



# Championing Customer Voice:

## Tenant Satisfaction Measures

### 2025 - 26



The Tenant Satisfaction Measures and surveys were introduced by the Regulator of Social Housing (RSH) to assess how well social housing landlords in England are providing good quality homes and services.

BCHA engages an independent company, Acuity Research, to deliver telephone surveys to BCHA customers every quarter. In 2025 - 26, 321 BCHA customers took part in surveys. These results, and the valuable feedback we collect throughout the year, champion our customers' voice to help improve our services and homes. See our website for more information on our approach to conducting customer surveys.

## The results:

These results refer to the Social Housing element of our portfolio based on 1198 properties.

**78.8%** of customers living in Social Housing said they were satisfied with the overall service provided by BCHA.

(Improvement on 75.0% for 2024 - 25).



## Your Home



**85.8%**

of customers were satisfied with the overall repairs service they received over the last 12 months

(vs 85.1% for 2024 - 25).

**80.2%**

of customers were satisfied with the time it took to complete their most recent repair

(vs 73.6% for 2024 - 25).

**80.1%**

of customers were satisfied that their home is well maintained

(vs 76.8% for 2024 - 25).

**75.1%**

of customers were satisfied that we keep communal areas clean and well maintained

(vs 73.8% for 2024 - 25).

**92.6%**

of non-emergency responsive repairs completed within our target timescales (5 or 21 working days).

(vs 85.5% for 2024 - 25).

**92.9%**

of emergency responsive repairs completed within our target timescale (24 hours).

(vs 81.4% for 2024 - 25).

**0.1% of homes do not meet the Decent Homes Standard.**

## Your Safety



**79.7%** of customers were satisfied that we provide a home which is safe  
(Improvement on 76.9% for 2024 - 25).



**99.3%** of homes requiring legionella risk assessments have been carried out  
(vs 100.0% for 2024 - 25).

**100.0%** of homes requiring fire risk assessments have been carried out  
(vs 100.0% for 2024 - 25).

**100.0%** of homes requiring asbestos management surveys or re-inspections have been carried out  
(vs 100% for 2024 - 25).

**100.0%** of homes requiring communal passenger lift safety checks have been carried out  
(vs 100% for 2024 - 25).

**99.8%** of homes requiring gas safety checks have been carried out  
(vs 99.5% for 2024 - 25).

## Anti-Social Behaviour



**69.6%** of customers were satisfied with how we approach anti-social behaviour  
(vs 67.0% for 2024 - 25).

**88.6** anti-social behaviour cases opened per 1,000 homes  
(vs 95.8 for 2024 - 25).

**2.4** anti-social behaviour cases that involve hate incidents opened per 1,000 homes  
(vs 0 for 2024 - 25).

## Tenant's Views



**73.8%**

of customers were satisfied that we listen to tenant views and act upon them

(vs 68.8% for 2024 - 25).

**83.2%**

of customers said that we treat them fairly and with respect

(vs 83.4% for 2024 - 25).

**78.9%**

of customers were satisfied that we keep them informed about things that matter to them

(vs 78.1% for 2024 - 25).



## Complaints



**45.0%** of customers were happy with how we respond to complaints  
(Improvement on 39.3% for 2024 - 25).



**36.7**

Stage One complaints received per 1,000 homes

(vs 51.6 for 2024 - 25).



**4.2**

Stage Two complaints received per 1,000 homes

(vs 6.9 for 2024 - 25).



**84.1%**

of Stage One complaints responded to within the Housing Ombudsman's timescales

(vs 78.3% for 2024 - 25).



**80.0%**

of Stage Two complaints responded to within the Housing Ombudsman's timescales

(vs 75.0% for 2024 - 25).

## Your Neighbourhood



**78.9%** of customers were satisfied that we make a positive contribution to their neighbourhood  
(Improvement on 76.2% for 2024 - 25).



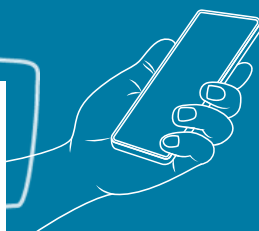
## What's Next?



Measuring our performance is essential for maintaining customer trust and satisfaction. A dedicated working group will review survey responses to address issues and identify common themes. These insights will be shared with our leadership committees to inform strategic plans.

Visit [our website](#) to find out more.

## Contact Us



We welcome feedback all year round to improve services for our customers. Get in touch today to share your experience.

**Call 01202 410 500**

**Visit [www.bcha.org.uk](http://www.bcha.org.uk)**

**Email [customerservices@bcha.org.uk](mailto:customerservices@bcha.org.uk)**

