

Tenant Satisfaction Measures

A breakdown of the scores across our rental and shared ownership customers.



	Combined	Rental customers	Shared ownership customers
Overall satisfaction with service provided	64%	71%	47%
Keeping properties in good repair:			
Satisfied with repairs service received over the last 12 months		68%	
Satisfied with time taken to complete repair		56%	
Satisfied the home we provide is well maintained		71%	
Maintaining building safety			
Satisfied the home we provide is safe	75%	74%	77%
Respectful and helpful engagement			
Satisfied we listen to your views and act on them	52%	56%	42%
Satisfied we keep you informed of the things that matter to you	66%	67%	65%
Agreement that we treat you fairly and with respect	77%	79%	71%
Effective handling of complaints			
Satisfied with bpha's approach to complaint handling	29%	29%	27%
Responsible neighbourhood management			
Satisfied we keep communal areas clean and well maintained	54%	62%	35%
Satisfied we make positive contributions to neighbourhoods	50%	54%	39%
Satisfied with bpha's handling of anti-social behaviour	55%	58%	44%

