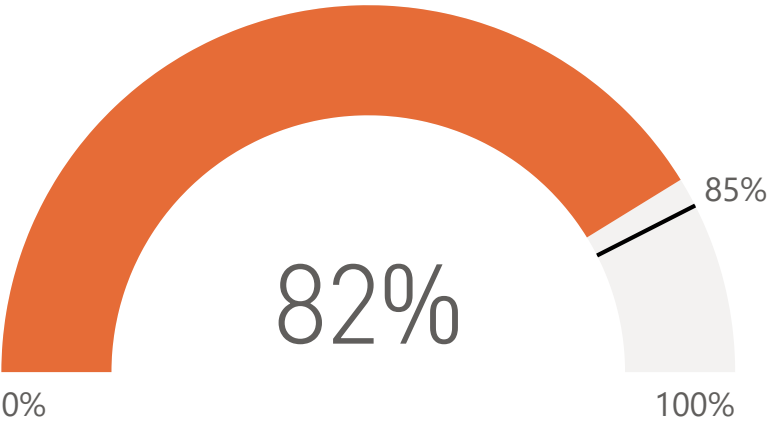
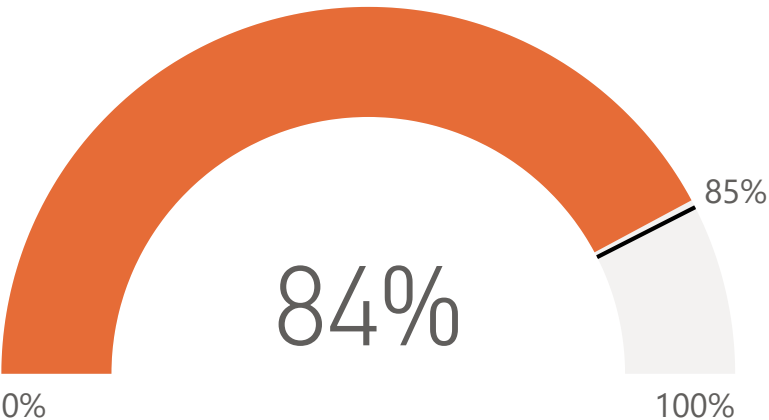


How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?



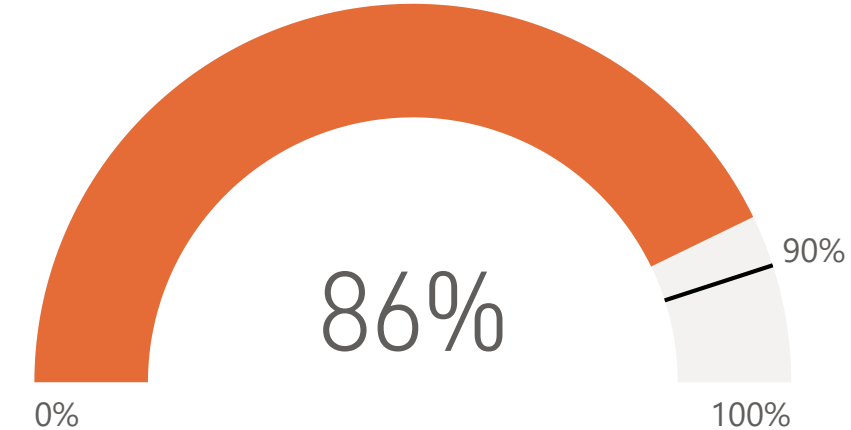
How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?



