



Tenant Satisfaction Measures Performance Report 2024 - 2025



1. How we gathered your feedback

Between April 2024 and March 2025, we asked a sample of tenants to complete a survey. This was done by phone and online. We used an independent market research company, IFF Housing Research to carry out the surveys, to make sure the results were fair and balanced. We also looked at data from repairs, complaints and safety checks.

In total, **604 tenants took part**, this is more than the 322 that is required. The bigger sample size gives us a good picture of how satisfied tenants are with our services.

88.7% (536) surveys were completed via **telephone**

11.3% (68) surveys were completed online via **SMS**

2. We listened to your feedback.

Following last year's feedback, our Resident Scrutiny Voice Panel, made up of nine residents helped us identify three key areas to improve:

- **Gas services:** delivered by a contractor, but not meeting the standards you expect from BCHG
- **Repairs visits:** a need for clear behaviour standards when operatives enter your home
- **Complaints:** a mismatch between what you see as a complaint and what we define as one

These issues were discussed at our first Customer Scrutiny Conference in September 2024, which was attended by 58 customers. Those who were unable to attend were invited to provide feedback online. Their input helped shape our service improvement plan.

As a result:

- **Gas services are now in-house:** from 1 April 2025, BCHG handles gas servicing and boiler installation directly
- **Repairs standards are clearer:** we agreed 'golden rules' for operatives, such as always wearing shoe covers. These are monitored by the Repairs Partnership Board, which includes seven residents
- **Complaint handling has been updated:** if you raise an issue once, it's a service request. If you need to ask again because we didn't act, it becomes a service complaint. This approach is now part of our new Customer Complaint Policy, approved by the Board in March 2025.

Your feedback drives change, so thank you for helping us improve

3. Tenant Satisfaction Measures: Results Overview

Your feedback helps us understand key concerns and a tool for tenants to scrutinise services. We will work with the Resident Scrutiny Voice Panel to share findings and draft plans at the September 2025 Customer Scrutiny Conference for your input.

The table below shows how our performance over the past two years compares with similar landlords

TSM Perception Question	23/24 Performance	24/25 Performance	Vantage Performance Club Average Benchmark	IFF Benchmark
TP01 Overall satisfaction	88.30%	85.71%	76.14%	72.09%
TP02 Satisfaction with repairs	81.20%	84.22%	75.35%	75.43%
TP03 Satisfaction with time taken to complete most recent repair	84.70%	83.95%	71.80%	70.25%
TP04 Satisfaction that the home is well maintained	85.30%	83.05%	75.92%	73.82%
TP05 Satisfaction that the home is safe	87.30%	84.85%	81.11%	78.98%
TP06 Satisfaction that BCHG listens to tenant views and acts upon them	73.20%	72.19%	66.94%	62.17%
TP07 Satisfaction that BCHG keeps tenants informed about things that matter to them	81.20%	78.81%	76.58%	72.09%
TP08 Agreement that BCHG treats tenants fairly and with respect	89.30%	88.03%	81.99%	79.15%
TP09 Satisfaction with BCHGs approach to handling complaints	36.40%	44.59%	40.16%	39.26%
TP10 Satisfaction that BCHG keeps communal areas clean and well maintained	81.60%	82.31%	66.87%	66.90%
TP11 How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood	74.30%	74.12%	69.26%	64.05%
TP12 Satisfaction with BCHG's approach to handling anti-social behaviour	70.70%	69.36%	64.48%	61.00%

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”?

7 in 10 said that they trust BCHG (73%), not all landlords asked this question but those that did averaged 62.2%.

- “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 (77%), not all landlords asked this question but those that did averaged 70.2%.

3.1 Tenant Comments

As part of the survey, tenants are invited to provide comments in response to TP04 (repairs) and TP09 (complaint handling), here is a representative sample of the comments made:

“They are quite quick when you’ve got something to get sorted if it’s dangerous - they’re quite good. But if it’s not high risk you have to go on at them for months and months.”

“They’re always on time and give me plenty of notice when they’re coming. They arrive when they say and are courteous.”

“I don’t put through a lot of repairs but when I do, they can be messed up. Our last experience with our boiler decreased our satisfaction with repairs service, as we were left without hot water and heating in the winter...”

3.2 What we learned from your feedback

It is encouraging to see an improvement in TP09, which we continue to monitor. For TP05 (safety in the home) and TP11 (neighbourhood contribution), we are not clear on what is driving this and seeking to gain deeper insight into what these areas mean to tenants and how we can improve your experience. TP07 (keeping you informed) has declined, and we are working to understand where communication may be falling short. We will explore these topics further at the Customer Scrutiny Conference in September 2025.

