Brighter Places
Building better futures

Tenant Satisfaction Measures 2025/2026

Overview

In 2025/26, our customers told us that they had seen an improvement in the services we provide. Overall satisfaction increased to 65.6% from 60.5% in 2024-25.

During 2025/26, 682 customers took the time to share their feedback with us. This was through a telephone survey, carried out by an independent company, called Acuity.

Customers said that all of our services had improved and that our repairs service and how we handle complaints had improved the most.

In April 2025, we launched a new corporate plan that places our customers at the centre and focuses on the services that matter the most to our customers. During the year, we listened to what our customers have told us and made changes to what we do. This year, 56.4% of our customers told us that they felt we listened and acted on customer feedback. This is a 8.9% increase on the year before.

This report shares our progress in delivering core services. You will see some information on how we have kept your homes safe and in a good state of repair, as well as how we manage anti-social behaviour and complaints.

We know that we have more to do and next year we will continue to put customers at the centre and focus on listening to your feedback and taking steps to improve our services to you.

We hope that in 2026/27 more customers will share their views with us to help us shape the future of our services.

Our customers are most satisfied when we make it easy for everyone

Our customers told us that they are most happy when:

- They contact us once and things get done **without the need for follow up**.
- Repairs are **completed quickly**, to a good standard and at the first visit.
- Our customers **see us in their communities** and they know who we are.
- We are **helpful and respectful** and take ownership of what we do.

"They've always been there for me... helpful and understanding."

Our customers have told us that they want our services to be easy to access, joined up and delivered first time, without the need for follow up.

What we need to improve

Our customers told us that they want us to focus on repairs, communication and communal areas

Repairs that take too long

Customers have told us that some repairs are taking too long to fix and that we do not resolve the issue. Customers have also told us that lots of people attend to look at the repair and that it takes some time for work to start.

We understand why this can cause our customers to be unhappy with us. Next year, we will be improving how we track our repairs to identify any delays earlier and how we check if repairs have been completed to a good standard.

Improving communal areas

We understand that communal spaces are an important part of a customer's home. Some of our customers living in flats and with shared spaces have told us that they want us to improve the security and condition of their communal areas.

> **"We pay for services, but the communal areas still feel unsafe."**

This year we improved the quality of some of our communal areas and next year we will continue this work. We will also be talking to customers to understand the concerns they have in their local community. We understand that every community is different and we want to make sure that we solve the issues that matter most to our customers.

Keeping our customers up to date and doing what we say we will do

Customers tell us that sometimes we do not keep them updated or do what we say we will do. This means some customers have to chase us for updates and this is frustrating and time consuming to do. We recognise that this can cause unhappiness with our service and that this reduces trust in us.

Next year, we will be listening to customers to understand how they want to be kept informed. We'll use this information to adapt what we do to improve our communication. We will also be improving how we record information so that we can better understand when we are letting our customers down. This will help us to get it right first time.

Your feedback helps us improve

We want to hear the views of as many customers as possible, and during 2025/26, we ran events in local communities, held focus groups with customers and sent out surveys. We engaged with 109 new voices by doing this and next year we want to hear from more of our customers.

Customer feedback makes a big difference and we wanted to thank everyone who has taken the time to give us their views.

If you would like to get involved and share your feedback, please email engagement@brighterplaces.co.uk or call us on 0117 942 4600.

Here is a breakdown of how we performed against the TSMs in 2025/26.

Overall satisfaction

Although the overall picture is improving, the TSMs show there are still areas where we want to make further improvements.

▲ **65.6%**

(60.5% in 2024/25)

Overall satisfaction with the service provided by the landlord

Keeping properties in good repair

We are committed to providing safe, well-maintained homes for our customers. We've seen an improvement across all 6 measures that help us understand if we are keeping our homes in good repair.

Our customers told us that our repairs service needed improvement and in 2025/26, we introduced a new repairs partner, Ian Williams. This has seen a big increase in the number of repairs completed in time as well as an increase in customer satisfaction.

We've also continued to deliver improvements to customers' homes such as new kitchens and bathrooms, and more customers are telling us that they are happy with how their home is maintained.

▲ **69.1%**
58.4% in 2024/25

Satisfaction with repairs (last 12 months)

▲ **61.8%**
48.9% in 2024/25

Satisfaction with the time taken to complete most recent repair

▲ **67.6%**
61.8% in 2024/25

Satisfaction that home is well maintained

▲ **0.9%**
2.8% in 2024/25

Homes that do not meet the decent homes standard

▲ **96%**
75.7% in 2024/25

Repairs completed within target timescale (emergency responsive repairs)

