

Belgrave Neighbourhood Co-operative Housing Association

Tenant Satisfaction Measures (TSM) Survey 2026

Results and comparison with 2024

Report to	Management Committee	Reporting period	2026 survey
Comparison	Published 2024 TSM results	Prepared	August 2026

378 homes invited	155 completed surveys	41.0% response rate	11 of 12 measures improved
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1. Purpose

This report presents the results of BNCHA's 2026 Tenant Satisfaction Measures survey and compares the 12 tenant perception measures with BNCHA's published 2024 results. It highlights the main changes and areas for Committee attention.

2. Survey overview

All 378 BNCHA households were invited to take part. A total of 155 completed surveys were recorded, giving a response rate of 41.0%. The original survey approach set a target of 213 responses.

The survey ran from April to around the end of July 2026 and used a combination of methods. The majority of responses were collected face-to-face, with postal responses and a smaller number completed by telephone.

For the 2026 percentages below, "Very satisfied" and "Fairly satisfied" are combined. "Not applicable / don't know" responses are excluded. For conditional questions on repairs, complaints and communal areas, only respondents for whom the question applied are included in the percentage.

3. 2024 and 2026 comparison

TSM	Measure	2024	2026	Change	2026 valid responses
TP01	Overall satisfaction with the service provided	86.1%	89.7%	+3.6 pp	156
TP02	Repairs and maintenance service	80.5%	84.9%	+4.4 pp	106
TP03	Time taken to complete the most recent repair	88.4%	82.7%	-5.7 pp	104
TP04	Home is well maintained	84.6%	86.5%	+1.9 pp	156
TP05	Home is safe	82.1%	86.5%	+4.4 pp	156
TP06	Listens to views and acts on them	76.8%	87.0%	+10.2 pp	154
TP07	Keeps tenants informed	85.4%	93.2%	+7.8 pp	148
TP08	Treats tenants fairly and with respect	86.1%	93.5%	+7.4 pp	153
TP09	Handling of complaints	65.4%	81.0%	+15.6 pp	21
TP10	Communal areas clean, safe and well maintained	83.3%	87.5%	+4.2 pp	48
TP11	Positive contribution to the neighbourhood	76.8%	90.5%	+13.7 pp	137
TP12	Handling of anti-social behaviour	73.5%	84.9%	+11.4 pp	106

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Change is shown in percentage points (pp). The final column shows the number of valid 2026 responses used for each percentage. For TP02, TP03, TP09 and TP10, only respondents to whom the question applied are included. Source: BNCHA published TSM results 2024 and the 2026 TSM survey spreadsheet.

4. Main findings

Overall, the 2026 results are positive: 11 of the 12 tenant perception measures improved compared with 2024.

- Overall satisfaction rose from 86.1% to 89.7% (+3.6 percentage points).
- The largest improvement was complaint handling, up from 65.4% to 81.0% (+15.6 points). This figure is based on 21 applicable responses.
- Positive contribution to the neighbourhood increased by 13.7 points, and satisfaction with handling anti-social behaviour increased by 11.4 points.
- Listening to tenants increased by 10.2 points. Keeping tenants informed and treating tenants fairly and with respect both exceeded 93% satisfaction in 2026.
- The only measure to fall was satisfaction with the time taken to complete the most recent repair, down from 88.4% to 82.7% (-5.7 points).

5. Repairs and maintenance

Although satisfaction with the overall repairs and maintenance service improved from 80.5% to 84.9%, satisfaction with the time taken to complete the most recent repair fell from 88.4% to 82.7%. Tenant comments also refer to waiting times, contractor quality, outstanding larger jobs and communication about repairs. This suggests that repair completion times and the tenant experience of repairs should remain an area of focus.

6. Additional BNCHA questions (outside the 12 TSM measures)

BNCHA also asked additional questions about damp and mould, household financial pressures and affordable warmth. These questions measure different things, so the financial-pressure results and the affordable-warmth result are reported separately rather than compared with each other.

Additional question	2026 result	Comment
Damp or mould	50 of 151 (33.1%) reported Yes	Follow-up should be checked where damp or mould was reported.
Rent or service charges	6.1% currently struggling; 12.8% worried about the future	Financial pressure reported by a minority of respondents.
Food / household items	8.5% currently struggling; 12.8% worried about the future	A slightly higher level of current pressure than rent/service charges.
Utility or fuel bills	13.1% currently struggling; 13.1% worried about the future	Highest of the three financial-pressure areas asked about.
Home easy and affordable to keep warm	80.9% satisfied; 9.9% dissatisfied	A separate satisfaction measure about affordable warmth, so it is not directly comparable with the financial-pressure percentages above.

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7. Tenant comments

There were 82 recorded responses to the open question asking what one thing BNCHA could improve. Repairs and maintenance were the strongest recurring theme, including waiting times, contractor standards and property improvements. Other comments referred to communication, complaints, parking, fly-tipping and external areas. A number of tenants also said they were happy with the service or could not identify anything that needed improving.

8. Committee is asked to

- Note the 2026 TSM results and the improvement in 11 of the 12 measures compared with 2024.
- Note the reduction in satisfaction with repair completion time and the repair-related themes in tenant comments.
- Note the additional findings on damp and mould, household financial pressures and affordable warmth, and agree that relevant follow-up is monitored.
- Agree that the headline results and resulting actions are communicated back to tenant members.

Data note

The 2026 satisfaction percentages in this report have been recalculated from the individual responses recorded in the survey spreadsheet. "Very satisfied" and "Fairly satisfied" are combined. "Not applicable / don't know" responses are excluded. For TP02 and TP03 (repairs), TP09 (complaints) and TP10 (communal areas), the percentage is based only on respondents who answered "Yes" to the relevant screening question and then gave a valid satisfaction response. Response bases therefore vary between questions. Blank cells have not been treated as responses.

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