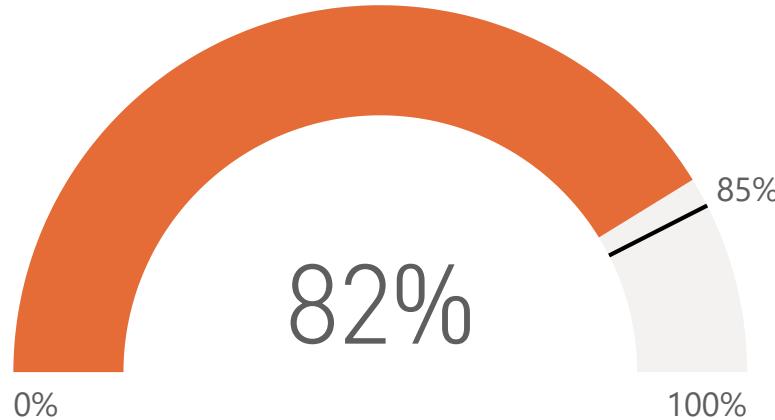
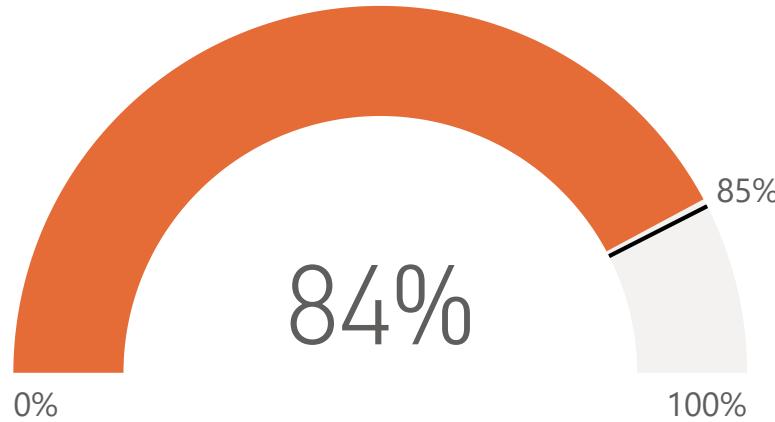


How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?

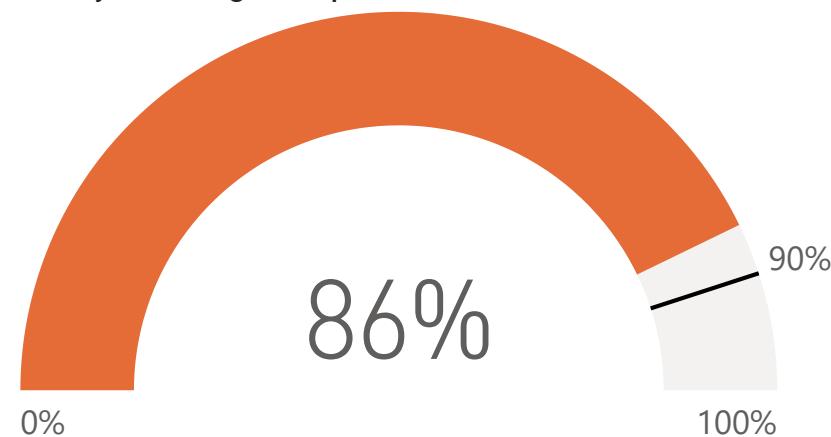


How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?

