



BLACK COUNTRY HOUSING GROUP TENANT SATISFACTION SURVEY Q2 2026/2027



Who We Interviewed vs. Population



Tenants were interviewed overall



by telephone



via web



surveys were completed in full

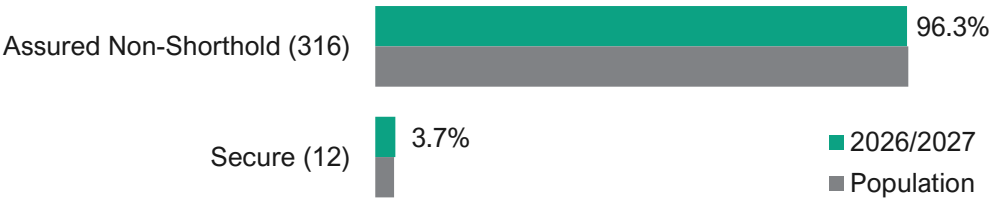


were partial completes

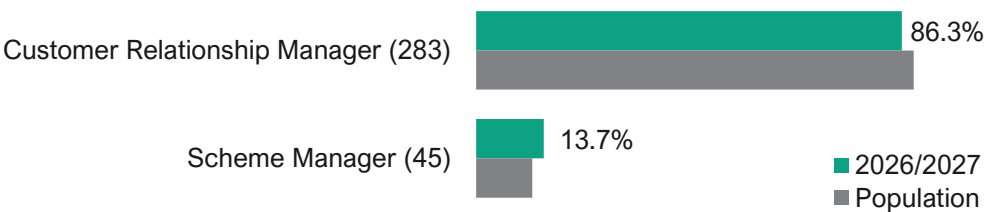


Sample is representative of tenant population across all key demographics so no weightings are needed

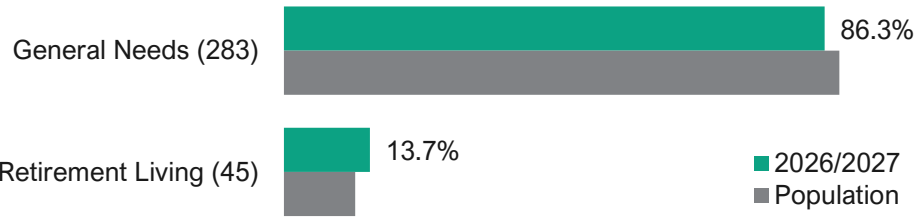
TENURE TYPE



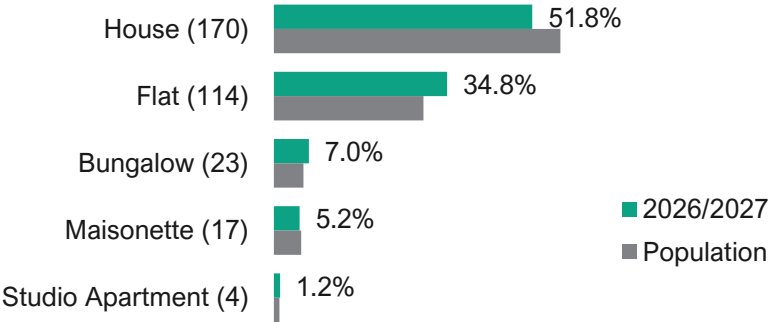
MANAGEMENT TYPE



CATEGORY TYPE



PROPERTY TYPE



Sample size shown in (). Population data is based on information provided on the database.

Who We Interviewed vs. Population



Tenants were interviewed overall



by telephone



via web



surveys were completed in full

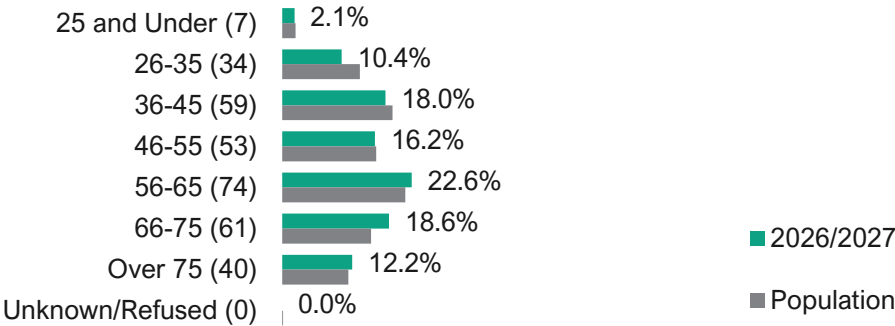


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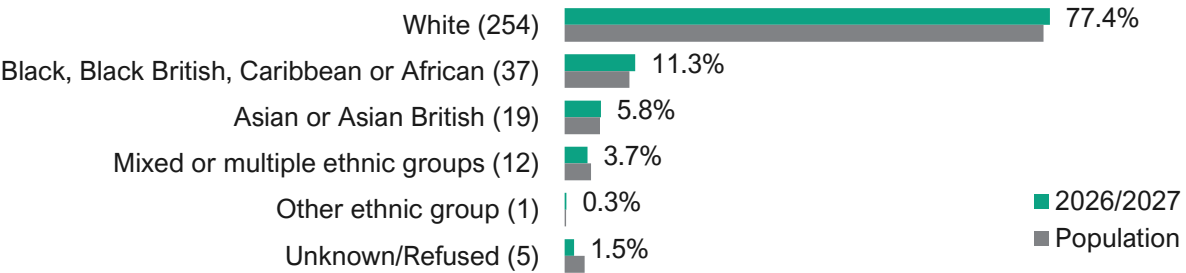


Sample is representative of tenant population across all key demographics so no weightings are needed

