

Brent Housing Management Tenant Satisfaction Measures: Housemark Quartile Comparison

Housemark have published a report which gives an advanced look at quartile data across each of the regulators tenant satisfaction measures (TSM's).

Below is a table which sets out where BHM currently stands against these quartiles in relation to the 12 survey-based measures.

TSM	BHM	London Councils Lower Quartile	London Councils Median	London Councils Upper Quartile	National Median
Overall satisfaction	55%	53.4%	60.2%	64.5%	79.3%
Satisfaction with repairs service	58%	55.5%	64.1%	71.3%	80%
Satisfaction with time taken to complete last repair	56%	54.5%	59%	76.3%	75.8%
Satisfaction that the home is well maintained	60%**	56.3%	57.1%	60%	72%
Satisfaction that the home is safe	60%**	62%	69%	74.3%	82.9%
Satisfaction that we listen to views and act upon them	51%	41%	45.6%	51.2%	64.2%
Satisfaction that we keep tenants informed about things that matter	60%	57.3%	64%	68.5%	75%
Agreement that we treat tenants fairly and with respect	67%	58%	61%	70.8%	82.5%
Satisfaction with our approach to handling complaints	53%	21.3%	25.5%	28.6%	55.9%
Satisfaction that we keep communal areas clean and well maintained	53%	55.5%	58.5%	64.7%	68%
Satisfaction that we make a positive contribution to neighbourhoods	52%	49%	54%	55%	62.6%
Satisfaction with our approach to handling ASB	57%	37%	42%	53%	60.4%

**These questions were combined in the 2022 – 2023 pilot survey and were in line with the consultation document published by the regulator. Following the final publication of the TSM's, these measures were then split and so will be asked separately from 2023 - 2024 onwards.