

Tenant Satisfaction Survey 2025

About the Survey

Between August and November 2025, 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 home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) 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.



87

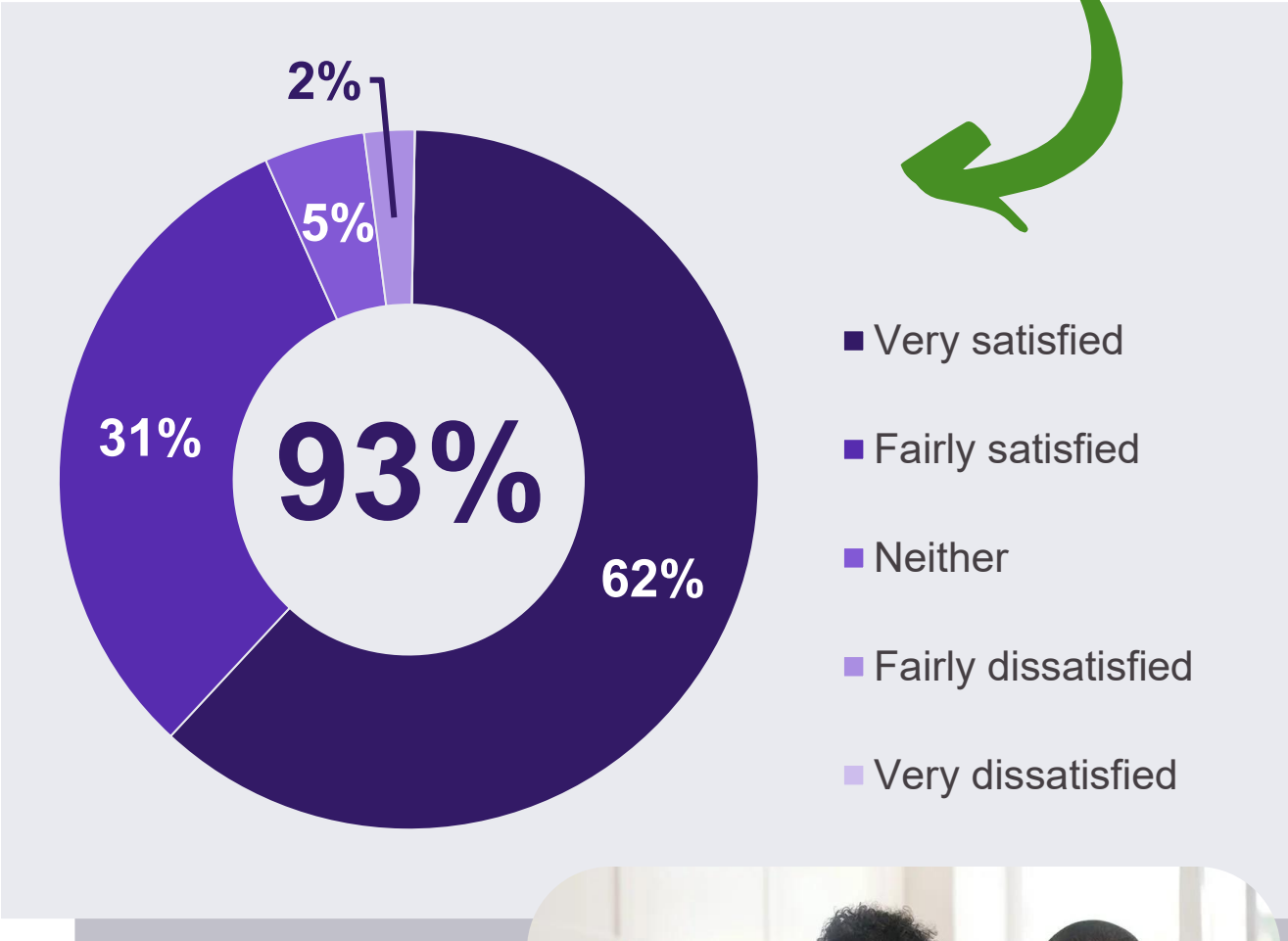
tenants took
part out of a
total of 217

A big thank you to
everyone who took part!

Overall Services



Around nine out of ten tenants are satisfied with the overall service provided by BCHA (**93%**).



The Home



Over nine out of ten tenants are satisfied that their homes are well maintained **(93%)**.



Tenants are similarly satisfied that BCHA provides them with a home that is safe **(92%)**.



Tenants aged 55 to 59 are the most satisfied that their homes are well maintained and safe **(100%)**, with those aged 45 to 54 the least satisfied **(90%)**.



