

bpha Tenant Satisfaction Measures

J12505

Date 19/6/26

Telephone/Online

S Screener

ASK PERSON WHO ANSWERS PHONE

- S1 Good morning / afternoon / evening. My name is **INTERVIEWER NAME** and I'm calling from IFF Research on behalf of your housing provider, bpha Please can I speak to **NAME**?

The reason for my call today is to gather some feedback about your general experience of being a bpha customer. This is as part of the tenant satisfaction measures to see how well landlords like bpha are doing and used to help improve services.

If I can run through some quick questions with you today please, that would be really helpful, shouldn't take us more than 11 minutes?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Referred to someone else at household	3	GO TO S2 TO CHECK IF RESPONDENT IS ON THE TENANCY AGREEMENT
Hard appointment	4	MAKE APPOINTMENT
Soft Appointment	5	
Engaged	6	CALL BACK
No answer	7	
Busy at this time	8	
Answer phone	9	
Refusal (this research)	10	SCREEN OUT RESPONDENT DOESN'T WISH TO TAKE PART IN THIS SURVEY BUT HASN'T SPECIFIED WHETHER THEY WISH TO OPT OUT OF ALL CALLS FROM US

Refusal (all future interviews)	11	SCREEN OUT SAMPLE CODED AS SUCH AND CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Wrong Number	12	SCREEN OUT
Business Number	13	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
No longer a [client name] tenant / customer	14	SCREEN OUT
Customer deceased	15	SAMPLE CODED AS SUCH CUSTOMER DETAILS ADDED TO DNC TO EXCLUDE
Language Barrier	16	GO TO S4 TO CONFIRM PRIMARY LANGUAGE
Needs reassurances	17	BRING UP REASSURANCE SCREEN
Terminate Interview	18	IF BREAKDOWN DURING INTERVIEW

ASK IF REFERRAL S1=3

S2 Please can you confirm that you are on the tenancy agreement with bpha?

Yes	1	GO TO S3
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK IF S2 = 1

S3 Please can you confirm your name?

WRITE IN		
Refused	1	SCREEN OUT

ASK IF LANGUAGE BARRIER REFERRAL S1=16

- S4 Can I ask what is your primary language? By this we mean the language you use most often to communicate with.**

WRITE IN		
Don't know	1	SCREEN OUT
Refused	2	SCREEN OUT

If we are able to we will contact you again in your primary language to get your feedback.

CLOSE INTERVIEW AND DD TO LANGUAGE SPECIFIC CONTACT LIST

ASK ALL

- S5 I need to read out a quick statement before we start:
This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.**

All interviewing is carried out in strict accordance with the Market Research Society's code of conduct and within GDPR guidelines.

Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your bpha and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED:

**For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr
If you would like to find out more about this survey, or confirm the validity of the survey please visit: [<https://www.bpha.org.uk/working-with-iff-research/>]**

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Shahina Begum on 0207 250 3035**
- **bpha: 0330 1000272**

Online introduction:**Help improve services provided by BPHA**

Dear @NAME,

We're emailing you on behalf of your housing provider, bpha. They'd like to gather some feedback about your general experience of being a bpha customer. This is as part of the tenant satisfaction measures to see how well landlords like bpha are doing and used to help improve services.

- The survey should take no more than 11 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with bpha and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
- The research is being conducted by IFF Research, an independent research organisation, on behalf of bpha.
- Our work adheres to GDPR guidelines and the [Market Research Society's code of conduct](#).
- For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

- If you would like to find out more about this survey, or confirm the validity of the survey please visit: [<https://www.bpha.org.uk/working-with-iff-research/>]

Many thanks in advance for your help with this important research.

The IFF Research Team



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Registered office: 5th Floor, St. Magnus House, 3 Lower Thames St, London, EC3R 6HD

Online email reminder:



Help improve services provided by BPHA

Dear [@NAME](#),

We contacted you recently on behalf of your housing provider bpha asking if you can spare some time to share your thoughts about your experience of being a bpha customer. We'd still really love to hear from you.

- This is as part of the tenant satisfaction measures to see how well landlords like bpha are doing and used to help improve services.
- The survey should take no more than 11 minutes to complete.
- We would kindly ask you to complete it as soon as possible
- You will be asked for consent to share your data with bpha and your answers can be shared anonymously if you wish with no link to your personal information.

Take part now

Additional information:

- This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year.
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- If you would like to find out more about this survey, or confirm the validity of the survey please visit: [<https://www.bpha.org.uk/working-with-iff-research/>]

Many thanks in advance for your help with this important research.

The IFF Research Team

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T TSM Survey

ASK ALL

(2878) Taking everything into account, how satisfied or dissatisfied are you with the service provided by bpha?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know HIDE ON WEB	6	

ASK ALL

(303) Please could you provide a reason for your answer?

