



TSM Survey **2025/26**

for:



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1. Introduction

Background

This report details the results of Berneslai Homes' 2025/26 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2024/25 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Berneslai Homes' peer group in the Housemark 2024/25 TSM database.

About the survey

The survey was conducted by ARP Research over the course of two fieldwork periods, the first in early summer and the second in winter. The first period was between 14 May and 25 June 2025, the second between 06 October and 09 December 2025. A computer-generated randomly selected 3,752 general needs households and a half census of 48 temporary units (total 3,800) were invited to take part in the survey split equally between the two tranches.

The first part of each tranche involved email invitations and reminders to every selected household with a valid email address (2,180 across both waves), with a paper questionnaire sent in the post to the remaining 1,620. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,956 across both waves). Finally, a full reminder was sent by post to every household that had not already taken part via any method (3,273 across both waves).

Overall, 1,176 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 31% (error margin +/- 2.8%). This exceeds the stipulated TSM target error margin of +/- 3.0%. The final survey data was weighted by interlaced age group and property type, plus area, to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a full summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Housemark
bench
mark*

2024/25
result

change
over time

2025/26
result



Tenant Satisfaction Measure

73%	75%	↑	77%
76%	74%	↑	76%
73%	68%	↑	73%
74%	71%	↑	72%
79%	72%	↑	73%
62%	62%	↑	65%
71%	63%	↑	66%
78%	78%	↑	80%
33%	45%	↓	43%
64%	62%	↑	64%
61%	55%	↑	59%
54%	48%	↑	51%

TP01 satisfaction overall

TP02 repairs service in last 12 months

TP03 time taken to complete last repair

TP04 home is well maintained

TP05 home is safe

TP06 listens to views and acts on them

TP07 being kept informed

TP08 treated fairly and with respect

TP09 approach to handling complaints

TP10 communal areas clean and maintained

TP11 makes a positive contribution to area

TP12 approach to handling ASB

* Mid-year 25/26: LAs & ALMOs (excl London)

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall satisfaction with the service provided by Berneslai Homes is broadly stable at 78%, with a variation of just 2% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. Consequently, Berneslai Home's score also remains above the median score of 73% from amongst its peer group of similar landlords.
2. Nevertheless, five out of the twelve TSM regulatory measures demonstrate significant increases, seeing improvements in the scores for repairs (section 5) and communication with tenants (section 6). There has also been an improvement in the non-regulatory customer effort question (section 7).
3. Although retirement age tenants continue to be significantly more satisfied than other age groups (85% amongst those aged 65+), it is positive to see a significant 4% improvement in overall satisfaction amongst the under 50s (now 71%).
4. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. Note that the strongest key driver has been the same for the last three years.
 - Provide a home that is well maintained (72% satisfied, section 4)
 - Repairs service received over the last 12 months (76%, section 5)
 - Listens to and acts on tenants' views (65%, section 6)
 - Treated fairly and with respect (80%, section 6)
 - Provide a home that is safe (73%, section 4)

The home

5. The level of satisfaction amongst tenants that Berneslai Homes provides a well maintained home is broadly unchanged at 72%, compared to the benchmark median of 74% (section 4).
6. Nevertheless, its strong correlation with overall tenant satisfaction suggests that improving stock condition continues to be the most reliable route to improving the headline score.
7. The assessment of building safety is also unchanged with 73% satisfaction, although this is in the benchmark bottom quartile. This rating is lowest for tenants living in houses and/or those aged under 50.
8. Similar consistency is also to be found in the perception of communal repairs and maintenance which remains at 64% (benchmark 64%), a question answered by only a quarter of total respondents.

Repairs

9. Three quarters of those that had received a repair over the last 12 months are satisfied with the service they received (76%), which is a significant improvement since last year due to a 5% increase in the 'very satisfied' group, who now represent over half of respondents (51%, section 5).
10. Furthermore, when tenants are asked about the time taken on the last repair the 73% satisfaction score demonstrates an even stronger improvement, including a 7% boost in the proportion who are 'very satisfied'.

2. Executive summary

11. This is consistent with the repairs service moving up to become the second strongest key driver of overall satisfaction and keeps Berneslai Homes' scores at or above the benchmark averages.
12. Although ratings are lower for Wates compared to the in-house team, Wates has significantly closed the gap to just 3% for repairs overall and 5% for timeliness.
13. The improvement in scores is concentrated amongst the under 50s, including a 6% improvement in perceptions of the repairs service over the last 12 months.

Communication

14. In keeping with the repairs scores, which is a common pattern, survey respondents are also now significantly more likely than before to feel that they are being listened to, and their views acted upon (65% v 62%, section 6).
15. This continues to be a key driver of overall satisfaction and slightly above the benchmark target of 61%.
16. The pattern is the same for the extent to which tenants feel they are being treated fairly and with respect (80% agree).
17. Despite also demonstrating a significant improvement, the rating for keeping tenants informed about things that matter to them is a relative weakness, being in the benchmark bottom quartile (66% v 71% median).

Customer service

18. The 'customer effort' score for how easy Berneslai Homes is to deal with has improved significantly from 77% to 80%, with this being most evident amongst the under 50s (section 7).
19. The gap in the customer effort score between those who last repair was by Wates versus in-house is now much reduced (3% v 9% last year).
20. Over two thirds of those that have an opinion are happy with online service provision (69%). This score is reasonably consistent across the different age categories.

Neighbourhoods

21. The neighbourhood management scores have remained relatively stable over the past three surveys, although this means they have yet to return to the slightly higher ratings in 2022/23 (section 8).
22. Nevertheless, the positive contribution that Berneslai Homes makes to the neighbourhood is a few percentage points higher than last year (now 59%), including statistically significant increases in satisfaction on the South area and/or amongst tenants aged under 50.
23. The rating for how Berneslai Homes handles anti-social behaviour is even more consistent over time (now 51%), but with the same pattern of improvement by age and area.
24. Both scores are below the peer group benchmarks, but they tend to be lower anyway for self-completion surveys such as this one, and the Regulator has cautioned against drawing too many conclusions when comparing these scores to other landlords.

Complaints

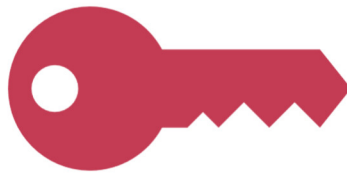
25. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most are likely to be escalated service requests (section 9).
26. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint. The equivalent proportion for Berneslai is similar at 25%, but it has dropped by six points, potentially due to improvements in repairs and communication. This is especially noticeable amongst younger tenants.
27. Satisfaction with how complaints are handled has varied by just two percentage points across all three TSM surveys (now 43%). This score is 10% higher than the peer group benchmark, placing it firmly in the top quartile.



3. Services overall

77%

satisfied
overall



**top 'key
drivers'**

1. home that is well maintained
2. repairs service in last 12 months
3. listen and act on views
4. treated fairly and with respect
5. home that is safe



Overall satisfaction is broadly stable, albeit with significant improvements in some of the other TSM measures



However, overall satisfaction has significantly increased amongst the under 50s and/or in the North East area



For the fourth year in a row, a home that is well maintained is the clear number one predictor of overall satisfaction

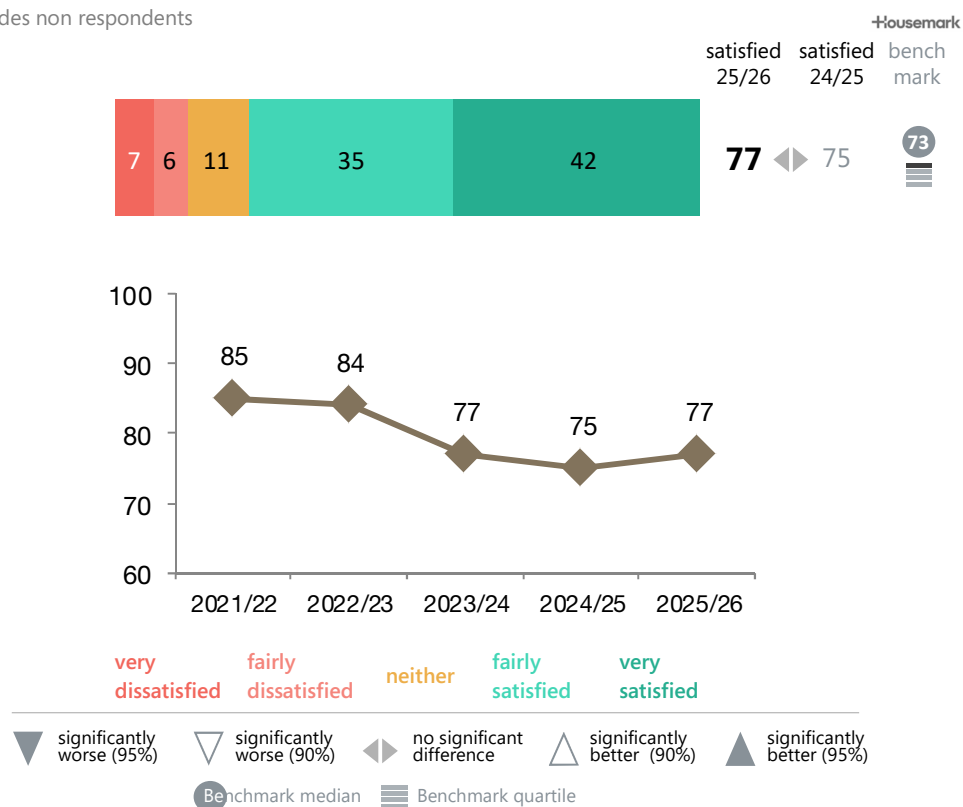
Housemark

Berneslai Homes' overall satisfaction rating continues to be above average compared to similar landlords

3. Services overall

3.1 Overall satisfaction

% Base 1160 | Excludes non respondents



Overall satisfaction with the service provided by Berneslai Homes is broadly **stable** at 78%, with a variation of just 2% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. The same is true for the opposite end of the scale where as before, 13% are actively dissatisfied.

This reflects the national picture, with recently published finding from the Regulator of Social Housing that there has only been a marginal increase this year, primarily due to methodology. Consequently, Berneslai Home's score also remains **above** the median score of 73% from amongst a peer group of similar landlords in the Housemark benchmark database.

The 2% variation in overall satisfaction since last year is **not statistically significant**, which means that the results of a standard statistics test on these results tell us that the difference is likely to be down to chance. This doesn't come with absolute certainty, and it doesn't automatically mean that non-significant differences are meaningless, but it does highlight those differences that we can be the most confident about.

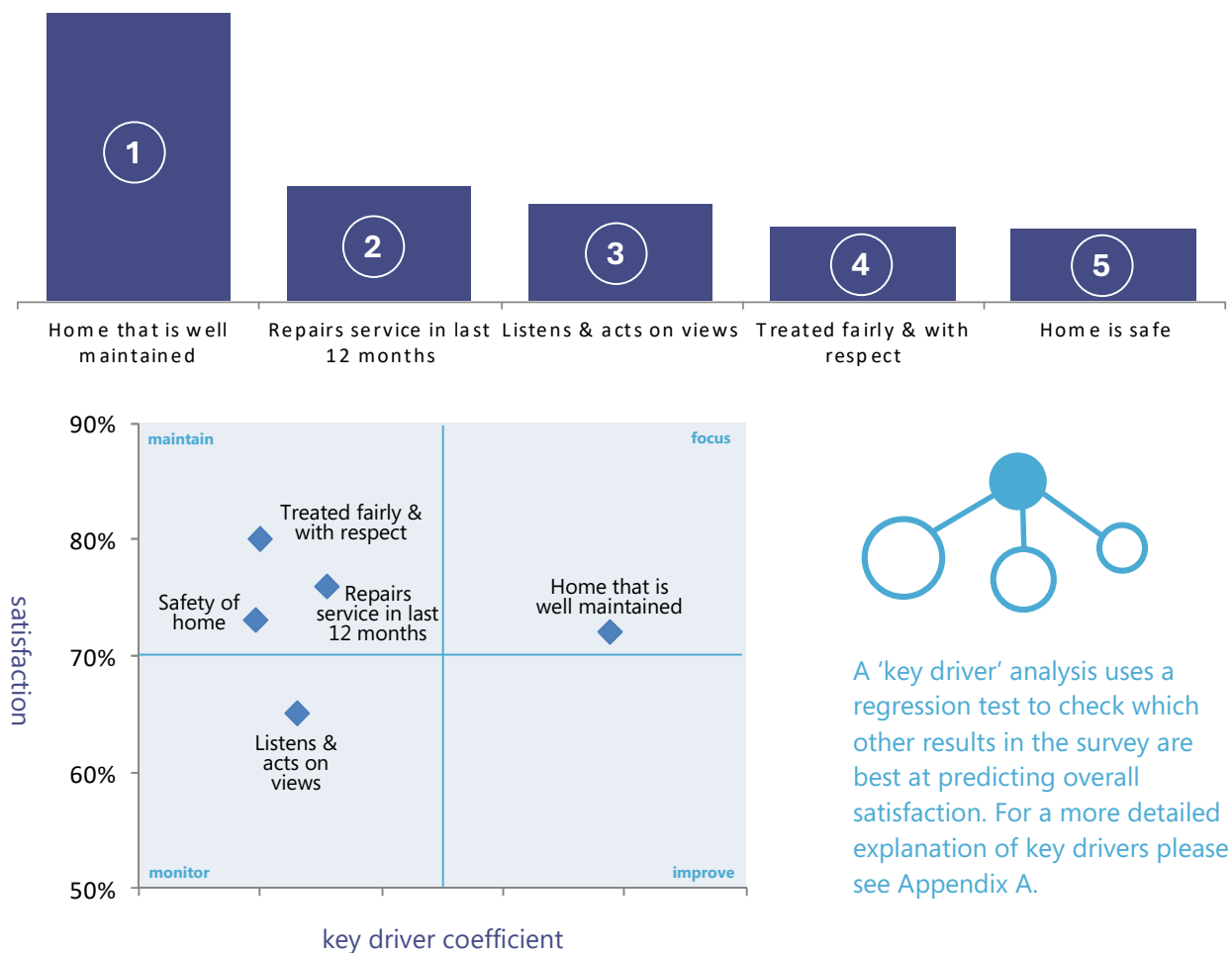
Indeed, elsewhere in the survey there are **improvements in satisfaction** that do exceed this threshold, notably in the performance of the repairs service (section 5) and in how Berneslai Homes communicates with tenants (section 6). There has also been an improvement in the non-regulatory customer effort question (section 7).

