



Bespoke Supportive Tenancies (BeST)

TSM Survey – 2024 Report
December 2024

Prepared by: Acuity Research & Practice



Contents

1. [Introduction](#)
2. [Key Metrics Summary](#)
3. [Overall Satisfaction](#)
4. [Keeping Properties in Good Repair](#)
5. [Responsible Neighbourhood Management](#)
6. [Respectful & Helpful Engagement](#)
7. [Wellbeing](#)
8. [Trends](#)
9. [Understanding Satisfaction](#)
10. [Summary of Results](#)
11. [Recommendations](#)



Bespoke Supportive Tenancies' (BeST) is a dedicated charity, specialising in the provision of homes for people with support needs across England and Wales. The organisation was founded in 2010 in order to provide homes for people with a wide range of needs and abilities.

In 2023/24, Acuity was commissioned to undertake two annual independent tenant satisfaction surveys with BeST's tenants to understand their opinions and attitudes towards the services they receive. This report explores results from the second survey for 2024/25.

The survey was designed to meet the requirements of the Regulator of Social Housing and to collect the Tenant Satisfaction Measures (TSMs) which are mandatory for all social housing providers to collect.

The survey results provide an overview of the key drivers behind satisfaction levels and the issues tenants are most concerned about. This will help BeST identify possible areas for improve to enhance the tenant experience.

Introduction

The following report explores findings and analysis from surveys undertaken in 2024/25, the aim of which was to provide data on tenant satisfaction, which will allow BeST to:

- Understand tenant perceptions of current service provision
- Compare the results with the previous surveys carried out by Acuity in 2022 and 2023.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing (RSH) from April 2024 in line with the Tenant Satisfaction Measure (TSM) requirements.

The survey replicated the methodology used in 2024/25, using a census approach whereby all tenants were invited to participate. In early October 2024, 1,247 tenants were sent a paper questionnaire by post, which included a cover letter and reply-paid envelope. The cover letter also included a link for those who wished to complete the survey online. A second reminder mailout was sent to all non-respondents at the end of October. To maximise participation, all respondents were entered into a draw to win one prize of £100 (shopping vouchers). Surveys also included icons as well as worded response options to aid understanding. To minimise survey fatigue, the question set in 2024/25 was reduced to just the 12 standard Tenant Satisfaction Measures (TSM) questions, plus their three pre-qualifiers.

The survey closed on 16 November, at which point a total of 379 returns had been received, 369 by post and 10 online. This equates to a response rate of 30%, which slightly exceeds that achieved in 2023/24 (28% response rate). Around three-quarters of tenants had help from their carer or support worker to complete the survey; 17% completed it themselves.

For the overall results, the RSH requires that landlords with fewer than 2,500 properties achieve a minimum sampling error of $\pm 5\%$ at the 95% confidence level. With 379 responses, this is high enough to conclude that the findings are accurate to within $\pm 4.2\%$, so well within the required target. The data has also been checked to ensure the responses are representative of the tenant population as a whole; the differences are small so no weighting has been applied.

This report presents an analysis of the results based on the 379 returned surveys. This includes a breakdown of the results by various subgroups, including area. As this is a one-off survey, the report also contains an analysis of what is driving satisfaction at BeST, a comparison with other landlords who have completed TSM surveys and an understanding of the context in which BeST is currently operating.

The survey was confidential, and the results were sent back to BeST anonymised; unless tenants gave their permission to be identified – 85% of tenants did give permission to share their responses with their details attached and 70% of these tenants are happy for BeST to contact them to discuss any information they provided.



67%

Overall Satisfaction

All but one metric – repairs in the last 12 months – has increased since 2023/24, with the highest increase being for positive contribution to the neighbourhood, up 12 percentage points (p.p).

Satisfaction with the overall services provided by BeST has increased by 5p.p this year and at 67% is one of the top performing metrics this year. Satisfaction is highest for BeST treating tenants fairly and with respect (72%), followed by the provision of a safe home (69%).

As in 2023/24, the lowest performing metric is complaints handling, at 42%, which commonly draws lower levels of satisfaction. Despite this, BeST's handling of complaints still sits in the top quartile when compared against the RSH's 2023/24 data.

The scores are encouraging and show signs that positive improvements to service provision throughout 2024/25 may be starting to reflect themselves in increased satisfaction for tenants.

Key Metrics Summary 2024/25



61% Well maintained home



60% Anti-social behaviour



69% Safe home



55% Listens & Acts



60% Repairs - Last 12 months



58% Keeps you informed



54% Time taken - Last repair



72% Treats fairly & with respect



58% Communal areas clean & well maintained



59% Positive contribution to neighbourhood



42% Complaints handling



Overall Satisfaction





Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by BeST?” This is often seen as the main headline figure from the survey.

