

		2025/26							
TSM		Quarter 1 YTD	Quarter 2 YTD	Quarter 3 YTD	Vantage Performance Club Average Benchmark at YTD Q3	Our last Quarter performance compared to Average Benchmark		BCHG Performance trend against previous Quarter	
Perception Surveys	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?	90%	86%	84%	77.00%	↑	7%	↓	-2%
	How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?	81%	81%	80%	78.00%	↑	2%	↓	-1%
	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	81%	82%	82%	75.00%	↑	7%	=	0%
	How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?	86%	84%	83%	78.00%	↑	5%	↓	-1%
	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?	89%	86%	84%	82.00%	↑	2%	↓	-3%
	How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?	75%	72%	69%	68.00%	↑	1%	↓	-3%
	How satisfied or dissatisfied are you that BCHG keeps you informed about things that matter to you?	83%	82%	80%	77.00%	↑	3%	↓	-2%
	To what extent do you agree or disagree with the following "BCHG treats me fairly and with respect"?	89%	88%	88%	84.00%	↑	4%	=	-1%
	How satisfied or dissatisfied are you with BCHG's approach to complaints handling?	46%	41%	42%	44.00%	↓	-2%	↑	1%
	How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?	86%	82%	82%	70.00%	↑	12%	=	0%
	How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?	71%	71%	70%	71.00%	↓	-1%	↓	-1%
	How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?	71%	67%	66%	65.00%	↑	1%	↓	0%
	Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance?	86%	82%	80%	NA			↓	-2%
	How satisfied or dissatisfied are you that your rent provides value for money	77%	80%	80%	NA			=	0%
	How strongly do you agree with the following statement: "I trust BCHG to do what they say they will do"	76%	74%	73%	NA			↓	-1%

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TSM		Quarter 1 YTD	Quarter 2 YTD	Quarter 3 YTD	Vantage Performance Club Average Benchmark at YTD Q3	Our last Quarter performance compared to Average Benchmark		BCHG Performance trend against previous Quarter	
Management Information	LCRA Number of stage one complaints received per 1,000 homes. Year End	13.93	24.89	66.73	59.69	↑	7.04	↑	41.84
	LCRA Number of stage two complaints received per 1,000 homes. Year End	1.99	2.99	6.47	12.77	↓	-6.30	↑	3.48
	LCRA Proportion of stage 1 complaints responded to within the HO's Complaint Handling Code timescales % Year End	92%	40.00%	73.88%	94.64%	↓	-21%	↑	34%
	LCRA Proportion of stage two complaints responded to within the HO's Complaint Handling Code timescales. Year End	100%	100%	100%	90.16%	↑	10%	=	0%
	Combined Number of anti-social behaviour cases, opened per 1,000 homes Year End	10.4	20.6	28.1	24.21	↑	3.89	↑	7.50
	Combined Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes Year End	0.51	2.3	2.3	1.21	↑	1.09	=	0.00
	LCRA Proportion of homes that do not meet the Decent Homes Standard % Year End	0%	0%	0%	1.74%	↓	-2%	=	0%
	LCRA Proportion of emergency responsive repairs completed within the landlord's target timescale % Year End	100%	100%	100%	95.77%	↑	4%	=	0%
	LCRA Proportion of non-emergency responsive repairs completed within the landlords target timescale % Year End	91%	92.0%	90.40%	84.62%	↑	6%	↓	-2%
	Combined Proportion of homes for which all required gas safety checks have been carried out % Year End	99.8%	99.7%	99.60%	99.94%	↓	-0.3%	↓	0%
	Combined Proportion of homes for which all required fire risk assessments have been carried out % Year End	99.10%	99%	100%	100.00%	=	0%	=	1%
	Combined Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out % Year End	99%	100%	100%	99.98%	↑	0.02%	=	0%
	Combined Proportion of homes for which all required legionella risk assessments have been carried out % Year End	97%	100%	100%	99.54%	↑	0.46%	=	0%
	Combined Proportion of homes for which all required communal passenger lift safety checks have been carried out % Year End	100%	100%	90%	99.84%	↓	-10%	↓	-10%