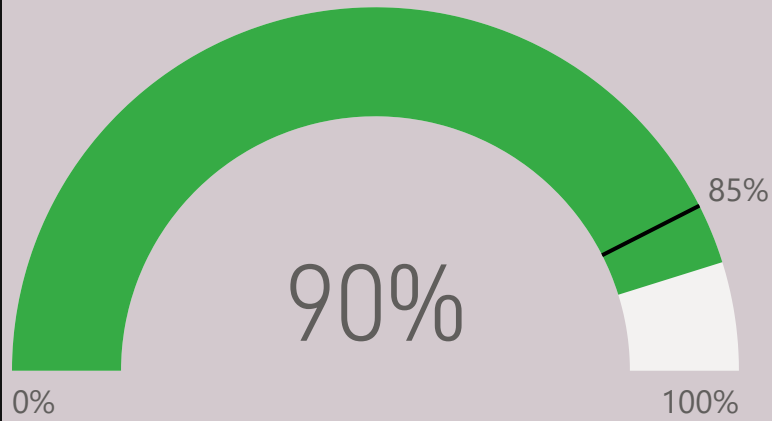
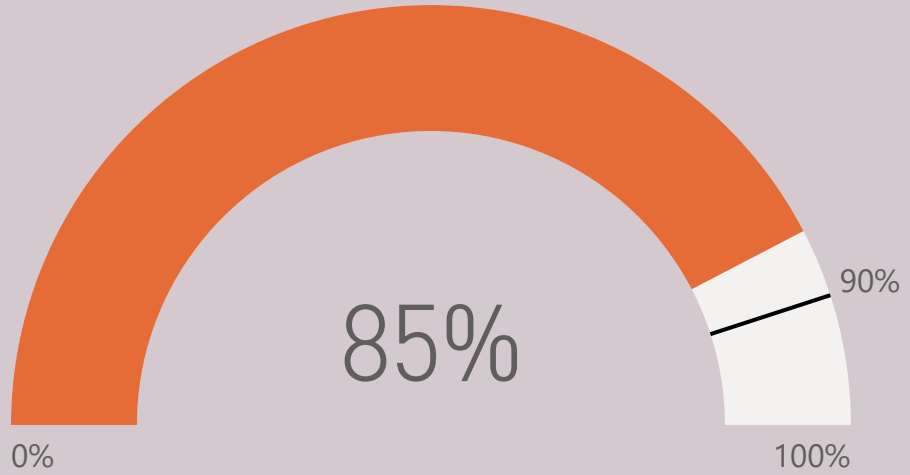


## BCHG Satisfaction Survey Results Quarter 2

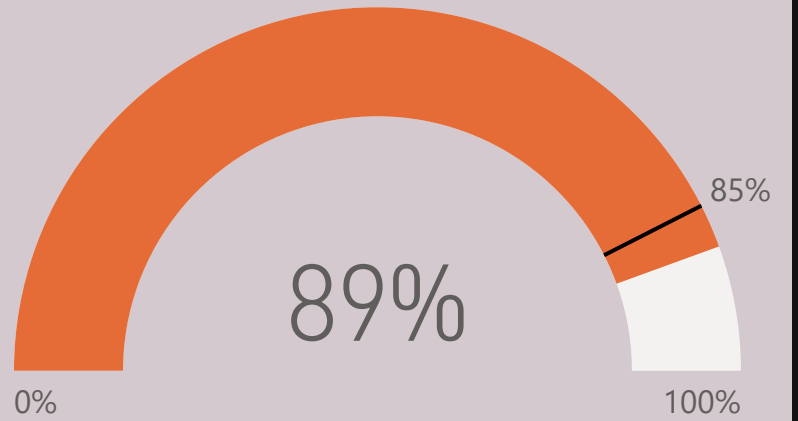
How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?



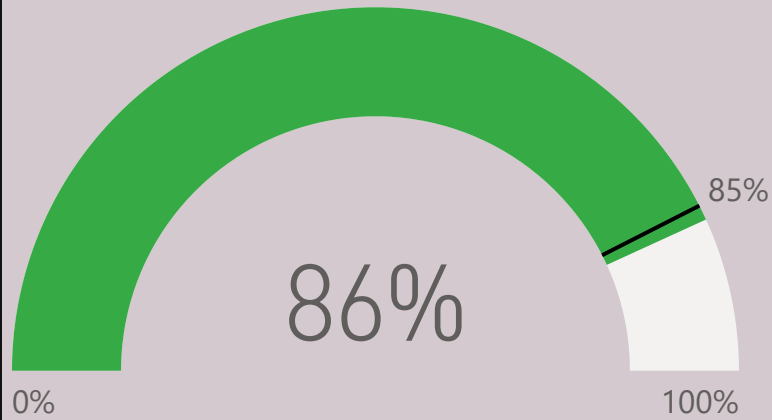
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?



