

Tenant Satisfaction Measures Survey Respondent Profile 2025-26

TSM Perception Measures	BCP Homes 25/26	National Upper Quartile 24/25	16 -34 years	35 - 54 years	55 - 74 years	75 + years	Female	Male	Bournemouth	Poole	General Needs	Sheltered	Bungalow	Flat	House	Other	Activities limited a lot/little	Activities not limited	White British	Minority ethnic groups
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	79.6%	78.9%	75.0%	72.0%	83.0%	87.0%	78.0%	82.0%	83.0%	76.0%	78.0%	84.0%	77.0%	81.0%	79.0%	58.0%	78.0%	82.0%	80.0%	78.0%
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.	84.0%	79.6%	71.0%	82.0%	88.0%	87.0%	83.0%	86.0%	87.0%	82.0%	84.0%	85.0%	84.0%	85.0%	83.0%	77.0%	83.0%	86.0%	85.0%	81.0%
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.	82.4%	76.5%	81.0%	78.0%	84.0%	89.0%	82.0%	83.0%	84.0%	82.0%	81.0%	88.0%	79.0%	86.0%	78.0%	77.0%	83.0%	81.0%	83.0%	82.0%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	80.6%	77.8%	80.0%	70.0%	84.0%	89.0%	78.0%	84.0%	83.0%	78.0%	79.0%	87.0%	80.0%	84.0%	76.0%	63.0%	78.0%	84.0%	81.0%	81.0%
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	84.4%	82.9%	76.0%	75.0%	89.0%	95.0%	83.0%	87.0%	85.0%	84.0%	82.0%	92.0%	90.0%	84.0%	85.0%	63.0%	82.0%	88.0%	85.0%	83.0%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	68.8%	69.3%	68.0%	61.0%	72.0%	76.0%	68.0%	71.0%	69.0%	69.0%	68.0%	73.0%	75.0%	68.0%	69.0%	52.0%	67.0%	73.0%	69.0%	71.0%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.6%	77.3%	70.0%	68.0%	78.0%	79.0%	73.0%	78.0%	76.0%	74.0%	74.0%	78.0%	67.0%	77.0%	73.0%	67.0%	72.0%	79.0%	75.0%	79.0%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	84.1%	83.9%	83.0%	78.0%	86.0%	90.0%	83.0%	86.0%	86.0%	82.0%	84.0%	86.0%	86.0%	85.0%	82.0%	75.0%	82.0%	89.0%	85.0%	82.0%
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.	31.1%	42.1%	31.0%	24.0%	35.0%	34.0%	30.0%	33.0%	32.0%	31.0%	31.0%	32.0%	34.0%	33.0%	29.0%	0.0%	28.0%	38.0%	31.0%	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.	71.6%	72.8%	70.0%	58.0%	74.0%	82.0%	68.0%	76.0%	75.0%	67.0%	66.0%	82.0%	51.0%	73.0%	53.0%	60.0%	71.0%	72.0%	72.0%	68.0%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.6%	71.7%	61.0%	59.0%	70.0%	75.0%	64.0%	71.0%	69.0%	64.0%	64.0%	78.0%	63.0%	70.0%	63.0%	60.0%	63.0%	73.0%	67.0%	67.0%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54.6%	66.4%	53.0%	46.0%	55.0%	68.0%	52.0%	59.0%	55.0%	54.0%	51.0%	67.0%	57.0%	57.0%	50.0%	54.0%	53.0%	57.0%	54.0%	66.0%