

# Your Views

## Tenant Satisfaction Survey 2023

### About the Survey

Between September and November 2023, many of you took part in an important survey.

The survey was carried out via telephone, online and postal questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Birmingham Civic Housing Association (BCHA) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the key drivers behind satisfaction levels and the issues tenants are most concerned about, informing BCHA's future strategic and operational planning.

This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.



113

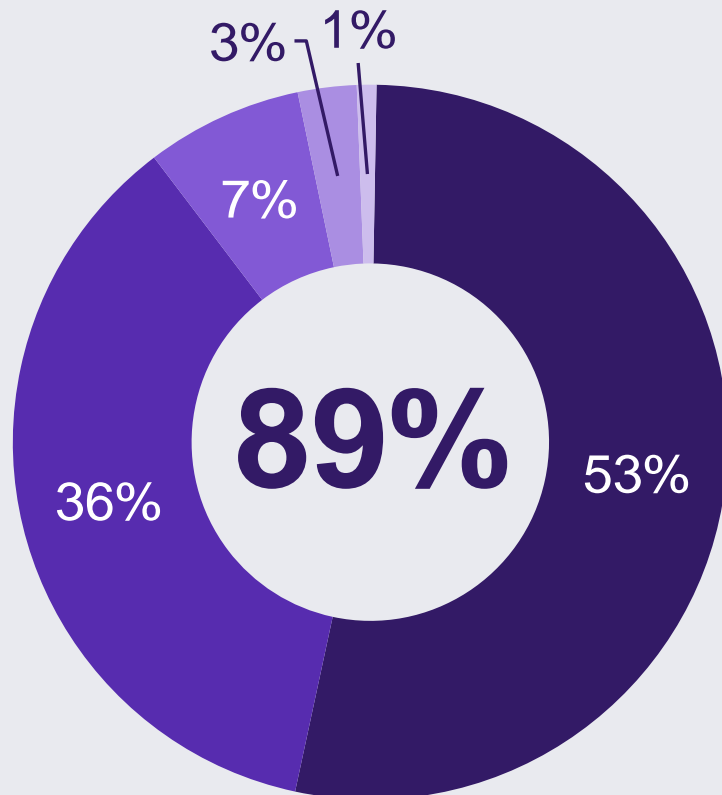
tenants took  
part out of a  
total of 217

**A big thank you to**  
**everyone who took part!**

# Overall Services



Nine out of ten tenants are satisfied with the overall service provided by BCHA (**89%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home



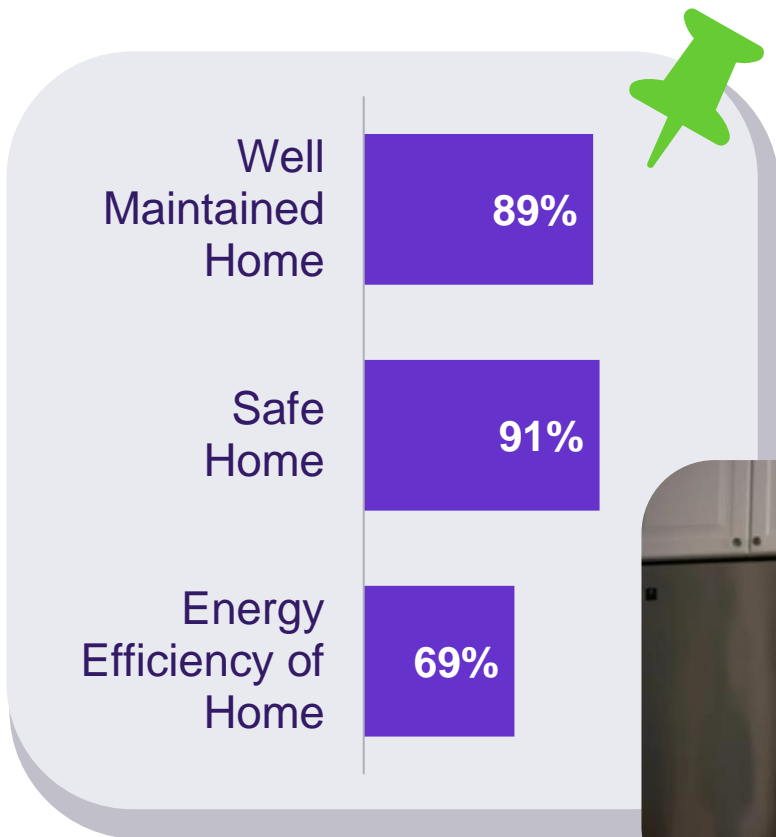
Nine out of ten tenants are satisfied that their homes are well maintained (**89%**).