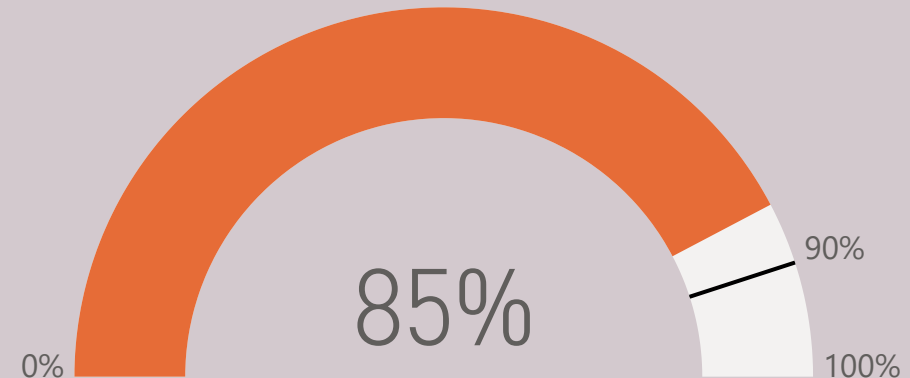
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



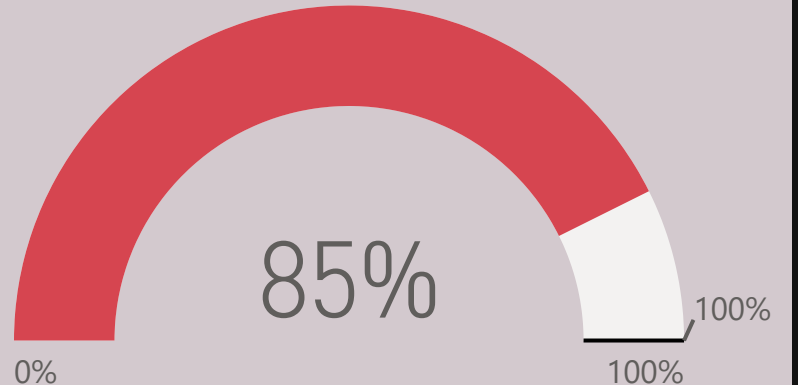
How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?



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?



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



Performance target met or exceeded

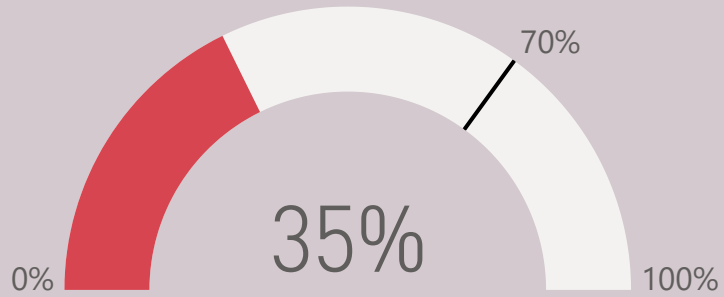


Performance approaching target and within tolerance (within 10% for most indicators)

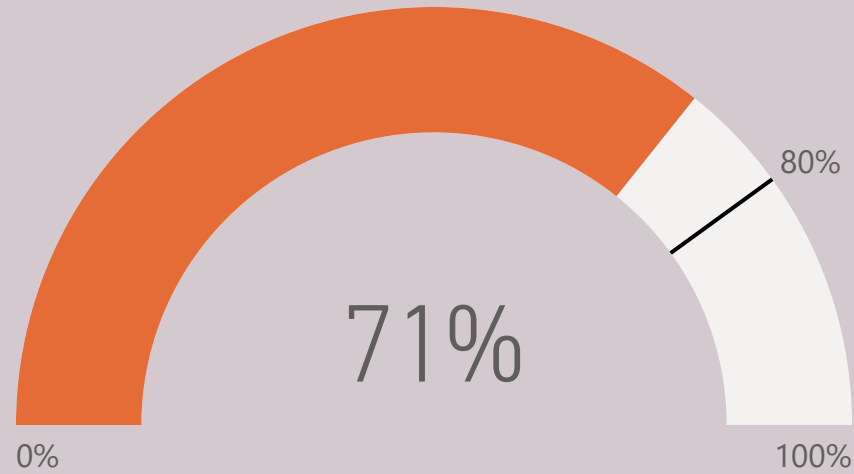


Performance target not met

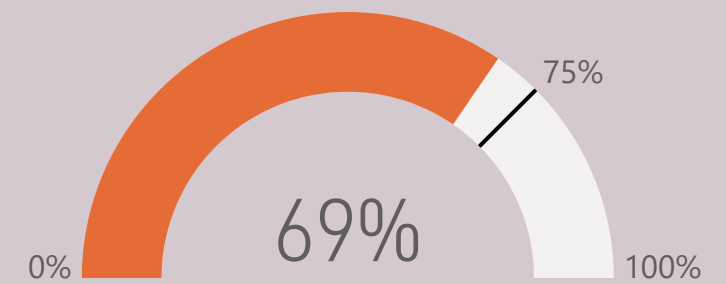
How satisfied or dissatisfied are you with BCHG's approach to complaints handling?