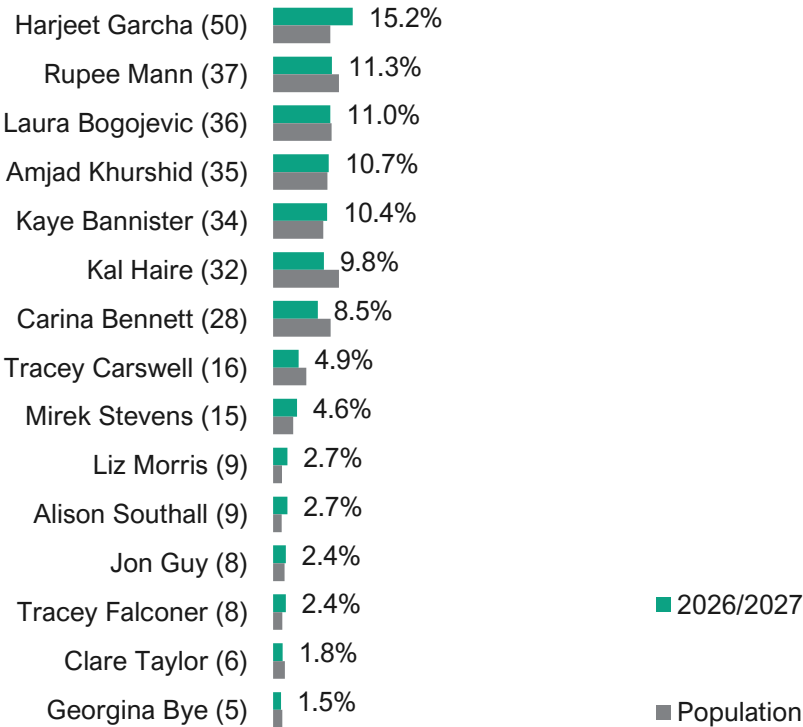
AGE GROUP



ETHNICITY GROUP



OFFICER NAME



Sample size shown in (). Population data is based on information provided on the database.

LCRA Key Metrics Summary



**OVERALL
SATISFACTION**
82.6%

Overall satisfaction has fallen very slightly when compared to TSM year 2025/2026, but at this half year point, eight of the other TPs have increased in satisfaction. The largest increase is for neighbourhood contribution (+10 percentage points).

The largest decrease is seen for communal areas but this is a more modest fall of 2 percentage points.

PROPERTIES
IN GOOD REPAIR
AND SAFE



Overall
repairs service
86.2%



Time taken for
repairs
83.9%



Well maintained
home
83.2%



A home
that is safe
86.0%

RESPECTFUL
& HELPFUL
ENGAGEMENT



Listens
and acts
72.4%



Keeps me
informed
78.4%



Treats me
fairly
85.9%

EFFECTIVE
HANDLING OF
COMPLAINTS



Complaint
handling
47.5%

RESPONSIBLE
NEIGHBOURHOOD
MANAGEMENT



Communal
areas
77.8%



Neighbourhood
contribution
77.4%



ASB
70.8%



OVERALL SATISFACTION

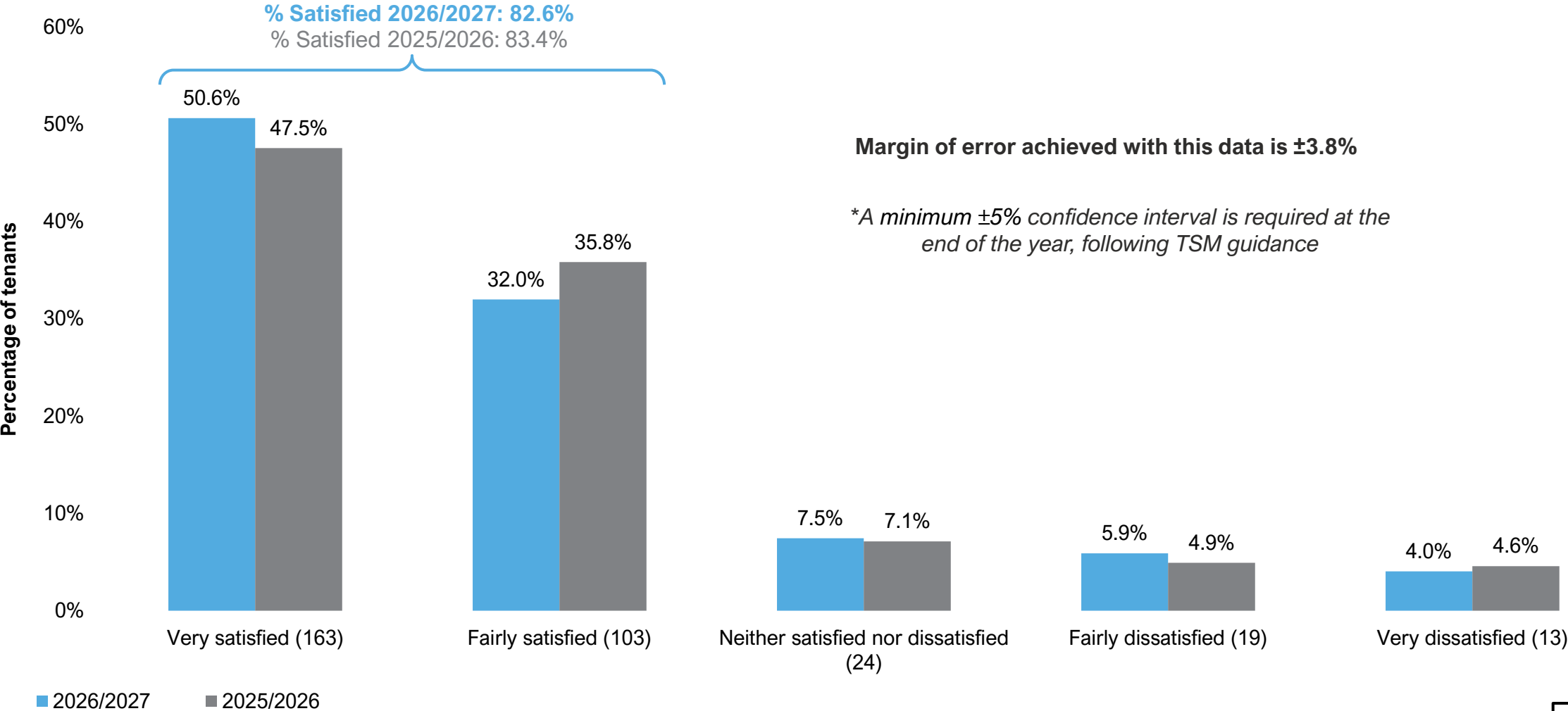
How satisfied or dissatisfied are you with:
TP01: **Overall satisfaction**



Overall Satisfaction: 82.6% (DOWN 0.8pp ON 2025/2026)



Taking everything into account, how satisfied or dissatisfied are you with the service provided by BCHG?