Key drivers

To help in our understanding of tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

3. Services overall

3.2 Key drivers - overall satisfaction



The results of this analysis also show a degree of continuity, to the extent that providing a **home that is well maintained** is once more the best predictor of overall satisfaction, being well clear of the remainder of the list. This pattern has been true for the last three surveys, four if including the last STAR where quality of the home was the primary key driver. The rating itself is stable, albeit slightly below the average for peer landlords (section 4).

This year it is also joined as a key driver by the **safety of the home**, albeit the latter having a weaker correlation against overall satisfaction. Nevertheless, this is the first time safety has emerged as a key driver, which serves to highlight this rating's relative weakness when compared against similar landlords (section 4).

Second place on the key driver list is taken by satisfaction with the **recent experience of repairs**. There was a repairs item on the same list last year, but the predictive value of this question is stronger in 2025. This is presumably a positive relationship in light of the significant improvements in repairs satisfaction this year (section 5).

The final two key drivers are questions related to communication, namely **listening** to tenant's views and treating tenants with **fairness and respect**. (section 6). Both ratings have also improved significant this year, to the extent that they are now above average compared to the Housemark peer group. The former was also a key driver last year, albeit somewhat stronger at that point.

3. Services overall

By people

- The normal variation by **age group** by is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (85%), whilst 35-49 year olds are again significantly less satisfied than all other tenants with a score of 70%. This pattern is evident across the majority of other survey questions, as can be seen in table 10.10.
- However, there was been a general narrowing of the gap between the under and over 50s when compared to last year across the majority of survey questions, as typified by the overall satisfaction score. Last year the gap was 13% (67% and 80% respectively), but is now down to 9% (71% v 80%). This represents a statistically significant improvement amongst the under 50s .
- Respondents from a **racially or ethnically diverse** background are significantly more satisfied overall than other tenants (87% v 76%), which is a bigger gap than last year. Indeed, this group are more positive than average on the majority of topics such as engagement, neighbourhood and how ASB is handled (table 10.12).
- This year there is a notable difference in overall satisfaction between those that have recently received a **recent repair** and those that have not (76% v 86%), which is a wider gap observed last year (was 75% v 77%). However, unlike last year there is no significant difference by repairs contractor, with those whose last repair was completed in-house only slightly more satisfied than those whose repair was completed by Wates (77% v 76%). There was a notable improvement of 6% seen for the latter, a pattern evidenced throughout all of the survey findings.
- **Length of tenancy** is again a factor; the 3-10 years group are less satisfied than average, most notably in the 6-10 years group where satisfaction is 74%. In contrast, new tenants are significantly more satisfied (80%), a pattern very much evident throughout the findings (see table 10.15).
- As seen previously, there is a statistically significant gap in satisfaction between respondents with a household member **with a disability** and those without (75% and 82% respectively), which is another pattern that extends throughout the survey findings (see table 10.11).



By place

- There are two statistically significant differences in overall satisfaction between the four main **areas**. The first is that with respondents in the South area are once again significantly less satisfied than other groups, mainly due to the fact only 34% of this group are 'very' satisfied, but this has improved by 4% since last year.
- The second is that there has been a significant increase in satisfaction in the North East area from 72% to 79%, including 48% 'very' satisfied, taking it significantly higher than other areas (table 10.13).
- When analysed by **property type** those living in bungalows are unsurprisingly still the most satisfied group (82%) followed closely by flats (80%), leaving residents in houses as the least satisfied group (74%). However, the latter are significantly more satisfied than they were a year ago (was 71%), with other similar increases seen for this group throughout the survey findings (table 10.15).



4. The home

73%



safe

72%



well maintained



Maintenance of the home has been the strongest predictor of overall satisfaction for the last four surveys



It is rated very consistently over time, each year being broadly on par with the benchmark

Housemark

However, the home safety rating compares unfavourably against peer landlords, being in the bottom quartile



Although only a minority of tenants receive communal cleaning and maintenance, satisfaction of 64% matches the benchmark

4. The home

The broad level of satisfaction amongst tenants with the ability of Berneslai Homes to provide them with a **home that is well maintained** has been fairly consistent over the last few surveys. On each occasion that has included just under three quarters of the sample that are generally satisfied in this regard (72% this year), compared to fewer than a fifth that are dissatisfied (17% this year).

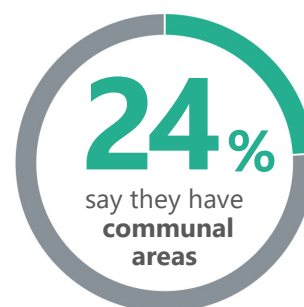
Over that period the score has also remained broadly in line with comparable benchmarks, with the current year's benchmark median score being 74%.

Nevertheless, over the same period this rating has also retained its dominant position on the **key driver** list, thereby indicating a strong correlation with overall tenant satisfaction (see section 3). This would suggest that efforts to improve the perception of property maintenance beyond this level would be the most likely way that overall satisfaction itself could be increased.

This perception is obviously both influenced or otherwise linked to other elements of the service, including the assessment of **building safety**, which is also broadly unchanged since last year (73% v 72%). However, this specific element appears to be one of Berneslai Homes' main weaknesses relative to its peer group as it is in the **bottom quartile** (median 79%). The survey findings unfortunately don't reveal exactly why this might be the case, other than the fact that this rating is lowest for tenants living in houses and/or those aged under 50 (see below).

Lastly, a similar year on year consistency is to be found in the perception of **communal repairs and maintenance** which at 64% is the same as the median average amongst Bernelsia Homes' peers.

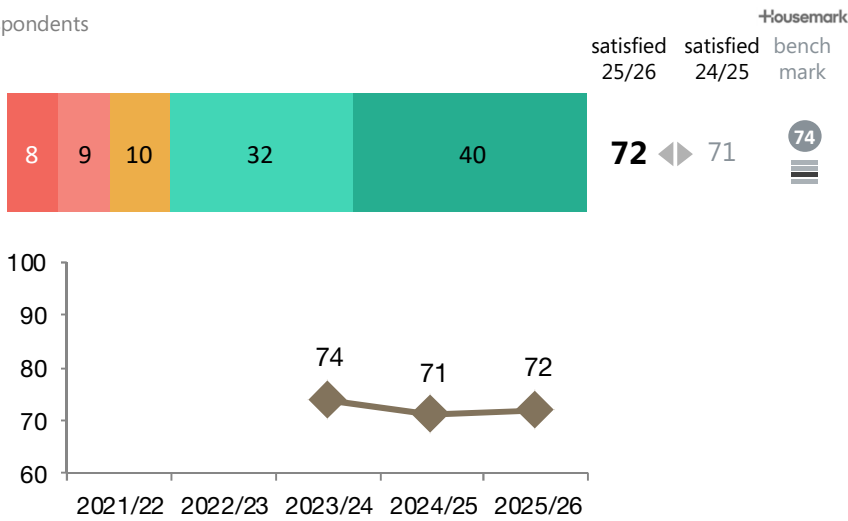
It should also be remembered that only a minority of the total survey sample are asked this question (24%), which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining.



4. The home

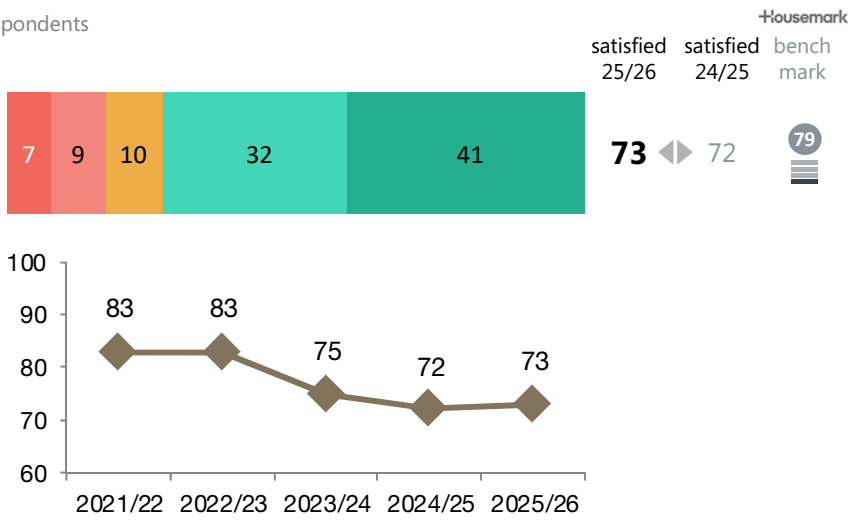
4.1 Home is well maintained

% Base 1159 | Excludes non respondents



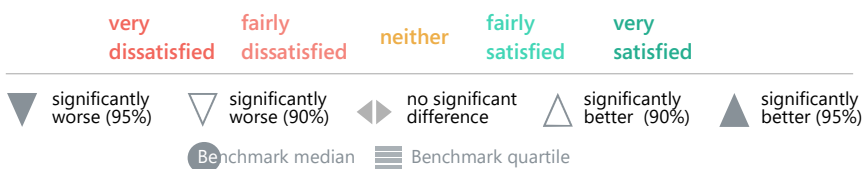
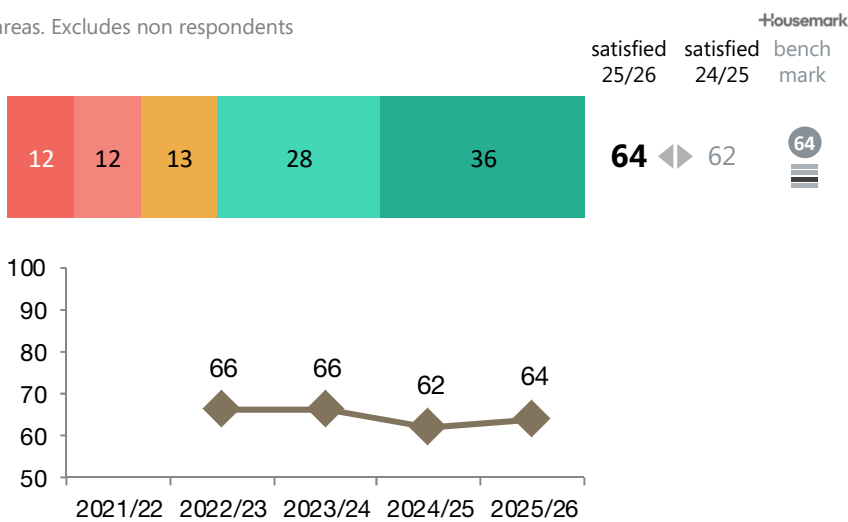
4.2 Home that is safe

% Base 1153 | Excludes non respondents



4.3 Cleanliness & maintenance of communal areas

% Base 279 | Have communal areas. Excludes non respondents



4. The home



By people

- The under 50s remain the least satisfied with both property maintenance and safety, most notably the 35-49 **age group** who are significantly less satisfied than average with both maintenance (57%), and safety (60%, see table 10.10).
- Satisfaction amongst the under 35s has improved for both measures; maintenance (68%, up 18%) and safety of their home (64%, up 9%).
- However, this youngest age group are distinct in being far less satisfied with communal cleaning and maintenance than the rest of the sample (54%), including 32% actively dissatisfied.
- The highest ratings for maintenance and safety of the home are again to be seen amongst the over 64s (82% and 84%, respectively).
- When the **length of tenure** reaches 3-5 years, satisfaction is significantly lower than average (68% 'maintenance', 64% 'safety').
- With the caveat that the sample size for **racially and ethnically diverse** tenants is reasonably small, their ratings on all three measures in this section are significantly better than they were before, being on average 13% higher.
- The maintenance of the home is again rated slightly higher by respondents whose **last repair** was completed in-house compared to Wates (74% v 69%), however the latter is up 4% from a year ago.
- The gap in satisfaction between households with or without a member with **a disability** is again at its greatest for the communal cleaning and maintenance question, being 59% and 71% respectively (see table 10.11).



By place

- By **property type**, respondents in houses remain the least satisfied with its maintenance (67%), compared to 81% in bungalows. This figure is 76% for flats, having improved significantly since last year (was 63%).
- Respondents in houses are also once again the least likely to be satisfied with safety (69%), including exactly a fifth that are actively dissatisfied. Satisfaction with safety is significantly higher for bungalows (82%) and 73% in flats.
- Once again, South **area** residents are the least satisfied with the maintenance of their homes (67%). However, they are far more satisfied with the communal maintenance and cleaning than they were previously (64%, was 58%), with this service also rated better than a year ago in the North East area (71%, was 53%).



5. Repairs service

76%
▲



service in last
12 months

73%
▲



time taken to
complete repair



Both ratings have improved significantly, including by 5% for the time taken on the last repair



The repairs service received in the last 12 months is now the second strongest key driver of satisfaction



Although ratings are lower for Wates compared to the in-house team, Wates has significantly closed the gap



The improvement in scores is concentrated amongst the under 50s

5. Repairs service

One of the primary candidates that might explain the uptick in satisfaction scores across the survey is whether tenants feel satisfied with the **repairs service they received** over the last 12 months, which demonstrates a statistically significant improvement from 74% to 76%, including a 5% increase in the proportion that are 'very' satisfied (now 51%).

This is also consistent with this score now being the second strongest **key driver** of overall satisfaction, being behind only property maintenance which itself is on a similar topic.

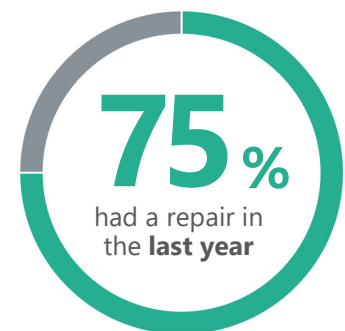
The pattern is even stronger for the second regulatory measure that asked about the **time taken** on the last repair. In this case the 73% satisfaction score is now 5% higher than it was last year, with a seven-point improvement in the proportion that are very satisfied (now 47%) and a 4% reduction in those actively dissatisfied (now 20%). This mostly reverses the significant drop in this score observed last year.

In both instances it keeps Berneslai Homes' score **at or above the benchmark** averages amongst peer landlords. The improvement in timeliness is also probably a factor in the better communication scores this year, as the two are often interlinked and three quarters of the sample had made contact about a repair in the last year.

There is also a significant difference depending on who delivered the last repair, being below average if completed by **Wates** (74% generally and 70% timeliness), compared to 77% and 75% respectively for the in-house team.

That said, scores for Wates have improved significantly since last year, being up 8% for the service overall and 9% for the time taken.