Well
Maintained
Home

93%

Safe
Home

92%



Repairs and Maintenance



Around nine out of ten tenants are satisfied with the overall repairs service from BCHA over the last 12 months **(92%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(88%)**.



92% of tenants are also satisfied with the way BCHA deals with repairs and maintenance generally.



78% of tenants had a repair carried out to their home in the last 12 months.

Repairs
Service (Last
12 months)

92%

Time Taken
(Most Recent
Repair)

88%

Repairs &
Maintenance

92%

Neighbourhood Management



Seven out of ten tenants with communal areas are satisfied that BCHA keeps these areas clean and well maintained **(71%)**.



Over eight out of ten tenants are satisfied that BCHA makes a positive contribution to their neighbourhood **(84%)**.



Slightly fewer tenants are satisfied with BCHA's approach to handling anti-social behaviour **(74%)**.



Upkeep of
Communal
Areas

71%

Positive
Contribution to
Neighbourhood

84%

Approach to
Handling ASB

74%

31% of tenants
have communal
areas that BCHA
is responsible for
maintaining.



Communications and Engagement



Almost all tenants agree that BCHA treats them fairly and with respect **(96%)**.



Tenants are similarly satisfied that they are kept informed about things that matter to them **(96%)**.



Six out of seven tenants are satisfied that BCHA listens to their views and acts upon them **(87%)**.

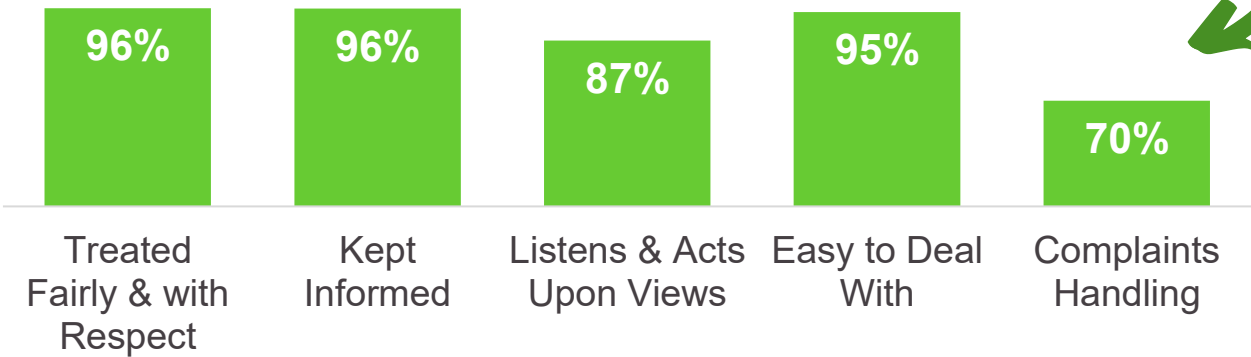


Over nine out of ten tenants are satisfied that BCHA is easy to deal with **(95%)**.



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

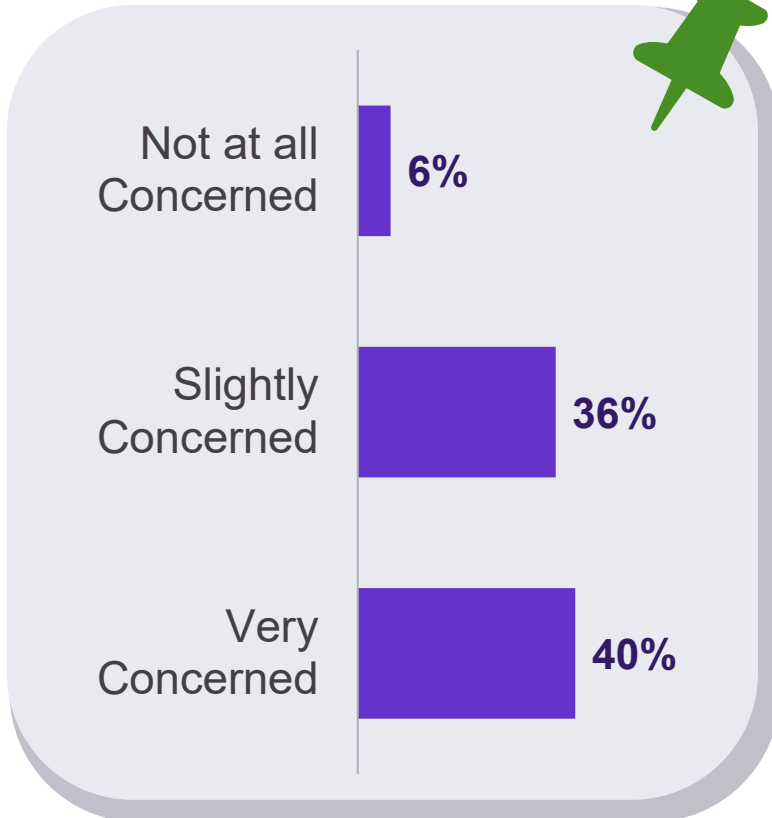
12% of tenants said they had made a complaint to BCHA in the last 12 months.