Sample size shown in (). Does not include 6 tenants that didn't answer.

Base: 322

Why did you give that score for Overall Satisfaction?

"They are very, very good. If we have a problem they are always there to solve it. Carry out repairs quickly."

"Black Country Housing are very good at sorting out anything that needs doing in the property."

"I have a good rapport with my housing officer, any concerns I have I feel supported."

"In the current economic climate we are living, it is very affordable, as all inclusive. The staff go beyond and beyond, they are helpful, supportive and keep everything impeccable inside and out."

TENANTS WHO WERE VERY SATISFIED

Tenants report that they are happy with how their queries and repairs are handled and they praise BCHG for being helpful and sorting issues out quickly when needed. Many tenants mention that they have never had any major issues. They are also happy with the staff as they find them friendly, proactive, and supportive.

"Without wishing to point out certain individuals at BCHG, it would be helpful if we had clearer communications from the Development Manager to the residents. This could be done face-to-face, posting something up on the notice boards, or by putting a written message through the door."

"The communal grounds have trees that are overhanging. I'm in the end house, surrounded by trees, and they need taking care of. The workmen they send aren't actually related; if you need a carpentry job done, they could send a plumber because they're short staffed."

"The housing officer has been off sick so we can't get any response as there is no one in their shoes. The secretary is dealing with some of the problems."

TENANTS WHO WERE FAIRLY SATISFIED & NEITHER SATISFIED NOR DISSATISFIED

Tenants report repairs taking a long time to be dealt with and them not being done to an acceptable standard, causing them to be revisited multiple times. Some of the outstanding repairs are regarding safety issues. They also mention that communication could be better; it is difficult to contact staff, they don't receive a response or have to repeatedly chase for one.

"I had an appointment yesterday morning, and the time slot they gave me was between 8am in the morning and 12:44pm. That's a very precise slot. Then the time came and the surveyor didn't arrive. I waited until 13:20 and I contacted BCHG to inform them that I had to leave the property. I wasn't too pleased with that."

"There is a door in the garden, and it's supposed to be fixed a couple of months ago. A few repair men took pictures. Someone had come out a year before and said a new door would be installed. They came and did nothing apart from put the sealant at the bottom."

"Things just don't get sorted. I have been paying someone else's water bill for three years. The water board have contacted BCHG to get it sorted, but nothing is being done. I have been calling every week for over a year. Nobody answers or gets back to me."

TENANTS WHO WERE VERY AND FAIRLY DISSATISFIED

Tenants mention issues with getting repairs completed and having to repeatedly chase. There are also other types of problems that they feel they are raising but which are not being resolved, for example with neighbours and communal areas. Communication could also be improved.

Identifier for quotes [First name - Tenant Number]



KEEPING PROPERTIES IN GOOD REPAIR AND SAFE

How satisfied or dissatisfied are you with:

TP02: Overall repairs service

TP03: Length of time taken to complete

TP04: Provides a home that is well maintained

TP05: Provides a home that is safe



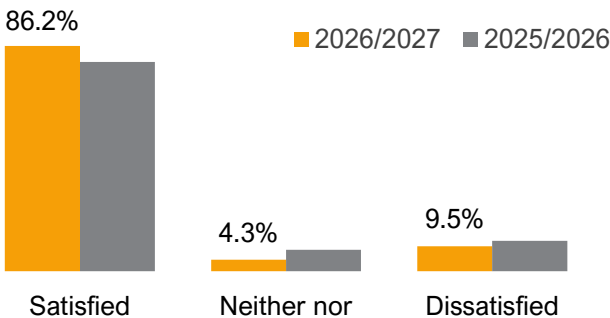
Keeping Properties In Good Repair & Safe



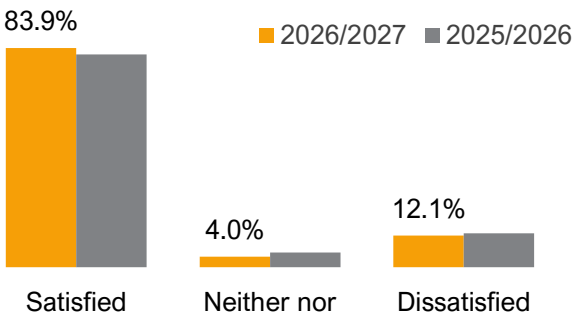
78.7% of customers have had a repair in the last 12 months

BCHG scores well on TPs relating keeping properties in good repair and scores are similar to or slightly improved on 2025/2026. Satisfaction levels with safety are similar whether the tenant feels they are responsible for dealing with safety/maintenance or not.