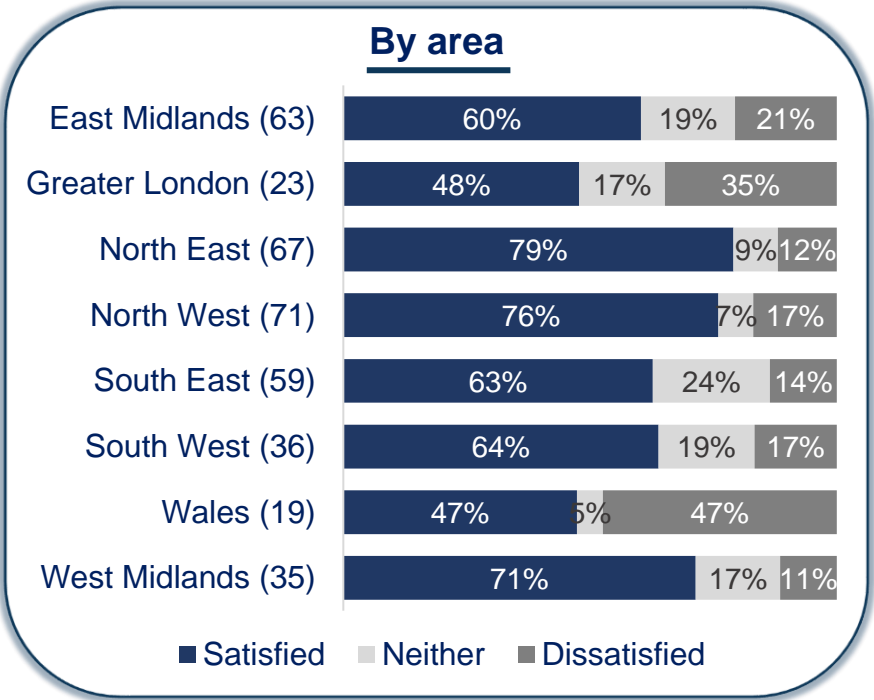
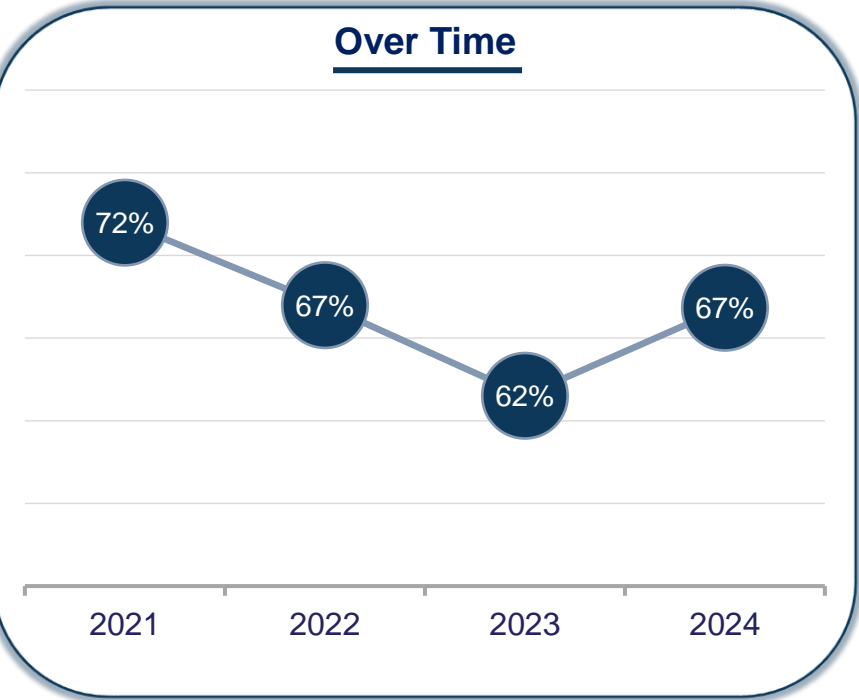
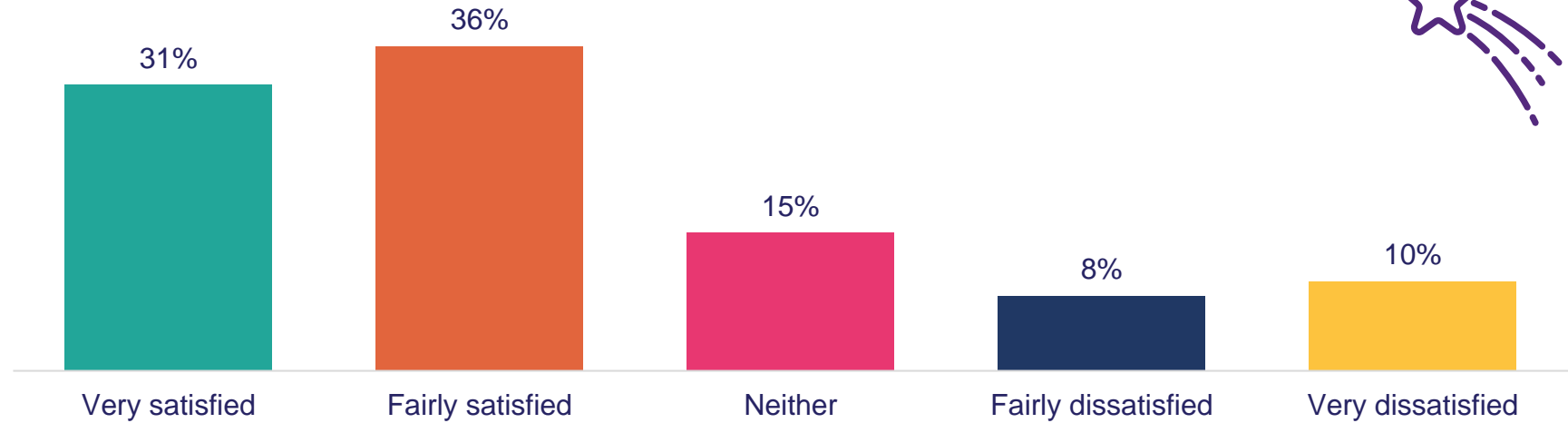
Two-thirds of tenants are satisfied with the overall services provided by BeST, although fewer are very satisfied (31%) than fairly satisfied (36%); ideally this should be the other way around.

There are 18% of tenants dissatisfied with the services and a further 15% neither satisfied nor dissatisfied.

Similar surveys, also based on the TSMs, were conducted in 2022 and 2023 and Acuity also carried out a satisfaction survey in 2021, so it is possible to plot the responses from the tenants over time. This shows that satisfaction fell from a high of 72% in 2021 to 62% in 2023 but has increased by 5 percentage points (p.p) in 2024, marking the end of this steady decline.

BeST operates over wide areas of England and Wales and here shows the responses by the different regions. In terms of overall satisfaction, those in the North East and North West are the most satisfied with the least satisfied in Wales and Greater London.

Overall Satisfaction



When considering the survey results, it is important that the national context and external factors impacting both landlords and tenants should also be taken into account. For example:

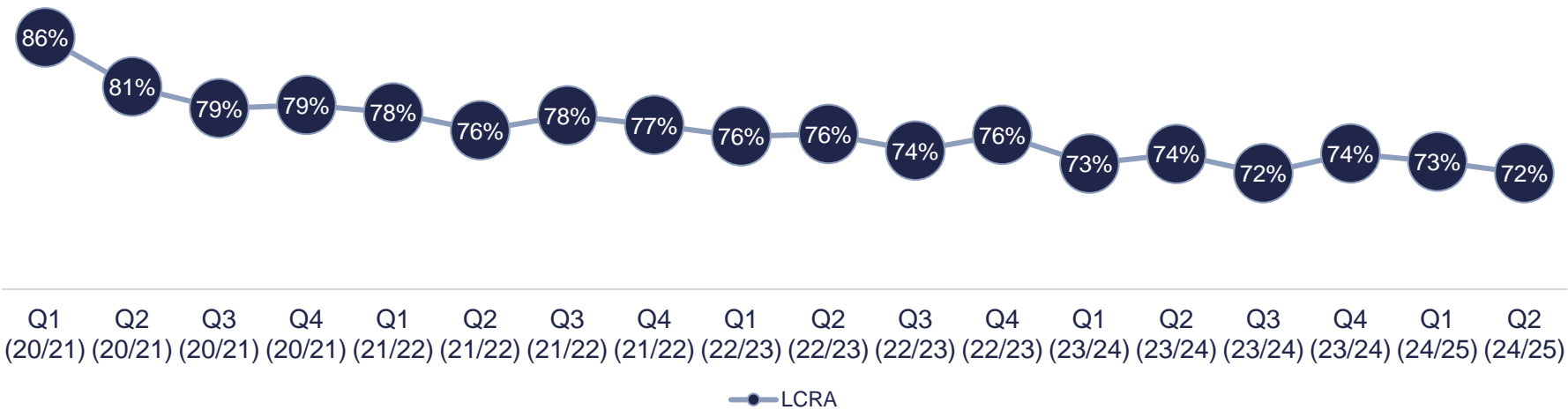
- The cost of living crisis
- Availability of skilled workers and supply-chain issues
- Government, regulatory and political changes
- A general uncertainty about the sector's future
- Economic instability

Satisfaction is based on perception rather than specific values so can be affected by how positive tenants feel about their lives. Factors such as the pandemic also altered the way social landlords operate, possibly making them less accessible and responsive to tenants than in the past. Additionally, tenants faced more time at home, which may have impacted how they view their homes and their willingness to accept any issues.

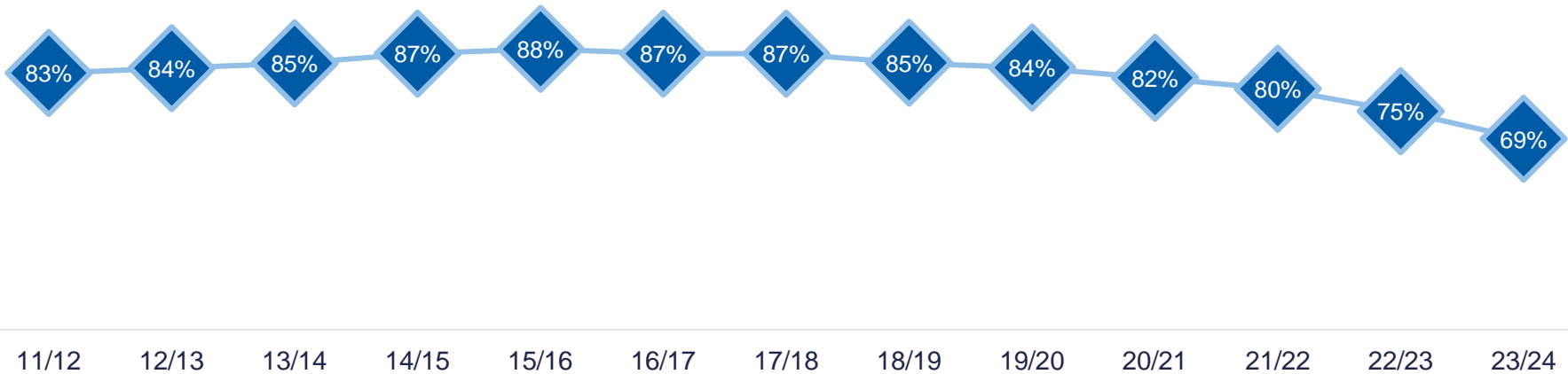
The top graph to the right shows how overall satisfaction has changed for Acuity's clients (tracker only) since 2019/20. The lower chart shows the results from Housemark members, with satisfaction peaking in 2015/16, but a steady decline since.

National Context

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)





Keeping Properties in Good Repair



Six out of ten tenants are satisfied that their home is well-maintained, this having increased by 8p.p since last year, although a quarter of tenants remain dissatisfied.

It is common that more tend to be satisfied with the safety of their home, and this is the case here with 69% satisfied, this also up 8p.p since the previous survey.

