



Tenant Satisfaction Measures Annual Performance

Year ended March 2026



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CEO Introduction

Welcome to the annual results of our Tenant Satisfaction Measures for April 2025 to March 2026.

Each year, these measures help us understand how our customers feel about the services we provide.

This year's results show improvements in satisfaction for both rental customers and homeowners across many areas, reflecting the changes and improvements we've been working to deliver. One example is listening to views and acting upon them, which has seen an increase for both rental customers and homeowners. At the same time, the feedback highlights areas where performance has not improved as much as we would like, and where we know further action is needed. We have targeted improvement plans in place where scores are lower than we would like.

The scores for our repairs service have seen a really positive increase. The In House Maintenance Service (IHMS) continues to strengthen, supported by real time data, upgraded systems and new tools that improve visibility of repairs and reduce missed appointments.

Customer feedback remains central to everything we do. It helps us understand where we're making a positive difference and where we need to focus our efforts to improve services and outcomes for our customers.

As always, we are committed to listening to your views, keeping you informed about the things that matter to you, and ensuring everyone is treated fairly and with respect. We also want to keep finding better ways to engage with you. If you'd like to be involved, you can sign up to our engagement platform, The Place, where you'll find ideas boards, forums, surveys and polls. These are quick to complete but provide us with valuable insight to help that helps guide our decisions.

Thank you for your continued trust and support.

Richard Hill, CEO

What are Tenant Satisfaction Measures?

In 2023 the Regulator for Social Housing introduced the Tenant Satisfaction Measures (TSMs).

In total, there are 22 tenant satisfaction measures: 12 are tenant perception measures and 10 are management information measures.

The 22 TSMs cover five broad themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management.



All housing providers must collect and submit two sets of information. The first 12 TSMs are tenant perception questions which are measured by carrying out customer surveys that tell us how satisfied you are with the services we provide.

Surveys are carried out with rental and shared owner customers - the regulator refers to these groups as low cost rental accommodation (LCRA) and low cost home ownership (LCHO).

The TSMs are one of the important ways for us to understand your experiences of bpha and make improvements as a result.

We've now reached the end of the third year of TSMs and our data will be submitted by 30 June 2026, covering TSM results collected between 1 April 2025 to 31 March 2026.

The remaining 10 TSMs are management information measures which include information relating to:

Homes that do not meet the Decent Homes Standard

Repairs completed within target timescale

Gas safety checks

Fire safety checks

Asbestos safety checks

Water safety checks

Lift safety checks

Complaints relative to the size of the landlord

Complaints responded to within Complaint Handling Code timescales

Anti-social behaviour cases relative to the size of the landlord.



How did we collect the information?

We collected 1705 survey responses in line with guidance set out by the Regulator. Our approach included contacting customers via telephone and email, while ensuring the survey responses accurately represented our full and diverse customer base. If you'd like to learn a bit more about this, please read our Summary of Approach on page 38. Customers were selected randomly by IFF Research, an independent research organisation, to take part in the short survey.

We now have a new TSM research provider, Acuity Research & Practice Ltd, who are collecting the responses for us in 2026/27. You may receive a phone call from **01234 416126** or get an email from **acuity@arap.co.uk**. Your feedback is invaluable, so we encourage you to take part if you're able to.

What are the 2025-26 results?

We're happy to see that satisfaction scores for rental customers and homeowners have improved in many areas, but we can also see there is more work to be done where satisfaction scores have decreased.

12 perception measures

For the tenant perception measures, the regulator uses codes TP01 to TP12.

			LCRA Rental customers	LCHO Shared ownership customers
Taking everything into account, how satisfied or dissatisfied are you with the service provided by bpha?	TP01	Overall satisfaction	↑ 73.30% Up 1.5% since 2024/25	↑ 50.50% Up 4.6% since 2024/25
How satisfied or dissatisfied are you with the overall repairs service from bpha over the last 12 months?	TP02	Overall repairs satisfaction	↑ 74.90% Up 5.4 % since 2024/25	Not applicable
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	TP03	Time taken to complete repair	↑ 69.10% Up 8.0% since 2024/25	Not applicable
How satisfied or dissatisfied are you that bpha provides a home that is well maintained?	TP04	Home is well maintained	↑ 74.90% Up 4.1% since 2024/25	Not applicable
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that bpha provides a home that is safe?	TP05	Home is safe	↑ 79.0% Up 2.1% since 2024/25	↓ 68.60% Down 3.9% since 2024/25

			LCRA Rental customers	LCHO Shared ownership customers
How satisfied or dissatisfied are you that bpha listens to your views and acts upon them?	TP06	Listens to views and acts	↑ 63.20% Up 6.9% since 2024/25	↑ 39.80% Up 3.5% since 2024/25
How satisfied or dissatisfied are you that bpha keeps you informed about things that matter to you?	TP07	Keeping customers informed	↑ 69.30% Up 1.6% since 2024/25	↓ 60.70% Down 0.6% since 2024/25
To what extent do you agree or disagree with the following bpha treats me fairly/with respect?	TP08	Treats customers fairly/with respect	↓ 76.90% Down 0.8% since 2024/25	↓ 62.90% Down 2.5% since 2024/25
How satisfied or dissatisfied are you with bpha's approach to complaints handling?	TP09	Approach to complaint handling	↓ 38.90% Down 1.8% since 2024/25	↓ 20.70% Down 6.1% since 2024/25
How satisfied or dissatisfied are you that bpha keeps these communal areas clean and well maintained?	TP10	Maintenance of communal areas	↑ 60.30% Up 1.3% since 2024/25	↑ 47.50% Up 6.0% since 2024/25
How satisfied or dissatisfied are you that bpha makes a positive contribution to your neighbourhood?	TP11	Positive contribution to neighbourhood	↑ 57.60% Up 4.0% since 2024/25	↓ 34.10% Down 1.2% since 2024/25
How satisfied or dissatisfied are you with bpha's approach to handling anti-social behaviour?	TP12	Approach to handling ASB	↑ 57.40% Up 4.5% since 2024/25	↓ 33.20% Down 2.8% since 2024/25



10 Management figures

For management information, the regulator uses codes:

- RP for repairs
- NM for neighbourhood management
- BS for building safety
- CH for complaint handling.