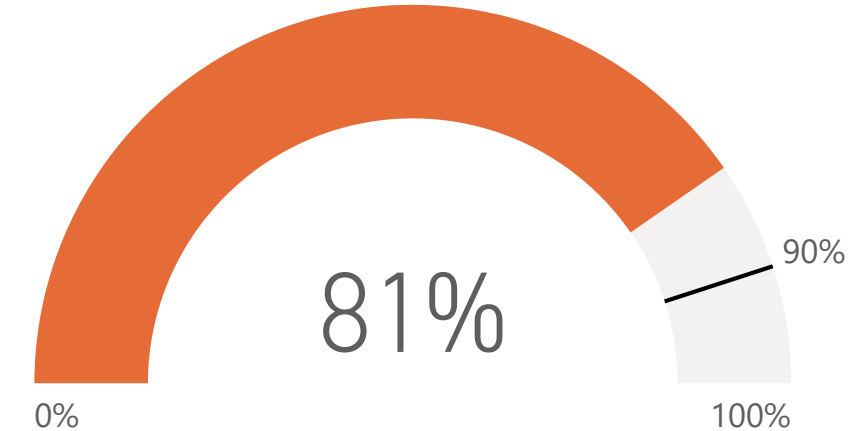
 Performance target met or exceeded


BCHG Satisfaction Survey Results Quarter 2 2025/26

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

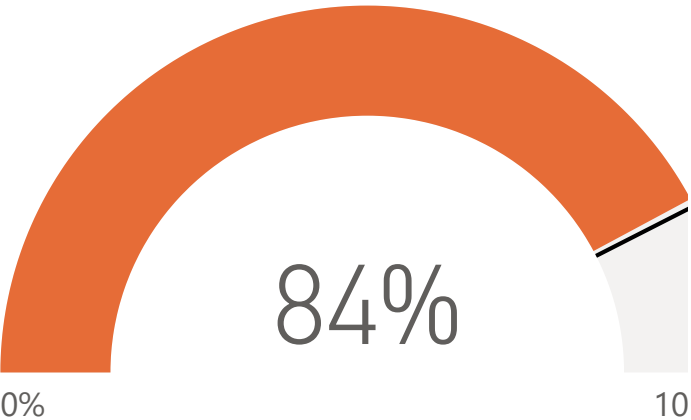


Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BCHG provides a home that is safe?

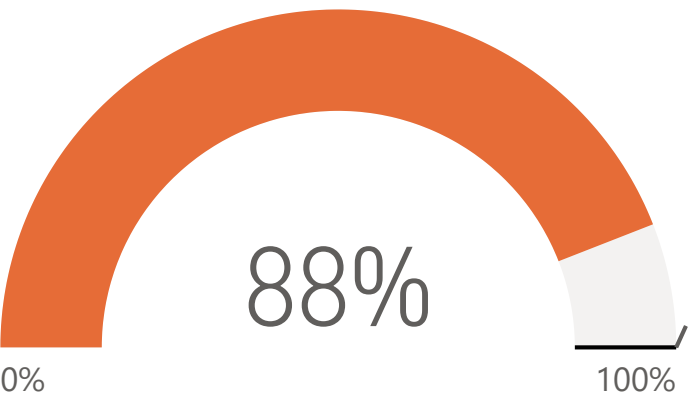


 Performance approaching target and within 100% of target

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

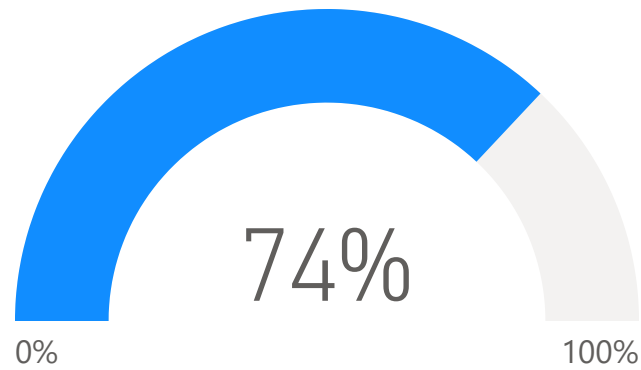


To what extent do you agree or disagree with following “BCHG treats me fairly and with respect”?

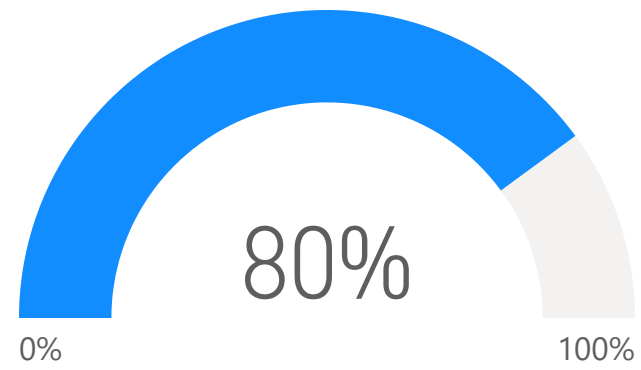


 Performance target not met

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

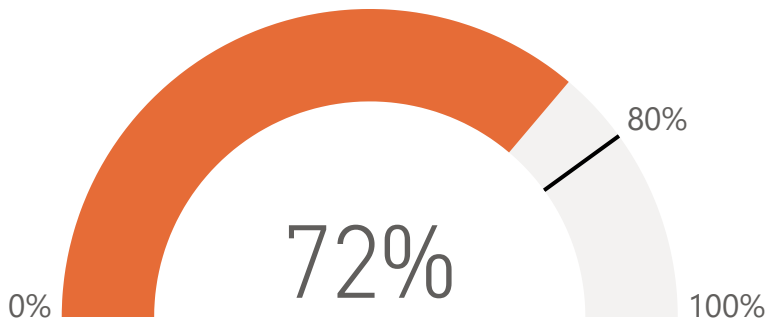


How satisfied or dissatisfied are you that your rent provides value for money?