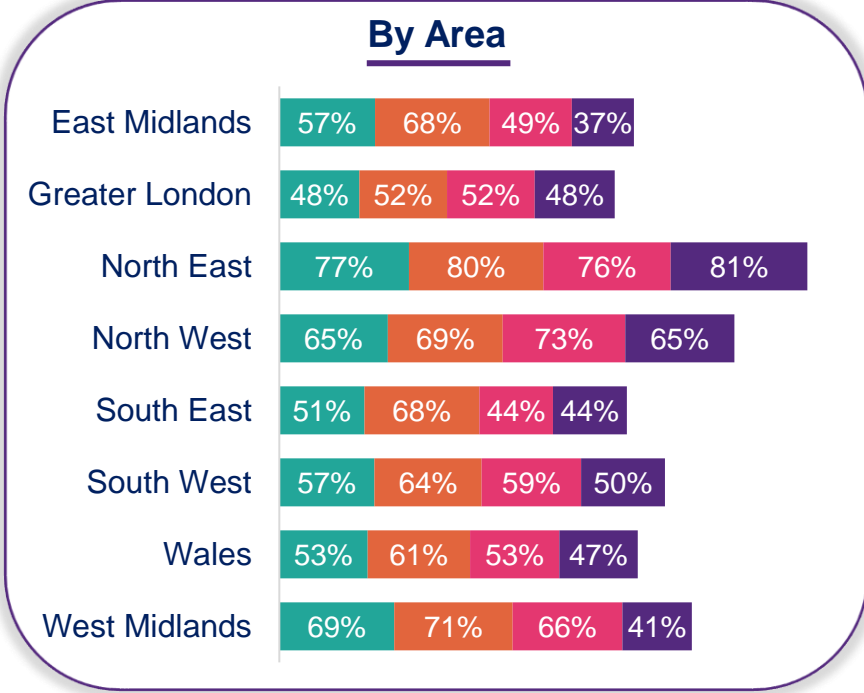
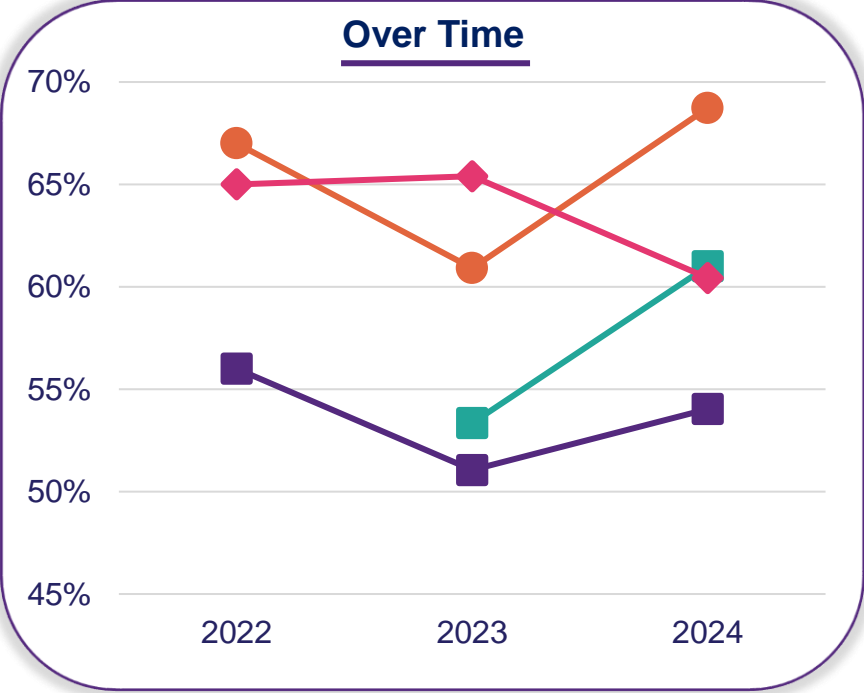
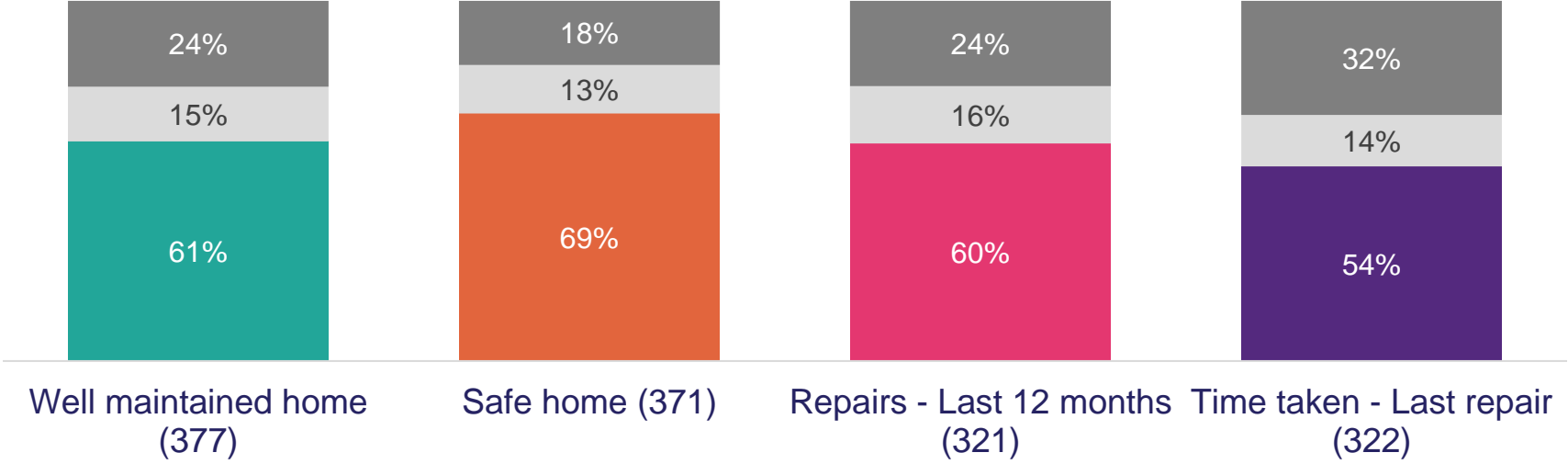
Nine out of ten tenants said they had a repair completed in the last 12 months, and of these, 60% are satisfied with the service over this period, this having fallen by 5p.p. There are now 24% of tenants dissatisfied with the repairs service. This is the only metric to have fallen since 2023/24.

It is also common that fewer are satisfied with the time to complete repairs, this is also true here, with 54% satisfied and 32% dissatisfied; this often being the main cause of frustration with the service.

In 2024, the repairs services was targeted by BeST as a main focus area for improvement, and subsequently has undergone a good deal of change, including moving to one main contractor. It is likely that these changes may take some time to embed and translate into improved satisfaction.



Keeping Properties in Good Repair





Responsible Neighbourhood Management



Nine out of ten respondents stated that they live in a building with internal/external communal areas that BeST is responsible for maintaining (89%). Of these, 58% are satisfied with these areas' upkeep, although 25% are dissatisfied.