		LCRA Rental customers	LCHO Shared ownership customers
Number of stage one complaints received per 1000 homes	CH01	48.8 Up 10.3 since 2024/25	28.2 Down 0.2 since 2024/25
Number of stage two complaints received per 1000 homes	CH01	12.6 Up 4.4 since 2024/25	10.6 Up 2.7 since 2024/25
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code	CH02	92.8% Up 2.3% since 2024/25	92.5% Up 2.5% since 2024/25
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code	CH02	93.7% Up 27.9% since 2024/25	77.1% Down 2.9% since 2024/25

		Score
Anti-social behaviour cases relative to the size of the landlord per 1000 homes	NM01 (1)	39.7 Up 2.2 since 2024/25
Anti-social behaviour cases relative to the size of the landlord per 1000 homes (involving hate incidents)	NM01 (2)	1.63 Up 0.73 since 2024/25
Homes that do not meet the Decent Homes Standard	RP01	↓ 0.02% Up 0.01% since 2024/25
Repairs completed within target timescale (non-emergency)	RP02 (1)	↑ 80% Up 13.40% since 2024/25
Repairs completed within target timescale (emergency)	RP02 (2)	↑ 96.30% Up 2% since 2024/25

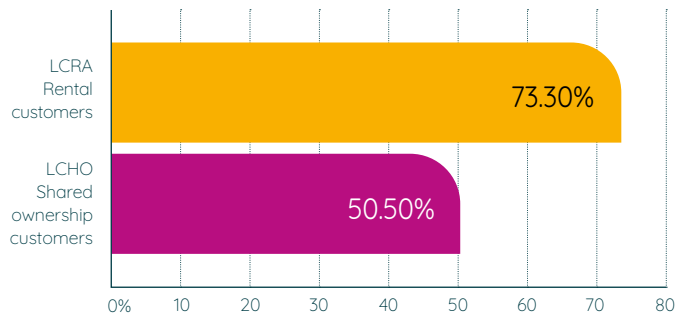
Gas safety checks	BS01	100% Same as 2024/25
Fire safety checks	BS02	100% Same as 2024/25
Asbestos safety checks	BS03	↓ 99.75% Down 0.25% since 2024/25
Water safety checks	BS04	100% Same as 2024/25
Lift safety checks	BS05	100% Same as 2024/25



What do the results tell us?

Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by bpha?



Our latest TSM results show that 73.30% of rental customers and 50.50% of shared ownership customers are satisfied with the overall service provided by bpha. Satisfaction has increased by 1.5% for rental customers, and by 4.6% for shared ownership customers when compared with 2024/25.

After asking about overall satisfaction, customers were invited to explain their responses.

Many satisfied rental customers comment positively on their experiences with bpha staff.

Example comments:

“The few times I’ve called them out they’ve been as good as gold. They turn up on time and they’re polite people.”

“I’ve been with bpha for quite a few years now and I’m quite happy with them. If there’s a problem with my flat, they let me know when they’re coming, the date and times booked correctly, I’ve had no problem with bpha at all.”

In line with rental customer feedback, satisfied shared owners frequently described smooth experiences with bpha, highlighting effective communication, responsiveness, and a lack of issues.

Example comments:

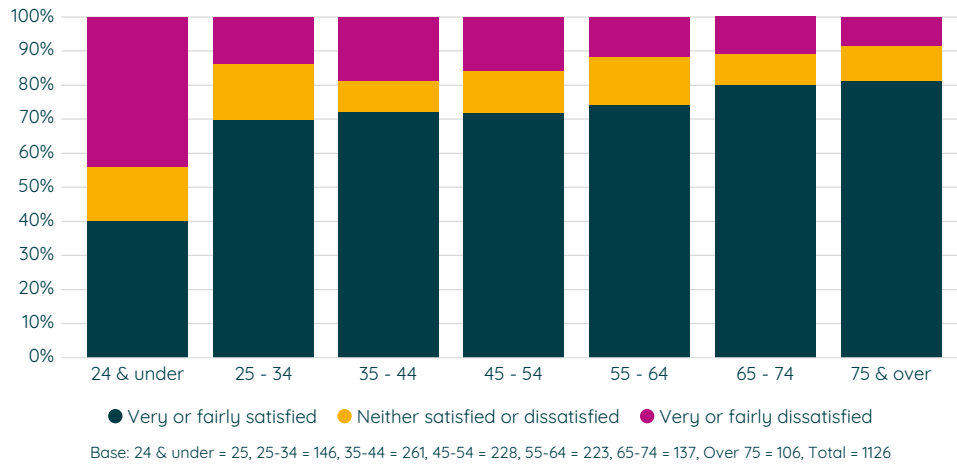
“They are very good, the communication, keeping me up to date and any changes, easy to get hold of.”

“If you have a problem, when you call them, there is someone always there to answer and take action promptly. They call back to check that everything is done.”

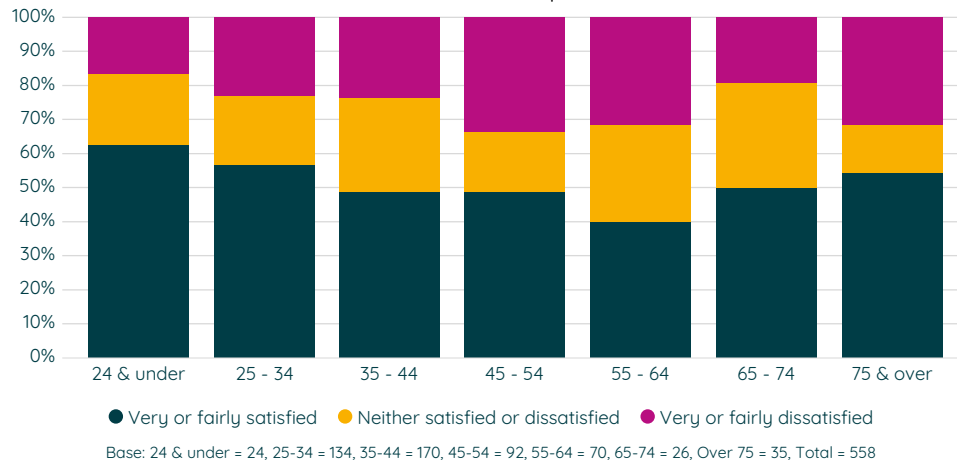
A closer look at different customer groups

