



TSM Survey 2024/25

Tenant perception measures

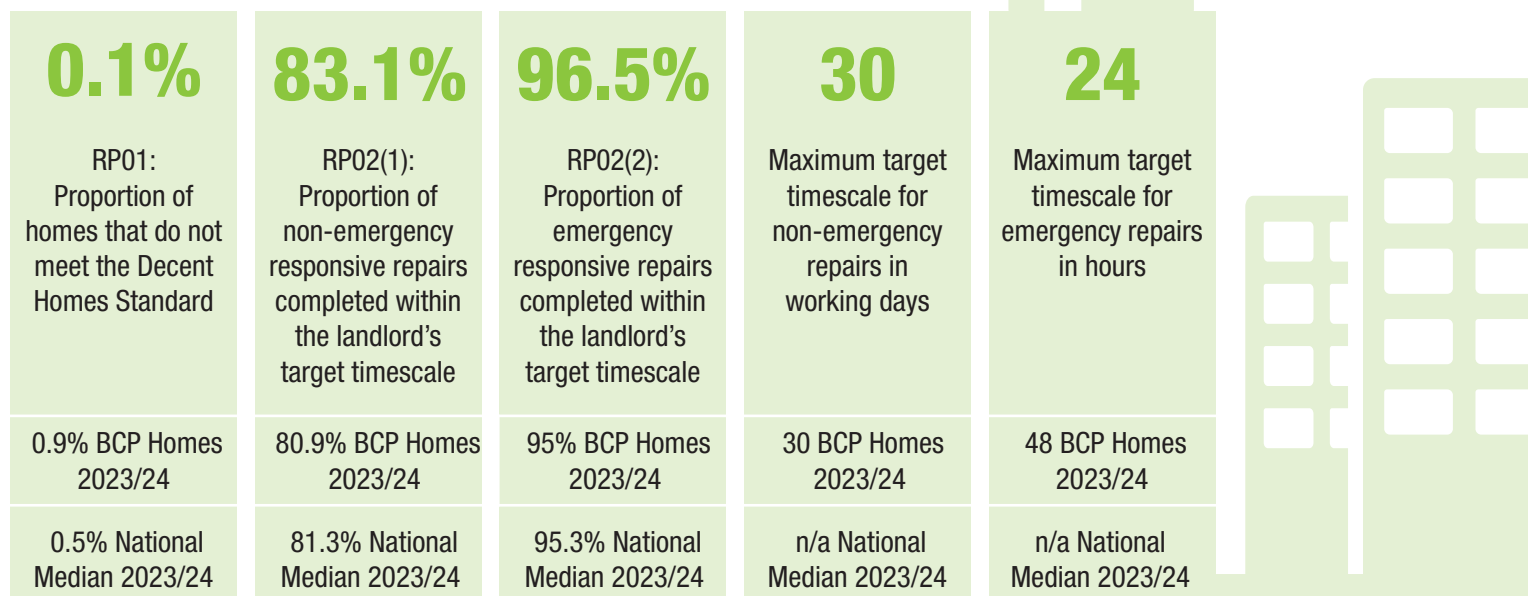


<p>81%</p> <p>TP01: Proportion of respondents who report that they are Satisfied with the overall service from their landlord</p> <p>78% BCP Homes 2023/24</p> <p>71.3% National Median 2023/24</p>	<p>81%</p> <p>TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service</p> <p>83% BCP Homes 2023/24</p> <p>72.3% National Median 2023/24</p>	<p>81%</p> <p>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</p> <p>82% BCP Homes 2023/24</p> <p>67.4% National Median 2023/24</p>	<p>79%</p> <p>TP04: Proportion of respondents who report that they are satisfied that their home is well maintained</p> <p>81% BCP Homes 2023/24</p> <p>70.8% National Median 2023/24</p>	<p>80%</p> <p>TP05: Proportion of respondents who report that they are satisfied that their home is safe</p> <p>82% BCP Homes 2023/24</p> <p>76.7% National Median 2023/24</p>	<p>67%</p> <p>TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them</p> <p>67% BCP Homes 2023/24</p> <p>60.4% National Median 2023/24</p>
<p>75%</p> <p>TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them</p> <p>73% BCP Homes 2023/24</p> <p>70.3% National Median 2023/24</p>	<p>84%</p> <p>TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect</p> <p>84% BCP Homes 2023/24</p> <p>76.8% National Median 2023/24</p>	<p>40%</p> <p>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</p> <p>34% BCP Homes 2023/24</p> <p>34.5% National Median 2023/24</p>	<p>68%</p> <p>TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained</p> <p>67% BCP Homes 2023/24</p> <p>65.1% National Median 2023/24</p>	<p>66%</p> <p>TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood</p> <p>66% BCP Homes 2023/24</p> <p>63.1% National Median 2023/24</p>	<p>56%</p> <p>TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour</p> <p>56% BCP Homes 2023/24</p> <p>57.8% National Median 2023/24</p>