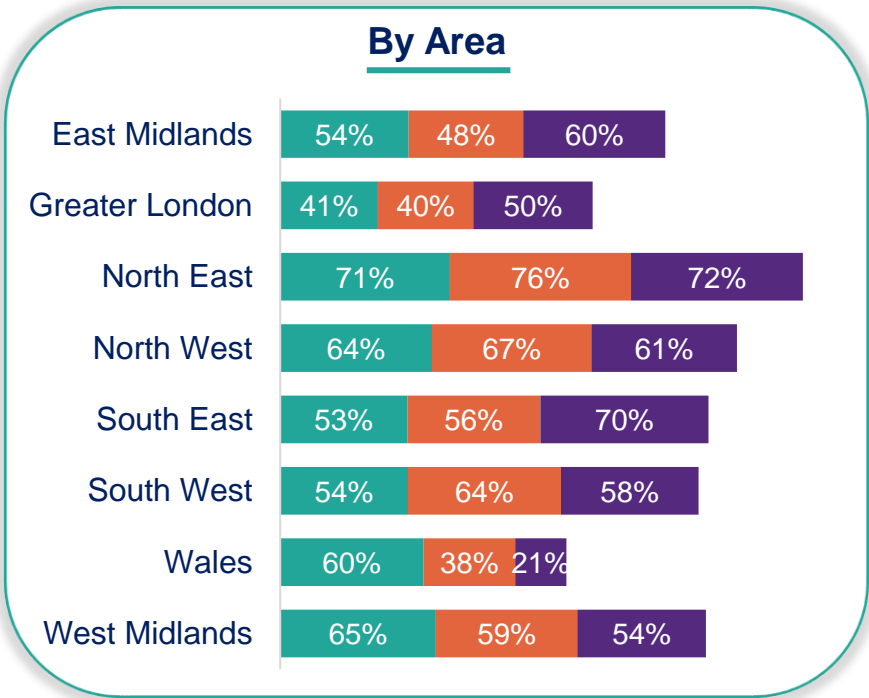
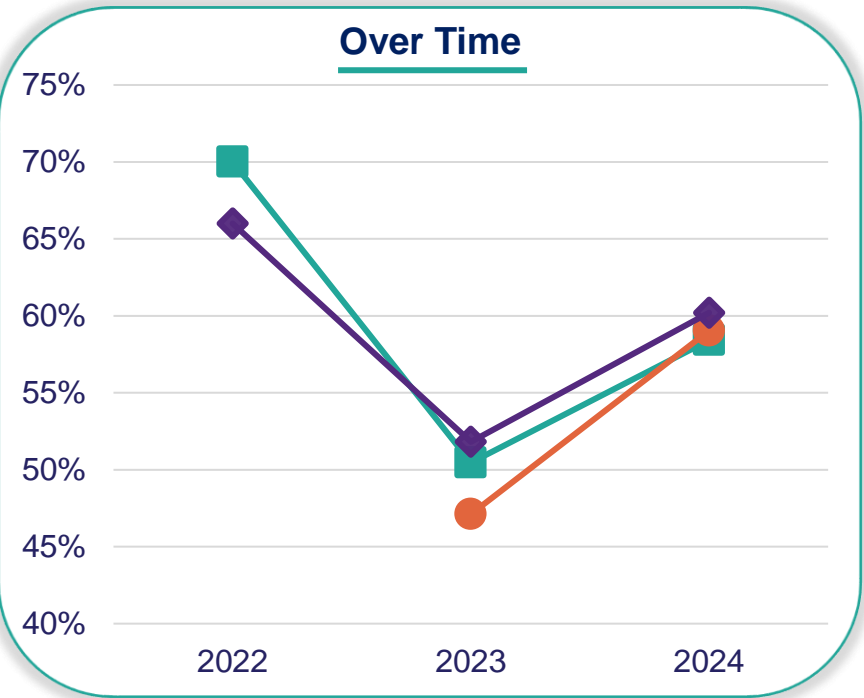
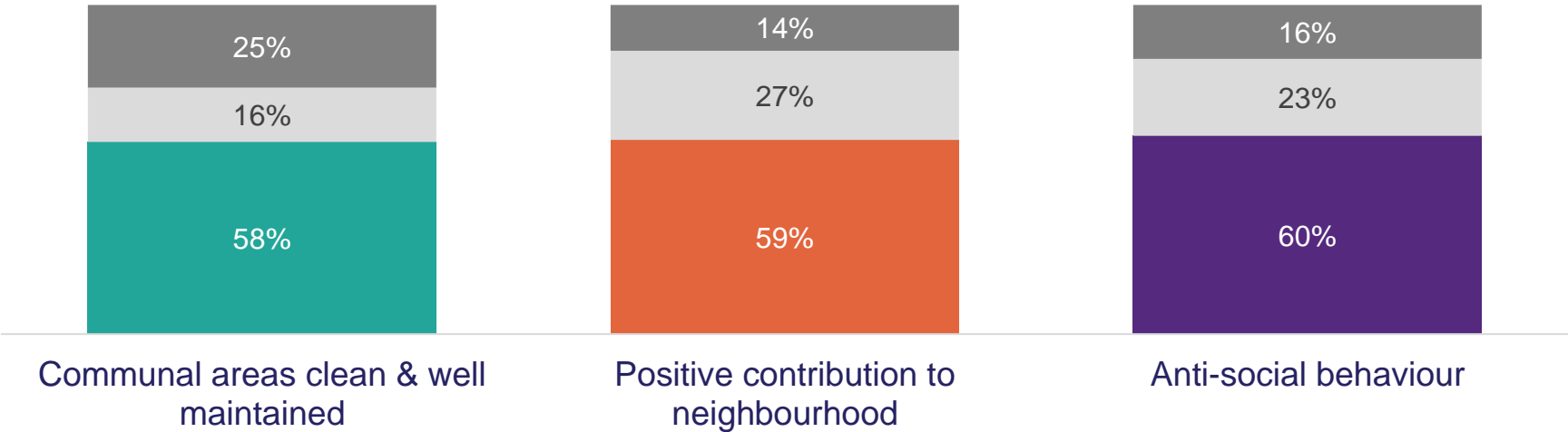
Satisfaction is up by 8p.p following a fall in satisfaction in 2023 of 20p.p. It is the tenants in the North East who are the most satisfied (71%) with just 41% in Greater London satisfied with the maintenance of their communal areas.

Six out of ten tenants (59%) are satisfied that BeST makes a positive contribution to their neighbourhood, the most in the North East and least in Wales, but over a quarter gave a neutral response, perhaps because they are unaware of the impact BeST has in their areas; something which it could communicate more about.

There are also six out of ten tenants who are satisfied with the handling of anti-social behaviour, with again a number (23%) giving a neither response, in this case this may be because they hadn't experienced any issues themselves so felt unable to be either positive or negative. Just 21% of tenants in Wales are satisfied with the approach taken to handle ASB.