Overall satisfaction findings relating to: Age

LCRA Rental customers



LCHO Shared ownership customers



Key findings relating to age from the analysis of overall satisfaction

- For rental customers satisfaction increases with age. The youngest customers are the least satisfied, while satisfaction rises steadily across age groups and peaks among those aged 65 and over
- There is a more uneven pattern across age groups for homeowners. Satisfaction does not steadily increase with age and remains below 50% for several groups. Satisfaction for the under 24s is relatively high compared with other age groups, in contrast to rental customers
- Across almost all age groups, satisfaction levels for rental customers are higher than for homeowners, except for those 24 and under. Homeowners are more likely to choose they are 'neither satisfied nor dissatisfied', particularly among mid-age groups, which contributes to the lower overall satisfaction scores
- Dissatisfaction is concentrated among younger rental customers (44% of those 24 and under), while for homeowners, dissatisfaction is more spread across age groups and peaks among those aged 45-54 and 75 and over.

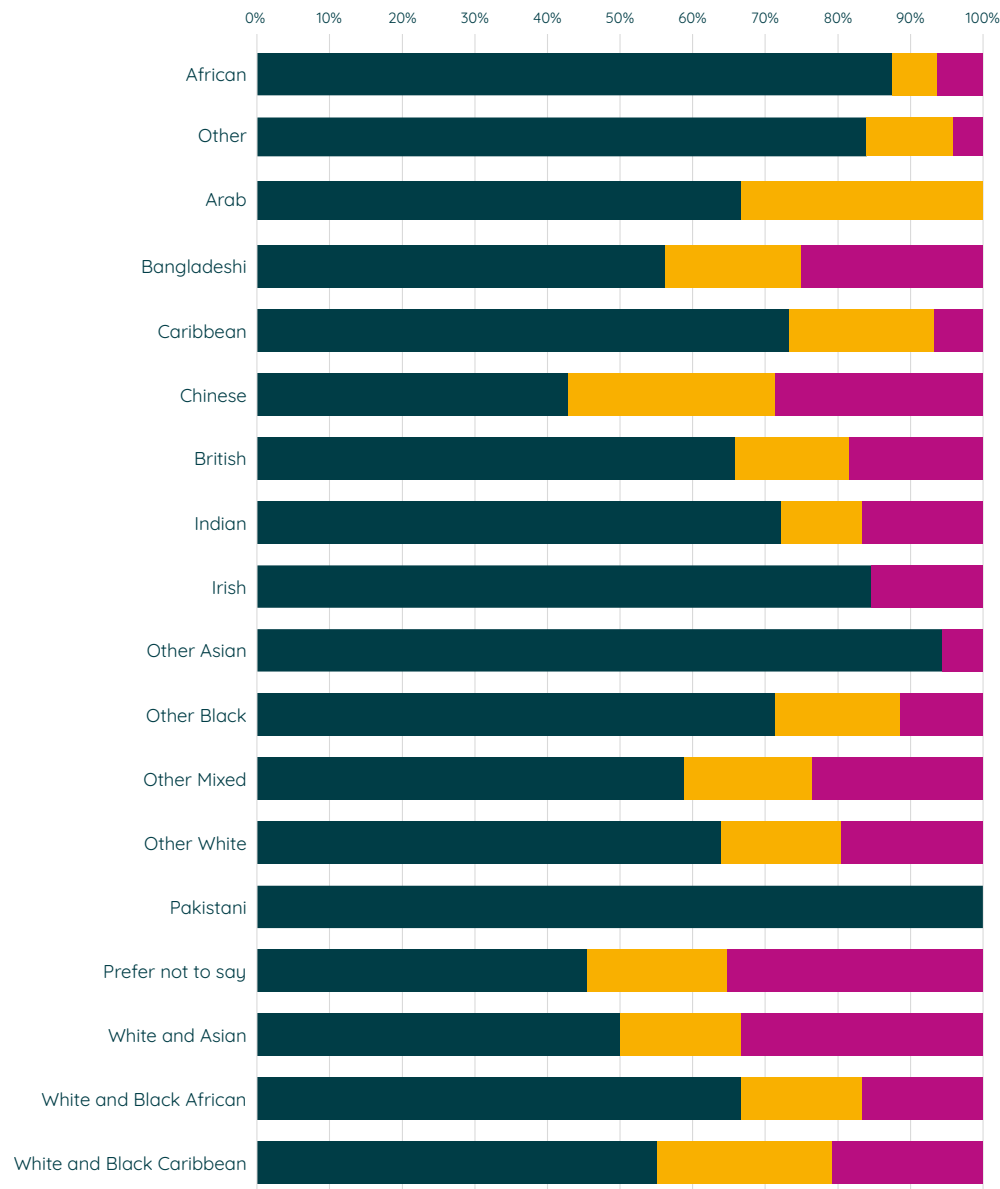
What have we done so far?

During 2025/26, targeted engagement, including two online focus groups, was undertaken with customers aged 16-24 following lower TSM results for this group than other age groups last year. This work highlighted key themes around communication clarity, repairs processes (particularly in new build homes), and the need for clearer points of contact, particularly for homeowners. These insights are already informing service improvement activity, including a review of empty homes (voids) standards, updates to the Repairs Policy, and clearer online information.

What else are we planning to do?

A deep dive into what our younger rental customers and homeowners aged over 25 are telling us. This will involve looking at feedback we are already gathering from them through surveys and complaints, and reaching out to them for further information as required.