▲ **82.4%**
49.4% in 2024/25

Repairs completed within target timescale (non-emergency responsive repairs)

info@brighterplaces.co.uk

Building safety

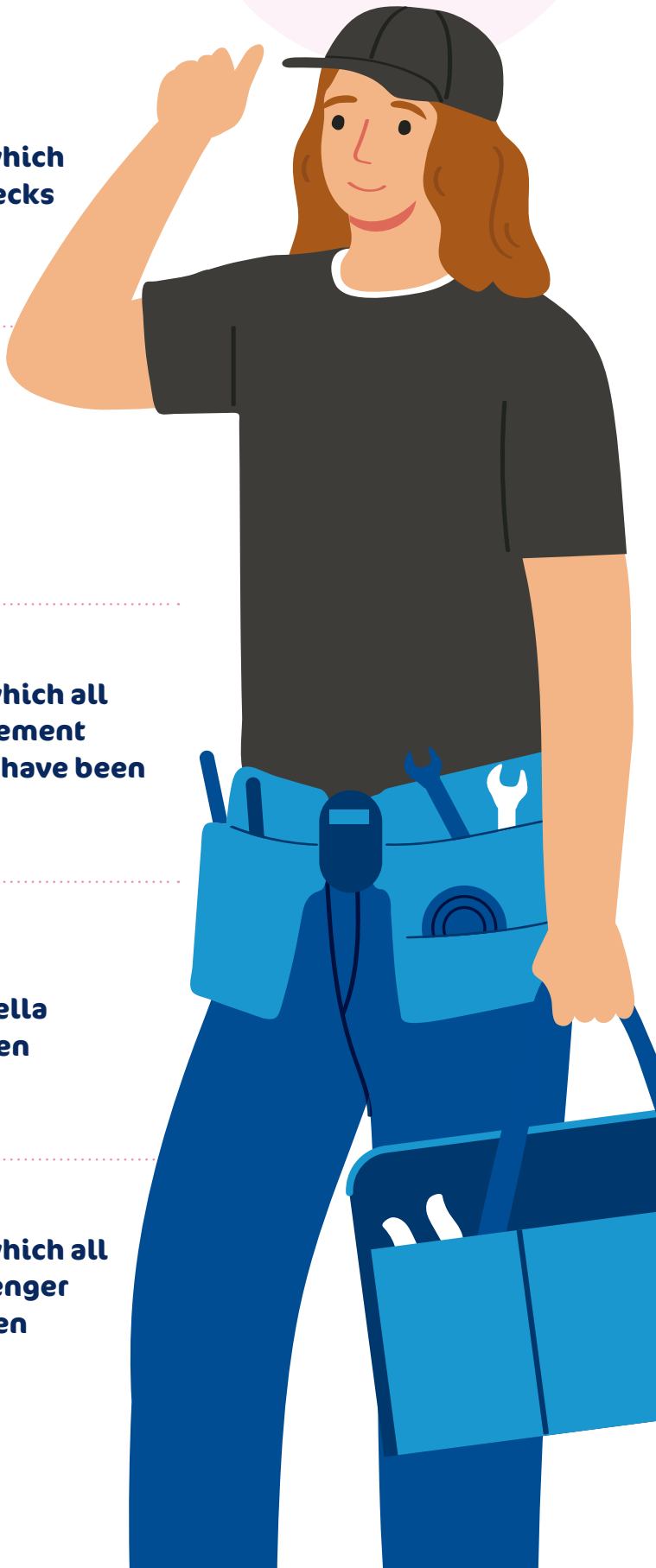
More customers are satisfied that their home is safe, and customers recognise the importance of checks such as gas, fire and electrical safety checks.

These remain a key area of focus because safety checks are essential for keeping customers safe and maintaining trust.

▲ **74.2%**

(69.1% in 2024/25)

Satisfaction that their home is safe



▼ **99.7%**
100% in 2024/25

Proportion of homes for which all required gas safety checks have been carried out

▼ **99.7%**
100% in 2024/25

Proportion of homes for which all required fire risk assessments have been carried out

▲ **97.2%**
96.1% in 2024/25

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out

◀▶ **100%**
100% in 2024/25

Proportion of homes for which all required legionella risk assessments have been carried out

◀▶ **100%**
100% in 2024/25

Proportion of homes for which all required communal passenger lift safety checks have been carried out

Respectful & helpful engagement

Customers are telling us that we have improved how we listen and act, keep them informed and treat them fairly and with respect. These are really important for us to understand if our customers feel heard and valued by us.

▲ **56.4%** (47.5% in 2024/25)

Satisfaction that the landlord listens to tenants' views and acts upon them

▲ **75.4%** (72.5% in 2024/25)

Satisfaction that the landlord keeps tenants informed about things that matter to them

▲ **73.3%** (72.3% in 2024/25)

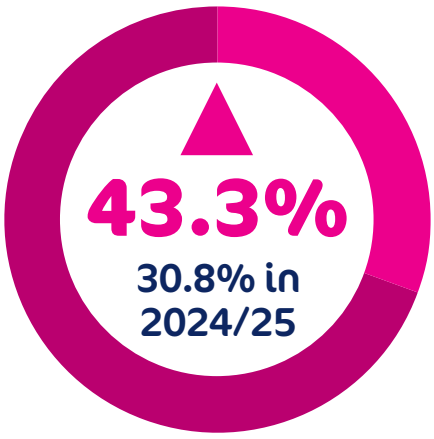
Agreement that the landlord treats tenants fairly and with respect

Effective handling of complaints

Customer satisfaction with how we handle complaints increased to 43.3%, which is a 12.5% improvement on last year. We are also responding more quickly to customer complaints compared to last year.