Responsible Neighbourhood Management





Respectful & Helpful Engagement



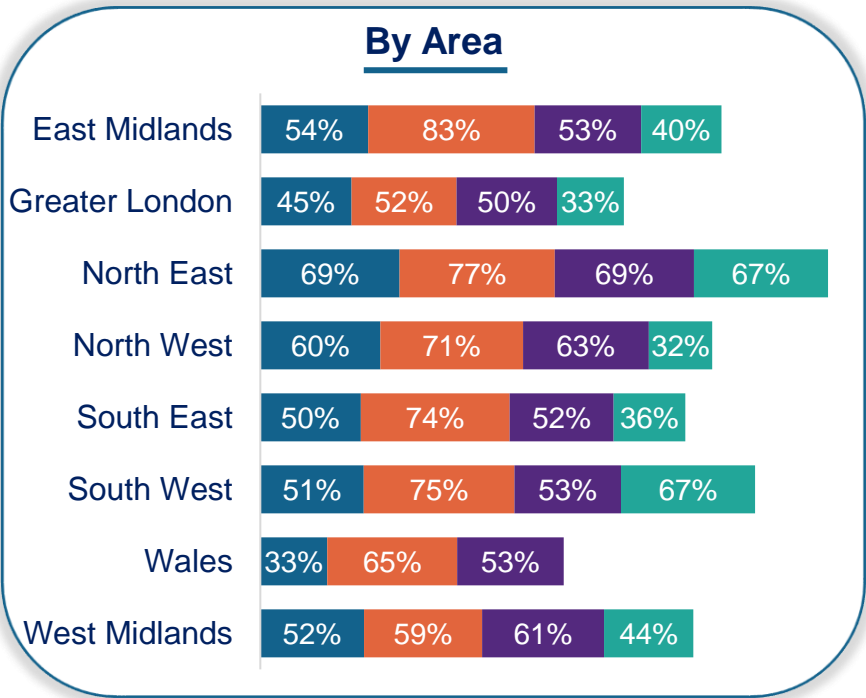
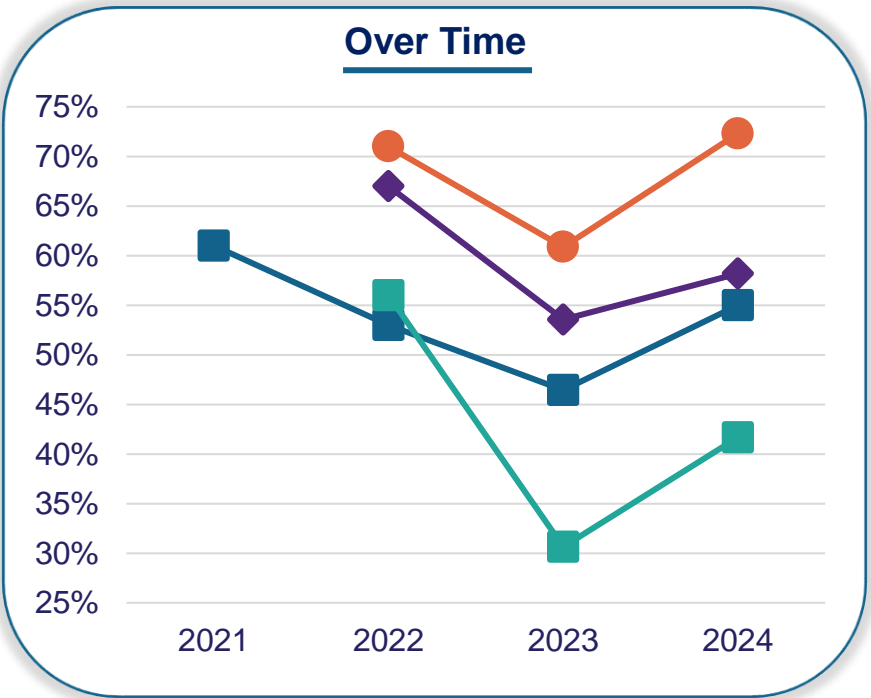
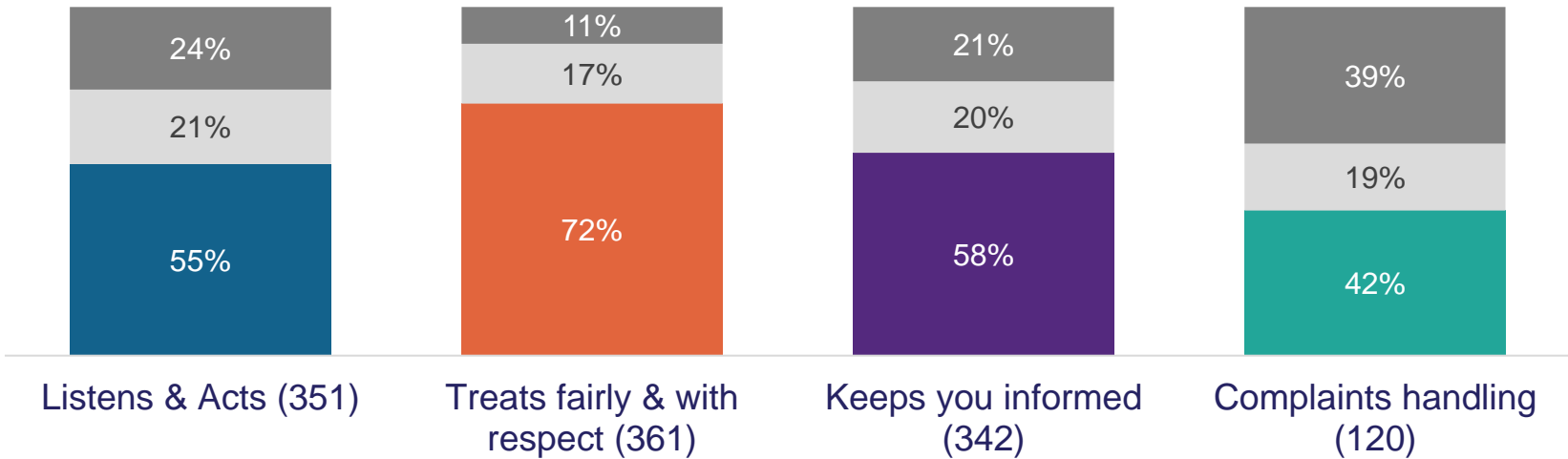
All communication and engagement metrics have seen increases in satisfaction in 2024/25, the highest being for treating tenants fairly and with respect (72%) and BeST's handling of complaints, both up 11 p.p.

Around six out of ten tenants (58%) are satisfied that BeST keeps them informed about things that matter to them, which has seen a 4p.p increase. Satisfaction that BeST listens to tenants and acts upon their views has increased by 9p.p, at 55%. While there has been an increase on 2023/24, this still falls into the bottom three performing metrics for BeST. This is common in TSM surveys, with this metric being more sensitive to individual perceptions and expectations, as well as being linked to repairs and complaints handling.

Over a third of tenants reported that they had made a complaint to BeST in the last 12 months (34%). Of these, 42% are satisfied with how the complaint was handled, although it is not clear how many of these are genuine complaints or service requests yet to be fully actioned. The 11p.p increase in satisfaction for this metric suggests that internal improvements in the management of complaints at BeST have had a positive impact on tenant perception.



Respectful & Helpful Engagement





Trends



The general pattern of satisfaction over the last three years has been a fall in 23/24 but rising again in 24/25.

For this year, all measures apart from the repairs service in the last 12 months have risen in satisfaction between 3p.p and 12p.p.