Overall satisfaction findings relating to: Ethnicity



● Very or fairly satisfied ● Neither satisfied or dissatisfied ● Very or fairly dissatisfied

Base: African = 48, Other = 25, Arab = 3, Bangladeshi = 16, Caribbean = 15, Chinese = 7, British = 1128, Indian = 18, Irish = 13, Other Asian = 18, Other Black = 35, Other Mixed = 17, Other White = 169, Pakistani = 17, Prefer not to say = 108, White and Asian = 6, White and Black African = 12, White and Black Caribbean = 29

Key findings relating to ethnicity from the analysis of overall satisfaction

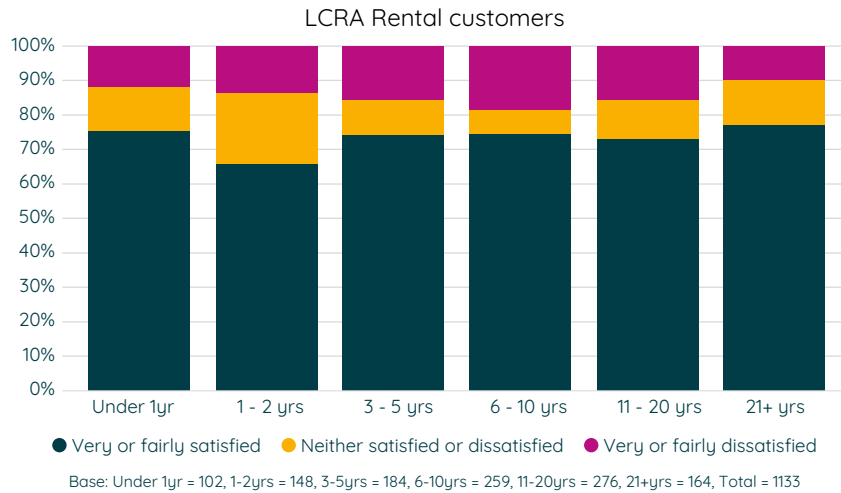
- Groups with highest satisfaction: Pakistani, Other Asian, Irish, African, Other (not specified), Indian. It's worth noting that some of these findings are based on smaller response numbers, so they should be viewed as an indication of what this group thinks
- Almost two thirds of the majority group (British) are satisfied
- Some groups report lower levels of satisfaction compared with others, including Chinese, Bangladeshi, Other Mixed, White and Asian, Prefer not to say
- Higher 'neither satisfied nor dissatisfied' responses appear among Arab, Chinese, Bangladeshi, Caribbean, Prefer not to say, White and Black Caribbean
- 'Prefer not to say' has a meaningful base size and the highest dissatisfaction.

To find out more about this we plan to:

Look at whether the comments of those customers who 'prefer not to say' show any trends for their dissatisfaction.



Overall satisfaction findings relating to: Length of tenure

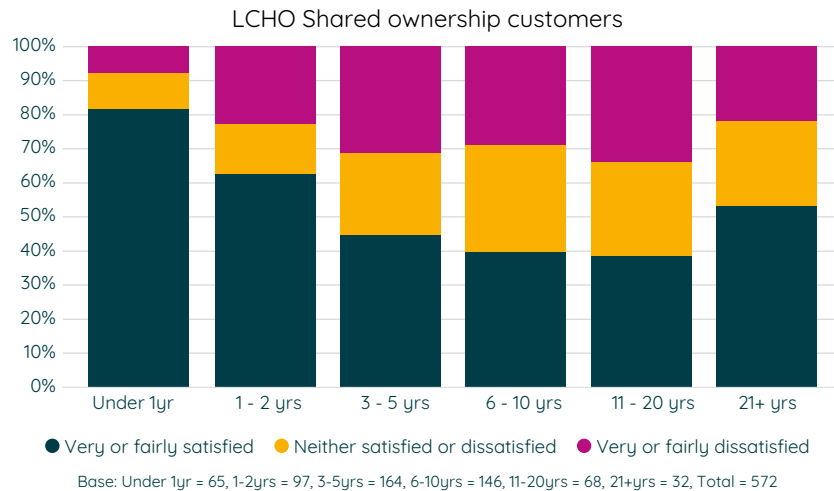


Key findings relating to length of tenure from the analysis of overall satisfaction

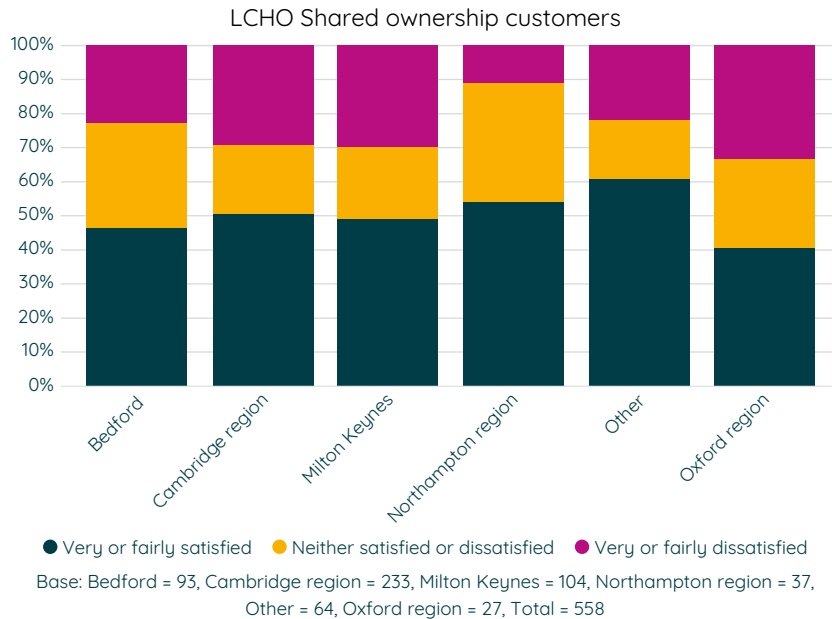
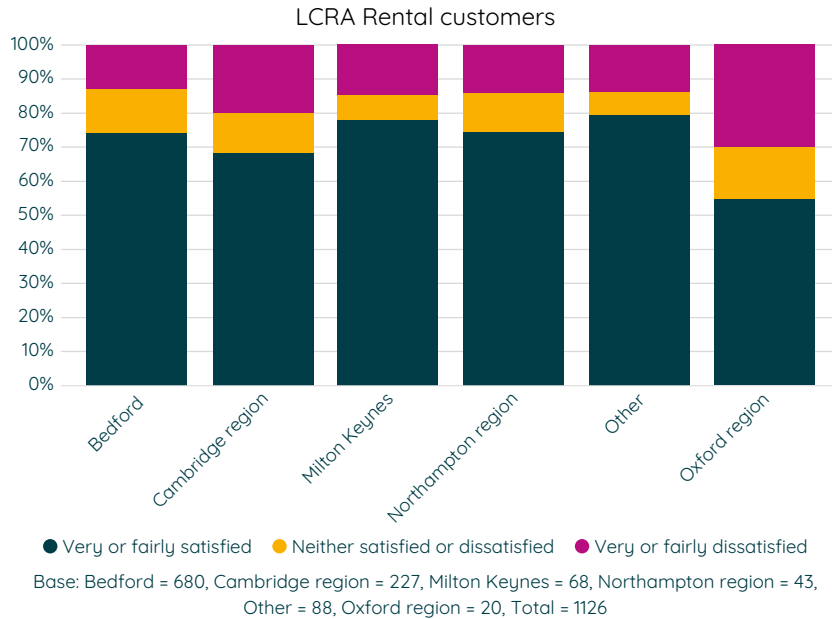
- Newest customers are the most satisfied for homeowners, whereas for rental customers, satisfaction is higher among longer-tenured customers
- For homeowners, satisfaction declines sharply after the first year and continues to decline through mid-tenure. Dissatisfaction increases with tenure and is highest among those with 11-20 years
- For homeowners, the proportion scoring a neutral 'neither satisfied nor dissatisfied' grows with tenure, peaking at 30.1% among those with 6-10 years, and remains elevated among longer-tenured customers. For rental customers, fewer customers feel neutral overall, but there is a clear jump among those who've been customers for 1-2 years (23.6%).