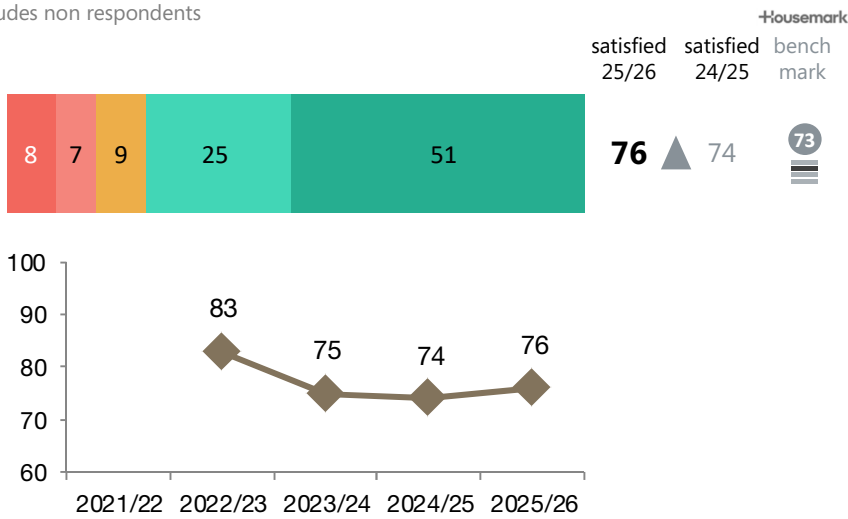
There are also some interesting variations by **age group** with improvements in the scores being concentrated amongst the typically least satisfied younger tenants (see below).



5. Repairs service

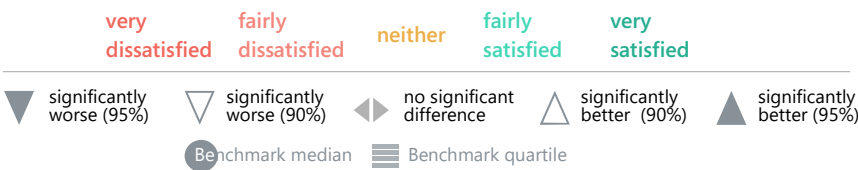
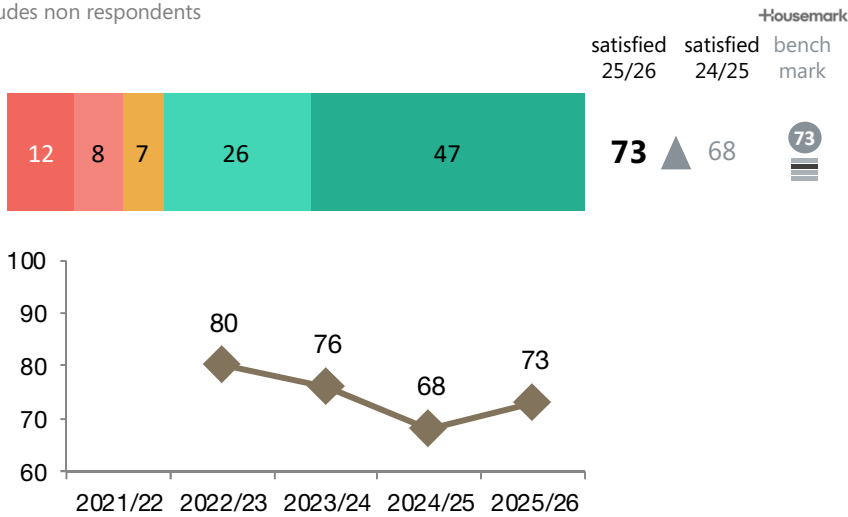
5.1 Repairs service in the last 12 months

% Base 873 | Had a repair. Excludes non respondents



5.2 Time taken to complete repair after reported

% Base 868 | Had a repair. Excludes non respondents



5. Repairs service



By people

- There is an even greater improvement in satisfaction with repairs overall amongst the **under 35s** (69%, was 61%), but those aged 65+ are still the most satisfied group (87%). This pattern repeats for the time taken to complete the last repair where satisfaction is up fifteen points for this group (see table 10.10).
- The 35-49 age group remain significantly less satisfied with both the repairs service overall (66%) and the time taken (65%), but they are more positive than they were a year ago (was 61% and 56% respectively).
- Respondents from an **ethnically diverse** background are again significantly more satisfied than the rest of the sample with the time taken on their last repair (83%).
- Repairs ratings are higher than average amongst **new tenants** (82% and 76% respectively) but drop during the 3-10 year period, most notably down to 66% for the 6-10 year group on the time taken to complete the last repair (see table 10.15).

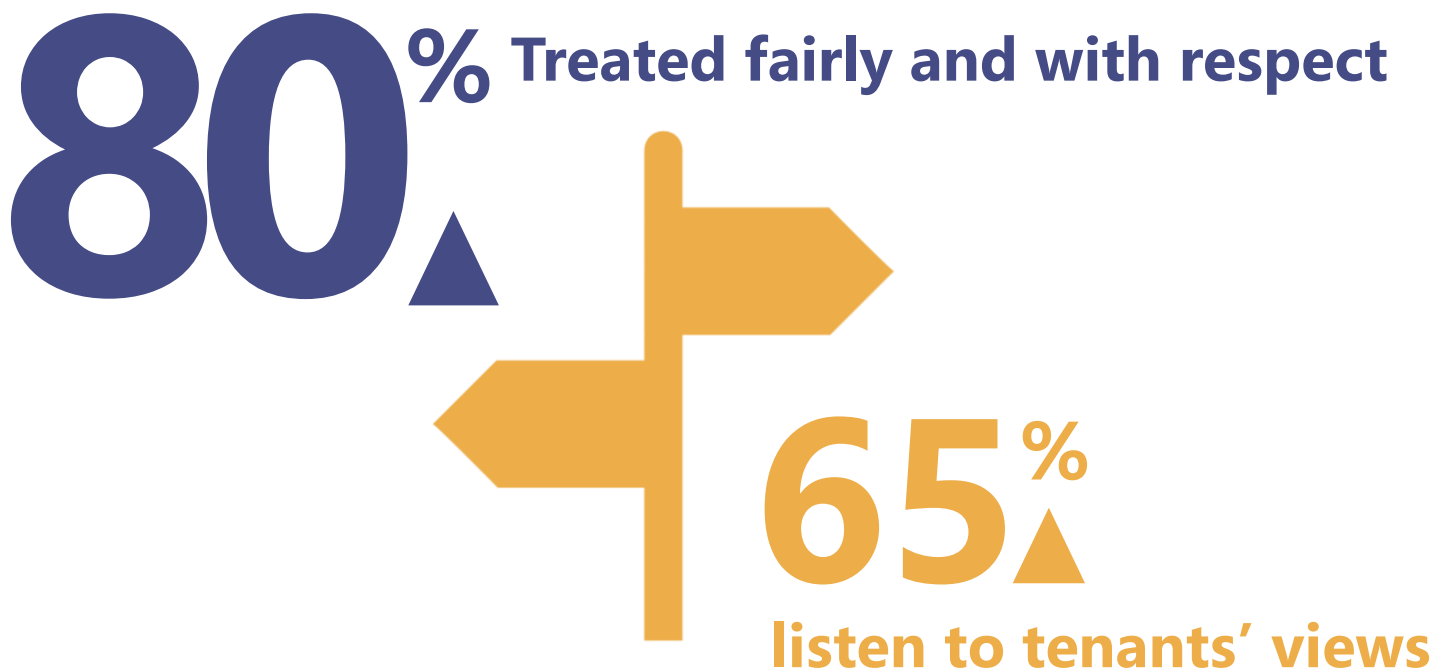


By place

- There is only one statistically significant difference from the norm by **area** with those living in the South being significantly less satisfied than average with both service in the last 12 months (73%) and the time taken (70%). However, both scores have improved by 6% and 10% respectively.
- Whilst not statistically significant, the rating for the service received in the last year has fallen from 80% to 75% in the North area, the only area where satisfaction has fallen. This is also the only area where satisfaction has not improved with the time taken to complete their last repair (still 73%).
- Both scores are also significantly below average for tenants who live in **houses** (74% service, 71% time taken) despite improving 7% and 12% respectively. Tenants in bungalows remain significantly more satisfied with both (82% 'service', 78% 'time taken').



6. Communication



All three ratings in this section have improved by a statistically significant margin since last year



Listening to tenants, and doing so fairly and respectfully, are both key drivers of satisfaction

Housemark

Both measures are above the benchmark average, but in contrast keeping tenants informed of things that matter to them is a relative weakness, being in the bottom quartile



Tenants in the South are again less positive than average, whilst the improvements are strongest in the North East area

6. Communication

The two main topics for which Berneslai Homes’ TSM scores have improved this year are those concerning the responsive repairs service, and those in this section of survey that deal with communication.

This pattern isn’t unusual because the two are often **interlinked**, with the majority of customer contacts being related to **repairs**. Indeed, three quarters of the survey sample have used the repairs service in the last 12 months (see section 5).

However, regardless of the precise mechanisms at work, survey respondents are now significantly more likely than before to feel that they are being **listened to and their views acted upon**, which is once more a key driver of overall satisfaction (65% v 62%). This change also keeps the score above the benchmark target of 62%.

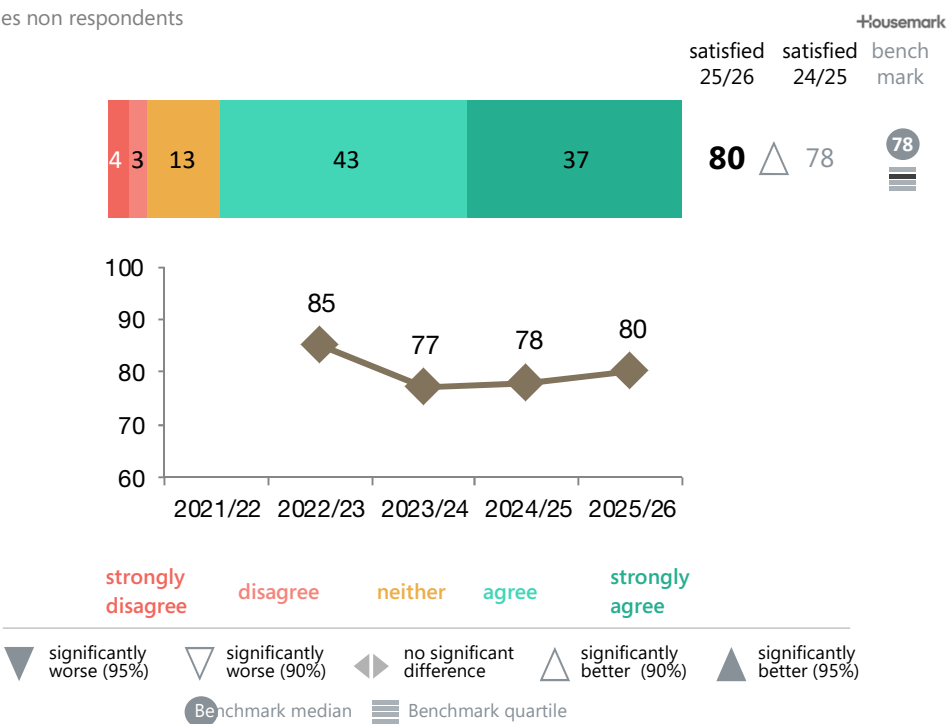
The fourth strongest predictor of overall satisfaction is the extent to which tenants feel they are being treated **fairly and with respect**, so it is positive to find that this rating has also improved from 78% to 80%, also keeping it above the benchmark average. However, it still remains 5% lower compared to the high watermark in the 2022 survey.

The last question in this section asks tenants if they are being **kept informed** about things that matter to them. Despite also demonstrating a significant improvement, this is the odd one out insofar as it is out of step with the benchmark (66% v 71% median), so much so that it is in the **bottom quartile** of the peer group. However, it should also be noted that it is also the only question in this section not to be a key driver, meaning that it doesn’t correlate strongly with overall satisfaction.

Nevertheless, this years’ results still confirm that tenant communication and engagement is important to how tenants perceive Berneslai Homes as their landlord, and central to the improvements it has made over the last year.

6.1 Treat tenants fairly and with respect

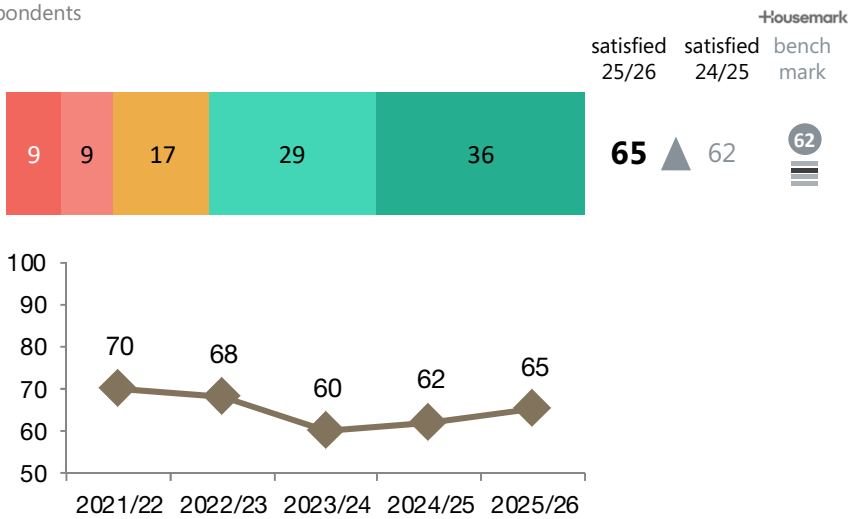
% Base 1137 | Excludes non respondents



6. Communication

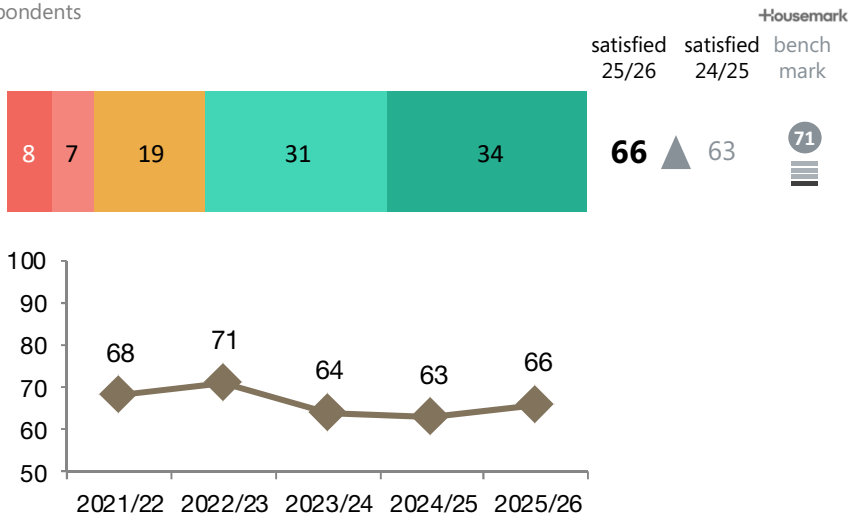
6.2 We listen to your views and act upon them

% Base 1140 | Excludes non respondents



6.3 Keep tenants informed

% Base 1126 | Excludes non respondents





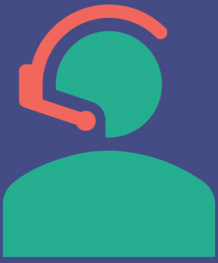
By people

- All scores are once again generally lower than average for the under 50s, significantly so for 35-49 year olds, and above average for those of retirement age (see table 10.10).
- Nevertheless, it is noted that the under 35s are now far more satisfied that they are being kept informed than a year ago (61%, was 45%) and they are also far more satisfied that they are listened to and have their views acted upon than they were previously (60%, was 45%).
- Once again there is a difference between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average sixteen points higher than the latter on the three TSM measures (see table 10.12).
- **New tenants** are typically more positive than average with most aspects, especially being listened to and having their views acted upon (76% satisfied), which is eleven points above average.
- Respondents with a **disability** in their household are significantly less positive with every rating in this section compared to the rest of the sample (table 10.11).
- All three are rated higher by respondents who have had a repair carried out by the in-house team compared to those who have had a repair by **Wates**, including significant differences in 'being kept informed' (67% v 63%) and 'being listened to' (67% v 62%).