The biggest changes are for the positive contribution made to the neighbourhood, which is up by 12p.p and the way tenants are treated fairly and with respect and the complaints are handled, both up 11p.p; overall satisfaction has increased by 5p.p.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around 9p.p, so these three do reach this threshold.

These results are clearly encouraging, particularly following the falls in satisfaction seen in 2023/34. It remains to be seen whether this improvement continues into next year.

Trend Over Time



Year on Year Change

	2023/24	2024/25	Change
Overall satisfaction	62%	67%	5%
Well maintained home	53%	61%	8%
Safe home	61%	69%	8%
Repairs - Last 12 months	65%	60%	-5%
Time taken - Last repair	51%	54%	3%
Communal areas clean & well maintained	50%	58%	8%
Positive contribution to neighbourhood	47%	59%	12%
Anti-social behaviour	52%	60%	8%
Listens & Acts	46%	55%	9%
Keeps you informed	54%	58%	4%
Treats fairly & with respect	61%	72%	11%
Complaints handling	31%	42%	11%

The table to the right further demonstrates the results of the 2024 survey against those from 2023 in a different format, showing positive changes in green and negative changes in pink.

The only measure decreasing in satisfaction is for the repairs service over the last 12 months which has fallen from 65% to 60%. This is despite changes made by BeST in 2024/25 to improve delivery of the repairs service. It is likely, however, that these changes may take some time to embed and translate into improved satisfaction.

Although just the three measures are statistically significant, the general movement does seem to indicate a positive direction of travel and BeST should be pleased with this turnaround, although there is clearly still room for further improvement.





Understanding Satisfaction



Satisfaction & Dissatisfaction

The charts opposite show the range of both satisfaction and dissatisfaction with the different measures included in the survey.

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

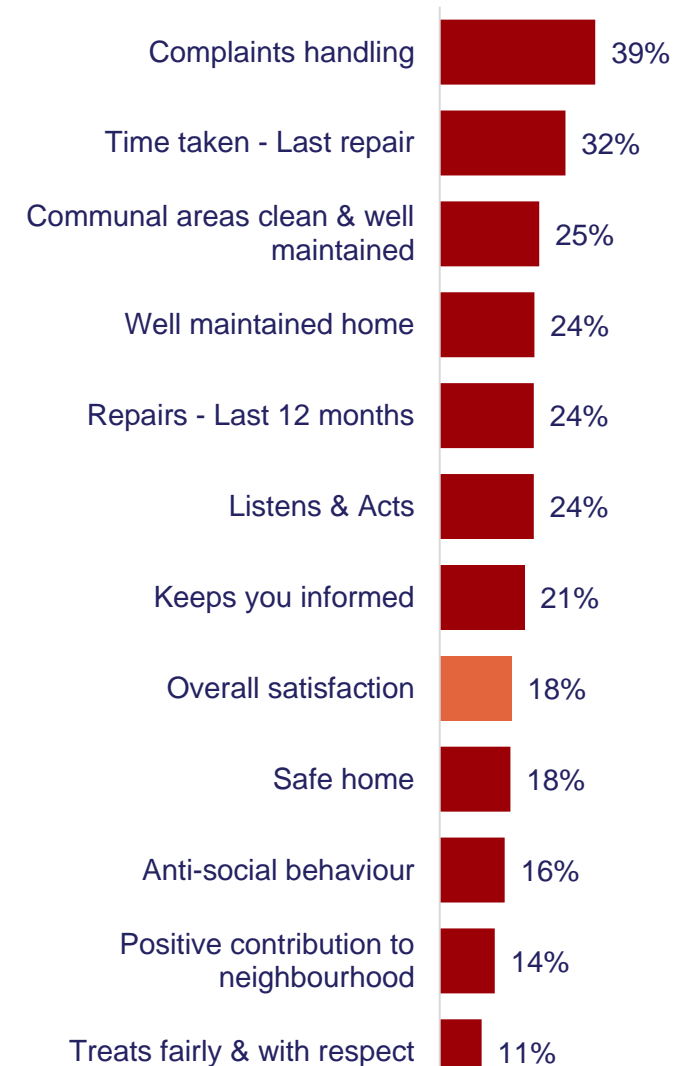
While ASB handling and the contribution BeST makes to the neighbourhood fall into the mid-range in terms of satisfaction, dissatisfaction is low with higher proportions of tenants in the neutral category (23% and 27% respectively).

Dissatisfaction ranges between 11% and 39%, with the highest dissatisfaction for the handling of complaints. There are 18% dissatisfied with the overall services provided by BeST.

Satisfaction with measures



Dissatisfaction with measures



Key Driver Analysis

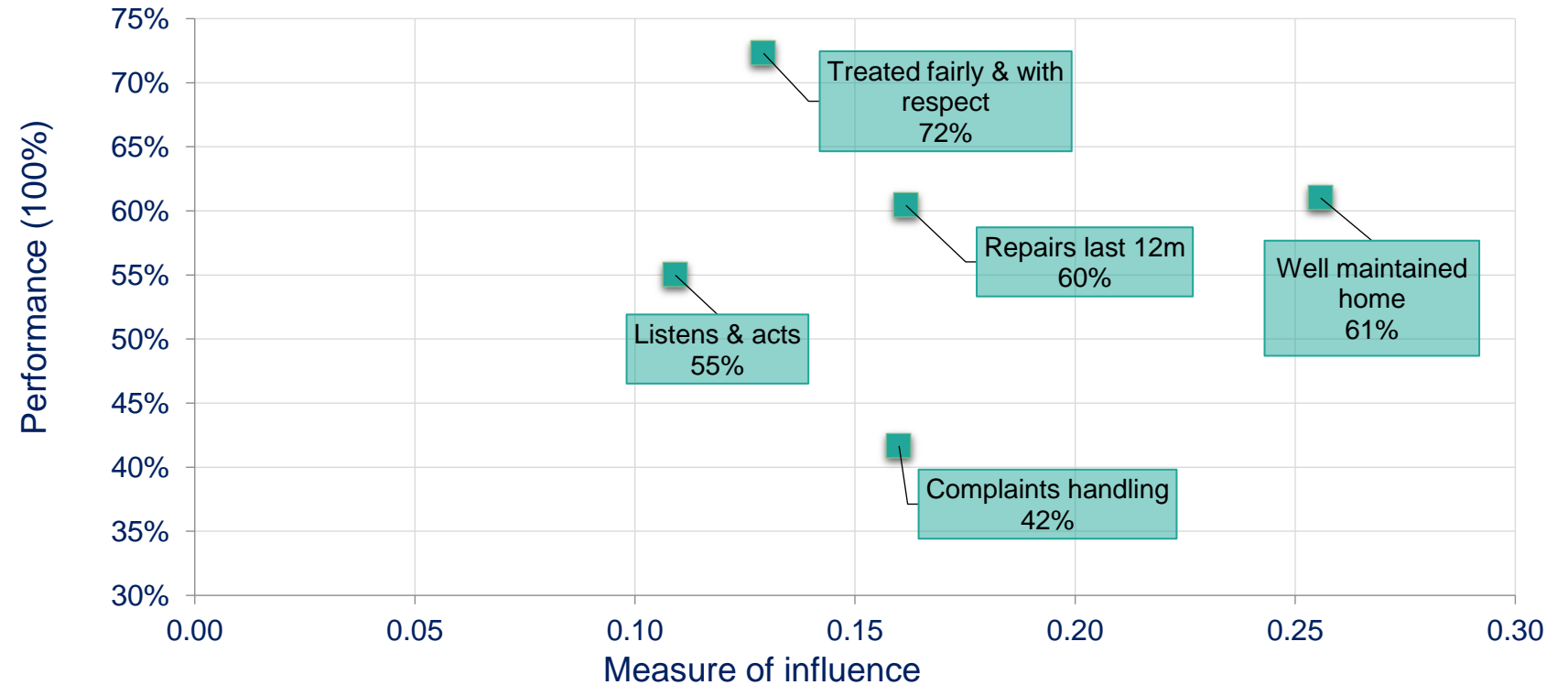
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

