

Tenant Satisfaction Survey 2023/2024

About the Survey

Between June 2023 and March 2024, many of you took part in an important survey we ran over this period known as the Tenant Satisfaction Measures (TSM). A random selection of tenants was invited to participate in the survey by telephone interview and online via email invitations. Our mixed approach was so we could involve more of you and offer a different way to complete the survey. There was a higher number completed by telephone and a low number who completed online via email.

- 96% (532) were completed via telephone
- 4% (23) completed online

The survey was carried out by an independent market research company, IFF Housing Research, and carried out in line with the guidance provided by the Regulator of Social Housing. The survey covered five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

- Required 320 we completed 555 surveys. This is a good sample size.

The findings provide us with learning about the issues tenants are most concerned about and will help inform our plans. With your Resident Scrutiny Voice Panel, we agreed to bring the findings and draft responsive plans to the Customer Scrutiny Conference in September 2024 for you to have your say.

A big thank you to all of you who took part.

Our Results

| TSM Ref | Survey Question | BCHG Result | IFF Benchmark |
|---------|---|-------------|---------------|
| TP01 | Customer overall satisfaction with BCHG as Landlord | 88.29% | 66.40% |
| TP02 | Customer satisfaction score with overall Repairs Service | 81.16% | 73% |
| TP03 | Satisfaction with time taken to complete most recent repair | 84.67% | 66% |
| TP04 | Satisfaction that the home is well maintained | 85.25% | 71% |
| TP05 | Satisfaction that the home is safe | 87.25% | 77% |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them | 73.20% | 57% |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 81.21% | 68% |
| TP08 | Agreement that the landlord treats tenants fairly and with respect | 89.33% | 74% |
| TP09 | Satisfaction with the landlord's approach to handling complaints | 36.43% | 38% |
| TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained | 81.57% | 63% |
| TP11 | Customer satisfaction that the landlord makes a positive contribution to neighbourhoods | 74.34% | 59% |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour | 70.66% | 57% |

On TP09 complaint handling we took further learning from a small group of tenants who responded to this question. They told us we could improve our service follow up and feedback. We have already started to respond to this, but we will present ideas of how we can further improve this at the Customer Scrutiny Conference in September 2024.

We also asked 2 questions that sit outside the survey.

- How strongly would you agree or disagree with the following statement, “I trust BCHG to do what they say they will do”?
8 in 10 said that they trust BCHG 76%, not all landlords asked this question but those that did averaged 61%.
- How satisfied or dissatisfied are you that your rent provides value for money? Around 8 in 10 of you told us that BCHG rent provides value for money 78%, not all landlords asked this question but those that did averaged 72%.

Tenant Comments

Tenants were allowed to give comments on their overall satisfaction score and how BCHG deals with their repairs and maintenance. We received 186 comments.

Tenants most frequently commented positively and were happy with the service from BCHG. However, tenants would like to see improvement in investment in their homes and the standards raised of the contractors we use.

"I know somebody who's with another housing association and they have problems when they ask for the easiest job. With BCHG I've never had an issue when I've asked for something. I tell people they should take a leaf out of Black Country's book. They're right up there."

"If anything's gone wrong somebody is here within hours. The gas people came yesterday, and one came out straight away and then sent another one. They come and it isn't a problem."

"Never had a problem with anything they have done for me, they tidy up."

"It's not directly Black Country Housing, it's more with the contractors I'm dissatisfied with. Black Country are good with getting things sorted but it's the maintenance people who've been quite bad. They've been slow to do things. The builders didn't come round for a leak for about 2 days."

"Needed a new bath for years, but I believe it may be done this year, or so I have been told by a neighbour, not by BCHG."

"Windows need replacing bathroom needs replacing but don't get done."

"They are helpful, they come in and do the repairs and tidy up after them so no complaints. They've always got a smile on their face. One of the workmen offered to put something in for a collection for one of the tenants who'd died."

Our next steps are to develop an improvement plan with you at the Customer Scrutiny Conference in September 2024.

Summary of approach taken in the TSM perception survey

| | | |
|---|--|---|
| A | A summary of achieved sample size (number of responses) | 555 |
| B | Timing of survey | Between June 2023 and March 2024, quarterly cycle |
| C | Collection Method | Telephone Survey 96% Online via email 4% |
| D | Sample Method | Stratified using quotas |
| E | Summary of the assessment of representativeness of the sample against the relevant tenant population | Quotas set by tenure, age to make representative of BCHG tenant profile |
| F | Details of any weighting applied to generate the reported perception measures. | No weighting applied |
| G | Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures | IFF Housing Research, collecting, generating, validating |
| H | The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances. | Supported Housing, 36 residents. A separate appropriate approach was taken to seek the views of these residents |
| I | Reasons for any failure to meet the required sample size requirements. | Required sample size met |
| J | Type and amount of any incentives offered to tenants to encourage survey completion. | No incentives used |
| K | Any other methodological issues likely to have a material impact on the tenant perception measures reported. | None |

Annex 5: Tenant Satisfaction Measures - Tenant survey requirements