lix 2 - Tenant Satisfaction Measures Summar	y August 2025							
TSM Perception Measures	BCP Homes Resident Survey 2021	BCP Homes 23/24			National Upper Quartile 23/24	BCP Homes 24/25	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	78.0%	77.7%	63.7%	71.3%	78.4%	81.2%	79.7%	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.	75.0%	83.4%	65.7%	72.3%	78.7%	80.8%	79.6%	84.0%
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.	n/a	81.8%	61.1%	67.4%	75.3%	81.3%	76.2%	85.0%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	n/a	80.9%	64.4%	70.8%	77.6%	79.3%	78.8%	80.0%
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	82.0%	81.7%	70.5%	76.7%	82.5%	80.4%	83.7%	87.0%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	n/a	66.8%	52.3%	60.4%	67.9%	66.7%	71.0%	70.0%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.0%	73.0%	63.8%	70.3%	75.9%	75.2%	80.3%	78.0%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	n/a	83.5%	70.8%	76.8%	82.8%	83.9%	84.9%	88.0%
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.	n/a	33.6%	27.5%	34.5%	41.1%	39.9%	42.8%	39.0%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	69.0%	67.1%	58.2%	65.1%	71.7%	68.2%	73.3%	67.0%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	n/a	66.2%	55.1%	63.1%	70.4%	66.5%	74.5%	71.0%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	44.0%	55.6%	51.3%	57.8%	64.8%	55.8%	67.9%	60.0%
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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	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
RP01: Proportion of homes that do not meet the Decent Homes Standard.	0.89%	0.02%	0.50%	3.43%	0.10%	0.00%	0.2%
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%	87.9%	82.4%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.	95.0%	87.9%	95.3%	98.7%	96.5%	99.0%	94.4%
Responsive repairs that had not been completed (work in progress) at period end as a % of completed responsive repairs	N/A	N/A	N/A	N/A	2.9%	4.8%	15.3%
Maximum target timescale for non-emergency repairs in working days	30	20	28	43	30	N/A	30
Maximum target timescale for emergency repairs in hours	48	24	24	24	24	N/A	24
Complaints	BCP Homes 23/24	National Lower Quartile 23/24		National Upper Quartile 23/24	BCP Homes 24/25	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
CH01(1): Number of stage one complaints received per 1,000 homes. (LCRA)	11.9	24.4	42.5	65.1	14.0	37.2	0.39
CH01(2): Number of stage two complaints received per 1,000 homes. (LCRA)	2.3	3.2	5.7	9.9	3.1	5.6	0.08
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.(LCRA)	67.3%	64.6%	82.3%	92.9%	94.0%	98.4%	91.3%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.(LCRA)	86.4%	64.0%	83.6%	97.8%	96.7%	100.0%	100.0%
Anti-social Behaviour	BCP Homes 23/24	National Lower Quartile 23/24		National Upper Quartile 23/24	BCP Homes 24/25	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
NM01(1): ASB cases opened per 1000 homes (LCRA + LCHO)	66.3	20.7	35.5	56.5	50.7	22.60	18.4
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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	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
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%	99.97%	100.0%
BS02: Proportion of homes for which all required fire risk assessments have been carried out.	86.9%	99.7%	100.0%	100.0%	100.0%	100.00%	100.0%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.5%	99.2%	100.0%	100.0%	100.0%	100.00%	98.7%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out.	87.8%	99.6%	100.0%	100.0%	100.0%	100.00%	100.0%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	97.8%	100.0%	100.0%	100.0%	100.00%	100.0%