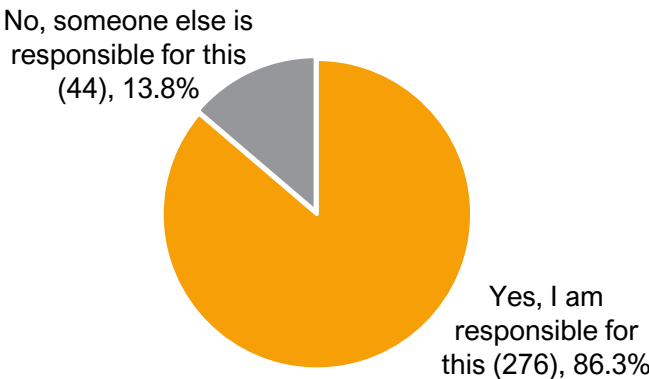
TP02: Overall repairs service



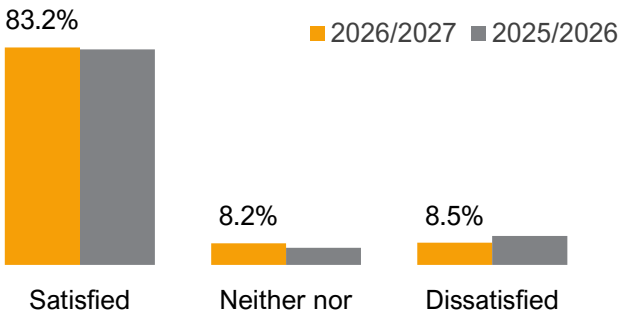
TP03: Time taken to complete



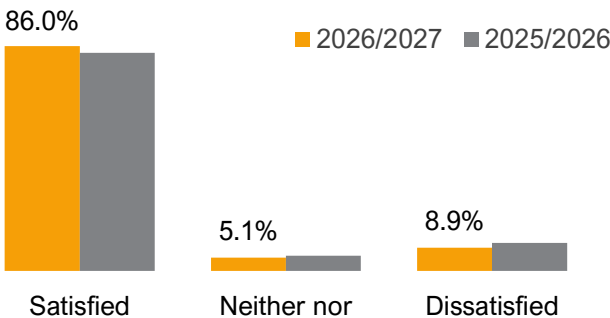
Are you responsible for dealing with your landlord in relation to the safety and maintenance of your home?



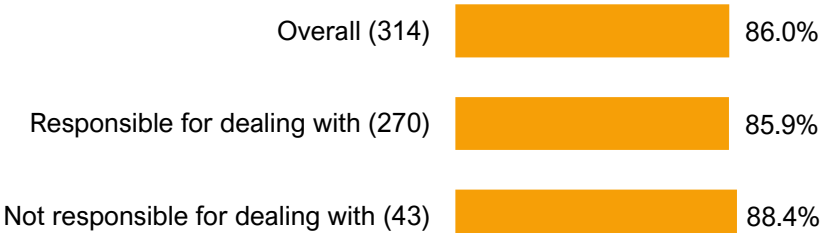
TP04: Provides a home that is well maintained



TP05: Provides a home that is safe



TP05: Provides a home that is safe % Satisfied



Sample size shown in ()



RESPECTFUL AND HELPFUL ENGAGEMENT

How satisfied or dissatisfied are you with:

TP06: Listens to your views and acts up on them

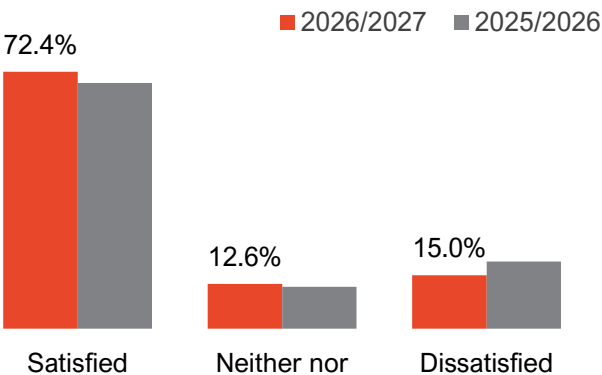
TP07: Keeps you informed

TP08: Treats me fairly and with respect

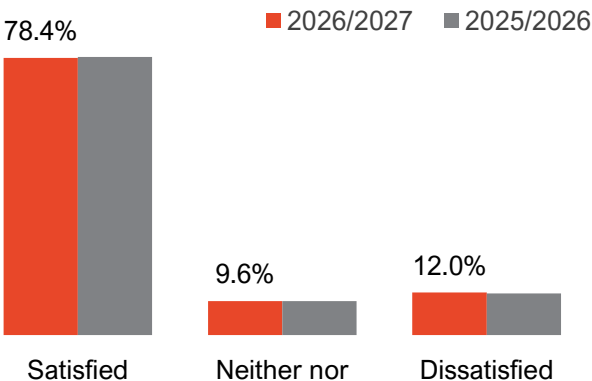


Respectful And Helpful Engagement

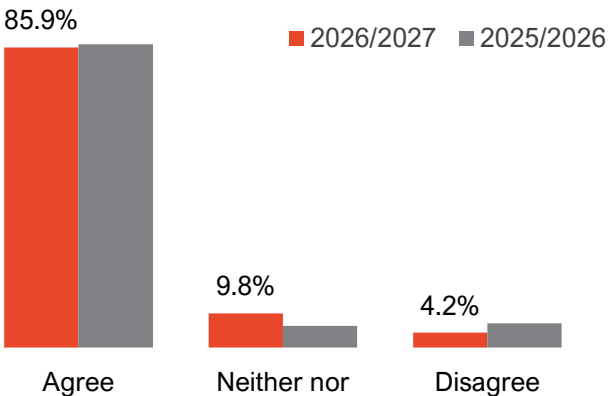
TP06: Listens to your views and acts upon them