Your feedback confirms that the steps we are taking, from the customer scrutiny conference in 2024, such as improving first-time fixes through an “ask once” approach and bringing gas services in-house in response to poor experiences, are the right actions. We will continue to monitor this area through the Repairs Partnership Board, which includes seven tenant representatives.

3.3 Representation

The process we use makes sure that tenants can only take part once in a financial year and that everyone has an equal chance of being selected. Samples are divided by tenure type, age, and ethnic group to ensure they accurately reflect our tenant population. The tables below provide an example of how this approach is applied to maintain fairness

AGE

	Population	TSM Year 2 YTD	Difference
20-30	8.2%	9.8%	-1.6%
30-40	17.9%	19.2%	-1.3%
40-50	16.6%	16.9%	-0.3%
50-60	20.8%	20.5%	0.2%
60-70	18.3%	17.1%	1.3%
70+	18.3%	16.6%	1.7%

ETHNICITY

	Population	TSM Year 2 YTD	Difference
Asian or Asian British Bangladeshi	0.5%	0.7%	-0.1%
Asian or Asian British Indian	1.4%	2.2%	-0.8%
Asian or Asian British Other	1.1%	0.8%	0.3%
Asian or Asian British Pakistani	2.2%	3.0%	-0.8%
Black or Black British African	2.4%	3.3%	-0.9%
Black or Black British Caribbean	7.1%	7.8%	-0.7%
Black or Black British Other	0.7%	0.2%	0.5%
Chinese or Other Ethnic Group Chinese	0.1%	0.0%	0.1%
Chinese or Other Ethnic Group Other	0.4%	0.5%	-0.1%
Mixed Other	0.7%	0.8%	-0.1%
Mixed White & Asian	0.3%	0.5%	-0.2%
Mixed White & Black African	0.2%	0.2%	0.1%
Mixed White & Black Caribbean	2.9%	3.3%	-0.4%
Other ethnic group: Arab	0.1%	0.0%	0.1%

Prefer Not To Say / refused	0.1%	0.8%	-0.8%
Unknown Please Update	0.5%	0.2%	0.3%
White British	75.7%	72.7%	3.0%
White Irish	0.3%	0.3%	0.0%
White Other	2.2%	2.0%	0.2%
(blank)	1.2%	0.8%	0.4%

4. Management Data

There are 10 management data measures, which come from information we hold in our systems like numbers of complaints received, or gas safety checks undertaken, over the year. This management data is submitted to the Regulator of Social Housing to help assess how we comply with legal requirements and the Consumer Standards.

TSM ASB and Complaints	23/24 Performance	24/25 Performance	Vantage Performance Club Average Benchmark
NM01 (pt1) Number of anti-social behaviour cases opened per 1,000 homes.	19.4	25.0	45.48
NM01 (pt2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.5	1.4	0.74
CH01 (1) Number of stage one complaints received per 1,000 homes.	36.8	47.6	78.63
CH01 (2) Number of stage two complaints received per 1,000 homes.	4.1	3.0	13.95
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	78.9%	76.8	92.3%
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	66.7	84.0%

CH02 (1) & CH02 (2) Housing Ombudsman Complaint Handling Code timescales have been used, in some instances where the complainant has requested that appointments be moved to suit their needs we have done so.

TSM Building Safety	23/24 Performance	24/25 Performance	Vantage Performance Club Average Benchmark
BS01 Proportion of homes for which all required gas safety checks have been carried out.	100%	99.8%	99.95%
BS02 Proportion of homes for which all required fire risk assessments have been carried out.	99.2%	99.6%	99.96%
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.4%	99.7%	99.70%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100.0%	99.81%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	86.8%	98.58%
RP01 Proportion of homes that do not meet Decent Homes Standard.	0%	0%	0.43%
RP02 (pt1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	94.2%	92.1%	80.70%
RP02 (pt2) Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%	100%	93.76%

RP02 (pt1) The target timescale for completion of non-emergency responsive repairs is 28 days.

RP02 (pt2) The target timescale for completion emergency responsible repairs is 24 hours.

4.1 What we learned from the management data

It is encouraging that there has been an increase in performance in both BS02 for fire risk assessments and BS03 for asbestos re-inspections. Whilst this is not at 100%, meaning that some properties had these outstanding at the end of the financial year, these instances are where properties are either not currently tenanted or we are awaiting documentation from a third-party building owner. The slight reduction in BS01 performance and the completion of gas safety checks are where we have had 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.