By place

- One notable geographic difference is that respondents in the South **area** are significantly less satisfied than average with being kept informed (60%) and being listened to (60%, table 10.13).
- Scores have improved more dramatically amongst residents in the North East area, so much so that they are now significantly more satisfied that they are listened to (71%, up 11%) and are significantly more likely to agree that they are treated fairly and with respect than the rest of the sample (84%, up 8%).
- Respondents in **houses** are less positive than the rest of the sample on all these ratings, significantly so for their views being listened to (62%) and being kept informed (63%), although both scores are nevertheless up 7% from the previous survey. Similarly, respondents in houses are less likely to agree that they are treated fairly and with respect compared to those in other property types (79%), which is also 6% higher than before.



7. Customer service



The 'customer effort' score for how easy Berneslai Homes is to deal with has improved significantly



This includes a 5% increase in satisfaction amongst the under 50s



The gap in customer effort score between those whose last repair was by Wates versus in-house is now much reduced



Two thirds are satisfied with Berneslai Homes' online service, which is around the same proportion as last year, and is relatively consistent across age group

7. Customer service

Whether or not Berneslai Homes is **easy to deal with** isn't one of the twelve TSM questions required by the regulator but is instead focused specifically on the customer service experience, being considered a way of scoring the level of **customer effort** required to interact with a service provider.

As is evident from chart 7.1 opposite, this score has followed a similar path to the results in the communication section, having **increased** by a statistically significant margin over the last year (80% v 77%), including a five-point increase in the proportion that are 'very' satisfied. Just like those communication scores, the better repairs performance is likely to be a factor here.

The other non-standard survey question asks survey respondents to rate how satisfied they are with Berneslai Homes' **online** service provision. Over two thirds of respondents are satisfied in this regard (69%), which is more than the 65% who felt this way last year. However, this isn't a statically significant change as it comes from an equivalent reduction in the proportion who claim to be neither satisfied not dissatisfied, rather than any shift in the 12% that are actively unhappy.

By people

- Around three quarters of tenants aged **under 50** say Berneslai Homes are easy to deal with (73%), which is up from 68% a year ago. However, retirement age respondents remain significantly more satisfied than average (89%).
- The 35-49 group remains significantly less satisfied with the digital services (66%), however this is an improvement of 9% from a year ago. This rating is otherwise consistent by age.
- **New tenants** remain significantly more satisfied than the rest of the sample that Berneslai Homes are easy to deal with (83%), compared to 76% of those who have been a tenant for 3 – 5 years (was 72%).
- Respondents with a speech **impairment** seem to have fewer difficulties dealing with Berneslai Homes than they did a year ago (83% satisfied, was 70%), as do those with mental health issues (76% v 70%).
- Respondents whose last repair was carried out by **Wates** remain a little less satisfied that Berneslai Homes is 'easy to deal with' than if it was completed in-house (78% v 81%). However, only three-points separate the two groups compared to nine-points a year ago.

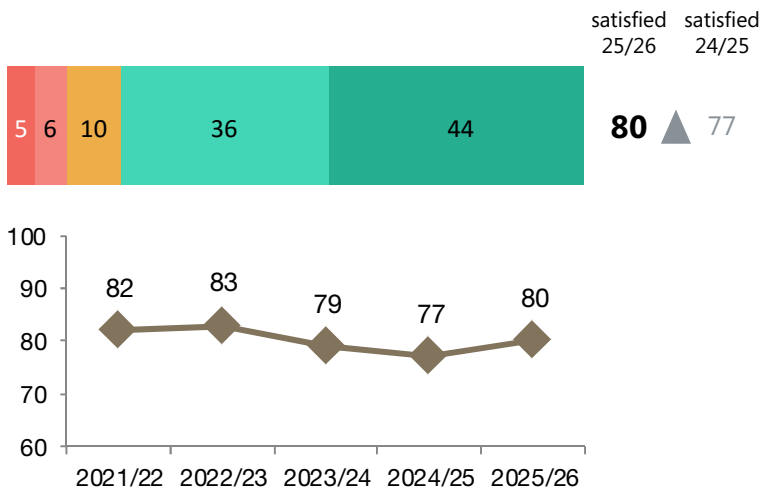
By place

- Tenants living in the South **area** are again significantly less satisfied than other areas on the customer effort score (76%), but this has improved from 71%. Satisfaction is now significantly higher than average in the North East area thanks to a 7% increase in satisfaction from 77% to 84%.
- Satisfaction with the online service has improved by ten-points in both the North East and South **areas**, however it has fallen from 72% to 65% in the North.

7. Customer service

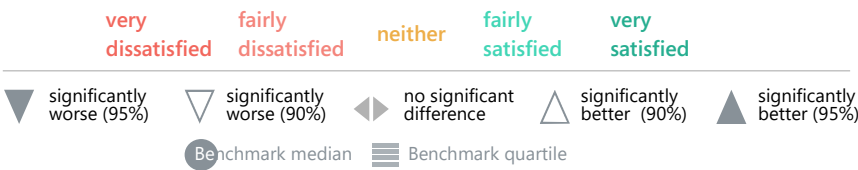
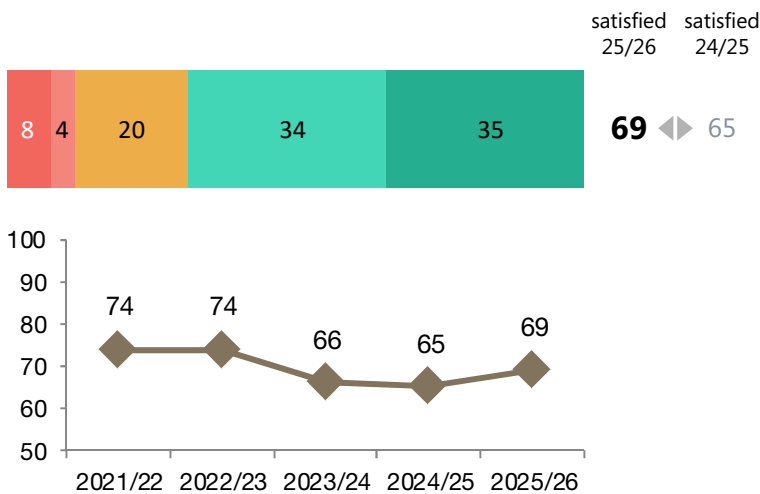
7.1 Easy to deal with

% Base 1124 | Excludes non respondents



7.2 Online services provided by Berneslai Homes

% Base 871 | Excludes non respondents





8. Neighbourhood



Both scores have been consistent across all three TSM surveys, albeit lower than they were in 2022



Although the scores are below the peer group benchmarks, they tend to be lower anyway for self completion surveys



Satisfaction has recovered in the South area, having dropped last year



There are also significant improvements in both amongst the under 50s, especially the under 35s

8. Neighbourhood

The neighbourhood management scores have remained relatively **stable** over the past three TSM surveys, although this means they have yet to return to the slightly higher ratings in 2022/23.

The **positive contribution** that housing services makes to the neighbourhood initially dropped by statistically significant margin between 2022 and 2023, but neither this survey nor last detected a significant change compared to the year prior. Indeed, 59% of this year's sample are satisfied, compared to 60% in the first official year of TSMs.

The same is true for how Berneslai Homes handles **anti-social behaviour**, having also fallen notably in the first year of surveys, but levelled out with no more than 3% variation over the three TSM surveys completed so far (currently 51% satisfied).

Unfortunately, this also means that the scores in this section remain **below average** compared to their respective benchmarks, although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in these scores, some of which are related to survey methodology.

Indeed, around a quarter of those that responded to either of these questions chose the middle point on the scale, which is normally indicative of a **lack of knowledge or certainty** on a topic. The questions in this section are prone to such a pattern, particularly for self-completion surveys such as this one.

By people

- Satisfaction with the contribution to the neighbourhood is rated highest for the 65+ **age group** (68%), whilst only 52% of the 35-49 year olds say the same. However, satisfaction levels have increased by around 10% both for this latter group, and the under 35s (see table 10.10).
- Similarly, satisfaction with ASB handling has improved by 7% for 35-39 year olds (now 46%), and 11% for the under 35 group (now 53%). This increase amongst the youngest tenants is such that their score is now significantly higher when compared to the remainder of the sample, including 38% 'very' satisfied which is 13% higher than the for the sample overall.
- **New tenants** (under 1 year) are significantly more satisfied than average with Berneslai Homes contribution to their neighbourhood (74%), with satisfaction falling to 62% for 1-2 years tenure and even further at 3-5 years (54%).
- Respondents from a **racially and ethnically diverse** background are more satisfied than White British respondents with their landlord's contribution to where they live (79% and 57% respectively). A similar pattern is evident in how they rate the approach to handling ASB (71% v 49%), with racially and ethnically diverse respondents notably 13% more satisfied than they were a year ago (was 58%).
- Once again, both scores are significantly below average for respondents with a disability than those with none (see table 10.11).

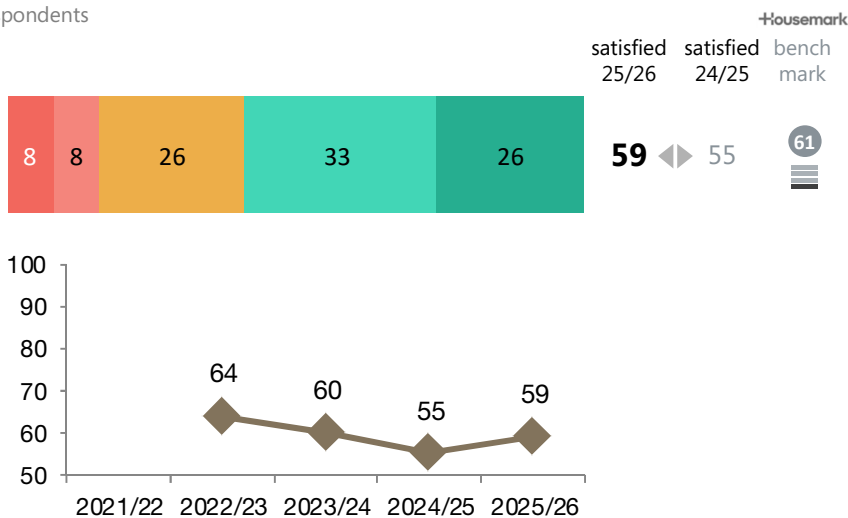
By place

- Residents in the South **area** again have lower than average levels of satisfaction with Berneslai Homes' contribution to their neighbourhood (53%), however this has significantly improved by 7% since last year and is no longer significantly different to the rest of the sample. They are also the least satisfied with how ASB is dealt with (48%), but this too has improved by 5% (table 10.13).

8. Neighbourhood

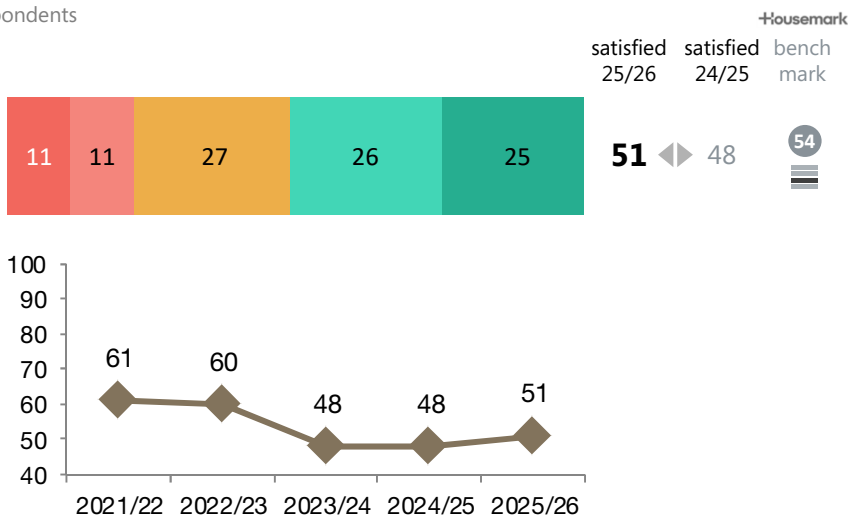
8.1 Positive contribution to neighbourhood

% Base 1057 | Excludes non respondents



8.2 Approach to handling ASB

% Base 972 | Excludes non respondents



- Central area residents are the only group to rate their landlord’s contribution to their neighbourhood lower than a year ago (56%, was 60%) and are now also significantly less satisfied than average with how ASB is dealt with (48%, was 53%).
- Respondents living in **houses** are again significantly less satisfied with both their landlord’s contribution to their neighbourhood (57%) and with how ASB is dealt with (48%). Both ratings in this section remain significantly higher than average amongst those in bungalows despite both ratings falling slightly compared to a year ago (was 69% and 59%).



9. Complaints

43%



complaints handling

25%



said they complained



Respondents decide for themselves what constitutes a complaint, so most are in fact escalated service requests



The proportion of such complaints has fallen this year, especially amongst younger tenants, possibly in part due to improved repairs and communication scores

Housemark

The way complaints and escalated service requests are handled is still rated well above average

8. Complaints

The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being **escalated service requests** such as following up on issues with previously reported repairs.