We have seen an increase in the number of complaints we've received and this gives us an opportunity to put things right if they have gone wrong.

We value the opportunity to learn from our complaints so that we can make sure it doesn't happen again. We share our learning with partners that we work with so that we can all make positive changes for our customers.



Satisfaction with the landlords' approach to handling complaints

Complaints responded to within complaint handling code timescales

Stage 1		Stage 2
99.3%	▲	**98.9%**
89.8% in 2024/5		77.3% in 2024/5

Complaints relative to the size of the landlord

Stage 1 (per 1000 homes)		Stage 2 (per 1000 homes)
172.7	▼	**28.2**
145.2 in 2024/5		21.2 in 2024/5

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Responsible neighbourhood management

Responsible neighbourhood management

We understand the important role we play in our communities. Customers have told us that local issues matter to them.

Keeping communal areas clean and well maintained

Satisfaction that we keep communal areas clean and well maintained improved from 46.7% to 55.7%.

In November 2024, we launched a new cleaning and grounds maintenance service and during the year, we have seen more customers happy with how clean their communal areas are.

Anti-social behaviour and hate crime

We want all of our customers to feel safe in their home and we understand the important role that we play in this.

During 2025-26, we introduced a dedicated team for anti-social behaviour (ASB) and hate crime. We have worked to improve reporting, raise awareness of the support available and trained our colleagues to improve how we record ASB and hate crime incidents.

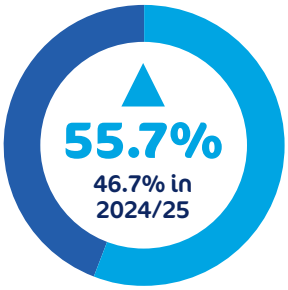
Customers have told us that they are more happy with how we manage ASB with satisfaction increasing from 55.4% to 55.6%.

ASB cases per 1,000 homes has reduced, while hate crime related ASB remained broadly similar to last year.

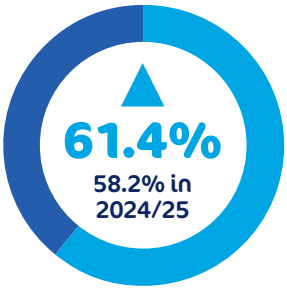
We will keep making improvements to our ASB and hate crime service so that our customers have confidence that reports are taken seriously and we take action.

Neighbourhood contribution

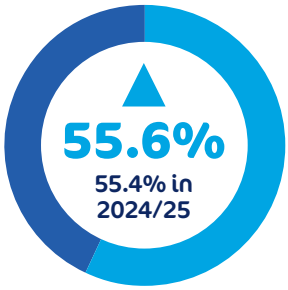
Customers told us they wanted us to be more visible in our communities. During the year, we've run some local events and improved how we work with partners such as the Police. Satisfaction with how we contribute to neighbourhoods improved to 61.4%, compared with 58.2%. Next year we will run more events and continue to work with our partners to resolve issues that are important to our customers.



Satisfaction that the landlord keeps communal areas clean and well maintained



Satisfaction with the landlords' contribution to the neighbourhood



Satisfaction with the landlords' handling of ASB

Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)

Anti-social behaviour cases relative to the size of the landlord (hate crime related only)

Every customer counts

It is really important to us that we hear the views of as many customers as possible. There are lots of ways to do this. Please get in touch if you would like to know more.

There are lots of ways in which you can get involved, from completing a survey, to joining a focus group to helping us change how we work. You can also talk directly to a member of our Resident Engagement Panel and learn more about the work they do to ensure that customers are at the centre of all that we do.

To find out more, contact our Resident Engagement Team by email **engagement@brighterplaces.co.uk** or call us on 0117 942 4600

Use our feedback form to make comments and suggestions **brighterplaces.co.uk/feedback-and-complaints/**

Find out more about how customers can share the feedback and ideas on our website **brighterplaces.co.uk/residents/**

If you need a translation of this report, we can get one for you

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

Jeżeli język angielski mie jest Twoim językiem ojczystym i wyamagasz tłumaczenia, możemy to zapewnić.

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ ।

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we ri bibînin.

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u boadan tahay turjjumaad, annagaa kuu samayn karra.

如果英文不是您的第一語言，而您需要翻譯的話，我們可以爲您安排。

Nëse anglishta nuk është ghuja amtare dhe keni nevojë per një përthim, ne mund t'ua sigurojmë atë.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

Se o inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ

Nếu quí vị không thao Anh văn va cần bản dich, chúng tôi sẽ glúp quí vị một bản.