The reduction in performance in BS05, relating to communal passenger lift safety checks, is due to an issue at one site where there are two lifts present. One lift was not operational due to a structural issue with the lift shaft requiring major works and preventing the completion of the necessary lift safety checks before year end. Whilst the other lift was operational and fully safety checked for use by the tenants, as one lift was out of service, the entire scheme is recorded as not compliant, disproportionately affecting the overall performance of TSM BS05. The structural works have since been completed, the lift recommissioned, and the safety checks conducted.

5. Governance Statement

This report has been drafted based on the TSM perception surveys undertaken during 2024/25 and the TSM management information as at the end of the financial year. TSM performance is measured quarterly as the year progresses and is reported to the Executive Board, BCHG Board, and Resident Scrutiny Voice Panel. Quarterly results are also published on the BCHG website. The TSM submission to the Regulator of Social Housing and this report have been prepared against the latest published guidance and approved for publication by the Executive Team.

Ramesh Malhan, Head of Customer Voice is the responsible officer for this report and can be contacted for follow-up or feedback on 0121 561 7921 or Ramesh.Malhan@bchg.co.uk.

6. Next Steps

- Continue to use the Tenant Satisfaction Measures (TSMs) as a scrutiny tool to help shape the Customer Scrutiny Conference 2025
- Develop a service improvement plan
- Ensure the Repairs Partnership Board and Resident Scrutiny Panel monitor progress against our commitments

7. Appendices

- Copy of survey questionnaire
- IFF Methodology Statement

8. Summary of approach taken in the TSM perception survey

A	A summary of achieved sample size (number of responses)	604
B	Timing of survey	Quarterly cycle - June, September, December 2024, March 2025.
C	Collection Method	Telephone Survey 88.7%, Online via SMS 11.3% we used this approach as it matches the communication preferences of our tenants.
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 Living, 36 residents. Due to capacity challenges, and to be inclusive, a separate, responsive 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.	There are no incentives used.
K	Any other methodological issues likely to have a material impact on the tenant perception measures reported.	None
L	If any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded.	All TSM question responses have been included in the results.
M	Information on any visual features used alongside the required response options.	None.

Appendix

BCHG TSM survey

J10731

Date 20/6/25

Telephone/Online via SMS

Q Quotas

QUARTERLY TARGET OF 150 – FIELDWORK RUNS IN THE LAST MONTH OF EACH QUARTER FOR TELEPHONE AND RUNS CONTINUOUSLY FOR ONLINE VIA SMS

Telephone - 20-30	Tenant_Age = 20-30	0 day(s) after month end	6
Telephone - 31-40	Tenant_Age = 31-40	0 day(s) after month end	19
Telephone - 41-50	Tenant_Age = 41-50	0 day(s) after month end	15
Telephone - 51-60	Tenant_Age = 51-60	0 day(s) after month end	30
Telephone - 61-70	Tenant_Age = 61-70	0 day(s) after month end	25
Telephone - 71+	Tenant_Age = >70	0 day(s) after month end	25
TOTAL Telephone			120

Online via SMS - 20-30	Tenant_Age = 20-30	0 day(s) after month end	6
Online via SMS - 31-40	Tenant_Age = 31-40	0 day(s) after month end	9
Online via SMS - 41-50	Tenant_Age = 41-50	0 day(s) after month end	8
Online via SMS - 51-60	Tenant_Age = 51-60	0 day(s) after month end	2
TOTAL Online via SMS			25

Channel split:

80% Telephone

20% Online via SMS

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 Good morning / afternoon / evening. My name is **INTERVIEWER NAME** and I'm calling from IFF Research on behalf of your housing provider, Black Country Housing Group (BCHG). Please can I speak to **NAME**?

The reason for my call today is to gather some feedback about your general experience of being a BCHG customer. This is as part of the tenant satisfaction measures to see how well landlords like BCHG are doing and used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 10 minutes?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	
Refusal (this research)	10	SCREEN OUT RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US

Refusal (all future interviews)	11	SCREEN OUT SAMPLE CODED AS SUCH AND CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	12	SCREEN OUT
Business Number	13	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	14	SCREEN OUT
Customer deceased	15	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	16	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	17	BRING UP REASSURANCE SCREEN
Terminate Interview	18	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with BCHG?

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=16

S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.

WRITE IN		
Don't know	1	SCREEN OUT
Refused	2	SCREEN OUT

If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

S5 I need to read out a quick statement before we start:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your BCHG and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit: www.bchg.co.uk and search for IFF Research.