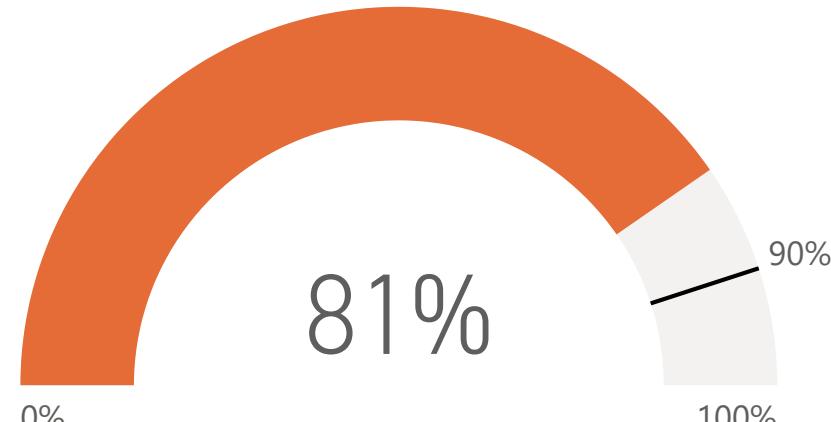


## BCHG Satisfaction Survey Results Quarter 2 2025/26

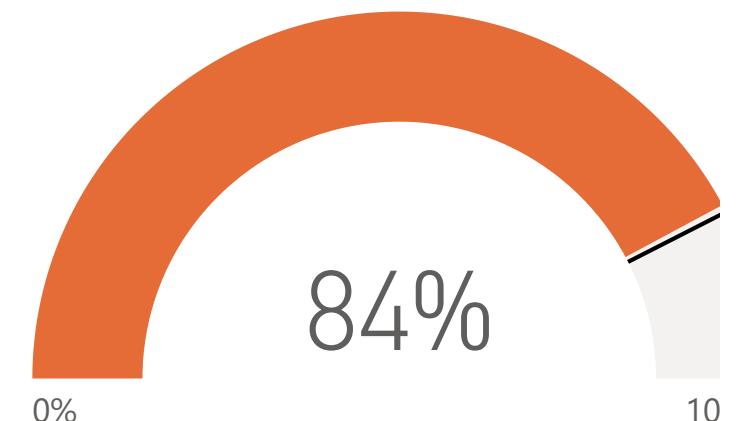
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?



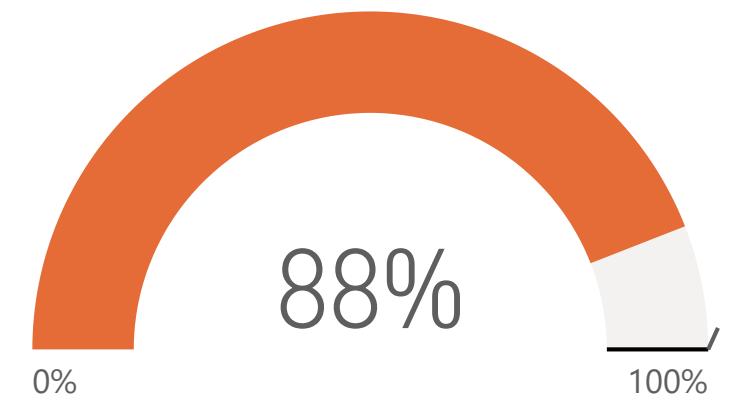
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BCHG provides a home that is safe?



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



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

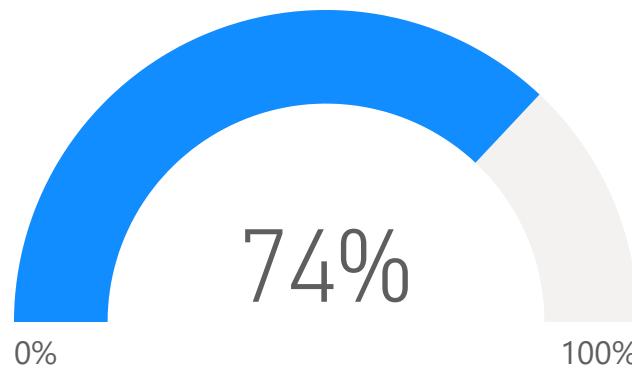


 Performance target met or exceeded

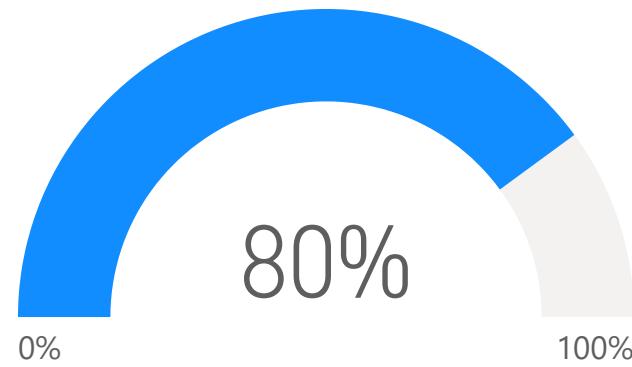
 Performance approaching target and within acceptable limits

 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"?