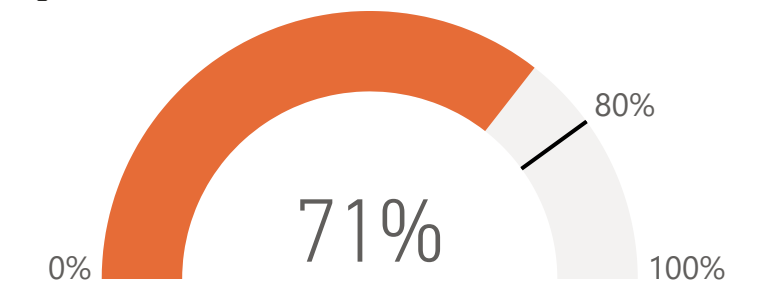


No target set for this indicator

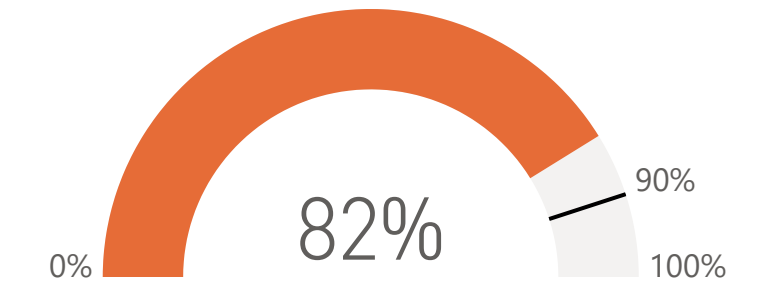
How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?



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

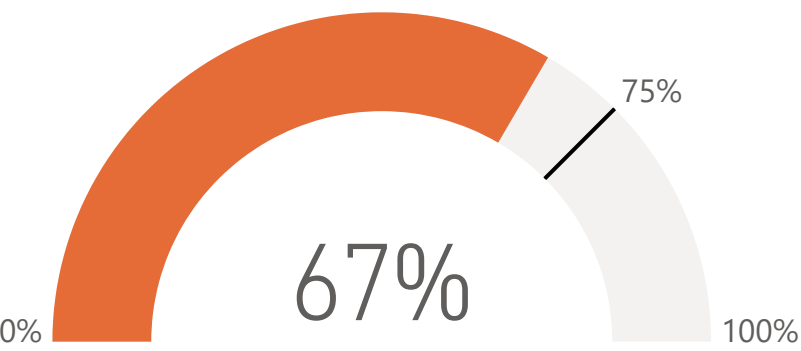


How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?

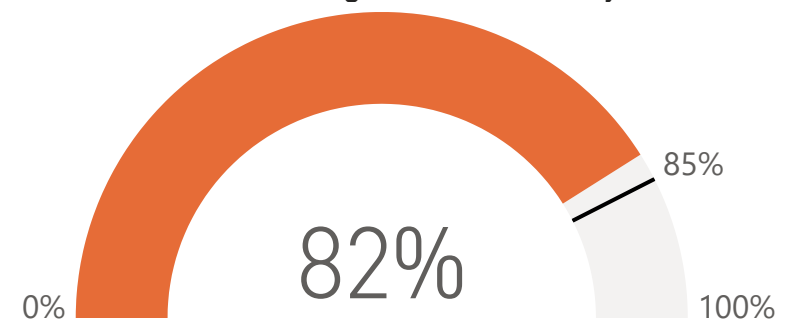


Performance approaching target and within tolerance (within 10% for most indicators)

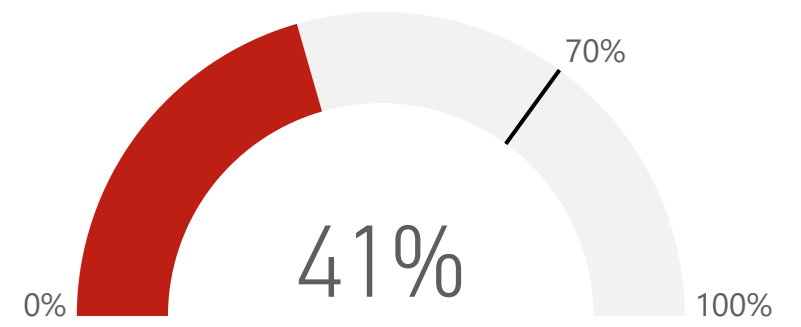
How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?