ASK IF LCRA IN SAMPLE

(732) Has bpha carried out a repair to your home in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(5626) How satisfied or dissatisfied are you with the overall repairs service from bpha over the last 12 months?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL WHO SAID YES AT 732 (732=1), AND IF LCRA IN SAMPLE

(566) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL WHO SAID NO AT 732 (732=2), AND IF LCRA IN SAMPLE

(631) Generally, how satisfied or dissatisfied are you with the way bpha deals with repairs and maintenance?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK IF LCRA IN SAMPLE

(5647) How satisfied or dissatisfied are you that bpha provides a home that is well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL

(5627) 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?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

(787)

ASK ALL

(5493) How satisfied or dissatisfied are you that bpha listens to your views and acts upon them?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(5494) How satisfied or dissatisfied are you that bpha keeps you informed about things that matter to you?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(5485) To what extent do you agree or disagree with the following "bpha treats me fairly and with respect"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

ASK ALL

(5912) 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?

SINGLE CODE. DO NOT READ OUT

1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10	
DO NOT READ OUT: Not applicable/ don't know	11	

ASK ALL

(5643) How strongly would you agree or disagree with the following statement "I trust bpha to do what they say they will do"?

SINGLE CODE. READ OUT

Strongly agree	1	
Agree	2	
Neither agree nor disagree	3	
Disagree	4	
Strongly disagree	5	
Not applicable/ don't know	6	

ASK ALL

(737) Have you made a complaint to bpha in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL WHO SAID YES AT 737 (737=1)

(5645) How satisfied or dissatisfied are you with bpha's approach to complaints handling?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL WHO SAID YES AT 737 (737=1)

(5498) bpha has a dedicated Complaints Resolution Team who deal with all formal complaints that are raised by its customers. Those customers are allocated a Complaints Resolution Officer who looks into the complaint for them.

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?

Yes	1	
No	2	
Don't Know	3	

ASK ALL WHO SAID YES TO COMPLAINTS RESOLUTION TEAM (5498=1) AND Q5645=1-5
<QUESTION REMOVED JANUARY 2026>

(1445) And why do you say that you are [answer at 5645] with bpha's approach to complaints handling?

WRITE IN		
Don't know	1	
Refused	2	

ASK ALL

(5667) Do you live in a building with communal areas, either inside or outside, that bpha is responsible for maintaining?

SINGLE CODE. READ OUT

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO SAID YES AT 5667 (5667=1)

(5495) How satisfied or dissatisfied are you that bpha keeps these communal areas clean and well maintained?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Not applicable/ don't know HIDE ON WEB	6	

ASK ALL

(5669) How satisfied or dissatisfied are you that bpha makes a positive contribution to your neighbourhood?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL WHO ANSWERED 5669 (Q5669=1-5)

(1446 Please could you provide a reason for your answer?)

WRITE IN		
Don't know	1	
Refused	2	

ASK ALL

(5644) How satisfied or dissatisfied are you with bpha's approach to handling anti-social behaviour?

SINGLE CODE. READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Not applicable/ don't know	6	

ASK ALL

(735) Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?

SINGLE CODE. READ OUT

Yes	1	
No	2	

ASK ALL

Before we finish, we'd like to ask you a question about yourself to help bpha understand their customers better. This question is optional, and you do not have to answer if you do not wish to.

(DS to allocate) Which option best describes your ethnicity or ethnic background?

SINGLE CODE. READ OUT

English, Welsh, Scottish, Northern Irish or British	1	
Gypsy or Irish Traveller	2	
Irish	3	
Other White background	4	
White and Black Caribbean	5	
White and Black African	6	
White and Asian	7	
Other Mixed background	8	
Bangladeshi	9	
Chinese	10	
Indian	11	
Pakistani	12	
Other Asian or Asian British background	13	
African	14	
Caribbean	15	
Other Black or Black British background	16	
Arab	17	
Any other ethnic group	18	
Prefer not to say	19	

ASK ALL

(918) Are you happy for us to share your details along with your responses with bpha?

SINGLE CODE. READ OUT

Yes	1	
No	2	

(5569) And would you be happy for bpha to contact you to discuss any of the answers you have shared today?

Yes	1	
No	2	

[CATI] Thank you for taking the time to complete this survey, your input is really important to bpha. The results will be fed back to them. If you would like bpha to look into anything you have discussed here today, please contact them with the details via Whatsapp on 01234 923233. Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

**[Online] Thank you for your completing the survey, your feedback is really important to bpha and will be used to improve services. If you would like bpha to look into anything you have discussed here today, please contact them with the details via Whats app, on 01234 923233. Alternatively, you may wish to register for their online portal where you can request repairs, manage your account and payments, and more. To register, click here:
<https://my.bpha.org.uk/Account/Login/Register>**

R Reassurance Email

All data IFF collect from this survey will be reported in aggregate form and your answers will not be reported to bpha in any way that would allow you to be identified, unless you have agreed to share your feedback.

If you would like to find out more about this survey, or confirm the validity of the survey please visit:
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For more information on bpha's Privacy and Data protection policy please click
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- **IFF: Shahina Begum on 0207 250 3035**
- **MRS: Market Research Society on 0800 975 9596**

C Cause for Concerns (for ProjCon)

The Cause for Concerns and Hot Alerts to be sent to bpha Insights email address:
Insights@bpha.org.uk