Indeed, from 2024/25 data for local authority landlords published by the regulator, an average of 27% of survey respondents say they have **made a complaint** using this less formal definition.

In Berneslai Homes' case, the 25% who claimed to make a complaint is therefore **consistent with the national average**, representing significantly fewer survey respondents than last year (was 31%) and reversing the increase observed between 2023 and 2024.

Satisfaction with how complaints are handled has varied by just two percentage points across all three TSM surveys, with 43% of those who answered this question claiming to have has a positive experience, compared to 40% that are dissatisfied with how it was dealt with. Indeed, although still low compared to other survey questions, Berneslai Homes' score nevertheless continues to be on average ten percentage points more than similar landlords manage to achieve, placed it firmly in the benchmark **top quartile**.

By people

- Tenants aged **35-49** are more likely to have complained to Berneslai Homes than any other age group (33%, down 5%), followed by 28% of the under 35s, which for this group is down a notable 16% (was 44%). In comparison, around a fifth of the 65+ age group have made a complaint (19%) which is 3% fewer than last year.
- Despite making fewer complaints compared to a year ago, the under 35s remain the least satisfied with how complaints are handled (35%). In contrast, more than half of the over 65s who complained say that are satisfied (53%), although this is down by 11% compared to last year.
- Respondents from an **ethnically diverse** background remain slightly more satisfied than White British respondents with complaints handling (44% v 41%), The proportion of this group that are satisfied is 12% lower than last year, but the base size is small, and the proportion actively dissatisfied is far more consistent across the two years.

- The proportion of complaints amongst **new tenants** continues to fall from 31% a year ago to 25% for the current sample, compared to a high of 40% two years ago.

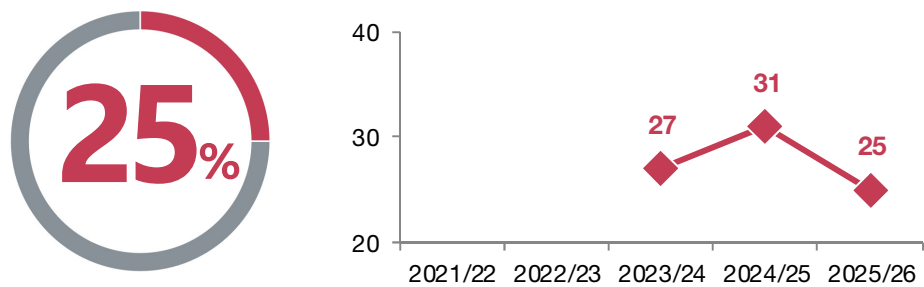
By place

- By **property type** complaints from residents in flats are now the most common (27%), followed by 26% in houses, which is down a notable 9%. Around a fifth of respondents in bungalows have made a complaint (22%). Tenants in flats and houses now have similar experiences with how their complaint is handled (41% and 42% respectively), although this equates to 12% fewer for flats but 6% more for houses.
- There is a nine-point spread across the four main **areas** on the proportion making a complaint – ranging from 21% in the North East area to 30% in the Central area. Due to the small sample sizes there are no significant differences in satisfaction with how such complaints are handled by area but is highest in the North East and lowest in the North (48% and 36%).

9. Complaints

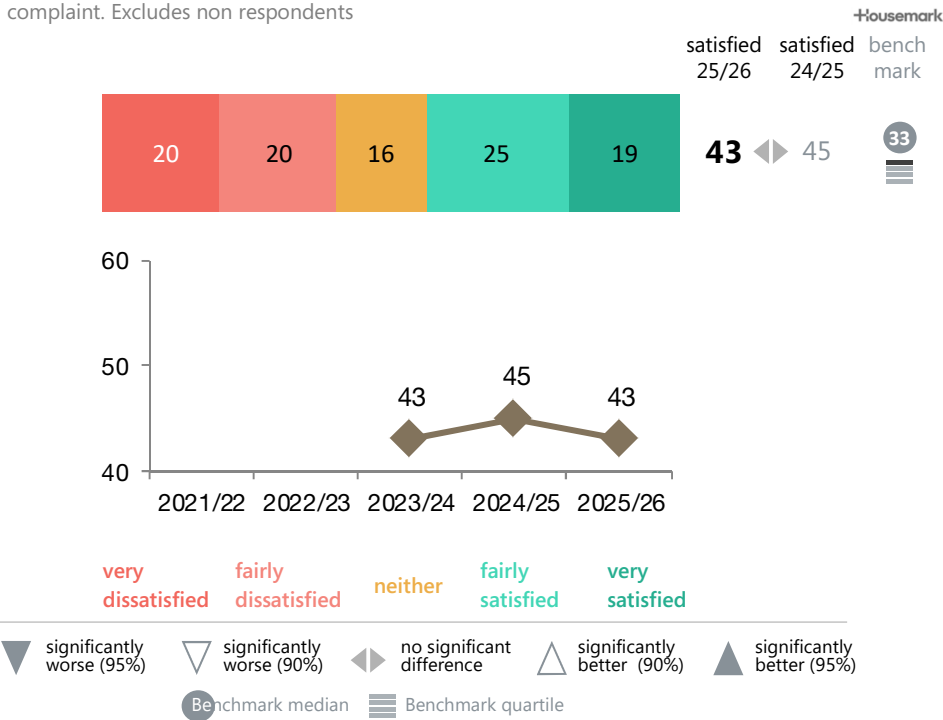
9.1 Made a complaint

% Base 1176 | Excludes non respondents



9.2 Approach to handling complaints

% Base 293 | Made a complaint. Excludes non respondents





10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.10 - 10.13 in this section also display the core survey questions according to age group, disability and ethnic background. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the rest of the sample being highlighted in the tables.

10.1 Area

% Base 1176

	Total	% 25/26	% 24/25
N1 - North East Area Neighbourhood Team	371	31.5	28.1
N2 - South Area Neighbourhood Team	241	20.5	20.4
N3 - Central Area Neighbourhood Team	289	24.6	25.6
N4 - North Area Neighbourhood Team	275	23.4	25.8

2025/26

2024/25

10.2 Estate

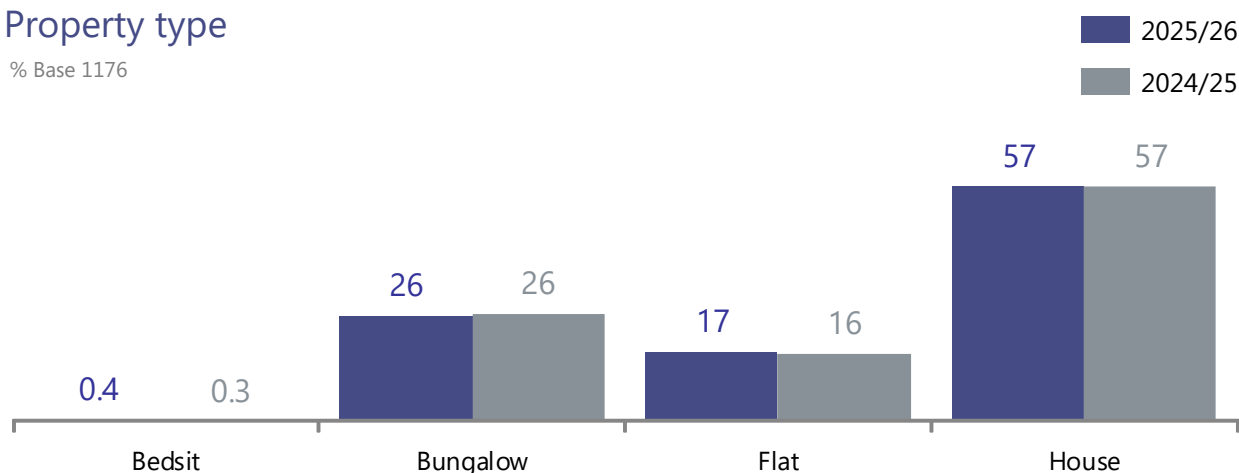
% Base 1176 | Estates with ten or more respondents

	Total	% 25/26	% 24/25		Total	% 25/26	% 24/25
Aldham House	22	1.9	1.7	Kendray	43	3.7	6.7
Athersley North	53	4.5	4.2	Kexborough	18	1.6	1.3
Athersley South	29	2.5	3.1	Kings Road	15	1.2	1.7
Birdwell	13	1.1	1.1	Kingstone	15	1.3	0.7
Bolton On Dearne	31	2.6	1.9	Lundwood	22	1.8	0.8
Broadway	10	0.8	0.5	Monk Bretton (Monk Bretton Ward)	25	2.1	2.1
Burton Grange	28	2.4	2.5	Morrison Road	11	0.9	0.9
Cloughfields	13	1.1	1.1	New Lodge	21	1.8	1.9
Copeland Road	39	3.3	1.9	North Street	10	0.8	0.7
Crown	10	0.8	1.0	Penistone	20	1.7	2.1
Cundy Cross	13	1.1	0.3	Rosetree	10	0.8	0.8
Darton	13	1.1	1.6	Royston	65	5.5	4.6
Dodworth	16	1.4	1.3	Staincross	15	1.3	1.4
Elsecar	17	1.4	1.4	Thurnscoe	50	4.2	4.0
Gilroyd	17	1.5	1.6	Town (Central Ward)	29	2.4	2.3
Goldthorpe (Dearne North Ward)	12	1.0	0.4	Town (Kingstone Ward)	27	2.3	1.9
Goldthorpe (Dearne South Ward)	18	1.5	1.9	Upperwood	15	1.2	0.6
Grimethorpe General	16	1.3	0.8	Ward Green	14	1.2	0.8
Honeywell	24	2.0	1.4	Wilson Street	14	1.2	1.1
Hoyland Central (Milton Ward)	10	0.9	1.0	Worsborough Bridge	30	2.5	3.6
Hoyland Common	28	2.4	1.9	Worsborough Common	23	1.9	1.4
Hoyland St Peter's (Rockingham Ward)	11	0.9	1.3	Worsborough Dale	36	3.0	2.5