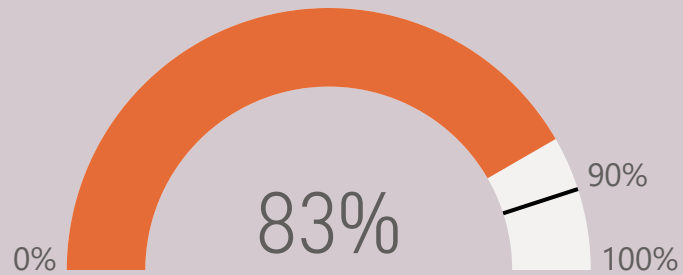
How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?



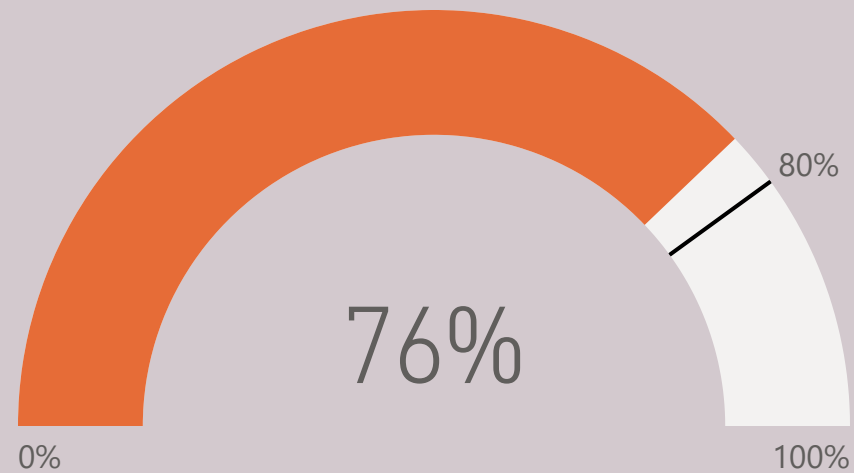
How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?



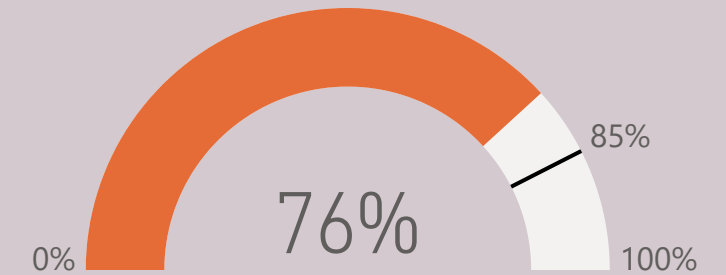
How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?



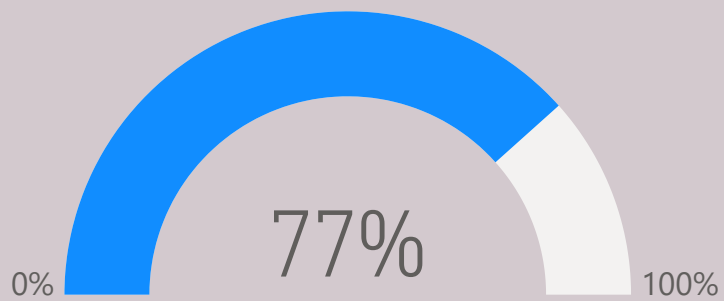
How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?



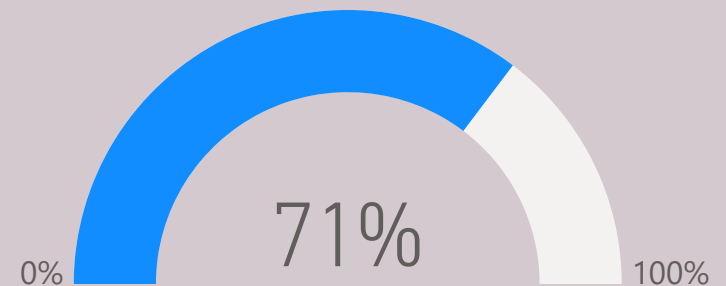
How satisfied or dissatisfied are you that BCHG keeps you informed about things that matter to you?





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




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



 No target set against this indicator

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

 Performance target not met