	99.7%	↑	0.34%
Combined proportion of homes for which all required communal passenger lift safety checks have been carried out % Year End	100.0%	99.7%	=	0.31%

Appendix 2: Representative Sample

We compared survey responses with the wider resident population across age, ethnicity, property type, tenure and location.

Overall, the survey sample gave a fair picture of BCHG's resident population, based on the Data Statistical Return 2025. No major over or under representation was identified that was likely to affect the overall results.

AGE	Population	TSM 25-26	Difference
Under 20	0.1%	0%	0.1%
20-30	7.5%	10%	-2.1%
31-40	17.7%	14.7%	2.9%
41-50	17.9%	17.1%	0.8%
51-60	19.7%	20.5%	-0.8%
61-70	19.1%	18.6%	0.5%
71+	18.0%	19.3%	-1.3%
Unknown	0.1%	0.0%	0.1%

TENURE TYPE	Population	TSM 25-26	Difference
Assured Non-Shorthold	96.6%	96.8%	-0.2%
Assured Shorthold	0.0%	0.3%	-0.3%
Secure	3.4%	2.9%	0.5%

PROPERTY TYPE	Population	TSM 25-26	Difference
Bungalow	5.9%	6.4%	-0.5%
Flat	30.0%	34.6%	-4.6%
House	57.5%	52.0%	5.5%
Maisonnette		5.9%	-0.5%
Studio apartment	1.1%	1.0%	0.1%

AREA	Population	TSM 25-26	Difference
Bilston	4.4%	3.6%	0.9%
Birmingham	0.9%	0.2%	0.8%
Bloxwich	0.7%	0.8%	-0.1%

Bradley	0.1%	0.2%	-0.1%
Brierley Hill	3.0%	2.2%	0.8%
Coseley	0.9%	0.3%	0.6%
Cradley Heath	6.5%	5.3%	1.2%
Darlaston	1.3%	1.4%	-0.1%
Dudley	6.0%	6.4%	-0.4%
Great Barr	0.3%	0.2%	0.1%
Halesowen	5.7%	4.9%	0.8%
Kings Heath	1.6%	2.0%	-0.5%
Kings Norton	0.1%	0.0%	0.1%
Kingstanding	0.1%	0.2%	-0.1%
Kingswinford	1.1%	1.4%	-0.3%
Netherton	3.9%	4.4%	-0.6%
Northfield	0.1%	0.2%	-0.1%
Oldbury	4.6%	4.1%	0.5%
Pensnett	0.4%	0.3%	0.1%
Rowley Regis	11.8%	12.9%	-1.0%
Sedgley	4.1%	3.7%	0.4%
Smethwick	6.7%	6.1%	0.6%
Stourbridge	7.7%	8.5%	-0.8%
Tipton	9.8%	10.2%	-0.3%
Walsall	3.4%	3.1%	0.4%
Wednesbury	3.4%	3.1%	0.3%
West Bromwich	10.9%	12.7%	-1.8%
Wolverhampton	0.5%	0.7%	-0.2%
blank / not supplied	0.1%	1.2%	-1.1%

Population	TSM 25-26	Difference
------------	-----------	------------

ETHNICITY

Asian or Asian British Bangladeshi	0.7%	1.2%	-0.5%
Asian or Asian British Indian	1.5%	1.7%	-0.2%
Asian or Asian British Other	1.1%	1.4%	-0.2%
Asian or Asian British Pakistani	2.0%	1.9%	0.1%
Black or Black British African	2.5%	2.2%	0.3%
Black or Black British Caribbean	7.1%	6.6%	0.5%
Black or Black British Other	0.7%	0.8%	-0.1%
Chinese or Other Ethnic Group Chinese	0.1%	0.2%	-0.1%
Chinese or Other Ethnic Group Other	0.3%	0.0%	0.3%
Mixed Other	0.7%	0.7%	0.0%
Mixed White & Asian	0.3%	0.2%	0.1%
Mixed White & Black African	0.2%	0.0%	0.2%
Mixed White & Black Caribbean	3.0%	4.4%	-1.4%
Other ethnic group: Arab	0.2%	0.3%	-0.1%
Prefer Not To Say / refused	0.1%	0.2%	-0.1%
Unknown Please Update	0.3%	0.3%	0.0%
White British	73.7%	72.7%	1.0%
White Irish	0.3%	0.5%	-0.2%
White Other	2.3%	1.7%	0.7%
(blank)	2.7%	3.1%	-0.3%

