

Appendix 2 - Tenant Satisfaction Measures Summary

TSM Perception Measures	BCP Homes Resident Survey 2021	BCP Homes 23/24	National Upper Quartile 23/24	National Lower Quartile 24/25	National Median 24/25	National Upper Quartile 24/25	LA's ONLY Upper Quartile 24/25	BCP Homes 24/25	BCP Homes 25/26 Qtr 1	BCP Homes 25/26 Qtr 2	BCP Homes 25/26 Qtr 3	BCP Homes 25/26 Qtr 4	BCP Homes 25/26
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	78.0%	77.7%	78.4%	64.7%	71.8%	78.9%	74.8%	81.2%	79.0%	81.0%	80.0%	78.0%	79.6%
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%	78.7%	66.8%	73.6%	79.6%	77.9%	80.8%	84.0%	89.0%	83.0%	81.0%	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%	75.3%	63.0%	69.5%	76.5%	75.6%	81.3%	85.0%	85.0%	80.0%	80.0%	82.4%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	n/a	80.9%	77.6%	65.5%	71.9%	77.8%	74.3%	79.3%	80.0%	81.0%	79.0%	81.0%	80.6%
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	82.0%	81.7%	82.5%	71.8%	77.6%	82.9%	79.9%	80.4%	87.0%	84.0%	83.0%	83.0%	84.4%
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%	67.9%	54.1%	61.6%	69.3%	64.7%	66.7%	70.0%	67.0%	70.0%	68.0%	68.8%
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%	75.9%	65.9%	72.0%	77.3%	74.3%	75.2%	78.0%	72.0%	75.0%	74.0%	74.6%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	n/a	83.5%	82.8%	72.6%	77.9%	83.9%	80.3%	83.9%	88.0%	84.0%	83.0%	82.0%	84.1%
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%	41.1%	29.6%	35.5%	42.1%	36.8%	39.9%	39.0%	32.0%	27.0%	26.0%	31.1%
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%	71.7%	60.7%	66.7%	72.8%	69.6%	68.2%	67.0%	77.0%	72.0%	72.0%	71.6%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	n/a	66.2%	70.4%	57.7%	64.6%	71.7%	67.9%	66.5%	71.0%	68.0%	63.0%	64.0%	66.6%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	44.0%	55.6%	64.8%	54.7%	59.5%	66.4%	61.4%	55.8%	60.0%	50.0%	54.0%	54.0%	54.6%

Decent Homes and Responsive repairs		BCP Homes 23/24	National Upper Quartile 23/24	National Lower Quartile 24/25	National Median 24/25	National Upper Quartile 24/25	LA's ONLY Upper Quartile 24/25	BCP Homes 24/25	BCP Homes 25/26 Qtr 1	BCP Homes 25/26 Qtr 2	BCP Homes 25/26 Qtr 3	BCP Homes 25/26 Qtr 4	BCP Homes 25/26
RP01: Proportion of homes that do not meet the Decent Homes Standard.		0.9%	3.4%	0.0%	0.5%	3.0%	6.7%	0.1%	0.2%	0.04%	0.20%	0.00%	0.00%
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale.		80.9%	89.2%	74.8%	82.5%	89.1%	90.8%	83.1%	82.4%	87.9%	87.9%	85.9%	85.7%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.		95.0%	98.7%	89.1%	94.9%	98.9%	98.9%	96.5%	94.4%	98.2%	98.2%	97.7%	97.1%
Responsive repairs that had not been completed (work in progress) at period end as a % of completed responsive repairs													
Maximum target timescale for non-emergency repairs in working days		30	43			28		30	20	20	20	20	20
Maximum target timescale for emergency repairs in hours		48	24			24		24	24	24	24	24	24

Complaints		BCP Homes 23/24	National Upper Quartile 23/24	National Lower Quartile 24/25	National Median 24/25	National Upper Quartile 24/25	LA's ONLY Upper Quartile 24/25	BCP Homes 24/25	BCP Homes 25/26 Qtr 1	BCP Homes 25/26 Qtr 2	BCP Homes 25/26 Qtr 3	BCP Homes 25/26 Qtr 4	BCP Homes 25/26
CH01(1): Number of stage one complaints received per 1,000 homes. (LCRA)		11.9	65.1	34.3	53.5	72.2	64.2	14.0	3.87	10.46	7.86	10.99	28.5
CH01(2): Number of stage two complaints received per 1,000 homes. (LCRA)		2.3	9.9	5.2	8.3	13.6	11.7	3.1	0.84	3.24	2.31	3.25	8.8
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (LCRA)		87%	92.9%	72.8%	89.9%	96.8%	93.9%	94.0%	91.9%	98.4%	96.1%	93.4%	98.2%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (LCRA)		86%	97.8%	70.4%	88.9%	100.0%	97.9%	96.7%	100.0%	100.0%	100.0%	97.3%	96.4%

Anti-social Behaviour		BCP Homes 23/24	National Upper Quartile 23/24	National Lower Quartile 24/25	National Median 24/25	National Upper Quartile 24/25	LA's ONLY Upper Quartile 24/25	BCP Homes 24/25	BCP Homes 25/26 Qtr 1	BCP Homes 25/26 Qtr 2	BCP Homes 25/26 Qtr 3	BCP Homes 25/26 Qtr 4	BCP Homes 25/26
NM01(1): ASB cases opened per 1000 homes (LCRA + LCHO)		66.3	56.5	22.4	36.0	57.6	61.6	50.7	18.31	33.01	10.85	9.9	53.8
NM01(1): ASB cases that involve hate incidents opened per 1000 homes (LCRA + LCHO)		1.4	1.2	0.2	0.7	1.2	1.2	1.7	0.0	0.1	1.0	0.4	0.6

Building Safety Measures		BCP Homes 23/24	National Upper Quartile 23/24	National Lower Quartile 24/25	National Median 24/25	National Upper Quartile 24/25	LA's ONLY Upper Quartile 24/25	BCP Homes 24/25	BCP Homes 25/26 Qtr 1	BCP Homes 25/26 Qtr 2	BCP Homes 25/26 Qtr 3	BCP Homes 25/26 Qtr 4	BCP Homes 25/26
BS01: Proportion of homes for which all required gas safety checks have been carried out.		100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%
BS02: Proportion of homes for which all required fire risk assessments have been carried out.		69.6%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	99.9%	99.4%	100.0%	100.0%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out.		87.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	98.9%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.		100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%