

Appendix 3 - Tenant Satisfaction Measures Summary by Sub group August 2025																		
TSM Perception Measures	BCP Homes 24/25	National Upper Quartile 23/24	16 -34 years	35 - 54 years	55 - 74 years	75 + years	Female	Male	General Needs	Sheltered	Bungalow	Flat	House	Other	Activities limited a lot/little	Not limited	White British	Minority ethnic groups
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	81.2%	78.4%	78.0%	76.0%	83.0%	86.0%	80.0%	83.0%	80.0%	86.0%	88.0%	79.0%	84.0%	81.0%	79.0%	84.0%	81.0%	79.0%
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.	80.8%	78.7%	72.0%	75.0%	84.0%	90.0%	79.0%	84.0%	79.0%	91.0%	91.0%	80.0%	79.0%	N/A	81.0%	82.0%	81.0%	78.0%
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.	81.3%	75.3%	77.0%	74.0%	86.0%	86.0%	79.0%	86.0%	80.0%	88.0%	96.0%	81.0%	80.0%	N/A	81.0%	82.0%	81.0%	81.0%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	79.3%	77.6%	70.0%	72.0%	82.0%	90.0%	78.0%	82.0%	76.0%	90.0%	84.0%	78.0%	82.0%	73.0%	78.0%	81.0%	79.0%	82.0%
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	80.4%	82.5%	66.0%	72.0%	86.0%	88.0%	78.0%	84.0%	78.0%	87.0%	88.0%	77.0%	87.0%	72.0%	79.0%	83.0%	81.0%	74.0%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.7%	67.9%	55.0%	64.0%	69.0%	74.0%	65.0%	70.0%	65.0%	73.0%	73.0%	63.0%	72.0%	67.0%	65.0%	69.0%	67.0%	67.0%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	75.2%	75.9%	76.0%	70.0%	77.0%	80.0%	75.0%	75.0%	75.0%	77.0%	69.0%	72.0%	83.0%	68.0%	73.0%	79.0%	76.0%	70.0%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.9%	82.8%	78.0%	78.0%	87.0%	90.0%	84.0%	84.0%	82.0%	89.0%	83.0%	82.0%	88.0%	69.0%	83.0%	87.0%	84.0%	80.0%
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.	39.9%	41.1%	62.0%	32.0%	38.0%	42.0%	43.0%	35.0%	39.0%	42.0%	32.0%	40.0%	38.0%	N/A	39.0%	41.0%	39.0%	49.0%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68.2%	71.7%	62.0%	55.0%	70.0%	81.0%	65.0%	72.0%	60.0%	82.0%	67.0%	68.0%	69.0%	67.0%	70.0%	65.0%	68.0%	67.0%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.5%	70.4%	55.0%	63.0%	67.0%	76.0%	64.0%	71.0%	63.0%	78.0%	60.0%	66.0%	69.0%	76.0%	64.0%	70.0%	67.0%	70.0%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55.8%	64.8%	56.0%	54.0%	55.0%	62.0%	56.0%	55.0%	55.0%	60.0%	64.0%	53.0%	58.0%	N/A	52.0%	63.0%	55.0%	66.0%