A similar number of tenants are satisfied that BCHA provides them with a home that is safe (**91%**).



Fewer tenants are satisfied with the energy efficiency of their homes (**69%**).



# Repairs and Maintenance



Around six out of seven tenants are satisfied with the overall repairs service from BCHA over the last 12 months **(85%)**.



Just over eight out of ten tenants are satisfied with the time taken to complete their most recent repair after they reported it **(82%)**.



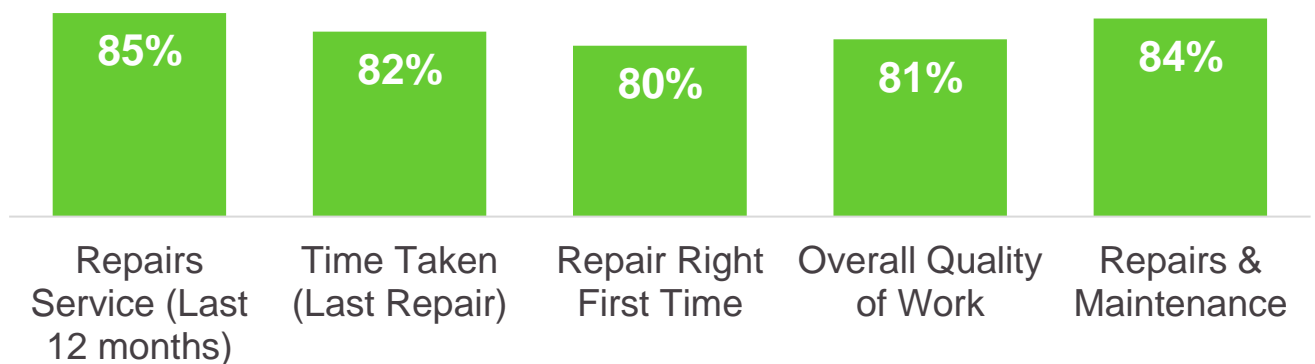
Four-fifths of tenants are satisfied that their last repair was completed right first time **(80%)**.



A similar number of tenants are satisfied with the overall quality of the work **(81%)**.



Some **84%** of tenants are satisfied with the way BCHA deals with repairs and maintenance generally.



# Neighbourhood Management



Eight out of ten tenants are satisfied that communal areas are kept clean and well maintained (**79%**).



Around three-quarters of tenants are satisfied that BCHA makes a positive contribution to their neighbourhood (**73%**).



A similar number of tenants are satisfied with BCHA's approach to handling anti-social behaviour (**74%**).



Upkeep of  
Communal  
Areas

79%

Positive  
Contribution to  
Neighbourhood

73%

Approach to  
Handling ASB

74%

34% of tenants  
have communal  
areas that BCHA  
is responsible for  
maintaining



# Communications and Engagement



Nine out of ten tenants agree that BCHA treats them fairly and with respect **(90%)**.



Tenants are also highly satisfied that they are kept informed about things that matter to them **(91%)**.



Six out of seven tenants are satisfied that BCHA listens to their views and acts upon them **(86%)**.