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0800 975 9596
- IFF: Melanie Mackay on 0207 250 3035
- BCHG: 0121 561 1969

S1 SMS invite

Hi @Name, We're messaging you on behalf of Black Country Housing Group. They'd like to gather your views around your general experience of being a valued customer. The survey should take around 8 minutes to complete and will be treated confidentially. To complete the survey tap @SURVEY_LINK. If you don't wish to participate in any future surveys from IFF Research then text back STOP

Online landing page

BCHG would like to gather some feedback about your general experience as a customer. This is as part of the tenant satisfaction measures to see how well landlords like BCHG are doing and used to help improve services.

The survey should take no more than 10 minutes to complete.

You will be asked for consent to share your data with BCHG and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now – link to survey

Additional information:

This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.

The research is being conducted by IFF Research, an independent research organisation, on behalf of BCHG.

Our work adheres to GDPR guidelines and the Market Research Society's code of conduct.

For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

If you would like to find out more about this survey, or confirm the validity of the survey please visit www.bchg.co.uk.

T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Black Country Housing Group?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

(5627) 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?

SINGLE CODE. READ OUT

Very satisfied	1	
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Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(732) Has BCHG carried out a repair to your home in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1)

(5626) How satisfied or dissatisfied are you with the overall repairs service from BCHG over the last 12 months?

SINGLE CODE. READ OUT

Very satisfied	1	
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Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID YES AT 732 (732=1)

(5666) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID NO AT 732 (732=2)

(631) Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO SAID NO AT 732 (732=2)

(225) What is your reason for saying that?

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ASK ALL

(5647) How satisfied or dissatisfied are you that BCHG provides a home that is well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that BCHG is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

(5495) How satisfied or dissatisfied are you that BCHG keeps these communal areas clean and well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(5669) How satisfied or dissatisfied are you that BCHG makes a positive contribution to your neighbourhood?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Not applicable/ don't know	6	
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ASK ALL

(5644) How satisfied or dissatisfied are you with BCHG's approach to handling anti-social behaviour?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(5493) How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	

Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(5494) How satisfied or dissatisfied are you that BCHG keeps you informed about things that matter to you?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(5485) To what extent do you agree or disagree with the following "BCHG treats me fairly and with respect"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

ASK ALL

(5643) How strongly would you agree or disagree with the following statement “I trust BCHG to do what they say they will do”?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(737) Have you made a complaint to BCHG in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with BCHG's approach to complaints handling?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL WHO CAN ANSWER 5645 (ALL EXCEPT 5645=6)

(311) Why do you say that?

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ASK ALL

(3437) How satisfied or dissatisfied are you that your rent provides value for money?

INTERVIEWER NOTE: PLEASE CLARIFY THAT IS ASKING IF THEY FEEL THE HOME AND SERVICE THEY PAY FOR IS WORTH IT.

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know	6	

ASK ALL

(918) Are you happy for us to share your details along with your responses with BCHG?

SINGLE CODE. READ OUT

Yes	1	
No	2	

Thank you for taking the time to complete this survey, your input is really important to BCHG. The results will be fed back to them. Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

DO NOT READ OUT THIS QUESTION (THIS QUESTION WILL TRIGGER A HOT ALERT)

(5724) Did they mention an issue regarding damp, mould, or condensation?

SINGLE CODE. READ OUT

Yes	1	
No	2	

R Reassurance Email

All data IFF collect from this survey will be reported in aggregate form and your answers will not be reported to BCHG in any way that would allow you to be identified, unless you have agreed to share your feedback.

If you would like to find out more about this survey, or confirm the validity of the survey please visit: [Your Feedback - Company Name Change | Black Country Housing Group \(bchg.co.uk\)](#)

For more information on BCHG's Privacy and Data protection policy please visit [Privacy Policy & Cookies | Black Country Housing Group \(bchg.co.uk\)](#) or contact data@bchg.co.uk.

If you wish to confirm the validity of this survey or get more information about aims and objectives, please call:

- **BCHG: 0121 561 1969**
- **IFF: Melanie Mackay on 0207 250 3035**
- **MRS: Market Research Society on 0800 975 9596**

C Cause for Concerns

Rule Group	Action	IFF Alerts - TSM	IFFcauseforconcern@bchg.co.uk	
	Condition	(918) Consent To Contact	Yes	
		(5627) 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?	Fairly dissatisfied, Very dissatisfied	
	Condition	Consent To Contact	Yes	

		(5493) How satisfied or dissatisfied are you that BCHG listens to your views and acts upon them?	Fairly dissatisfied, Very dissatisfied	
	Condition	Consent To Contact	Yes	
		(5724) Did they mention an issue regarding damp, mould, or condensation?	Yes	

Tenant Satisfaction Measures: Assurance of Approach

The Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys to generate and report TSMs annually as specified by the Regulator of Social Housing. TSMs are intended to make landlords' performance more visible to tenants and help tenants hold their landlords accountable.