To find out more about this, we plan to:

- Work with our homeowners to find out what could lead to a drop in satisfaction after their first year with bpha
- Investigate what our homeowners who have said they are 'neither satisfied nor dissatisfied' are telling us.



Overall satisfaction findings relating to: area



Key findings relating to area from the analysis of overall satisfaction

- For rental customers there is a strong satisfaction almost everywhere: (68.3% - 79.5%) with the highest score in the 'Other' region and Milton Keynes. Neutral responses are low (below 15%). Dissatisfaction is low, except in Oxford region
- For homeowners, the Northampton and Other regions show highest satisfaction. Dissatisfaction is high, peaking at 33.3% in Oxford region, Milton Keynes (29.8%) and Cambridge region (29.2%)
- Northampton region performs strongly on both measures, especially homeowners
- Oxford region is a consistent outlier: Lowest satisfaction and highest dissatisfaction for both homeowners and rental customers. When compared to last year, satisfaction in the region has dropped significantly for both rental customers and homeowners.

To find out more about this, we're planning to:

- Investigate what is driving dissatisfaction in the Oxford region for both types of tenures
- Enhance our homeownership improvement plan through further engagement with customers in Bedford, Northampton region and Milton Keynes.



Keeping properties in good repair

			LCRA Rental customers
How satisfied or dissatisfied are you with the overall repairs service from bpha over the last 12 months?	TP02	Overall repairs satisfaction	↑ 74.90% Up 5.4% since 2024/25
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	TP03	Time taken to complete repair	↑ 69.10% Up 8.0% since 2024/25
How satisfied or dissatisfied are you that bpha provides a home that is well maintained?	TP04	Home is well maintained	↑ 74.90% Up 4.1% since 2024/25



			LCRA Rental customers
Percentage of non-emergency repairs completed within target timescale of 28 days	TP02		↑ 80% Up 13.40% since 2024/25
Percentage of emergency repairs completed within target timescale of 24 hours	TP03		↑ 96.30% Up 2% since 2024/25
Homes that do not meet the Decent Homes Standard			↓ 0.02% Up 0.01% since 2024/25

Our rental customers are asked how satisfied they are with the overall repairs service and the time taken to complete their most recent repair. Repairs satisfaction overall has improved by 5.4% since last year as 74.9% of our customers are satisfied with the repairs service we provide. This reflects improvements in communication, appointment management and follow-up, alongside clearer expectations set through the updated Repairs Policy.

There has also been an increase in the number of customers who are satisfied with the time taken to complete their most recent repair with 69.1% stating that they are satisfied, resulting in an 8.0% increase since last year. This reflects better repair categorisation, improved scheduling, earlier intervention on overdue work and clearer communication with customers, particularly for more complex repairs.

74.9% of customers reported satisfaction that their home is well maintained, improving by 4.1 percentage points compared to the previous year.

We've made improvements in this area in the following ways:

- During 2025/26, we continued to manage high demand for repairs across our rental homes
- For emergency repairs we have focused on prioritisation, effective triage and rapid response to urgent issues to ensure they are dealt with within the 24-hour target timescale.

Example comments:

“Some repairs have been slow, and communication has not been great.”

“The service has been good. However, sometimes the repairs can take long.”

- We implemented a Service Improvement Plan which built on existing strengths, enhancing our knowledge of where demand tends to come from and how teams and contractors are performing, earlier intervention, clearer prioritisation of repairs and stronger performance management across teams and contractors
- We strengthened how repairs are monitored so overdue jobs, repeated problems and emerging backlogs can be identified sooner, allowing teams to intervene earlier and reduce delays
- We strengthened contract and supply chain management, with clearer expectations around quality and completion, closer working between bpha and its external partners, and improved performance monitoring
- Our new Repairs Policy and supporting procedures were introduced during the year, setting out clearer repair responsibilities, priority timescales and specialist repair categories, including non-routine repairs
- Working in partnership with the Customer Service Improvement Panel, we maintained a strong focus during 2025/26 on addressing ‘no access’ issues and they helped write the new Repairs Policy.

“I always receive the help if I ask for it and they always come out if anything needs fixing.”



“They’ve been excellent. We’ve had new kitchens fitted and the repairs are done efficiently, and the staff are very helpful with good customer service.”