10. Respondent profile

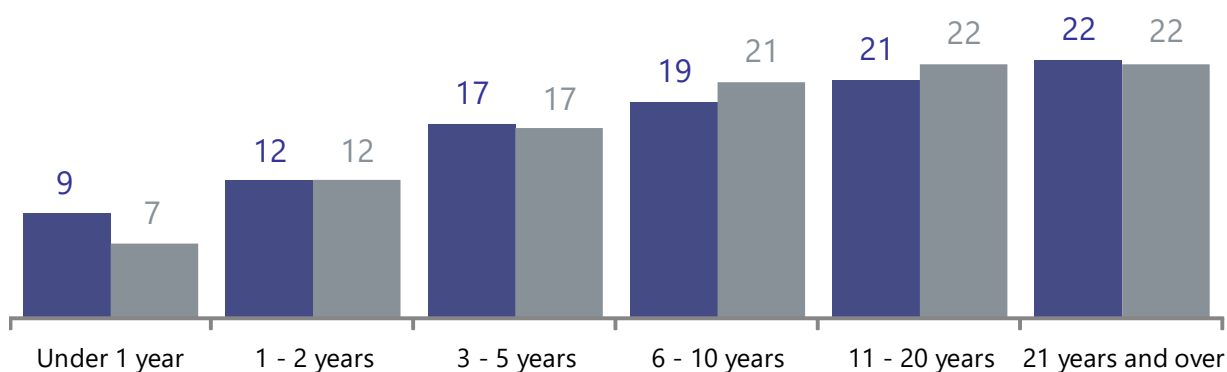
10.3 Property type

% Base 1176



10.4 Length of tenancy

% Base 1176



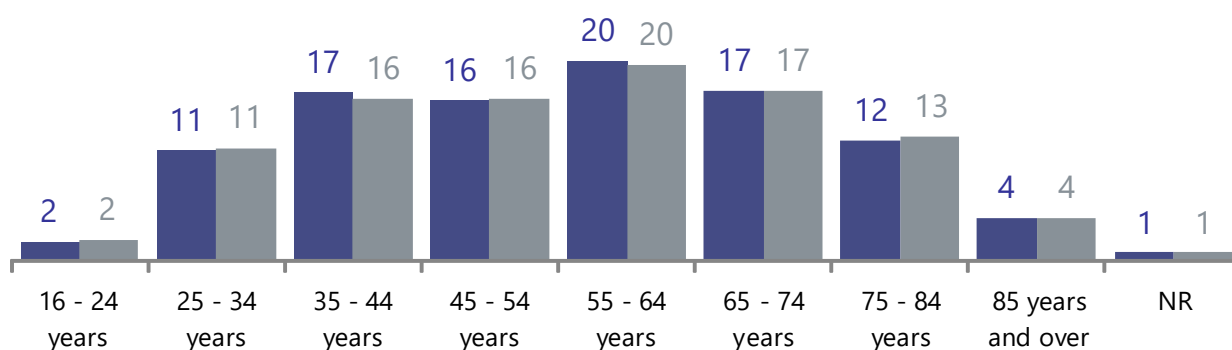
10.5 Pay a service charge

% Base 1176



10.6 Age

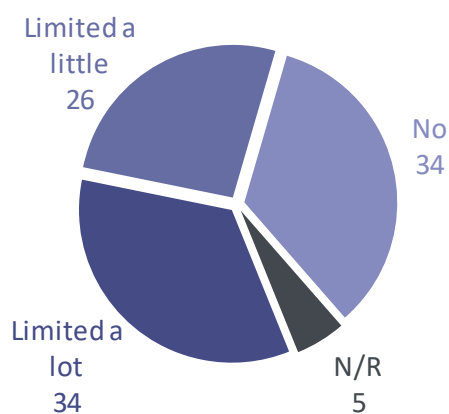
% Base 1176



10. Respondent profile

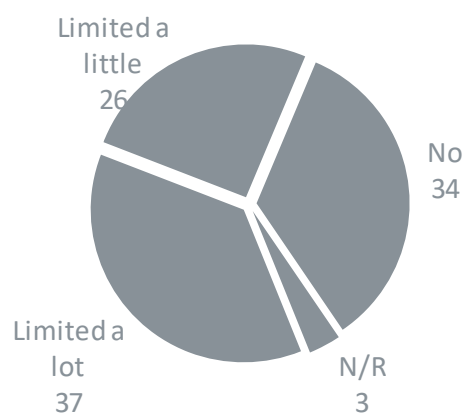
10.7 Disability in household

% Base 1176



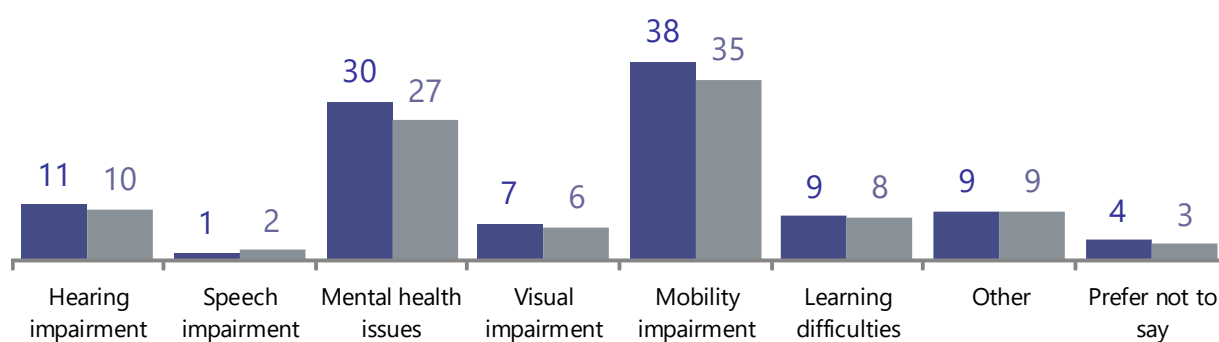
2025/26

2024/25



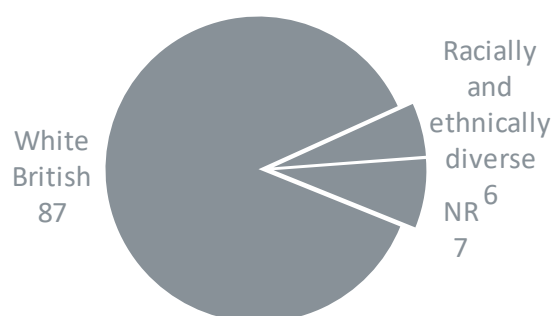
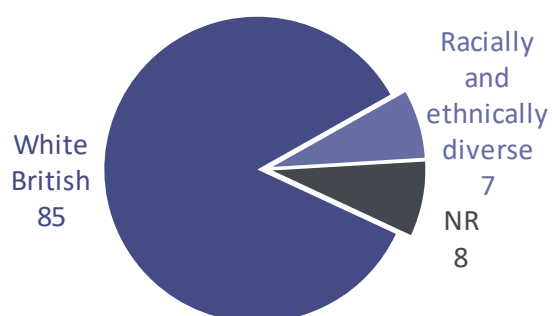
10.8 Type of disability

% Base 713



10.9 Ethnic background

% Base 1176



10. Respondent profile

10.10 Core questions by age group

		% positive			
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	1176	154	278	343	391
Service overall	77	73	70	75	85
Repairs in last 12 months	76	69	66	77	87
Time taken to complete last repair	73	70	65	74	80
Home is well maintained	72	68	57	74	82
Home is safe	73	64	60	75	84
Listens to views and acts upon them	65	60	56	62	76
Being kept informed	66	61	57	67	73
Treated fairly and with respect	80	79	73	79	86
Approach to handling complaints	43	35	43	39	53
Communal areas clean & well maintained	64	54	70	64	63
Positive contribution to neighbourhood	59	57	52	54	68
Approach to handling ASB	51	53	46	47	57

10.11 Core questions by disability in household

		% positive	
	Overall	Disability	No disability
Sample size	1176	713	402
Service overall	77	75	82
Repairs in last 12 months	76	75	79
Time taken to complete last repair	73	71	77
Home is well maintained	72	70	76
Home is safe	73	71	77
Listens to views and acts upon them	65	63	69
Being kept informed	66	62	73
Treated fairly and with respect	80	78	86
Approach to handling complaints	43	41	50
Communal areas clean & well maintained	64	59	71
Positive contribution to neighbourhood	59	56	63
Approach to handling ASB	51	48	55

Key

- Better @ 95% confidence
 - Better @ 90% confidence
 - Worse @ 90% confidence
 - Worse @ 95% confidence
- *see appendix for more detail

10. Respondent profile

10.12 Core questions by ethnic background

	% positive		
	Overall	White British	Racially & ethnically diverse
Sample size	1176	999	84
Service overall	77	76	87
Repairs in last 12 months	76	75	80
Time taken to complete last repair	73	72	83
Home is well maintained	72	71	86
Home is safe	73	72	81
Listens to views and acts upon them	65	63	81
Being kept informed	66	64	85
Treated fairly and with respect	80	79	89
Approach to handling complaints	43	41	44
Communal areas clean & well maintained	64	61	90
Positive contribution to neighbourhood	59	57	79
Approach to handling ASB	51	49	71

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

10.13 Core questions by area

	% positive				
	Overall	North East Area NT	South Area NT	Central Area NT	North Area NT
Sample size	1176	371	241	289	275
Service overall	77	79	76* * only 34% v. sat.	75	78
Repairs in last 12 months	76	77	73	79	75
Time taken to complete last repair	73	74	70	74	73
Home is well maintained	72	75	67	75	71
Home is safe	73	75	71	72	73
Listens to views and acts upon them	65	71	61	63	64
Being kept informed	66	69	60	65	67
Treated fairly and with respect	80	84	79	77	78
Approach to handling complaints	43	48	46	43	36
Communal areas clean & well maintained	64	71	64	58	61
Positive contribution to neighbourhood	59	62	53	56	63
Approach to handling ASB	51	53	48	48* * 28% dissatisfied	54

10. Respondent profile

10.14 Core questions by property type

		% positive		
	Overall	Bungalow	Flat	House
Sample size	1176	301	200	671
Service overall	77	82	80	74
Repairs in last 12 months	76	82	77	74
Time taken to complete last repair	73	78	74	71
Home is well maintained	72	81	76	67
Home is safe	73	82	73	69
Listens to views and acts upon them	65	72	68	62
Being kept informed	66	70	69	63
Treated fairly and with respect	80	83	81	79
Approach to handling complaints	43	51	40	42
Communal areas clean & well maintained	64	60	54	86
Positive contribution to neighbourhood	59	62	62	57
Approach to handling ASB	51	56	54	48

10.15 Core questions by length of tenancy

		% positive					
	Overall	<1yr	1–2 yrs	3-5yrs	6-10 yrs	11-20 yr	21+ yrs
Sample size	1176	108	141	199	222	243	263
Service overall	77	80	78	75	74	77	79
Repairs in last 12 months	76	82	77	71	72	78	80
Time taken to complete last repair	73	76	78	70	66	75	77
Home is well maintained	72	75	75	68	69	72	76
Home is safe	73	77	75	64	70	74	79
Listens to views and acts upon them	65	76	68	60	59	65	68
Being kept informed	66	75	64	65	63	68	64
Treated fairly and with respect	80	87	78	80	74	81	83
Approach to handling complaints	43	36	36	47	38	50	46
Communal areas clean & well maintained	64	66	76	49	60	80	58
Positive contribution to neighbourhood	59	74	62	54	55	56	61
Approach to handling ASB	51	69	55	46	45	55	48

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research over the course of two fieldwork periods, the first in early summer and the second in winter. The first period was between 14 May and 25 June 2025, the second between 06 October and 09 December 2025. The survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures survey (TSMs).

Responses

Overall, 1,176 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 31% (error margin +/- 2.8%). This exceeds the stipulated TSM target error margin of +/- 3.0%. There were 707 postal completions (60%) and 469 online completions (40%).

Sampling

A computer-generated randomly selected 3,752 general needs households and a half census of 48 temporary units (total 3,800) were invited to take part in the survey split equally between the two tranches.

Fieldwork

The first part of each tranche involved email invitations and reminders to every selected household with a valid email address (2,180 across both waves), with a paper questionnaire sent in the post to the remaining 1,620. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,956 across both waves). Finally, a full reminder was sent by post to every household that had not already taken part via any method (3,273 across both waves).

This methodology was chosen to be consistent with previous successful TSM annual surveys conducted by Berneslai Homes. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups.

The survey was incentivised with a free prize draw of £100, £50 and 2x £25 in shopping vouchers

Population

The population for the TSM survey was all 17,463 Berneslai Homes LCRA households on 02 May 2025. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. The paper survey included helpline information in the eight most common community languages. Large print questionnaires were sent to 160 households and 3 were sent on yellow paper where this was the tenant's communication preference.

Representativeness

The final survey data was weighted by interlaced age group and property type, plus area, to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area

	Population	Unweighted survey	Weighted survey
North East	30.3	29.3	31.5
South	20.5	20.9	20.5
Central	24.8	23.3	24.6
North	24.4	26.4	23.4

Property type

	Population	Unweighted	Weighted
Bedsit	0.7	0.5	0.4
Bungalow	25.9	33.2	25.6
Flat	16.6	19.3	17.0
House	56.8	47	57.0

Length of tenancy

	Population	Unweighted survey	Weighted survey
Under 1 year	5.8	8.2	9.2
1 - 2 years	9.9	10.5	12.0
3 - 5 years	16.3	15.3	16.9
6 - 10 years	21.3	17.7	18.8
11 - 20 years	23.3	21.5	20.7
21 years and over	23.4	26.7	22.4

Age group

	Population	Unweighted survey	Weighted survey
16 - 24 years	2.1	2.0	2.0
25 - 34 years	11.0	7.6	11.1
35 - 44 years	16.8	11.3	16.8
45 - 54 years	15.9	11.7	16.0
55 - 64 years	19.7	18.1	19.9
65 - 74 years	16.9	21.0	16.9
75 - 84 years	12.3	20.4	12.1
85 years and over	4.4	6.3	4.3
No record	0.9	1.5	0.9

Ethnic background

	Population	Unweighted	Weighted
White British	86.7	86.3	84.9
Racially & ethnically diverse	5.4	5.6	7.2
No record	7.8	8.1	1.9

Stock type

	Population	Unweighted survey	Weighted survey
General needs	99.7	99.3	99.3
Temporary	0.3	0.7	0.7

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core TSM questions are benchmarked against the Housemark mid-year 2025/26 TSM database, with the benchmarking group being Berneslai Homes peer group selection of English LAs and ALMOs with 10,000 or more properties (excluding London). This includes 8 landlords.



Appendix B. Example questionnaire

Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

9 May 2025

Dear {name}

Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes tenants. This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard tenant satisfaction information which will include some of the results from this survey.

By taking around 5 minutes to complete the enclosed survey, you will have the option to be entered into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.

Please complete the survey by **Wednesday 28 May** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at www.arpsurveys.co.uk/berneslai or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in our following unique code: **9999abcd**

If you'd like some help completing the survey or would prefer it in a different format, such as a large print version, please call **ARP Research** on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878.

Your name and contact details will not be linked to your responses unless you give your consent within the survey. For details on how your information is used at Berneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please refer to: www.berneslaihomes.co.uk/information-and-privacy. ARP Research's policy can be found here: www.arpsurveys.co.uk/privacy.

Thank you for taking part and good luck in the prize draw.

Yours sincerely,
A. J. Garrard
Amanda Garrard, Chief Executive

If you need a large print copy please call 0800 020 9564



berneslai
homes



scan me
code: **9999abcd**



bernleslai
homes

Tenant Satisfaction Survey 2025



Services overall

1

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Your home

2

How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

3

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/
don't know

☐

Communication

4

How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Not applicable/
don't know

☐



return by 28 May 2025



www.arpsurveys.co.uk/bernleslai

your unique code: 9999mwmw

scan me



5

How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

6

To what extent do you agree or disagree with the following "Berneslai Homes treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

7

Have you made a complaint to Berneslai Homes in the last 12 months?

☐ Yes **go to Q8** ↓

☐ No **go to Q9** ↷

8

How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

9

How satisfied or dissatisfied are you:

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
----------------	------------------	---------	---------------------	-------------------	------------

a. That Berneslai Homes is easy to deal with?

☐	☐	☐	☐	☐	☐
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

b. With the online services provided by Berneslai Homes?

☐	☐	☐	☐	☐	☐
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Repairs and maintenance

10

Has Berneslai Homes carried out a repair to your home in the last 12 months?

☐ Yes **go to Q11** ↓

☐ No **go to Q13** ➔

11

How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

2

12

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

13

Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?

☐ Yes go to Q14 ↓
 ☐ No go to Q15 ↗
 ☐ Don't know go to Q15 ↗

14

How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

Neighbourhood

15

How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

☐
☐
☐
☐
☐
☐

16

How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

☐
☐
☐
☐
☐
☐

You and your household

This information may help us improve our services we deliver by helping us understand the different groups of customers needs.

17

Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

☐ Yes - limited a lot go to Q18 ➡
 ☐ Yes - limited a little go to Q18 ➡
 ☐ No go to Q19 ➡

3

18 Please tell us about any health condition(s) or illnesses you or a member of your household have:

☐ Hearing impairment	☐ Mobility impairment	tick all that apply ☒ ☐ ☐ ☐
☐ Speech impairment	☐ Learning difficulties	
☐ Mental health issues	☐ Other (write in) _____	
☐ Visual impairment	☐ Prefer not to say	

And finally...

19 Are you happy for your identity and contact details to be used to be entered into the free prize draw? It will be Berneslai Homes that will contact you if you are a winner.

☐ Yes ☐ No

20 Your answers are currently confidential. It may be useful for your name and contact details to be attached to your responses and passed to Berneslai Homes. Would that be ok?

☐ Yes:
I agree for my name and contact details to be linked to my responses go to Q21 ↓

☐ No:
I wish to remain anonymous finish ✓

21 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?

☐ Yes ☐ No

Thank you!

! This survey is to ask for general feedback from our tenants. To make a complaint about an issue with our service just email customerservices@berneslaihomes.co.uk or phone us on 01226 787878.

If you need help understanding this information, please ask one of our staff, or phone Customer Services on 01226 787878.