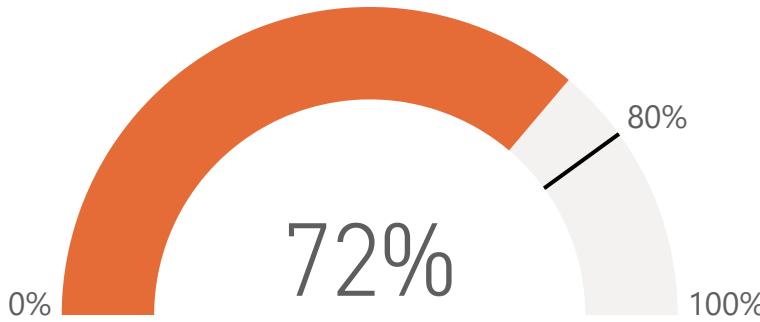


How satisfied or dissatisfied are you that your rent provides value for money?

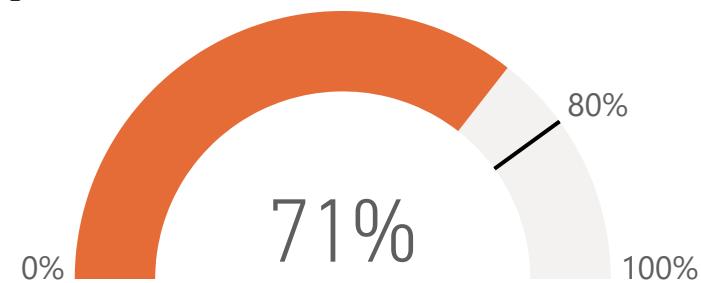


 No target set for this indicator

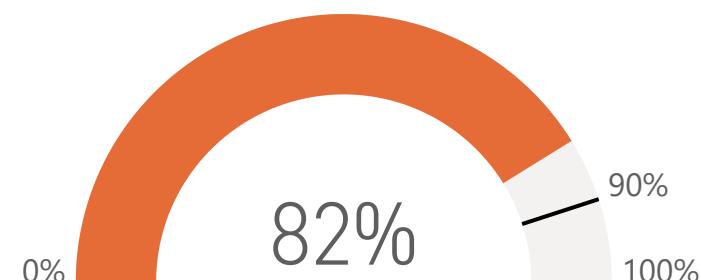
How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?



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

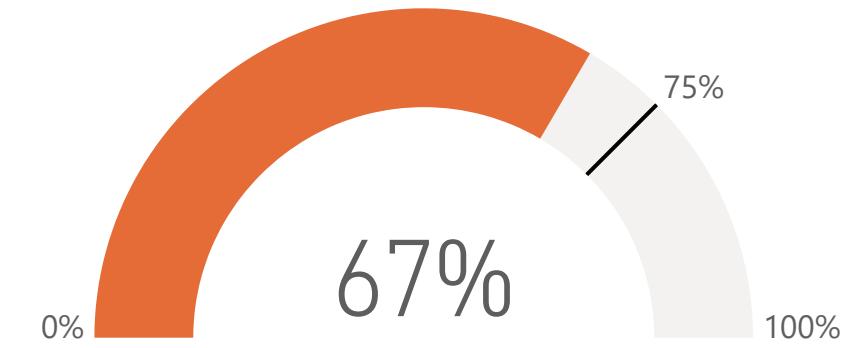


How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?

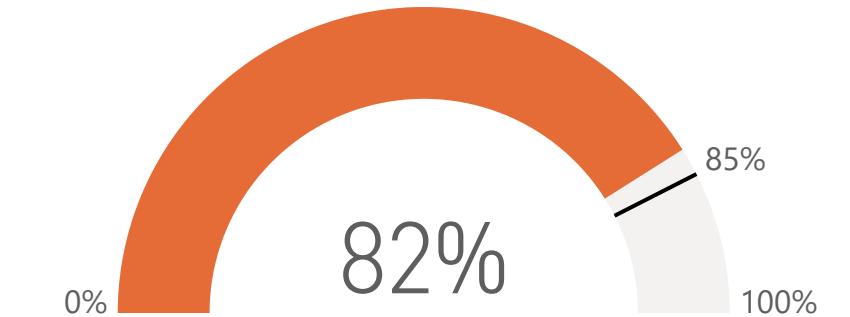


 Performance approaching target and within tolerance (within 10% for most indicators)