Maintaining building safety

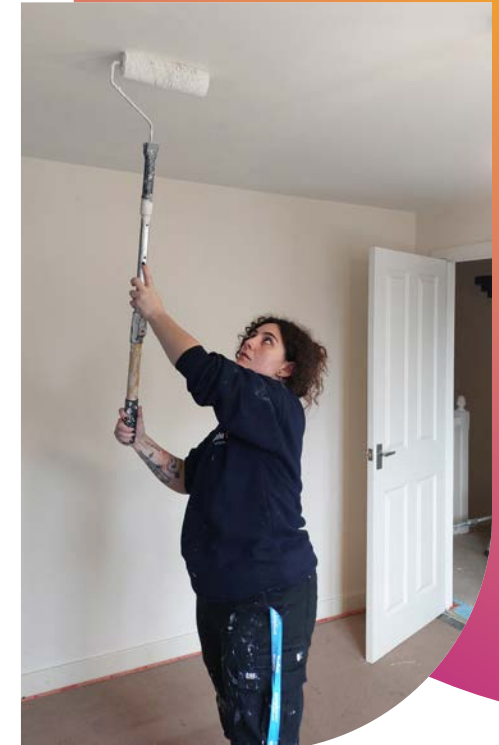
			LCRA Rental customers	LCHO Shared ownership customers
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that bpha provides a home that is safe?	TP05	Home is safe	↑ 79.0% Up 2.1% since 2024/25	↓ 68.60% Down 3.9% since 2024/25

At bpha, building safety is a fundamental priority, and we are dedicated to making sure all required checks are carried out on time. Our safety programme includes gas servicing, fire safety measures, asbestos management, water safety and lift maintenance, helping to ensure that every bpha home is a safe place to live.



We've achieved 100% compliance almost in all areas:

Gas safety checks	BS01	100% Same as 2024/25
Fire safety checks	BS02	100% Same as 2024/25
Asbestos safety checks	BS03	↓ 99.75% Down 0.25% since 2024/25
Water safety checks	BS04	100% Same as 2024/25
Lift safety checks	BS05	100% Same as 2024/25



bpha customers were asked:

“Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that bpha provides a home that is safe?”

In our latest TSMs, 79.0% of rental customers reported being satisfied with the safety of their home, an improvement of 2.1% since 2024/25. Among homeowners, satisfaction stood at 68.6%, representing a decrease of 3.9% compared with last year.

We are committed to continuous improvement in building safety.

Recent initiatives include:

- We have introduced a new requirement for our gas contractor to inform bpha whenever a gas emergency case is passed to Cadent. This ensures we can follow up promptly and arrange any necessary works
- In line with new legislation, our main contractors report damp and mould cases directly to bpha at the first point of concern: Some of our contractors and our Asset Compliance Team have put in place a new escalation process to make sure all reports reach us immediately so that early action can be taken



- Our gas contractor continues to use technology that enables earlier identification of boiler faults, sometimes before customers are aware of an issue, reducing risk and improving reliability and customer service
- Our gas contractor is continuing to improve its communication processes so customers understand why a visit is taking place and can feel confident that their home is safe.
- We are installing new technology in some of our buildings to help make them more sustainable and energy efficient. We have also been installing devices like environmental sensors that give early warning signs of damp and mould to help us manage these issues more proactively.
- More of our blocks now have digital notice boards installed.
- We continue to work closely with our grounds maintenance contractor through an improvement plan and have recently gathered further customer feedback. This has been analysed and we are working with them on the opportunities for improvements that have been identified.

Respectful and helpful engagement

			LCRA Rental customers	LCHO Shared ownership customers
How satisfied or dissatisfied are you that bpha listens to your views and acts upon them?	TP06	Listens to views and acts	↑ 63.20% Up 6.9% since 2024/25	↑ 39.80% Up 3.5% since 2024/25
How satisfied or dissatisfied are you that bpha keeps you informed about things that matter to you?	TP07	Keeping customers informed	↑ 69.30% Up 1.6% since 2024/25	↓ 60.70% Down 0.6% since 2024/25
To what extent do you agree or disagree with the following bpha treats me fairly and with respect?	TP08	Treats customers fairly/with respect	↓ 76.90% Down 0.8% since 2024/25	↓ 62.90% Down 2.5% since 2024/25

We are pleased that a number of the changes introduced have had a positive impact on our results. While this improvement is encouraging, we acknowledge that there remains more work to do to strengthen our overall performance.



We have made improvements in the following areas:

- bpha’s Independent Living Teams have improved customer dignity, stability, and wellbeing through personalised, needs-led engagement. This has led to sustained tenancies, successful move-ins for customers with complex needs, better access to benefits and care, and less isolation through targeted community activity. Overall, these approaches have prevented escalation and enhanced customers’ quality of life
- As part of our continued review of customer experience, we are currently analysing comments received through surveys alongside other customer feedback to understand the reasons behind shifts in perception identified, such as why customers may be giving lower ratings for a particular service we provide
- Engagement initiatives have also been trialled to increase customers’ use of bpha’s online customer engagement platform, [the Place](#), helping to strengthen ongoing dialogue and access to information. In addition, a customer shared ownership working group is in place, focusing on the issues that homeowners have identified as most important. The Customer Service Improvement Panel is monitoring the progress of the changes being implemented to ensure they are delivering the intended improvements
- We are continuing to roll out the mandatory empathy training programme for all colleagues, reinforcing our commitment to respectful, customer-focused interactions
- These activities build on last year’s progress in improving communication, accessibility of information and service responsiveness, and reflect our ongoing commitment to using customer insight to drive meaningful change across bpha’s services
- We are disappointed to see that the number of customers who agree we are treating them fairly and with respect has decreased. We will be looking more deeply into this issue to identify the areas where customers feel this is an issue.

Effective handling of complaints

			LCRA Rental customers	LCHO Shared ownership customers
How satisfied or dissatisfied are you with bpha’s approach to complaints handling?	TP09	Approach to complaint handling	38.90% Down 1.8% since 2024/25 ↓	20.70% Down 6.1% since 2024/25 ↓
Number of stage one complaints received per 1000 homes	CH01		48.8 Up 10.3 since 2024/25	28.2 Down 0.2 since 2024/25
Number of stage two complaints received per 1000 homes	CH01		12.6 Up 4.4 since 2024/25	10.6 Up 2.7 since 2024/25
Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code	CH02		92.8% Up 2.3% since 2024/25 ↑	92.5% Up 2.5% since 2024/25 ↑
Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code	CH02		93.7% Up 27.9% since 2024/25 ↑	77.1% Down 2.9% since 2024/25 ↓

We've reviewed our latest customer satisfaction results for how we handle complaints. Satisfaction has decreased since last year, with rental customers down by 1.8% to 38.90%, and homeowners down by 6.1% to 20.70%.