TP07: Keeps you informed



TP08: Treats me fairly and with respect



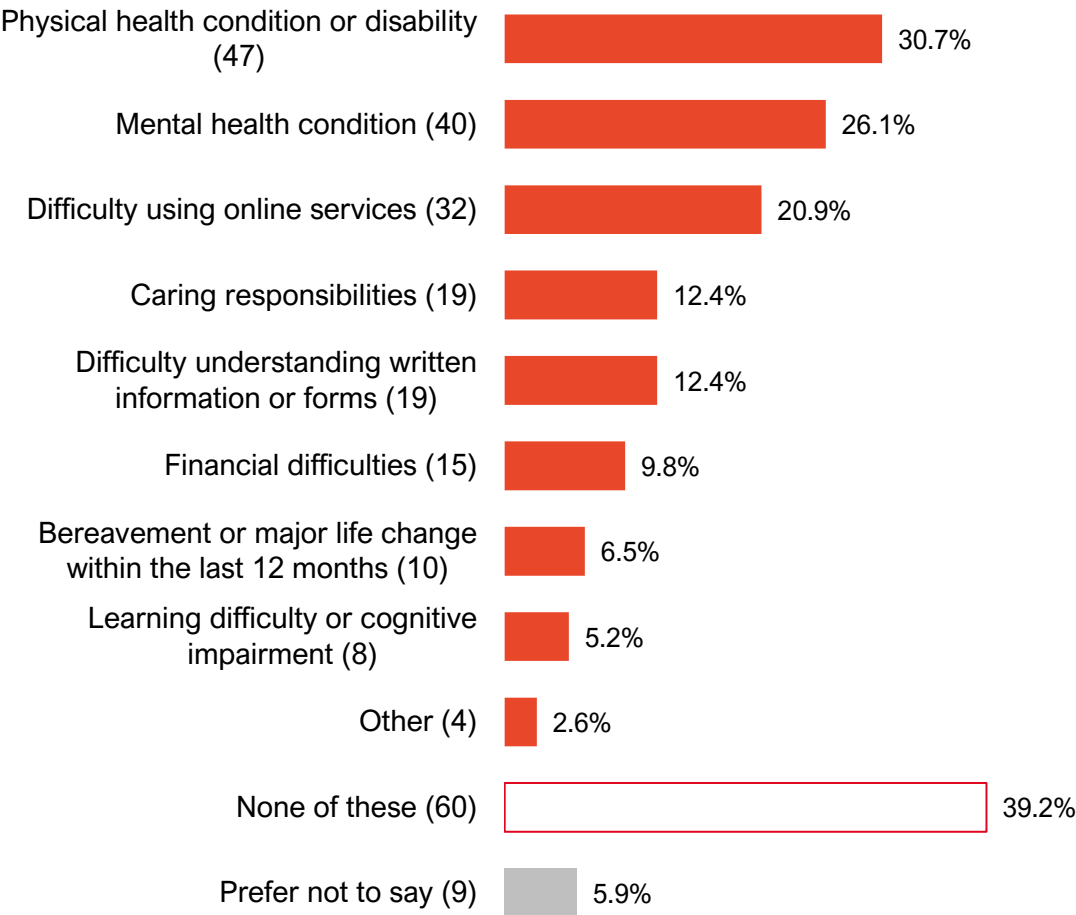
Listens to your views and acts on them is the third lowest scoring TP on the survey, although the percentage of satisfied tenants has increased by 3 percentage points since 2025/2026. Treats me fairly and with respect is one of the highest scoring TPs.

Quarter on quarter, keeps you informed and treats me fairly have seen an increase in the percentage of satisfied tenants.

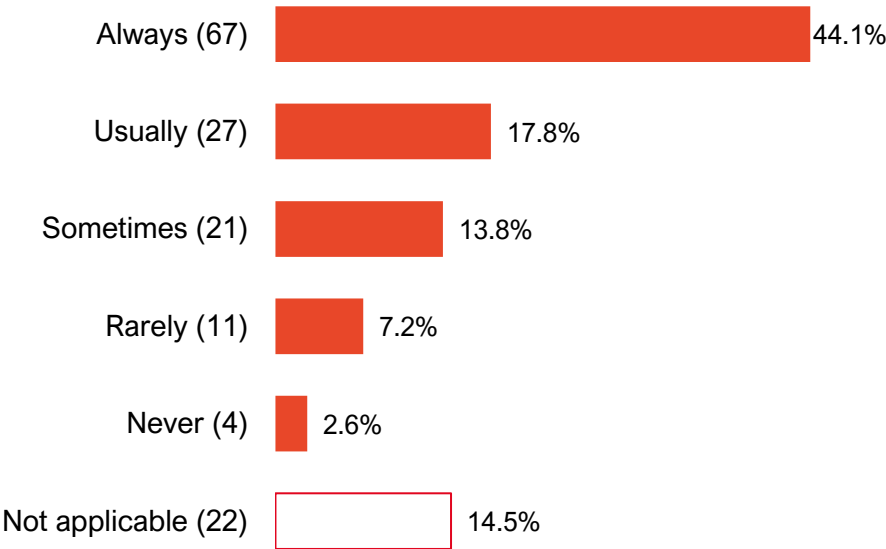
Personal Circumstances (New in Q2)



Do any of the following currently make it harder for you to manage your tenancy or engage with BCHG services?



Do you feel BCHG understands and takes account of your personal circumstances when delivering services?



Of the tenants who answered the question and didn't say 'prefer not to say', 58% said that they had a condition or circumstance that makes it harder for them to manage their tenancy or engage with BCHG. These tenants were slightly more likely to believe that BCHG 'always' understands and takes account of their circumstances when delivering their services than those who do not consider themselves to have a condition/circumstance making it harder for them to manage their tenancy (48% vs 43%). They were however less likely to be satisfied overall (82% are satisfied with TP01 compared to 92% with no condition/circumstance)

Sample size is 153



EFFECTIVE HANDLING OF COMPLAINTS

How satisfied or dissatisfied are you with:
TP09: Approach to complaints handling

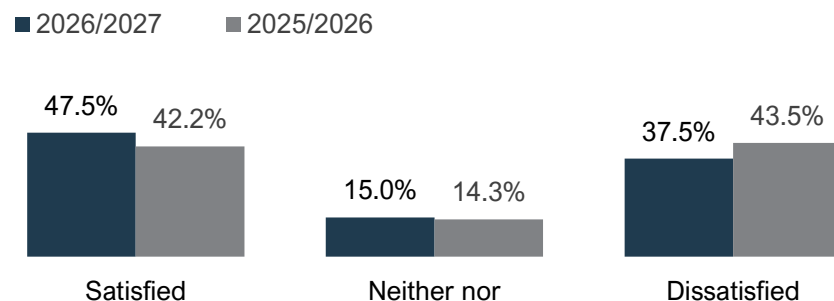


Complaints Handling



25.6% of customers said they made a complaint in the last 12 months

TP09: Approach to complaints handling



Around a quarter of tenants say they have made a complaint to BCHG in the last 12 months. At this half year point, satisfaction with complaint handling is slightly up on 2025/2026.

