

Tenant Satisfaction Measures

Summary of results

Overall satisfaction

Outcomes of our Tenant Satisfaction Survey for 2025/2026 and the performance data collected by us to submit to the Regulator for Social Housing.



84.4%

Tenants satisfied with service from Housing team

Keeping properties in good repair



84.6%

Satisfaction with the overall service provided by the repairs department over the last 12 months



84.0%

Tenants satisfied that their home is well maintained



85.9%

Tenants satisfied with the time taken to complete their most recent repair



88.4%

Tenant satisfaction that HBBC provides a home that is safe

Respectful and helpful engagement



76.0%

Tenants satisfied that their views are listened to and acted upon



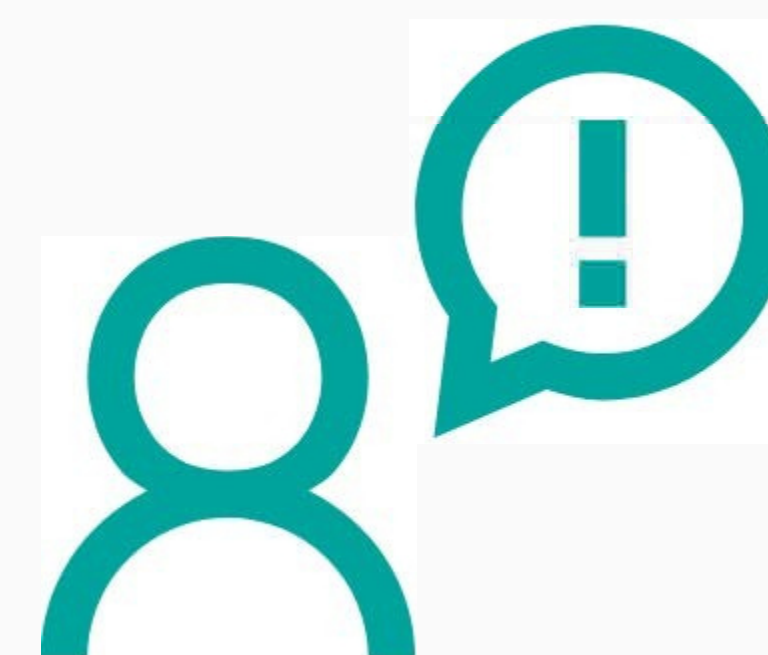
88.8%

Tenants agreed with the statement "HBBC treats me fairly and with respect"



82.5%

Tenants satisfied that they are kept informed about things that matter to them



45.5%

Tenant satisfaction with our approach to complaint handling

Responsible neighbourhood management

Tenants satisfied that we keep communal areas clean and well maintained

78.1%



80.0%

Tenants satisfied that we make a positive contribution to their neighbourhood



73.9%

Tenants satisfied with our approach to handling ASB (anti-social behaviour)



Landlord-collected performance information

90%

Non-emergency repairs completed within target

94%

Emergency repairs completed within target

139

ASB Cases including hate incidents (relative to the size of landlord)

1.55

ASB Cases hate incidents only (relative to the size of landlord)

100%

Gas, Fire, Asbestos and Water Safety Checks

83.17%

Lift Safety

43.2

Stage one complaints relative to the size of the landlord

8.4

Stage two complaints relative to the size of the landlord

89.2%

Stage one complaints responded to within Complaint Handling Code timescales

88.9%

Stage two complaints responded to within Complaint Handling Code timescales

0%

How many homes **do not** meet the governments decent home standard