



# Tenant Satisfaction Measures (TSMs)

2025

On 1st April 2023, the Regulator of Social Housing introduced 22 Tenant Satisfaction Measures (“TSMs”) to assess how well social housing landlords in England are providing good quality homes and services.

The 22 TSMs consist of 10 that are measured directly by BCOP and 12 that are measured by a resident survey.

All Registered Housing Providers are formally required to publish the results so that residents can see how their landlord is performing against other landlords.

76 residents responded to the confidential survey run by BCOP between June and November 2025 - approximately 58% of our residents. This compares to 50% who responded to our survey in 2023.

## Overall satisfaction



**59%** Residents satisfied with overall service from BCOP



## Your home

**70%** Residents satisfied with repairs



**69%** Residents satisfied with the time taken for repairs



**68%** Residents satisfied their home is well maintained



**71%** Residents satisfied their home is safe



## Repairs

**65%** BCOP emergency repairs completed in timeframes\*



**85%** BCOP non emergency repairs completed in timeframes \*



• Acuity Benchmarking Report 2024, data for small providers. \* BCOP data April - Nov 2025

## Your safety



**71%** Residents satisfied their home is safe



## Building checks

**100%** Necessary gas checks carried out  
(Sector average 99%)

**100%** Necessary fire risk assessments carried out  
(Sector average 100%)

**100%** Necessary asbestos management surveys carried out  
(Sector average 100%)

**100%** Necessary water safety assessments carried out  
(Sector average 100%)

**100%** Necessary passenger lift safety checks carried out  
(Sector average 100%)

## Anti-social behaviour

**63%** were satisfied with how BCOP approaches anti-social behaviour



There were 2 cases of anti social behaviour compliants opened for the 2024/25 year, or 15 per 1,000 homes. The sector average is 20 per 1,000 homes\*

There were no anti-social behaviour cases involving hate incidences for the 2024/25 year. The sector average is 0.6 per 1,000 homes\*

• Acuity Benchmarking Report 2024, data for small providers

## Your neighbourhood

**44%** Satisfied BCOP makes a positive contribution to your neighbourhood



## Your views

**61%** Satisfied BCOP listens to your views and acts upon them



**62%** Satisfied BCOP keeps them informed



**72%** Satisfied they are treated fairly and with respect



## Complaints

**56%** Satisfied with BCOP approach to complaints



**154** Number of Stage 1 complaints per 1,000 homes (Sector average is 252)\*

**100%** Stage 1 complaints responded to within Ombudsman timescales (Sector average is 89%)\*

**0** Number of Stage 2 complaints per 1,000 homes (Sector average is 4)\*

**N/A** Stage 2 complaints responded to within Ombudsman timescales (Sector average is 67%)\*

• Acuity Benchmarking Report 2024, data for small providers

# What happens next?

BCOP uses feedback from the Tenant Satisfaction Measures as valuable learning, helping us to maintain the trust of our residents and further improve our services.

Since our 2023 survey we have:

Updated our complaints policy so that all expressions of dissatisfaction are treated as complaints, and ensured staff are confident following the complaint process

Installed new software to better support our management information, e.g. tracking repair times

Improved our communication by:

- begun a program of fitting new noticeboards
- holding regular resident meetings in our supported housing
- introduced 'you said, we did' posters after talking to you
- started a quarterly newsletter to include more housing information
- making the newsletter available in different formats
- introduced a more flexible structure for Tenant Support Officers in our supported housing schemes
- hired a Housing & Compliance Officer to make our service more responsive and efficient

Following this 2025 survey we will be introducing ways of asking for your views in a shorter timescale, for example after you move into a new home or after a repair has been carried out.

As well as notices and contact with your tenant support officer, we will advertise more events such as residents meetings and activities on our website.

We'll be contacting those respondents who gave us permission, to ask for more detailed information following their survey.

Continue to install more noticeboards