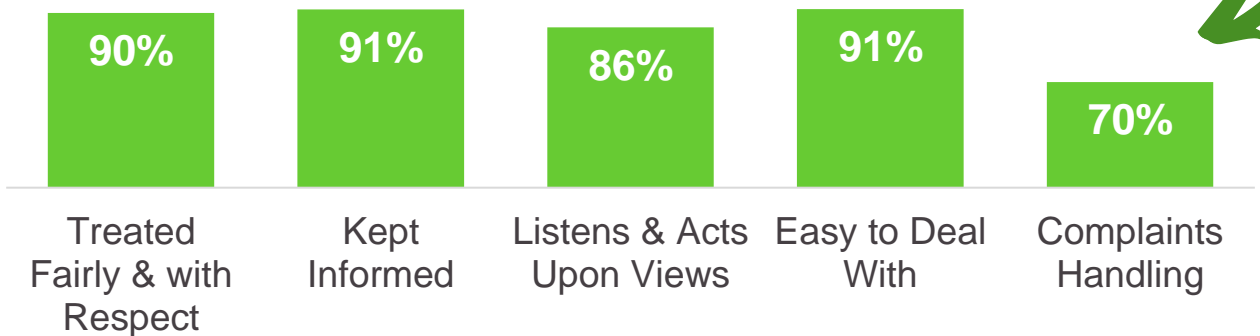


Nine out of ten tenants are satisfied that BCHA is easy to deal with **(91%)**.



Fewer tenants are satisfied with BCHA's approach to complaints handling **(70%)**.

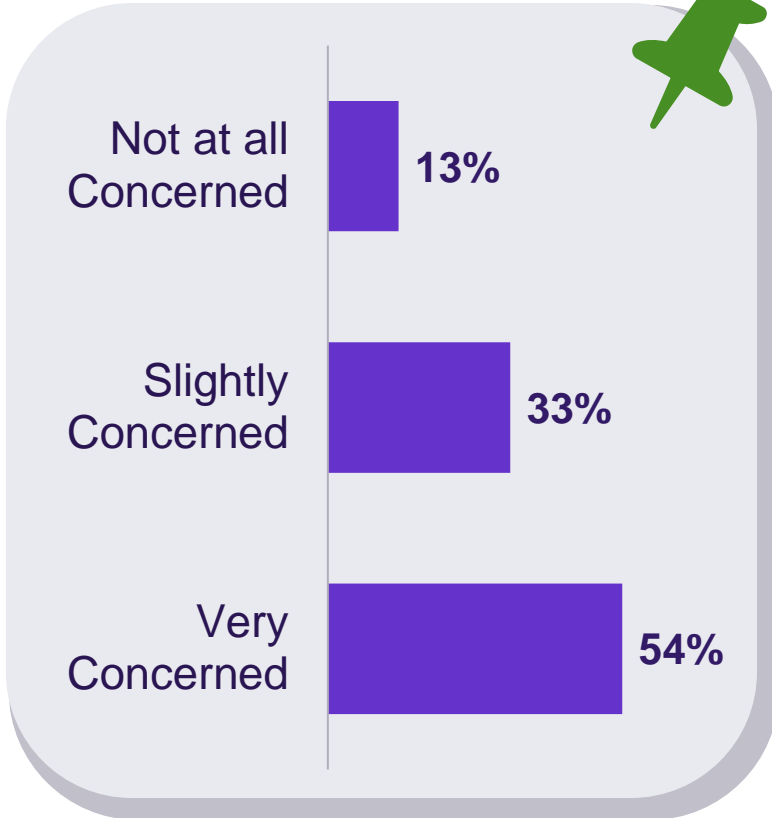
**19%** of tenants said they had made a complaint to BCHA in the last 12 months.



# Affordability and Wellbeing



Almost nine out of ten tenants are concerned about the cost of living crisis (**87%**), with **54%** very concerned and **33%** slightly concerned. Just **13%** of tenants are not concerned at all.



Eight out of ten tenants are satisfied that their rent provides value for money (**81%**).



A quarter of tenants currently have damp or mould issues in their homes (**26%**). Of these tenants, **70%** have reported the problem to BCHA.