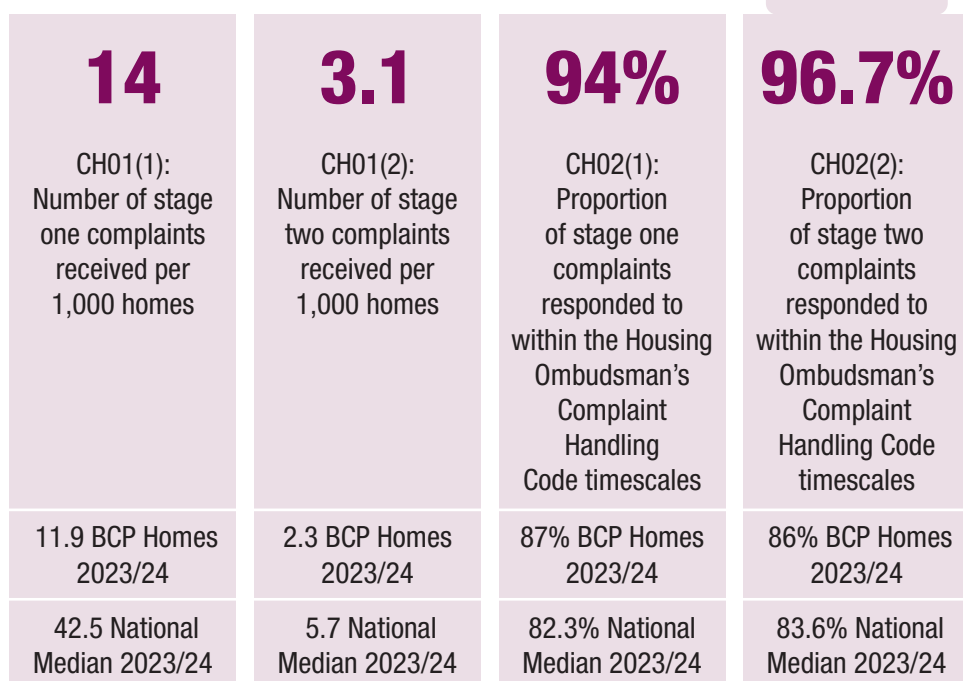


Management information measures

Decent homes and responsive repairs

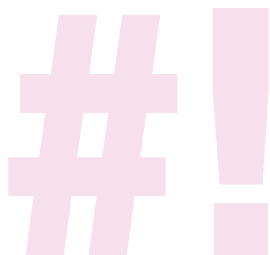


Complaints



Building safety measures

100%	100%	100%	100%	100%
BS01: Proportion of homes for which all required gas safety checks have been carried out	BS02: Proportion of homes for which all required fire risk assessments have been carried out	BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	BS04: Proportion of homes for which all required legionella risk assessments have been carried out	BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out
100% BCP Homes 2023/24	69.6% BCP Homes 2023/24	99.5% BCP Homes 2023/24	87.8% BCP Homes 2023/24	100% BCP Homes 2023/24
99.9% National Median 2023/24	100% National Median 2023/24	100% National Median 2023/24	100% National Median 2023/24	100% National Median 2023/24



Anti-social behaviour

50.7	1.7
NM01(1): ASB cases opened per 1000 homes	NM01(1): ASB cases that involve hate incidents opened per 1000 homes
66.3 BCP Homes 2023/24	1.4 BCP Homes 2023/24
35.5 National Median 2023/24	0.6 National Median 2023/24