The TSM standards consist of 22 measures: 10 management information measures and 12 satisfaction measures. They cover 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. All information must be an accurate, reliable, valid to provide a transparent reflection of the performance.

Approach

IFF Research were commissioned to carry out this research in accordance with guidance provided by the Regulator of Social Housing on behalf of Black Country Housing Group in 2024/25. IFF Research is an independent research agency with extensive experience in gathering robust customer feedback for a wide range of sectors.

Survey design

The survey design meets the criteria as defined in ANNEX 4: Tenant Survey Requirements. Black Country Housing Group also included the following additional questions within their survey:

- *Generally, how satisfied or dissatisfied are you with the way BCHG deals with repairs and maintenance? Followed by What is your reason for saying that?* positioned at the end of theme Keeping properties in good repair
- *How strongly would you agree or disagree with the following statement, “I trust BCHG to do what they say they will do”?* positioned at the end of theme Respectful and helpful engagement
- *Why do you say that?* positioned at the end of theme Complaints Handling
- *How satisfied or dissatisfied are you that your rent provides value for money?* positioned at the end of the survey

Please note that a 'Don't know/Refused' option was included for questions TP01, TP02, TP03, TP04, TP09 and TP10 for interviews conducted via telephone. This was not read out as an answer option and only used in instances when a customer was unable to select an option from the responses available but wanted to continue to provide their feedback. This prevented interviewers from making assumptions or inferences on the customer's behalf and enabled these customers to continue with the survey to provide their feedback. When submitting data any 'Don't know/Refused' should be removed from the reported base for each of these questions for percentage calculations.

As a result, the TSM survey results submitted may include customers who refused or were unable to answer TP01 but wanted to continue to provide their feedback. This is in line with the introductory text confirming that their data would be included in the data submission to the Regulator.

IFF have achieved:

- 602 valid responses to TP01 for LCRA, this exceeds the minimum requirement for LCRA

We consider that a respondent who has terminated an interview has effectively withdrawn their consent to participate in the research. We appreciate that this is open to interpretation, but we take the most cautious approach to uphold our ethical standards. We do include partial responses, where customers have skipped or refused to answer any questions but have submitted their interview.

Methodology

The TSM survey was conducted quarterly basis from 13th June 2024 – 28th March 2025.

Surveys were conducted by telephone and online via SMS invitations. This mixed methodology supports inclusivity and flexibility for survey completion.

- 88.7% (536) of LCRA surveys were completed via telephone
- 11.3% (68) of LCRA surveys were completed online via SMS

Sample Size

The required sample sizes are shown in the table below (according to Black Country Housing Group's Statistical Data Return 2024):

Tenure type	Population	Confidence interval required	Number of interviews required per annum for submission	Number of interviews completed
Low-Cost Rental Accommodation (LCRA)	1,982	+/- 5%	322	604
Low-Cost Home Ownership (LCHO)	132	N/A – best effort basis	N/A – best effort basis	N/A
Total	1,982		322	604

Black Country Housing Group is required to complete a minimum of 322 surveys per annum among LCRA customers to meet a +/-5% confidence interval.

As Black Country Housing Group has less than 1,000 LCHO stock, it is not compulsory to conduct this survey and report the findings to the Regulator for LCHO customers.

A quota sampling approach based on agreed characteristics to represent the profile of the full customer population. Quotas were set for Age.

Representative Sample

The Regulator requires providers to ensure, as far as possible, that the survey responses used to calculate the perception TSMs are representative of the relevant tenant population. The sample needs to be representative otherwise perception measures will be biased estimates of the satisfaction score for the relevant tenant population. Providers can meet this requirement through one of two routes:

1. A representative sample: This means there is no material under/over-representation of tenant groups (compared to the relevant tenant population) that is likely to affect calculated satisfaction scores.
2. Weighting responses: If the achieved sample is not representative of the tenant population then providers must appropriately weight the responses to ensure the TSMs reported are representative. Providers must reach a balanced judgement as to which characteristics to include in an assessment of representativeness based on their particular tenant profile, evidence or rationale for potential different satisfaction scores by characteristic, and available data.

The embedded Excel file shows the survey profile of each available customer demographic compared with the population profile.

Based on the review we are satisfied that the sample population and TSM results accurately reflect that of the full customer population.



BCHG TSM
representativeness ch