Affordability and Wellbeing



Three-quarters of tenants are concerned about the cost of living crisis (**76%**), with **40%** very concerned and **36%** slightly concerned. Just **6%** of tenants are not concerned at all, with **18%** who prefer not to say.



Six out of seven tenants are satisfied that their rent provides value for money (**86%**).



Almost two out of ten tenants currently have damp or mould issues in their homes (**16%**). All of these tenants have reported the problem to BCHA.

Recommending BCHA



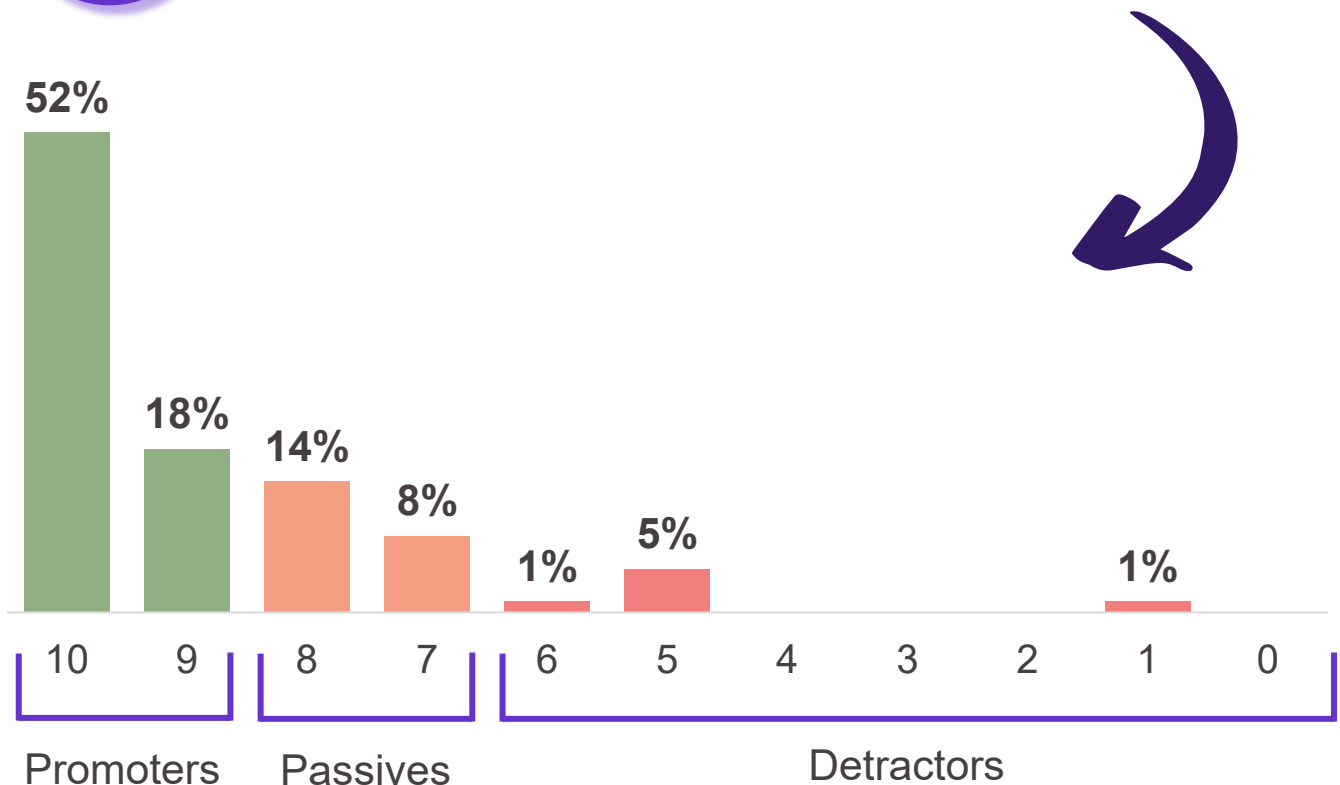
Tenants were also asked how likely they would be to recommend BCHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Seven out of ten tenants are very loyal and happy to recommend BCHA (**70%**). However, **23%** of tenants are unsure, and **7%** 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 **+63**.