We have made the following improvements:

- We compared our TSM data with our internal complaints data and found that many customers who said they had made a complaint had not actually logged a formal complaint with us. To support customers in understanding the difference, we published guidance in Talk magazine explaining what is and what is not considered a formal complaint
- Our Resolve customer complaints panel spoke to customers who took part in the TSM's to gather feedback on the complaints service. The findings confirmed that dissatisfaction was often linked to the original issue that prompted the complaint rather than how the complaint was dealt with, and confirmed that some customers who responded to the TSM question had not experienced the complaint handling service as they had not made a formal complaint.



One of the key recommendations from Resolve's report was to improve the consistency of stage one complaint responses to help avoid unnecessary escalations. To do this we have coached our Complaints Resolution Officers to provide greater detail in their stage one responses, encouraged them to challenge department managers where more complaint information is needed, and introduced monthly quality assurance checks. In addition, all complaint response letters continue to be reviewed before being sent out to ensure that they are clear and empathetic.

Twice yearly audit checks are conducted by our Risk and Assurance Team to ensure policy and process is followed, as well reviewing our compliance to the Ombudsman Complaint Handling Code. Resolve also undertakes independent quality checks on our letter content at both stage one and stage two to provide feedback from a customer's perspective.

Our Service Improvement Project Officer reviews all the learning outcomes from complaints and identifies actionable service improvements. They then work with Managers and Heads of Services to ensure improvements are implemented fully. Some of the changes made include the way some rent accounts are displayed to make it easier for customers to understand their charges, training for logging repairs to ensure the correct type of job is raised, leading to a reduction in repair jobs running over, and reviewing our triage system for logging ASB with us to make it easier for customers to get the correct advice quickly.

For more information about improvements from complaints, you can go to the service improvement page on the [website](#) or [read the annual Complaints and Service Improvement Report](#).



Responsible neighbourhood management

			LCRA Rental customers	LCHO Shared ownership customers
How satisfied or dissatisfied are you that bpha keeps these communal areas clean and well maintained?	TP10	Maintenance of communal areas	60.30% ↑ Up 1.3% since 2024/25	47.50% ↑ Up 6.0% since 2024/25
How satisfied or dissatisfied are you that bpha makes a positive contribution to your neighbourhood?	TP11	Positive contribution to neighbourhood	57.60% ↑ Up 4.0% since 2024/25	34.10% ↓ Down 1.2% since 2024/25
How satisfied or dissatisfied are you with bpha's approach to handling antisocial behaviour?	TP12	Approach to handling ASB	57.40% ↑ Up 4.5% since 2024/25	33.20% ↓ Down 2.8% since 2024/25
Anti-social behaviour cases relative to the size of the landlord per 1000 homes	NM01 (1)		39.7 Up 2.2 since 2024/25	
Anti-social behaviour cases relative to the size of the landlord per 1000 homes (involving hate incidents)	NM01 (2)		1.63 Up 0.73 since 2024/25	



Our score for handling antisocial behaviour (ASB) has improved for rental customers and decreased for homeowners. We hope it will improve next year as we have made changes to the service, including an updated policy with clearer information about what customers should expect.

Scores around how well we maintain communal areas have improved since last year for both rental customers and homeowners. The score for our positive contribution to neighbourhoods has stayed the same for rental customers and has decreased for our homeowners.

In relation to satisfaction with the maintenance of communal areas, feedback from TSM surveys and a dedicated grounds maintenance survey continues to highlight concerns about the standard of service customers feel they are receiving. More than 1,500 customers shared feedback about grounds maintenance, and extensive analysis shows that there is clear room for improvement.

Around half of respondents reported dissatisfaction with the service they received between October and December, with comments referencing infrequent visits, poor communication, variable quality of work and concerns about value for money.

This feedback is directly informing the actions we are taking. We have strengthened arrangements with our contractor to address performance issues at the most affected sites, supported by a clear and targeted programme of works to bring all locations up to contractual standards. Monitoring is ongoing through joint estate inspections and increased post inspections by bpha staff, to ensure improvements are delivered and sustained over time.



To address decline in satisfaction with bpha's positive contribution to neighbourhoods, we are continuing our close oversight of neighbourhood-related services. The Community Engagement Team manage community hubs in Kingsbrook (Bedford), Queens Park (Bedford) and two community hubs in Cambridge (Trumpington). We are looking to develop hubs/drop ins in Brickhill (Bedford) and Greyfriars (Bedford) to encourage engagement with our regeneration projects.

The hubs already running were set up to respond to customer and community needs, and each hub is shaped as a result of ongoing consultation with our communities. We support the communities with health and wellbeing, employment support and support to reduce social isolation. We work closely with partner agencies to support with the community needs and continue to grow these links. The team has also been successful in gaining funding to further support its community work



In terms of satisfaction with how we handle ASB, customer feedback shows that the main issue relates to not receiving regular updates, especially during lengthy or complex cases. To address this, we have updated our procedures and introduced a new risk-based contact process, determining how often customers should receive updates; a new ASB action plan, shared with customers to set expectations around communication; monthly audits to ensure cases are being managed consistently:

- We also have a new ASB policy, supported by a revised operational process that is currently being tested. Once tested it will be implemented to help improve customer satisfaction with how ASB cases are managed.
- An ASB Improvement Plan is now in place and progress will be reported to both the Customer Service Improvement Panel and through Talk magazine
- We have launched a Priority Neighbourhood Project to focus on areas with higher levels of ASB. This work involves partnership working with local agencies, recognising that some ASB issues are complex and cannot be resolved by bpha alone
- Across the past year, complaints about lack of communication on ASB have been one of the most common issues raised with the Housing Team. The new processes aim to address this, and recent monitoring shows early signs of improvement, with no ASB-related complaints recorded in December.

bpha TSM summary of approach

Approach

bpha commissioned IFF Research to carry out this research on its behalf in accordance with guidance provided by the Regulator of Social Housing in 2025/26. IFF Research is an independent research agency with experience in gathering customer feedback for a wide range of sectors.

Survey design

The survey design meets the criteria as defined in the Regulator of Social Housing's Tenant Satisfaction Measures - Survey Requirements. We also included the following additional questions within the survey:

“Please provide a reason for your answer”

positioned after question TP01.