आपका उत्तर हमें और अन्य लोगों को सर्वेक्षण का प्रस्ताव देना चाहिए। यदि आप सर्वेक्षण करने में सक्षम हैं तो कृपया अपना विवरण भरिताना जारी रखें।
(कृपया अपने "वीडियो" चलाएँ ताकि हम देख सकें)

01226 787878

अगर आप इस जानकारी की समझने में समस्या आपको है तो हमसे संपर्क करें। किसी समस्या के लिए, या जानकारी लेने, टेलीफोन 01226 787878 पर कॉल करें।

Jedli nie rozumiejąc Państwo tych informacji i potrzebując pomocy, proszę Państwa poprosić o pomoc kogoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 787878 (Stara Kuchnia Kilesta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 787878

如果您需要協助，以便更好地了解該信息，請與我們的員工聯繫，或致電客戶服務：01226 787878

اذا كان من الصعب فهم هذه المعلومات، يرجى طلب المساعدة من أحد الموظفين أو الاتصال بمكتب الزبائن على الرقم 01226 787878

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید یا با ما تماس بگیرید و شماره ۰۱۲۲۶ ۷۸۷۸۷۸ را بگیرید

اگر آپ کو ان معلومات کو سمجھنے میں آتے ہیں تو اپنی ضرورت ہے تو ہم سے رابطہ کریں۔ کسی مسئلہ کے لیے یا اگر آپ کو کچھ جاننا ہو تو براہ کرم ہمارے عملیاتی نمبر پر 01226 787878 پر فون کریں۔



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

		Full sample				Wave 1				Wave 2			
		Weight by age, property & area				Weight by age, property & area				Weight by age, property & area			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
1:	Very satisfied	490	41.7	42.3	77.0	258	42.9	43.4	75.9	232	40.3	41.0	78.1
2:	Fairly satisfied	403	34.3	34.8		193	32.1	32.5		210	36.5	37.1	
3:	Neither satisfied nor dissatisfied	123	10.5	10.6		62	10.3	10.5		61	10.6	10.8	
4:	Fairly dissatisfied	69	5.8	5.9		46	7.6	7.7		23	3.9	4.0	
5:	Very dissatisfied	75	6.4	6.5		35	5.9	5.9		40	6.9	7.1	
	N/R	16	1.4			7	1.1			10	1.6		
Q2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
6:	Very satisfied	466	39.6	40.2	72.1	246	41.0	41.6	71.3	220	38.2	38.8	72.9
7:	Fairly satisfied	369	31.4	31.9		176	29.3	29.7		193	33.5	34.1	
8:	Neither satisfied nor dissatisfied	121	10.3	10.4		57	9.5	9.6		64	11.2	11.3	
9:	Fairly dissatisfied	106	9.0	9.1		61	10.1	10.3		45	7.8	7.9	
10:	Very dissatisfied	97	8.3	8.4		53	8.8	8.9		45	7.7	7.9	
	N/R	17	1.5			8	1.3			9	1.6		
Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
11:	Very satisfied	474	40.3	41.1	73.0	244	40.7	41.5	72.3	230	39.9	40.7	73.7
12:	Fairly satisfied	367	31.2	31.8		181	30.2	30.8		186	32.3	32.9	
13:	Neither satisfied nor dissatisfied	118	10.0	10.2		56	9.3	9.5		62	10.8	11.0	
14:	Fairly dissatisfied	108	9.2	9.4		58	9.7	9.9		50	8.7	8.9	
15:	Very dissatisfied	86	7.3	7.4		49	8.2	8.4		37	6.4	6.5	
16:	Not applicable/ don't know	3	0.2			1	0.1			2	0.3		
	N/R	20	1.7			10	1.7			10	1.7		
Q4 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
17:	Very satisfied	414	35.2	36.3	65.2	219	36.6	37.8	66.9	195	33.8	34.7	63.4
18:	Fairly satisfied	329	28.0	28.9		169	28.1	29.1		161	27.9	28.7	
19:	Neither satisfied nor dissatisfied	188	16.0	16.5		84	14.1	14.5		103	18.0	18.5	
20:	Fairly dissatisfied	104	8.8	9.1		59	9.8	10.1		45	7.8	8.1	
21:	Very dissatisfied	105	8.9	9.2		49	8.1	8.4		56	9.8	10.1	
22:	Not applicable/ don't know	18	1.5			11	1.9			7	1.1		
	N/R	18	1.6			9	1.5			9	1.6		
Q5 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
23:	Very satisfied	387	32.9	34.3	65.7	200	33.3	34.9	64.7	187	32.5	33.8	66.9
24:	Fairly satisfied	354	30.1	31.4		171	28.5	29.8		183	31.8	33.1	
25:	Neither satisfied nor dissatisfied	219	18.6	19.4		121	20.1	21.1		98	17.0	17.7	
26:	Fairly dissatisfied	82	7.0	7.3		34	5.6	5.9		48	8.4	8.7	
27:	Very dissatisfied	85	7.3	7.6		48	8.0	8.4		37	6.5	6.7	
28:	Not applicable/ don't know	21	1.8			11	1.9			9	1.6		
	N/R	29	2.5			16	2.7			13	2.3		
Q6 To what extent do you agree or disagree with the following 'Berneslai Homes treats me fairly and with respect'?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
29:	Strongly agree	423	36.0	37.2	80.1	217	36.1	37.5	79.3	206	35.8	37.0	81.0
30:	Agree	488	41.5	42.9		242	40.3	41.8		246	42.6	44.0	
31:	Neither agree nor disagree	145	12.3	12.8		79	13.1	13.6		66	11.5	11.9	
32:	Disagree	38	3.2	3.3		21	3.5	3.6		17	2.9	3.0	
33:	Strongly disagree	43	3.7	3.8		21	3.4	3.6		23	3.9	4.1	
34:	Not applicable/ don't know	8	0.7			6	1.1			2	0.3		
	N/R	31	2.6			15	2.5			16	2.8		

Appendix C. Data summary

		Full sample				Wave 1				Wave 2			
		Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q7 Have you made a complaint to Berneslai Homes in the last 12 months?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
35:	Yes	295	25.0	26.4		154	25.6	27.0		141	24.4	25.8	
36:	No	822	69.9	73.6		416	69.4	73.0		405	70.4	74.2	
	N/R	60	5.1			30	5.0			30	5.2		
Q8 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?		<i>Base: 294</i>				<i>Base: 154</i>				<i>Base: 141</i>			
37:	Very satisfied	55	4.7	18.9	43.4	31	5.1	20.0	43.2	24	4.2	17.6	43.7
38:	Fairly satisfied	72	6.1	24.6		36	5.9	23.1		36	6.3	26.1	
39:	Neither satisfied nor dissatisfied	47	4.0	15.9		26	4.4	17.0		20	3.5	14.6	
40:	Fairly dissatisfied	60	5.1	20.4		25	4.2	16.2		35	6.0	25.0	
41:	Very dissatisfied	60	5.1	20.3		36	6.1	23.6		23	4.0	16.7	
	N/R	883	75.1			446	74.4			437	75.9		
Q9a That Berneslai Homes is easy to deal with		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
42:	Very satisfied	496	42.2	44.2	80.3	252	42.1	44.1	79.2	244	42.3	44.2	81.4
43:	Fairly satisfied	406	34.5	36.1		201	33.5	35.1		205	35.6	37.2	
44:	Neither	107	9.1	9.5		57	9.4	9.9		51	8.8	9.2	
45:	Fairly dissatisfied	62	5.2	5.5		38	6.3	6.6		24	4.1	4.3	
46:	Very dissatisfied	53	4.5	4.7		25	4.2	4.4		28	4.8	5.1	
47:	No opinion	8	0.7			5	0.8			3	0.6		
	N/R	44	3.8			23	3.8			21	3.7		
Q9b The online services provided by Berneslai Homes		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
48:	Very satisfied	301	25.6	34.5	68.8	164	27.3	37.1	72.6	137	23.7	31.8	64.9
49:	Fairly satisfied	299	25.4	34.3		156	26.0	35.4		142	24.7	33.1	
50:	Neither	171	14.5	19.6		78	13.0	17.7		93	16.2	21.7	
51:	Fairly dissatisfied	36	3.0	4.1		14	2.3	3.1		22	3.8	5.1	
52:	Very dissatisfied	65	5.6	7.5		30	4.9	6.7		36	6.2	8.3	
53:	No opinion	160	13.6			85	14.2			75	13.0		
	N/R	145	12.3			74	12.3			71	12.4		
Q10 Has Berneslai Homes carried out a repair to your home in the last 12 months?		<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
54:	Yes	877	74.6	78.5		462	77.1	81.3		415	72.0	75.6	
55:	No	240	20.4	21.5		106	17.7	18.7		134	23.2	24.4	
	N/R	59	5.0			31	5.2			28	4.8		
Q11 How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?		<i>Base: 877</i>				<i>Base: 462</i>				<i>Base: 415</i>			
56:	Very satisfied	446	37.9	51.1	76.3	236	39.3	51.0	74.1	210	36.5	51.2	78.7
57:	Fairly satisfied	220	18.7	25.2		107	17.9	23.2		113	19.7	27.6	
58:	Neither satisfied nor dissatisfied	74	6.3	8.5		40	6.7	8.6		34	6.0	8.3	
59:	Fairly dissatisfied	61	5.2	7.0		31	5.2	6.7		30	5.2	7.3	
60:	Very dissatisfied	72	6.1	8.2		49	8.1	10.5		23	4.0	5.6	
	N/R	303	25.7			138	22.9			165	28.7		
Q12 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?		<i>Base: 877</i>				<i>Base: 462</i>				<i>Base: 415</i>			
61:	Very satisfied	410	34.9	47.3	73.1	210	35.1	45.9	71.2	200	34.7	48.9	75.1
62:	Fairly satisfied	224	19.0	25.8		116	19.4	25.3		108	18.7	26.3	
63:	Neither satisfied nor dissatisfied	62	5.3	7.1		33	5.5	7.2		29	5.0	7.0	
64:	Fairly dissatisfied	72	6.1	8.3		38	6.3	8.2		34	6.0	8.4	
65:	Very dissatisfied	100	8.5	11.5		61	10.2	13.3		39	6.7	9.4	
	N/R	308	26.2			141	23.6			167	28.9		