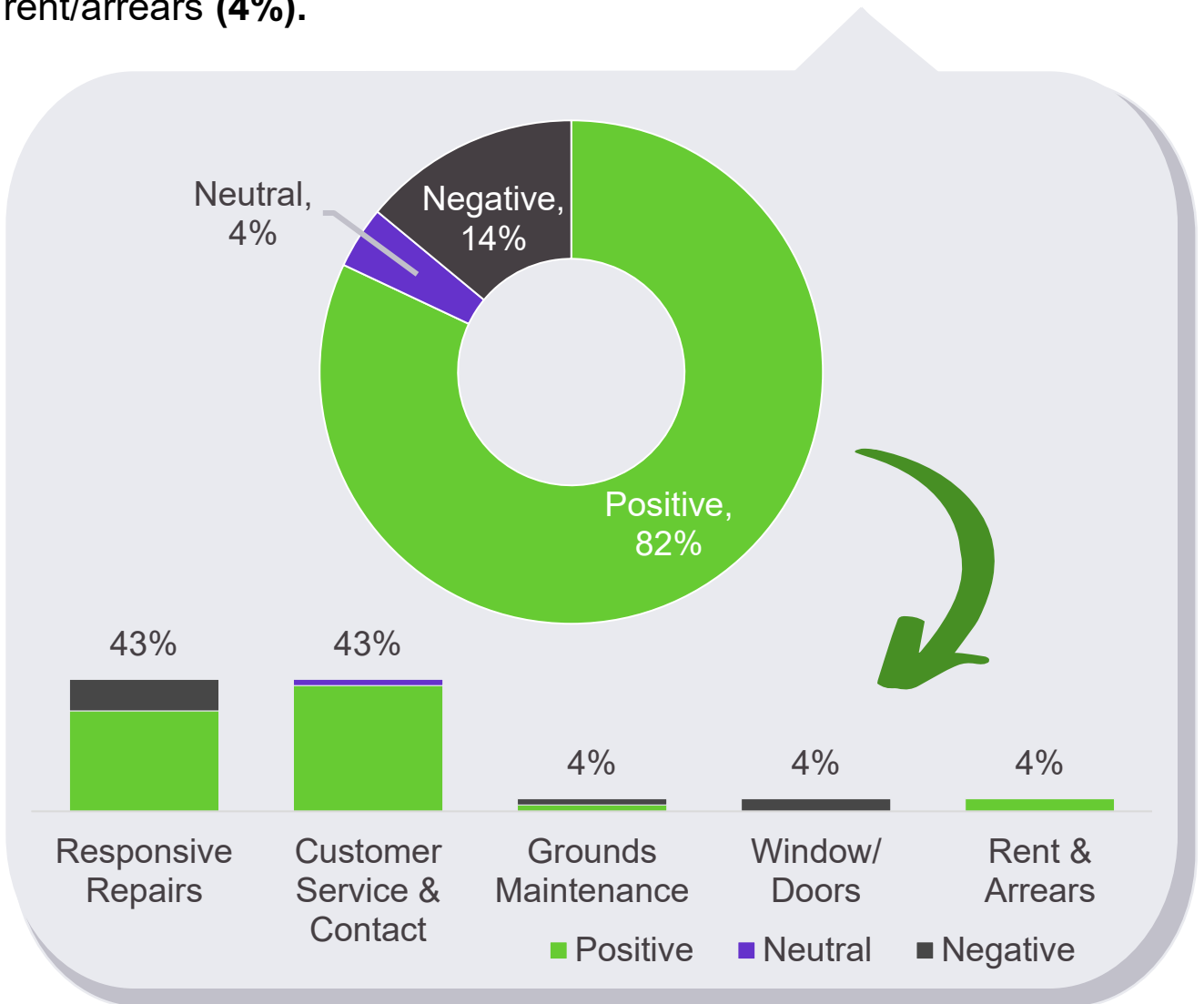


Tenants' Comments

Tenants were asked, *"Please describe your specific experiences that have shaped your view of BCHA's service"*, and 49 tenants gave comments. Over eight out of ten of these comments have positive sentiment (**82%**), **4%** neutral, and **14%** negative sentiment.



The most commonly mentioned categories by tenants are responsive repairs (**43%**) and customer service and contact (**43%**), followed by grounds maintenance (**4%**), windows/doors (**4%**) and rent/arrears (**4%**).



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