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



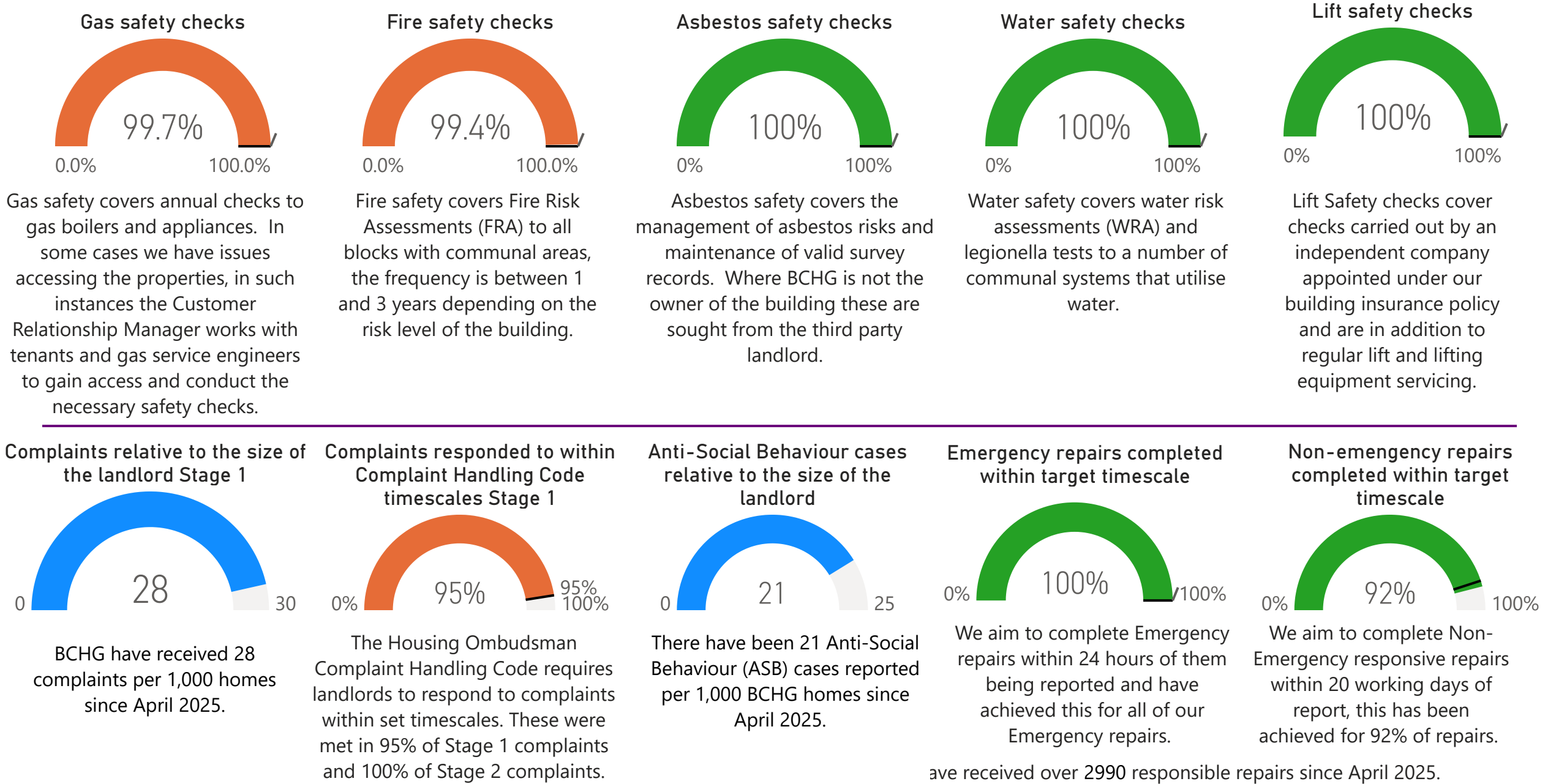
How satisfied or dissatisfied are you with BCHG's approach to complaints handling?



Performance target not met

Management Information Performance Quarter 2 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.



ave received over 2990 responsible repairs since April 2025.