1. Tenant Satisfaction Measures 2025/2026

BCHG TSM survey J10731 Date 26/6/26

Telephone/Online via SMS

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 **Good morning / afternoon / evening. My name is INTERVIEWER NAME and I'm calling from IFF Research on behalf of your housing provider, Black Country Housing Group (BCHG). Please can I speak to NAME?**

The reason for my call today is to gather some feedback about your general experience of being a BCHG customer. This is as part of the tenant satisfaction measures to see how well landlords like BCHG are doing and used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 10 minutes?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	

Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	
Refusal (this research)	10	SCREEN OUT RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US
Refusal (all future interviews)	11	SCREEN OUT SAMPLE CODED AS SUCH AND CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	12	SCREEN OUT

Business Number	13	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	14	SCREEN OUT
Customer deceased	15	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	16	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	17	BRING UP REASSURANCE SCREEN
Terminate Interview	18	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with BCHG?

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=16

S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

WRITE IN		
Don't know	1	SCREEN OUT
Refused	2	SCREEN OUT

If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

S5 I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your BCHG and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

For further information on how IFF Research keep your data safe please see our data protection policy on our website:

www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit: www.bchg.co.uk and search for IFF Research.

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Melanie Mackay on 0207 250 3035**
- **BCHG: 0121 561 1969**

S1 SMS invite

Hi [@Name], We're messaging you on behalf of Black Country Housing Group. They'd like to gather your views around your general experience of being a valued customer. The survey should take around 8 minutes to complete and will be treated confidentially. To complete the survey tap [@SURVEY_LINK]. If you don't wish to participate in any future surveys from IFF Research then text back STOP

Online landing page

BCHG would like to gather some feedback about your general experience as a customer. This is as part of the tenant satisfaction measures to see how well landlords like BCHG are doing and used to help improve services.

The survey should take no more than 10 minutes to complete.

You will be asked for consent to share your data with BCHG and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now – link to survey

Additional information:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

The research is being conducted by IFF Research, an independent research organisation, on behalf of BCHG.

Our work adheres to GDPR guidelines and the Market Research Society's code of conduct.

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit www.bchg.co.uk.

T TSM Survey

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

- (2) 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?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	

Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL WHO WERE NEITHER / DISSATISFIED / VERY DISSATISFIED WITH HOME SAFETY (5627=3,4,OR 5)

(3) Why do you say that?

ASK ALL

(4) Has BCHG carried out a repair to your home in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1)

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID YES AT 732 (732=1)

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

DO NOT READ OUT: Not applicable/ don't know	6	
---	---	--

ASK ALL WHO SAID NO AT 732 (732=2)

(7) Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID NO AT 732 (732=2)

(8) What is your reason for saying that?

--

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(10) Do you live in a building with communal areas, either inside or outside, that BCHG is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	

Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL WHO CAN ANSWER 5669 (ALL EXCEPT 5669=6)

(13) Why do you say that?

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Not applicable/ don't know	6	
----------------------------	---	--

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	

Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(17) To what extent do you agree or disagree with the following “BCHG treats me fairly and with respect”?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

ASK ALL

(18) How strongly would you agree or disagree with the following statement “I trust BCHG to do what they say they will do”?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(19) Have you made a complaint to BCHG in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

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

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO CAN ANSWER 5645 (ALL EXCEPT 5645=6)

(21) Why do you say that?

ASK ALL

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

INTERVIEWER NOTE: PLEASE CLARIFY THAT IS ASKING IF THEY FEEL THE HOME AND SERVICE THEY PAY FOR IS WORTH IT.

SINGLE CODE. READ OUT

Very satisfied	1	
----------------	---	--

Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(23) Are you happy for us to share your details along with your responses with BCHG?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to BCHG. The results will be fed back to them. Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

DO NOT READ OUT THIS QUESTION (THIS QUESTION WILL TRIGGER A HOT ALERT)

(24) Did they mention an issue regarding damp, mould, or condensation?

SINGLE CODE. READ OUT

Yes	1	
No	2	
