

	Appendix 3 - Summary of Tenant Satisfaction Measures					
	TSM Perception Measures	BCP Homes 23/24	National lower quartile 23/24	National Median 23/24	National upper quartile 23/24	BCP Homes 24/25
	TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77.7%	63.7%	71.3%	78.4%	81.2%
	TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	83.4%	65.7%	72.3%	78.7%	80.8%
	TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	81.8%	61.1%	67.4%	75.3%	81.3%
	TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	80.9%	64.4%	70.8%	77.6%	79.3%
	TP05: Proportion of respondents who report that they are satisfied that their home is safe.	81.7%	70.5%	76.7%	82.5%	80.4%
	TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.8%	52.3%	60.4%	67.9%	66.7%
	TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	73.0%	63.8%	70.3%	75.9%	75.2%
	TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.5%	70.8%	76.8%	82.8%	83.9%
	TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	33.6%	27.5%	34.5%	41.1%	39.9%
	TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	67.1%	58.2%	65.1%	71.7%	68.2%
	TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.2%	55.1%	63.1%	70.4%	66.5%
	TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55.6%	51.3%	57.8%	64.8%	55.8%
	Decent Homes and Responsive repairs	BCP Homes 23/24	National lower quartile 23/24	National Median 23/24	National upper quartile 23/24	BCP Homes 24/25
	RP01: Proportion of homes that do not meet the Decent Homes Standard.	0.9%	0.0%	0.5%	3.4%	0.1%
	RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	80.9%	70.7%	81.3%	89.2%	83.1%
	RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.	95.0%	87.9%	95.3%	98.7%	96.5%
	Maximum target timescale for non-emergency repairs in working days	30	20	28	43	30
	Maximum target timescale for emergency repairs in hours	48	24	24	24	24
	Complaints	BCP Homes 23/24	National lower quartile 23/24	National Median 23/24	National upper quartile 23/24	BCP Homes 24/25
	CH01(1): Number of stage one complaints received per 1,000 homes. (LCRA)	11.9	24.4	42.5	65.1	14.0
	CH01(2): Number of stage two complaints received per 1,000 homes. (LCRA)	2.3	3.2	5.7	9.9	3.1
	CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.(LCRA)	87%	64.6%	82.3%	92.9%	94.0%
	CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.(LCRA)	86%	64.0%	83.6%	97.8%	96.7%
	Anti-social Behaviour	BCP Homes 23/24	National lower quartile 23/24	National Median 23/24	National upper quartile 23/24	BCP Homes 24/25
	NM01(1): ASB cases opened per 1000 homes (LCRA + LCHO)	66.3	20.7	35.5	56.5	50.7
	NM01(1): ASB cases that involve hate incidents opened per 1000 homes (LCRA + LCHO)	1.4	0.2	0.6	1.2	1.7
	Building Safety Measures	BCP Homes 23/24	National lower quartile 23/24	National Median 23/24	National upper quartile 23/24	BCP Homes 24/25
	BS01: Proportion of homes for which all required gas safety checks have been carried out.	100.0%	99.7%	99.9%	100.0%	100.0%
	BS02: Proportion of homes for which all required fire risk assessments have been carried out.	69.6%	99.8%	100.0%	100.0%	100.0%
	BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.5%	99.3%	100.0%	100.0%	100.0%
	BS04: Proportion of homes for which all required legionella risk assessments have been carried out.	87.8%	99.7%	100.0%	100.0%	100.0%
	BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	98.4%	100.0%	100.0%	100.0%