Speed of dealing with complaints is important in how satisfied tenants are with BCHG's complaints handling, and where tenants are unhappy, they often say it's because they feel their issues have not been addressed

Why did you give that score for BCHG 's approach to complaints handling? (Q2 only)

Very satisfied

9 tenants explained why they were very satisfied with complaint handling and much of this comes down to speed and also how BCHG deal with issues:

"I made a complaint this morning. They are sending somebody out between now and 4:30 pm."

Fairly satisfied or neither:

The main improvements suggested would be to act on the issues raised and also to respond more quickly and communicate better:

"Just do what I'm asking for. I've had an ongoing problem that has not been sorted yet, and I've been here since 2011, but she said yesterday that she will address it."

Fairly or very dissatisfied:

Several tenants report that they have received no or only a slow response to complaints raised and that the issues have not been resolved:

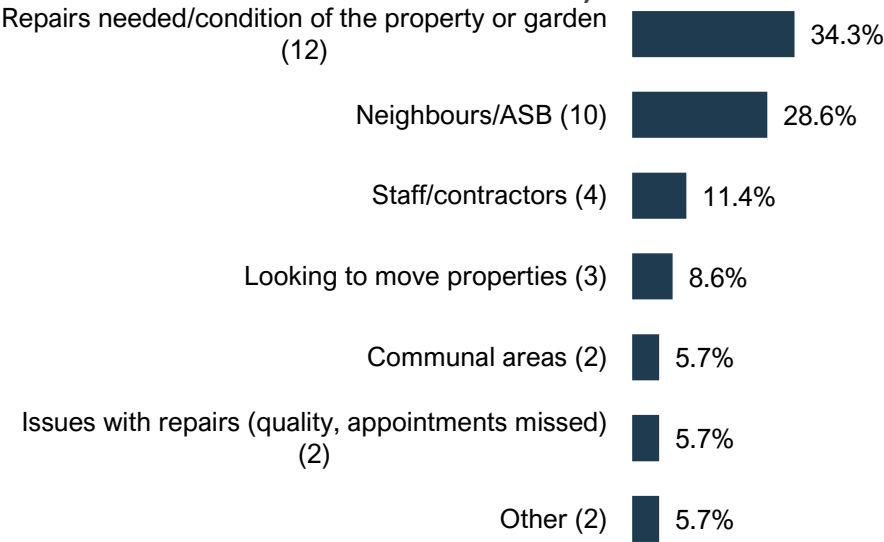
"Because BCHG did not answer the issues that were raised and nothing has been done to improve or address the problems."

Complaints Handling

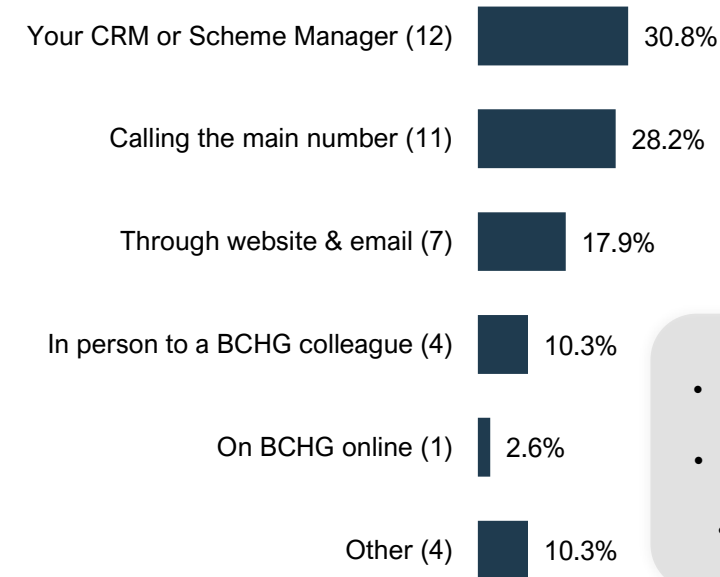


25.6% of customers said they made a complaint in the last 12 months

Can you briefly describe what your complaint is about? (added in Q2)



How did you report your issue to BCHG? (added in Q2)



- Other:**
- Called the repairs line
 - Housing manager and her superiors
 - Liaison officer
 - Head office

The most common reasons for complaints are repairs needed to properties or issues with neighbours. Around a third of complaints were made to CRMs or Scheme Managers, with a similar number made by calling the main number.



RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

How satisfied or dissatisfied are you with:

TP10: Keeps communal areas clean and maintained

TP11: Makes a positive contribution to your neighbourhood

TP12: Approach to handling anti-social behaviour

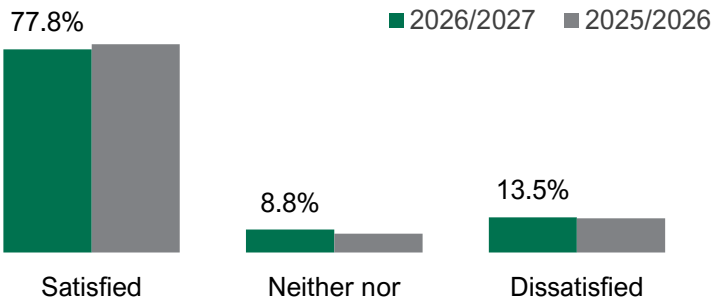


Responsible Neighbourhood Management



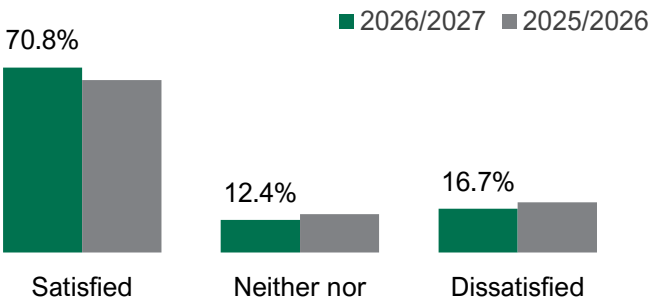
54.9% of customers live in a building with communal areas

TP10: Keeps communal areas clean and maintained



21.5% of customers have experienced ASB in the last 12 months, 69.1% of these have reported the ASB to BCHG

TP12: Approach to handling anti-social behaviour



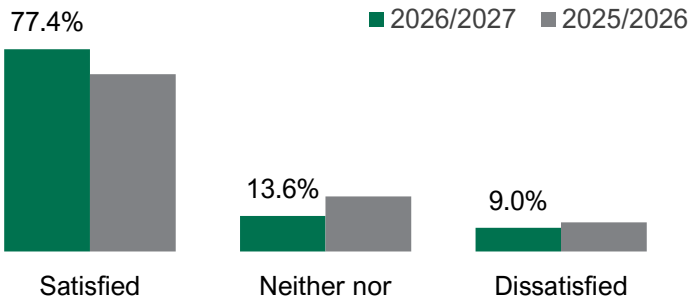
Across the survey the largest increase in satisfied tenants when compared to 2025/2026 is for making a positive contribution to the neighbourhood.

Approach to ASB handling is the second lowest scoring TP but satisfaction levels have increased by 5 percentage points since 2025/2026.

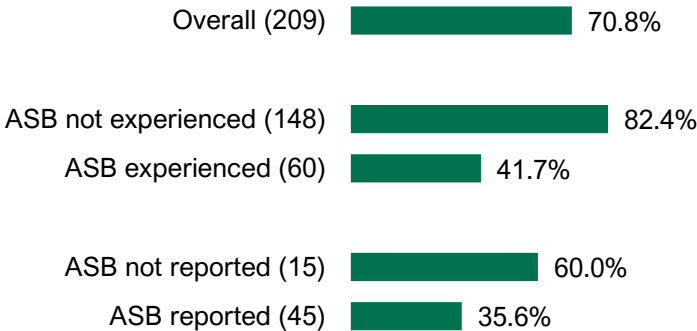
However, tenants are much less satisfied with the handling of ASB if they have experienced it and the least satisfied tenants are those who have experienced ASB and reported it to BCHG.

After falling by 9 percentage points in Q1 2026/2027 vs 2025/2026, there has been an increase of 12 percentage points in Q2, meaning the H1 is now only down 2 percentage points on 2025/2026