Appendix C. Data summary

					Full sample				Wave 1				Wave 2			
					Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
					Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q13 Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?					<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
66:	Yes				280	23.8	25.4		147	24.6	26.2		133	23.0	24.4	
67:	No				714	60.7	64.6		361	60.1	64.2		353	61.3	65.1	
68:	Don't know				111	9.4	10.0		54	9.0	9.6		57	9.8	10.5	
	N/R				72	6.1			38	6.4			34	5.8		
Q14 How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?					<i>Base: 280</i>				<i>Base: 147</i>				<i>Base: 133</i>			
69:	Very satisfied				99	8.4	35.5	63.6	55	9.2	37.6	64.1	44	7.7	33.2	62.9
70:	Fairly satisfied				78	6.7	28.0		39	6.5	26.5		39	6.8	29.7	
71:	Neither satisfied nor dissatisfied				37	3.1	13.2		20	3.3	13.4		17	3.0	13.0	
72:	Fairly dissatisfied				33	2.8	11.6		18	3.0	12.1		15	2.6	11.2	
73:	Very dissatisfied				32	2.7	11.6		15	2.5	10.4		17	3.0	12.9	
	N/R				897	76.3			454	75.6			443	77.0		
Q15 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?					<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
74:	Very satisfied				270	23.0	25.6	58.9	144	24.0	27.3	56.5	126	21.9	23.8	61.2
75:	Fairly satisfied				352	29.9	33.3		154	25.7	29.2		198	34.3	37.4	
76:	Neither satisfied nor dissatisfied				270	22.9	25.5		139	23.1	26.3		131	22.7	24.8	
77:	Fairly dissatisfied				81	6.9	7.7		50	8.3	9.4		32	5.5	6.0	
78:	Very dissatisfied				84	7.1	7.9		41	6.9	7.8		43	7.4	8.1	
79:	Not applicable/ don't know				74	6.3			47	7.8			27	4.8		
	N/R				45	3.8			25	4.2			19	3.4		
Q16 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?					<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
80:	Very satisfied				240	20.4	24.7	50.9	132	21.9	26.6	49.4	109	18.9	22.8	52.4
81:	Fairly satisfied				254	21.6	26.1		113	18.8	22.8		141	24.5	29.6	
82:	Neither satisfied nor dissatisfied				265	22.6	27.3		141	23.5	28.6		124	21.5	26.0	
83:	Fairly dissatisfied				108	9.1	11.1		53	8.8	10.7		55	9.5	11.4	
84:	Very dissatisfied				105	8.9	10.8		56	9.3	11.3		49	8.5	10.3	
85:	Not applicable/ don't know				159	13.5			81	13.5			78	13.6		
	N/R				45	3.8			25	4.2			20	3.5		
Q17 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?					<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
86:	Yes - limited a lot				403	34.3	36.2		223	37.2	39.2		180	31.3	33.0	
87:	Yes - limited a little				310	26.3	27.8		156	26.0	27.5		153	26.6	28.1	
88:	No				402	34.1	36.0		189	31.6	33.3		212	36.8	38.9	
	N/R				62	5.3			31	5.2			30	5.3		
R17 Disability - simple					<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
89:	Yes				713	60.6	64.0		379	63.2	66.7		334	57.9	61.1	
90:	No				402	34.1	36.0		189	31.6	33.3		212	36.8	38.9	
	N/R				62	5.3			31	5.2			30	5.3		
Q18 Please tell us about the health condition(s) or illnesses, you or a member of your household have:					<i>Base: 713</i>				<i>Base: 379</i>				<i>Base: 334</i>			
91:	Hearing impairment				125	10.7	17.8		63	10.6	16.9		62	10.8	18.8	
92:	Speech impairment				16	1.4	2.3		9	1.5	2.4		8	1.3	2.3	
93:	Mental health issues				356	30.2	50.5		192	32.0	51.3		164	28.4	49.6	
94:	Visual impairment				85	7.2	12.0		46	7.6	12.2		39	6.8	11.8	
95:	Mobility impairment				448	38.1	63.6		244	40.6	65.2		204	35.5	61.9	
96:	Learning difficulties				100	8.5	14.3		44	7.3	11.8		56	9.8	17.1	
97:	Other				111	9.4	15.8		67	11.1	17.9		44	7.7	13.4	
98:	Prefer not to say				46	3.9	6.6		16	2.7	4.3		30	5.2	9.1	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	472	40.1			226	37.7			246	42.7		
Q19 Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.	<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
99: Yes	960	81.6	85.6		484	80.6	84.5		476	82.7	86.8	
100: No	161	13.7	14.4		89	14.8	15.5		73	12.6	13.2	
N/R	55	4.7			28	4.6			27	4.7		
Q20 Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Berneslai Homes. Would that be ok?	<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
101: Yes: I agree for my name and contact details to be linked to	828	70.4	74.4		421	70.1	74.2		408	70.8	74.6	
102: No: I wish to remain anonymous	285	24.2	25.6		146	24.3	25.8		139	24.1	25.4	
N/R	63	5.3			33	5.5			29	5.1		
Q21 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?	<i>Base: 828</i>				<i>Base: 421</i>				<i>Base: 408</i>			
103: Yes	739	62.9	90.1		383	63.8	91.8		356	61.9	88.4	
104: No	81	6.9	9.9		34	5.7	8.2		47	8.1	11.6	
N/R	356	30.3			183	30.5			173	30.0		
D101 Area	<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
105: N1 - North East Area Neighbourhood Team	371	31.5	31.5		187	31.2	31.2		183	31.8	31.8	
106: N2 - South Area Neighbourhood Team	241	20.5	20.5		128	21.4	21.4		113	19.6	19.6	
107: N3 - Central Area Neighbourhood Team	289	24.6	24.6		148	24.7	24.7		141	24.5	24.5	
108: N4 - North Area Neighbourhood Team	275	23.4	23.4		136	22.7	22.7		139	24.1	24.1	
N/R	0	0.0			0	0.0			0	0.0		
D102 Ward	<i>Base: 1176</i>				<i>Base: 600</i>				<i>Base: 576</i>			
109: Aldham House	22	1.9	1.9		13	2.2	2.2		8	1.5	1.5	
110: Ardsley	5	0.5	0.5		2	0.4	0.4		3	0.6	0.6	
111: Athersley North	53	4.5	4.5		29	4.8	4.8		24	4.2	4.2	
112: Athersley South	29	2.5	2.5		11	1.8	1.8		18	3.2	3.2	
113: Barugh Green	6	0.5	0.5		3	0.4	0.4		3	0.6	0.6	
114: Bellbrooke	5	0.5	0.5		1	0.2	0.2		4	0.7	0.7	
115: Billingley	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
116: Birdwell	13	1.1	1.1		6	0.9	0.9		7	1.2	1.2	
117: Birkwood	4	0.3	0.3		4	0.6	0.6		0	0.0	0.0	
118: Blacker Hill	6	0.5	0.5		4	0.7	0.7		2	0.3	0.3	
119: Bolton On Dearne	31	2.6	2.6		19	3.1	3.1		12	2.1	2.1	
120: Brierley General	5	0.4	0.4		2	0.3	0.3		3	0.5	0.5	
121: Broadway	10	0.8	0.8		6	1.1	1.1		4	0.6	0.6	
122: Burton Grange	28	2.4	2.4		13	2.1	2.1		15	2.7	2.7	
123: Carlecotes	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
124: Carlton	9	0.7	0.7		7	1.1	1.1		2	0.3	0.3	
125: Cawthorne	7	0.6	0.6		5	0.8	0.8		2	0.3	0.3	
126: Cloughfields	13	1.1	1.1		8	1.4	1.4		5	0.8	0.8	
127: Copeland Road	39	3.3	3.3		19	3.2	3.2		19	3.3	3.3	
128: Cover Drive/Norville	5	0.4	0.4		1	0.1	0.1		4	0.8	0.8	
129: Crane Moor	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
130: Crowedge	2	0.2	0.2		1	0.1	0.1		1	0.2	0.2	
131: Crown	10	0.8	0.8		5	0.8	0.8		5	0.8	0.8	
132: Cubley	5	0.4	0.4		2	0.3	0.3		3	0.5	0.5	
133: Cudworth General	9	0.7	0.7		3	0.5	0.5		6	1.0	1.0	
134: Cundy Cross	13	1.1	1.1		4	0.7	0.7		8	1.4	1.4	
135: Darton	13	1.1	1.1		5	0.8	0.8		8	1.4	1.4	
136: Dodworth	16	1.4	1.4		6	1.0	1.0		10	1.7	1.7	
137: Dunford Bridge	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
138: Elsecar	17	1.4	1.4		4	0.7	0.7		12	2.2	2.2	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
139: Firth Avenue	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
140: Gawber (Darton West Ward)	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
141: Gawber (Old Town Ward)	4	0.3	0.3		3	0.5	0.5		1	0.2	0.2	
142: Gawber(Dodworth Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
143: Gilroyd	17	1.5	1.5		7	1.2	1.2		10	1.7	1.7	
144: Goldthorpe	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
145: Goldthorpe (Dearne North Ward)	12	1.0	1.0		8	1.3	1.3		4	0.6	0.6	
146: Goldthorpe (Dearne South Ward)	18	1.5	1.5		10	1.7	1.7		8	1.3	1.3	
147: Great Houghton	8	0.7	0.7		5	0.9	0.9		3	0.5	0.5	
148: Green View	3	0.2	0.2		0	0.0	0.0		3	0.5	0.5	
149: Grimethorpe General	16	1.3	1.3		12	1.9	1.9		4	0.7	0.7	
150: Hemmingfield	5	0.4	0.4		4	0.7	0.7		1	0.2	0.2	
151: High Hoyland	3	0.3	0.3		3	0.6	0.6		0	0.0	0.0	
152: Higham	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
153: Highgate	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
154: Honeywell	24	2.0	2.0		15	2.4	2.4		10	1.6	1.6	
155: Honeywell(Central Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
156: Hood Green	1	0.1	0.1		0	0.0	0.0		1	0.1	0.1	
157: Hoyland Central (Milton Ward)	10	0.9	0.9		8	1.3	1.3		3	0.5	0.5	
158: Hoyland Central (Rockingham Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
159: Hoyland Common	28	2.4	2.4		20	3.4	3.4		8	1.3	1.3	
160: Hoyland St Peter'S(Milton Ward)	3	0.2	0.2		2	0.3	0.3		1	0.2	0.2	
161: Hoyland St Peter'S(Rockingham Ward)	11	0.9	0.9		3	0.4	0.4		9	1.5	1.5	
162: Hoylandswaine	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
163: Ingbirchworth	2	0.1	0.1		0	0.0	0.0		2	0.3	0.3	
164: Jump	8	0.7	0.7		5	0.8	0.8		4	0.6	0.6	
165: Jump Farm	6	0.5	0.5		3	0.4	0.4		3	0.6	0.6	
166: Kendray	43	3.7	3.7		24	4.0	4.0		20	3.4	3.4	
167: Kexborough	18	1.6	1.6		5	0.8	0.8		13	2.3	2.3	
168: Kings Road	15	1.2	1.2		8	1.3	1.3		7	1.2	1.2	
169: Kingstone	15	1.3	1.3		7	1.2	1.2		8	1.4	1.4	
170: Little Houghton	6	0.5	0.5		3	0.5	0.5		3	0.6	0.6	
171: Lundwood	22	1.8	1.8		6	1.0	1.0		15	2.7	2.7	
172: Manor Crescent	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
173: Manor View And Bleak	2	0.1	0.1		2	0.3	0.3		0	0.0	0.0	
174: Mapplewell	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
175: Marran Avenue	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
176: Milefield	9	0.8	0.8		4	0.6	0.6		6	1.0	1.0	
177: Millhouse	4	0.4	0.4		1	0.1	0.1		4	0.6	0.6	
178: Monk Bretton	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
179: Monk Bretton (Cudworth Ward)	2	0.2	0.2		2	0.3	0.3		1	0.1	0.1	
180: Monk Bretton (Monk Bretton Ward)	25	2.1	2.1		12	1.9	1.9		14	2.4	2.4	
181: Morrison Road	11	0.9	0.9		7	1.2	1.2		4	0.7	0.7	
182: New Lodge	21	1.8	1.8		12	2.1	2.1		8	1.5	1.5	
183: Newlands	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
184: Newtown	1	0.1	0.1		0	0.0	0.0		1	0.1	0.1	
185: North Street	10	0.8	0.8		5	0.8	0.8		5	0.8	0.8	
186: Overdale	2	0.1	0.1		0	0.0	0.0		2	0.3	0.3	
187: Oxspring	3	0.3	0.3		1	0.1	0.1		3	0.5	0.5	
188: Park And Beech	2	0.2	0.2		2	0.4	0.4		0	0.0	0.0	
189: Park-Brierley	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
190: Park-Grimethorpe	4	0.3	0.3		1	0.1	0.1		3	0.5	0.5	
191: Penistone	20	1.7	1.7		10	1.6	1.6		10	1.8	1.8	
192: Pilley/Tankersley/Wortley	6	0.5	0.5		1	0.2	0.2		5	0.9	0.9	
193: Platts Common	2	0.2	0.2		1	0.2	0.2		1	0.2	0.2	
194: Redbrook	2	0.1	0.1		0	0.0	0.0		2	0.3	0.3	
195: Regina	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
196: Rosetree	10	0.8	0.8		8	1.3	1.3		2	0.3	0.3	
197: Royston	65	5.5	5.5		31	5.2	5.2		34	5.8	5.8	
198: Shafton General	9	0.8	0.8		4	0.6	0.6		6	1.0	1.0	
199: Silkstone	8	0.7	0.7		6	1.0	1.0		2	0.3	0.3	
200: Silkstone Common	3	0.2	0.2		2	0.3	0.3		1	0.2	0.2	
201: Smithies (Monk Bretton Ward)	7	0.6	0.6		3	0.5	0.5		4	0.7	0.7	
202: Smithies (Old Town Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
	Count	% raw	% valid	% + 've	Count	% raw	% valid	% + 've	Count	% raw	% valid	% + 've
203: Smithies (St. Helens Ward)	1	0.0	0.0		1	0.1	0.1		0	0.0	0.0	
204: Staincross	15	1.3	1.3		7	1.2	1.2		8	1.4	1.4	
205: Thurgoland	7	0.6	0.6		2	0.3	0.3		6	1.0	1.0	
206: Thurlstone	3	0.3	0.3		3	0.5	0.5		0	0.0	0.0	
207: Thurnscoe	50	4.2	4.2		24	4.0	4.0		26	4.5	4.5	
208: Town	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
209: Town (Central Ward)	29	2.4	2.4		15	2.5	2.5		14	2.4	2.4	
210: Town (Kingstone Ward)	27	2.3	2.3		10	1.7	1.7		17	2.9	2.9	
211: Town (Old Town Ward)	4	0.3	0.3		2	0.3	0.3		2	0.3	0.3	
212: Upperwood	15	1.2	1.2		10	1.6	1.6		5	0.9	0.9	
213: Ward Green	14	1.2	1.2		8	1.3	1.3		7	1.2	1.2	
214: Wilson Street	14	1.2	1.2		8	1.3	1.3		6	1.1	1.1	
215: Wilthorpe	5	0.4	0.4		2	0.4	0.4		2	0.4	0.4	
216: Worsborough Bridge	30	2.5	2.5		16	2.7	2.7		14	2.4	2.4	
217: Worsborough Common	23	1.9	1.9		16	2.7	2.7		6	1.1	1.1	
218: Worsborough Dale	36	3.0	3.0		15	2.5	2.5		21	3.6	3.6	
N/R	0	0.0			0	0.0			0	0.0		
D103 Property type	Base: 1176				Base: 600				Base: 576			
219: Bedsit	5	0.4	0.4		3	0.6	0.6		2	0.3	0.3	
220: Bungalow	301	25.6	25.6		153	25.5	25.5		148	25.7	25.7	
221: Flat	200	17.0	17.0		102	17.0	17.0		98	16.9	16.9	
222: House	671	57.0	57.0		342	57.0	57.0		329	57.1	57.1	
N/R	0	0.0			0	0.0			0	0.0		
D104 Length of tenancy	Base: 1176				Base: 600				Base: 576			
223: Under 1 year	108	9.2	9.2		60	10.0	10.0		48	8.3	8.3	
224: 1 - 2 years	141	12.0	12.0		76	12.7	12.7		64	11.2	11.2	
225: 3 - 5 years	199	16.9	16.9		105	17.4	17.4		95	16.4	16.4	
226: 6 - 10 years	222	18.8	18.8		109	18.2	18.2		113	19.6	19.6	
227: 11 - 20 years	243	20.7	20.7		120	20.0	20.0		123	21.4	21.4	
228: 21 years and over	263	22.4	22.4		130	21.7	21.7		133	23.1	23.1	
N/R	0	0.0			0	0.0			0	0.0		
D105 Repairs contractor	Base: 1176				Base: 600				Base: 576			
229: In House	782	66.5	66.9		385	64.2	64.7		396	68.8	69.1	
230: Wates	387	32.9	33.1		210	35.0	35.3		177	30.7	30.9	
N/R	8	0.7			5	0.8			3	0.5		
D106 Pay a service charge	Base: 1176				Base: 600				Base: 576			
231: Yes	104	8.8	8.8		57	9.5	9.5		47	8.1	8.2	
232: No	1069	90.9	91.2		543	90.5	90.5		526	91.4	91.8	
N/R	3	0.3			0	0.0			3	0.5		
D107 Age group	Base: 1176				Base: 600				Base: 576			
233: 16 - 24 years	23	2.0	2.0		12	2.0	2.0		11	2.0	2.0	
234: 25 - 34 years	131	11.1	11.2		66	11.1	11.1		65	11.2	11.3	
235: 35 - 44 years	198	16.8	17.0		101	16.8	16.9		97	16.9	17.1	
236: 45 - 54 years	188	16.0	16.2		96	16.1	16.2		92	15.9	16.1	
237: 55 - 64 years	234	19.9	20.1		121	20.1	20.3		114	19.7	19.9	
238: 65 - 74 years	198	16.9	17.0		101	16.8	16.9		98	16.9	17.1	
239: 75 - 84 years	143	12.1	12.2		73	12.1	12.2		70	12.1	12.3	
240: 85 years and over	50	4.3	4.3		26	4.3	4.3		24	4.2	4.2	
N/R	11	0.9			5	0.9			6	1.0		
D108 Age group [summary]	Base: 1176				Base: 600				Base: 576			
241: 18-34	154	13.1	13.2		78	13.0	13.1		76	13.2	13.3	
242: 35-49	278	23.6	23.8		143	23.8	24.0		135	23.5	23.7	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age, property & area				Weight by age , property & area				Weight by age, property & area			
	Count	% raw	% valid	% + 've	Count	% raw	% valid	% + 've	Count	% raw	% valid	% + 've
243: 50-64	343	29.1	29.4		175	29.2	29.4		168	29.1	29.4	
244: 65+	391	33.2	33.5		199	33.2	33.5		192	33.3	33.6	
N/R	11	0.9			5	0.9			6	1.0		
D109 Ethnic background	Base: 1176				Base: 600				Base: 576			
245: White British	999	84.9	92.2		507	84.6	92.7		492	85.4	91.7	
246: Racially and ethnically diverse	84	7.2	7.8		40	6.7	7.3		44	7.7	8.3	
N/R	93	7.9			53	8.8			40	6.9		
D110 Stock type	Base: 1176				Base: 600				Base: 576			
247: General needs	1168	99.3	99.3		595.1	99.2	99.2		573	99.5	99.5	
248: Temporary	8	0.7	0.7		4.9	0.8	0.8		3	0.5	0.5	
N/R	0	0.0			0	0.0			0	0.0		
D111 Wave	Base: 1176				Base: 600				Base: 576			
249: Wave 1	600	51.0	51.0		600	100.0	100.0		0	0.0	0.0	
250: Wave 2	576	49.0	49.0		0	0.0	0.0		576	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0		



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