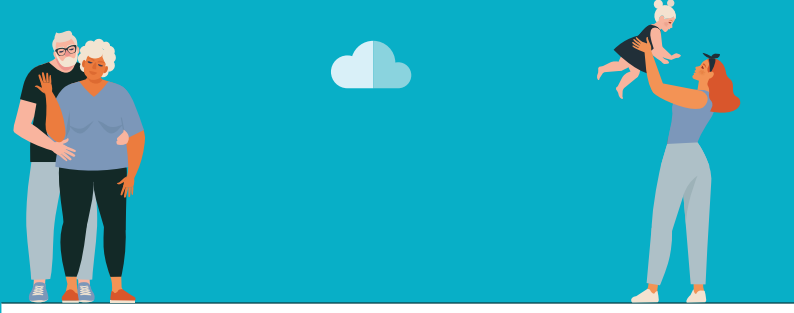


# Tenant Satisfaction Measures 2023-2024

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



	Combined	Rental customers	Shared ownership customers
Overall satisfaction with service provided	66%	71%	50%
<b>Keeping properties in good repair:</b>			
Satisfied with repairs service received over the last 12 months		66%	
Satisfied with time taken to complete repair		60%	
Satisfied the home we provide is well maintained		70%	
Homes that meet the Decent Homes Standard		100%	
Percentage of non-emergency repairs completed within target timescale of 28 days		69%	
Percentage of emergency repairs carried out within target timescale of 24 hours		87%	
<b>Maintaining building safety</b>			
Satisfied the home we provide is safe	74%	76%	70%
Percentage of gas safety checks carried out	100%		
Percentage of fire safety checks carried out	100%		
Percentage of asbestos safety checks carried out	100%		
Percentage of water safety checks carried out	100%		
Percentage of lift safety checks carried out	100%		
<b>Respectful and helpful engagement</b>			
Satisfied we listen to your views and act on them	49%	56%	35%
Satisfied we keep you informed of the things that matter to you	62%	64%	56%
Agreement that we treat you fairly and with respect	71%	74%	63%
<b>Effective handling of complaints</b>			
Satisfied with bpha's approach to complaint handling	35%	39%	24%
Number of Stage one complaints received relative to the size of bpha as a landlord (calculated per thousand homes)		44.3	25.9
Number of Stage two complaints received relative to the size of bpha as a landlord (calculated per thousand homes)		5.7	4.5
Stage one complaints responded to within Complaint Handling Code timescales		90.4%	87.7%
Stage two complaints responded to within Complaint Handling Code timescales		93.4%	85.7%
<b>Responsible neighbourhood management</b>			
Satisfied we keep communal areas clean and well maintained	52%	58%	40%
Satisfied we make positive contributions to neighbourhoods	47%	54%	31%
Satisfied with bpha's handling of anti-social behaviour (ASB)	47%	53%	32%
Number of ASB cases relative to the size of bpha as a landlord (calculated per thousand homes)	40.3		
Number of hate crime incidents relative to the size of bpha as a landlord (calculated per thousand homes)	1.7		