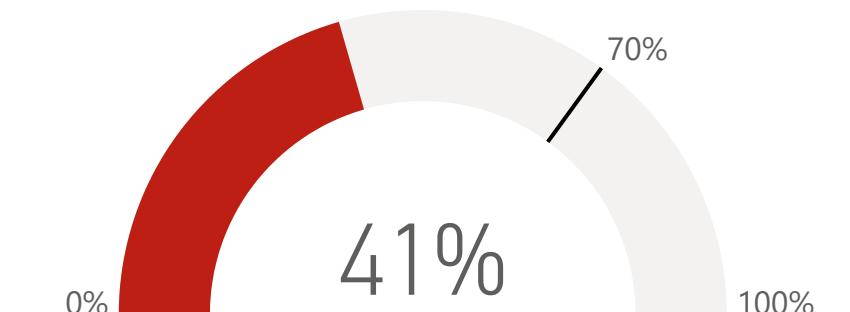
How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?

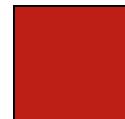


How satisfied or dissatisfied are you that BCHG keeps you informed about things that matter to you?



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



 Performance target not met

## Management Information Performance Quarter 2 2025/26

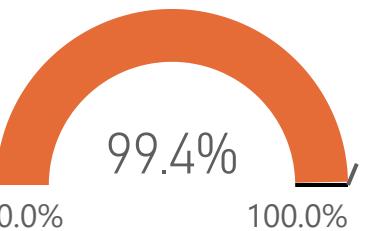
Building Safety Measures: These measures cover the regular building safety checks we are required to carry out on our properties as your landlord.

### Gas safety checks



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 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 checks



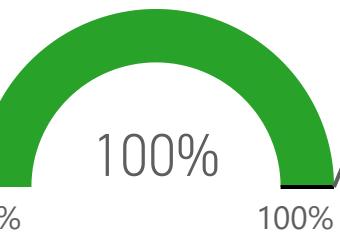
Asbestos safety covers the management of asbestos risks and maintenance of valid survey records. Where BCHG is not the owner of the building these are sought from the third party landlord.

### Water safety checks



Water safety covers water risk assessments (WRA) and legionella tests to a number of communal systems that utilise water.

### Lift safety checks



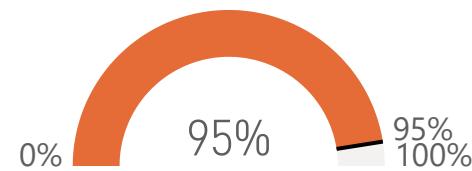
Lift Safety checks cover checks carried out by an independent company appointed under our building insurance policy and are in addition to regular lift and lifting equipment servicing.

### Complaints relative to the size of the landlord Stage 1



BCHG have received 28 complaints per 1,000 homes since April 2025.

### Complaints responded to within Complaint Handling Code timescales Stage 1



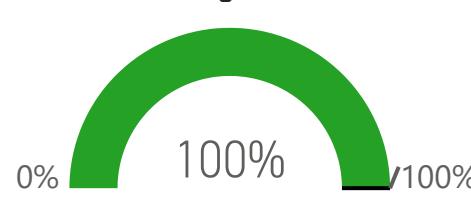
The Housing Ombudsman Complaint Handling Code requires landlords to respond to complaints within set timescales. These were met in 95% of Stage 1 complaints and 100% of Stage 2 complaints.

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



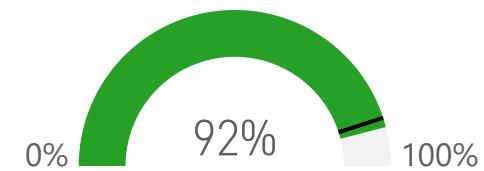
There have been 21 Anti-Social Behaviour (ASB) cases reported per 1,000 BCHG homes since April 2025.

### 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-emergency repairs completed within target timescale



We aim to complete Non-Emergency responsive repairs within 20 working days of report, this has been achieved for 92% of repairs.

We have received over 2990 responsible repairs since April 2025.