TP11: Makes a positive contribution to your neighbourhood

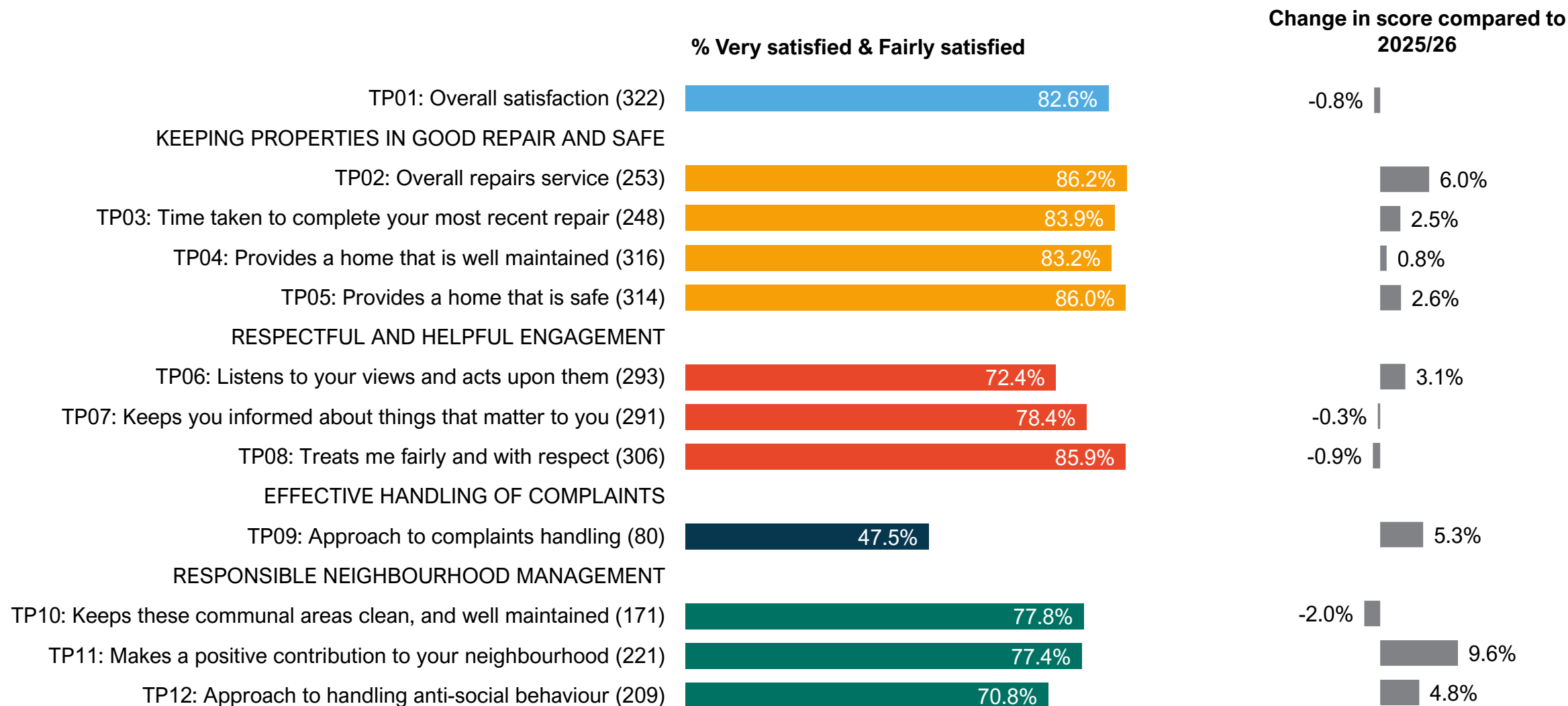


TP12: Approach to handling anti-social behaviour
% Satisfied



Sample size shown in ()

Overall Satisfaction in H1 2026/27 compared to 2025/26



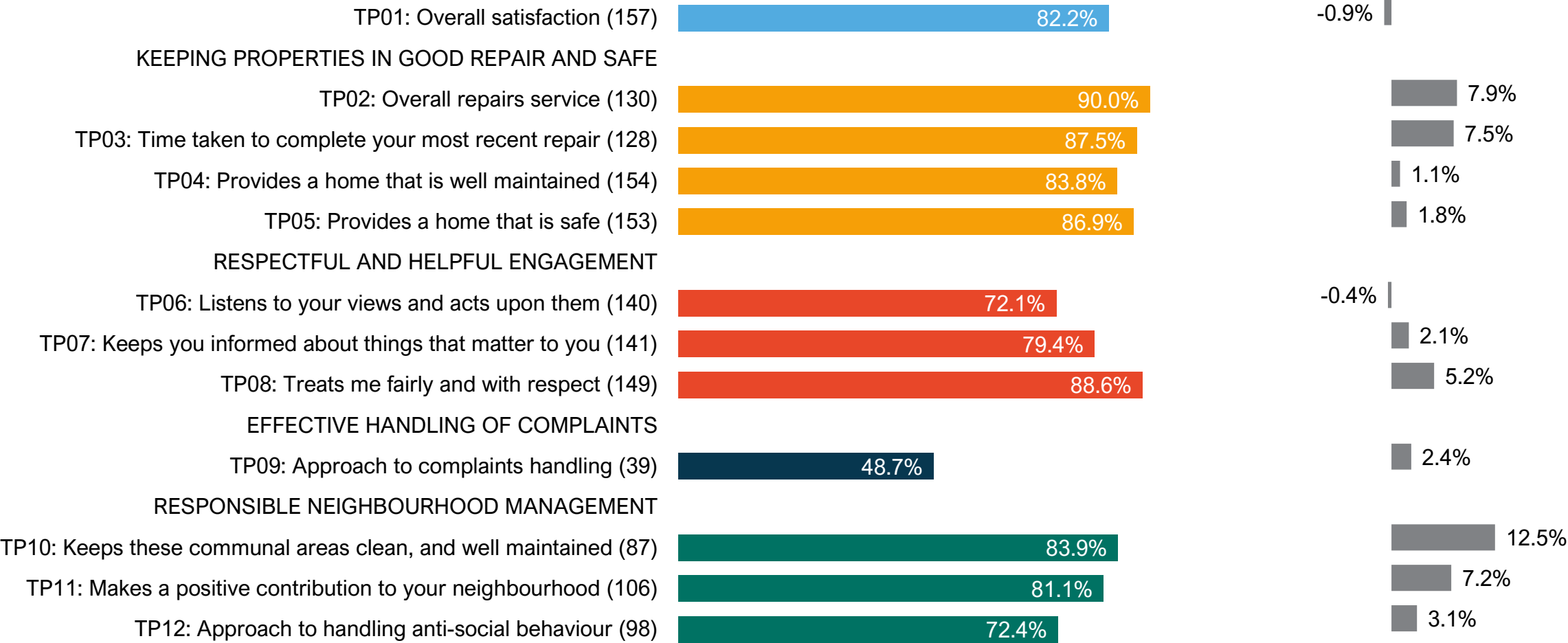
Sample size shown in () NB Figures for 2025-26 are based on whole numbers sourced from BCHG website - <https://www.bchg.co.uk/media/oscajcv/tenant-satisfaction-measure-service-improvement-report-2025-26.pdf>

Overall Satisfaction Q2 2026/27 compared to Q1 2026/27



% Very satisfied & Fairly satisfied

Change in score compared to Q1 2026/27





What residents have told us in Q2

Compared with last year's TSM results, overall satisfaction (TP01) is consistent with the previous year, with 82.6% of residents stating they are either very or fairly satisfied.

In relation to keeping properties in good repair and safe, all metrics within this theme have demonstrated some increase against last year (2025-26) and also against quarter 1 of this financial year.

Respectful and helpful engagement is broadly in line with the satisfaction levels achieved in 2025-26. "Listens to your views and acts upon them" has increased by 3.1 percentage points, whilst "keeps you informed" and "treats you fairly and with respect" have both marginally decreased (-0.3pp and -0.9pp respectively).

Satisfaction with the handling of complaints has increased by 5.3 percentage points versus last financial year. Although this remains the lowest-scoring tenant perception measure, indications are that it is showing signs of continued improvement.

For responsible neighbourhood management, only "keeping communal areas clean and well-maintained" (TP10) has decreased versus last year (-2.0pp), albeit this has increased quarter-on-quarter by +12.5pp. "Makes a positive contribution to the neighbourhood" (TP11) and "approach to handling anti-social behaviour" (TP12) have both demonstrated a marginal increase versus last year and quarter-on-quarter.