

## 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%

TSM Ref	Management Information Measure	BCHG Result	Housemark Median Benchmark
CH01 (1)	Number of stage one complaints received per 1,000 homes	36.8	39.7
CH01 (2)	Number of stage two complaints received per 1,000 homes	4.1	5.3
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	78.9%	83.3%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	83.3%
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes	19.4	38.6
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.7
RP01	Homes that do not meet the Decent Homes standard	0%	0.31%
RP02 (1)	Proportion of non-emergence responsive repairs completed within the landlord's target timescale	94.3%	81.5%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	94.8%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	99.97%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	99.2%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspection have been carried out	99.4%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%

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**