“Generally, how satisfied or dissatisfied are you with the way bpha deals with repairs and maintenance?” positioned after question TP03

“On a scale of 1 to 10, where 1 is very little effort and 10 is a lot of effort, how much effort do you generally have to make when you deal with bpha?” positioned after TP08

“How strongly would you agree or disagree with the following statement. ‘I trust bpha to do what they say they will do’?” positioned after question TP08

“With this in mind, was the complaint you made in the last 12 months made as a formal complaint and handled by the Complaints Resolution Team?” positioned after question TP09

“Please could you provide a reason for your answer” positioned after question TP11



“Which option best described your ethnicity or ethnic background?” positioned after question TP12.



Please note that a ‘don’t know/refused’ option was included for questions TP01, TP02, TP03, TP04, TP09 and TP10 for interviews conducted via telephone. This was not read out as an answer option and only used in instances when a customer was unable to select an option from the responses available but wanted to continue to provide their feedback. This prevented interviewers from making assumptions or inferences on the customer’s behalf and enabled these customers to continue with the survey to provide their feedback. When submitting data any ‘don’t know/refused’ should be removed from the reported base for each of these questions for percentage calculations.

As a result, the TSM survey results submitted may include customers who refused or were unable to answer TP01 but wanted to continue to provide their feedback. This is in line with the introductory text confirming that their data would be included in the data submission to the Regulator.

IFF gathered:

- 1128 valid responses to TP01 for rental customers, which exceeds the minimum requirement
- 558 valid responses to TP01 for homeowners, which exceeds the minimum requirement.

IFF considers that a respondent who has terminated an interview has effectively withdrawn their consent to participate in the research. We appreciate that this is open to interpretation, but we take the most cautious approach to uphold our ethical standards. IFF does include partial responses, where customers have skipped or refused to answer any questions but have submitted their interview.

Methodology

The TSM survey was conducted monthly from 22 April 2025 to 11 March 2026.

Surveys were conducted by telephone and online via email invitations. This mixed methodology supports inclusivity and flexibility for survey completion.

	LCRA Rental customers	LCHO Shared ownership customers
Surveys were completed via telephone	70% (787)	76% (424)
Surveys were completed online	30% (339)	24% (134)

Incentives

No incentives were offered for completing the survey.

Excluded customers

No customers were excluded from the sampling frame due to the exceptional circumstances outlined in the TSM survey requirements.



Tenure type	Population	Confidence interval required	Number of interviews required per annum for submission	Number of interviews completed
Rental Accommodation (LCRA)	13,829	+/- 3%	991	1126
Home ownership (LCHO)	3,167	+/- 4%	505	558
Total	16,996		1,496	1,684

bpha is required to complete a minimum of 991 surveys per annum among rental customers to meet a +/-3% confidence interval, and 505 surveys per annum among home owners to meet a +/-4% confidence interval.

A stratified sampling approach based on agreed characteristics was used to represent the profile of the full customer population. Quotas were set for the age of the respondents.



Representative sample

The table below summarises the review carried out based on the demographic information available and the representativeness of the survey results.

Based on the review we are satisfied that the sample population and TSM results accurately reflect that of the full customer population and, as such, it has not been necessary to apply any weighting.

Age (LCRA)	Population breakdown	Survey data
16-24	2%	2%
25-34	15%	13%
35-44	23%	23%
45-54	22%	20%
55-64	18%	20%
65-74	11%	12%
75 and over	8%	10%

Age (LCHO)	Population breakdown	Survey data
16-24	6%	4%
25-34	25%	24%
35-44	28%	30%
45-54	18%	16%
55-64	10%	13%
65-74	5%	5%
75 and over	7%	6%
Unknown	2%	1%

Local authority	LCRA population	Survey data
Bedford	58%	60%
Buckinghamshire	0%	0%
Cambridge	7%	7%
Central Bedfordshire	5%	5%
Cherwell	2%	2%
Corby	0%	0%
Crawley	0%	0%
Dudley	0%	0%
East Cambridgeshire	0%	0%
Fenland	0%	0%
Harborough	0%	0%
Huntingdonshire	5%	4%
Luton	2%	1%
Milton Keynes	5%	6%

Local authority	LCRA population	Survey data
North Northamptonshire	3%	2%
Oxford	0%	0%
Peterborough	2%	3%
Sheffield	0%	0%
South Cambridgeshire	6%	6%
South Oxfordshire	0%	0%
St Albans	0%	0%
Stevenage	0%	0%
Taunton Deane	0%	0%
Vale of White Horse	1%	1%
West Northamptonshire	4%	2%
West Suffolk	0%	0%
Wiltshire	0%	0%



Local authority	LCHO population	Survey data
Bedford	18%	17%
Buckinghamshire	1%	1%
Cambridge	10%	11%
Central Bedfordshire	9%	8%
Cherwell	3%	5%
Corby	0%	0%
Crawley	0%	0%
Dudley	0%	0%
East Cambridgeshire	0%	1%
Fenland	0%	0%
Harborough	0%	0%
Huntingdonshire	9%	8%
Luton	1%	1%
Milton Keynes	16%	18%

Local authority	LCHO population	Survey data
North Northamptonshire	3%	3%
Oxford	1%	0%
Peterborough	6%	4%
Sheffield	0%	0%
South Cambridgeshire	16%	17%
South Oxfordshire	0%	0%
St Albans	0%	0%
Stevenage	0%	0%
Taunton Deane	0%	0%
Vale of White Horse	0%	0%
West Northamptonshire	4%	4%
West Suffolk	2%	2%
Wiltshire	1%	1%



Tenure	LCRA customers	Survey data
Affordable rent	22%	21%
General needs	66%	67%
Independent Living (rental)	7%	6%
Mortgage rescue	1%	0%
Near market rent	2%	2%
Rent to Homebuy	2%	2%
Rent to Homebuy 70%	0%	0%
Supported housing	1%	1%

Tenure	LCHO customers	Survey data
Independent Living (shared ownership)	5%	5%
Shared ownership	92%	90%
SO2 Shared ownership 2 (RPI)	2%	2%
(blank)	1%	2%

Collation of the results

IFF Research gave bpha access to its online customer voice portal where survey results are collated and displayed graphically. We downloaded the raw data from the portal to enable all figures for the TSM Return to be identified and checked before submission.





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