# Recommending BCHA



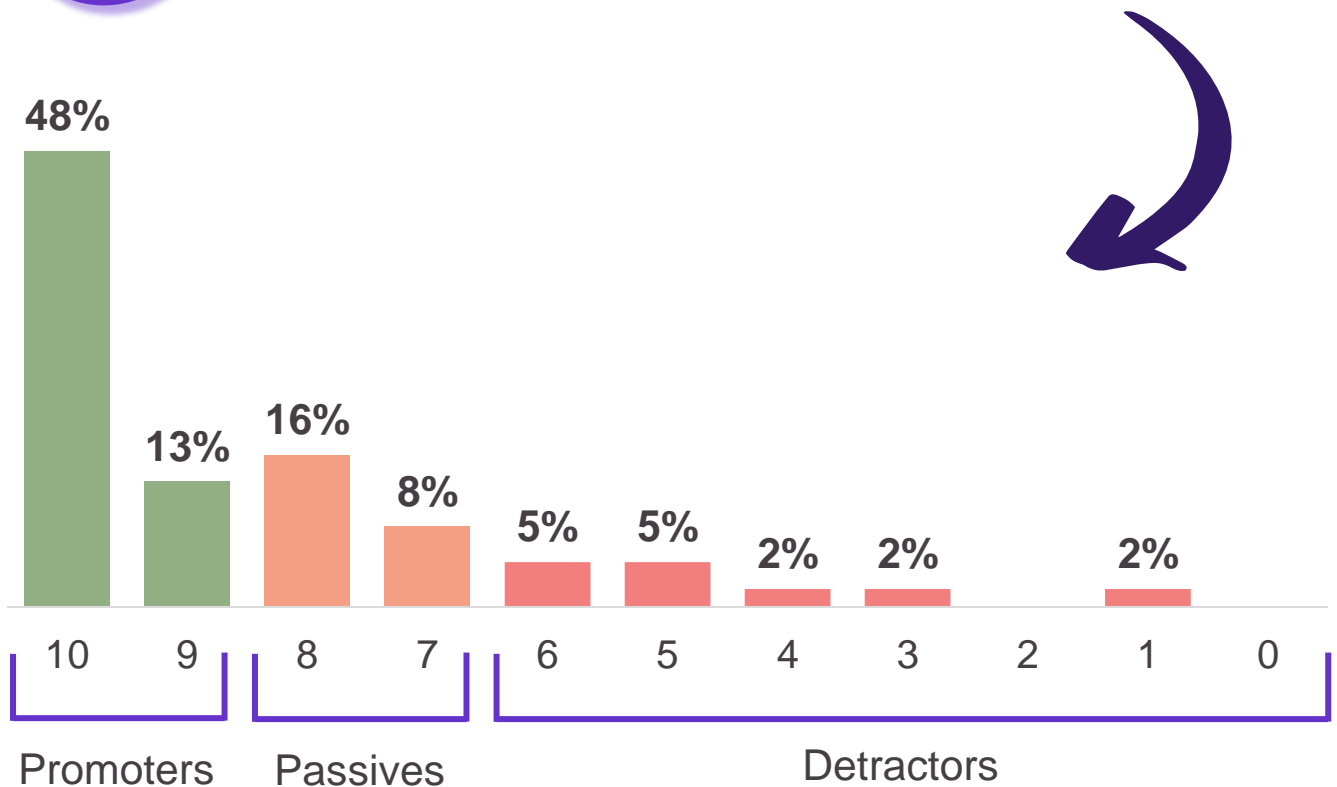
Tenants were also asked how likely they would be to recommend BCHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Six out of ten tenants are very loyal and happy to recommend BCHA (**61%**). However, **24%** of tenants are unsure and **15%** would not recommend them, feeling rather more negatively about the association.



The 'Net Promoter Score' for BCHA (the percentage of those who would recommend the association minus the percentage of those who would not) is **+46**.



# Tenants' Comments

Tenants were asked, “*What one thing could BCHA improve?*” and 62 tenants gave comments. Although 8 of these tenants are positive about the current services provided and a further 11 had no suggestions.



Of the more negative comments, tenants most frequently referred to the repairs service, including the repairs service generally, the contractors, the quality of work and outstanding repairs. Some tenants also commented that they would like to purchase their properties, while others would like improvements in staff availability and the communications they receive.



# Your Views

BCHA appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work BCHA does to involve you in developing services. As well as publishing the results of the survey, BCHA plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



Publish findings for  
tenants



Use findings to plan  
and improve  
services, e.g.,  
repairs and  
communications



Involve tenants in  
shaping service  
improvements

If you would like more information about the survey, please get in touch via the website or by calling 0121 382 5105