In 2024, the most important driver for tenants' satisfaction with the overall services is that BeST provides a home that is well maintained. This is the same as in the previous survey in 2023.

The remaining measures shown on the chart are also important, but not as influential.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provision.

Key Driver Analysis – Overall Satisfaction



2023/24	
TSM Metric	Measure of influence
Well maintained home	0.34
Safe home	0.27

2024/25	
TSM Metric	Measure of influence
Well maintained home	0.26
Repairs in last 12 months	0.16
Complaints handling	0.16



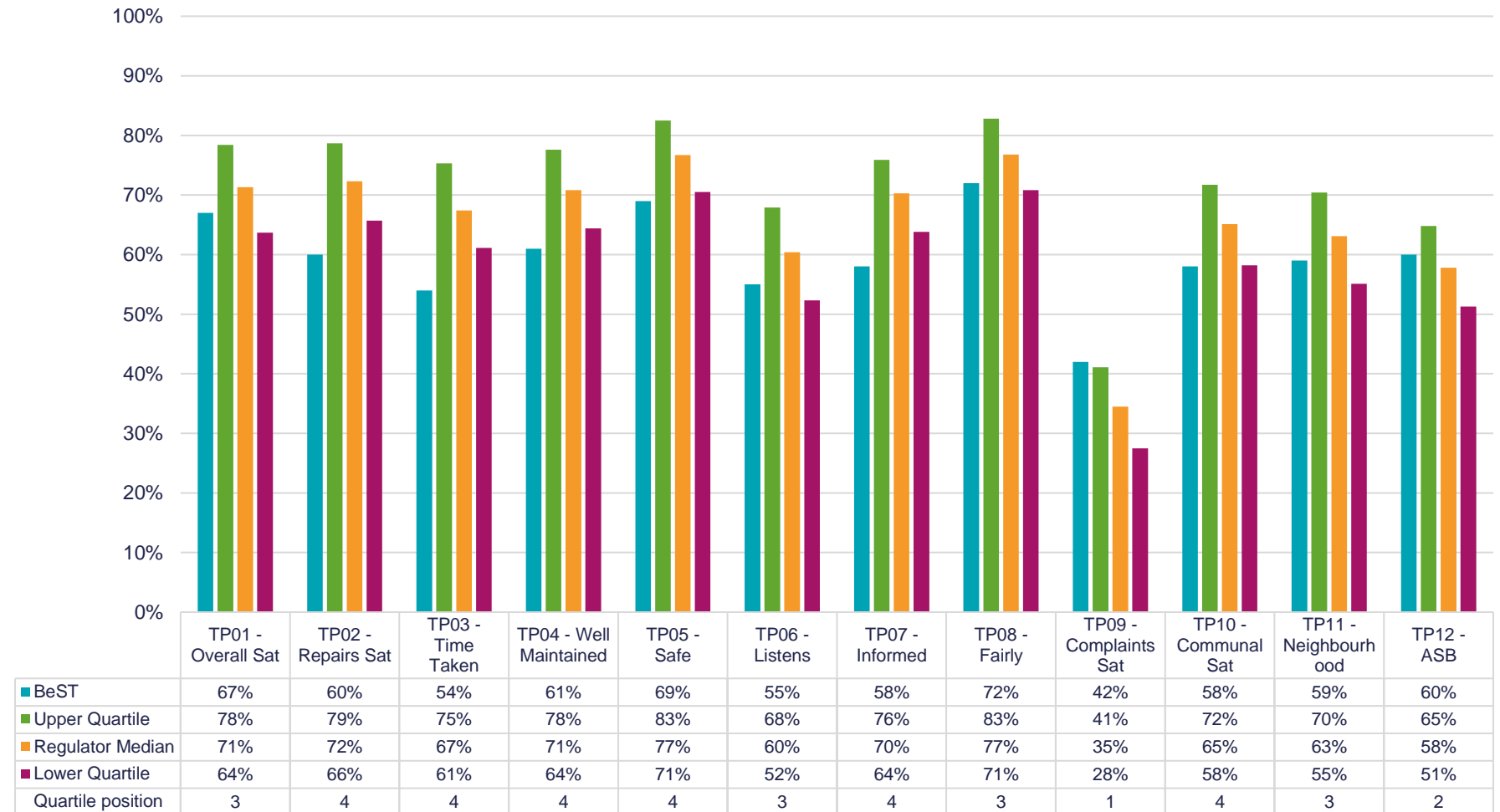
Benchmarking – RSH 23/24 (LCRA)

Satisfaction Levels Acuity 23/24

The Regulator of Social Housing (RSH) recently published TSM results for all landlords who reported results in 2023/24. The chart opposite shows BeST's performance against these landlords.

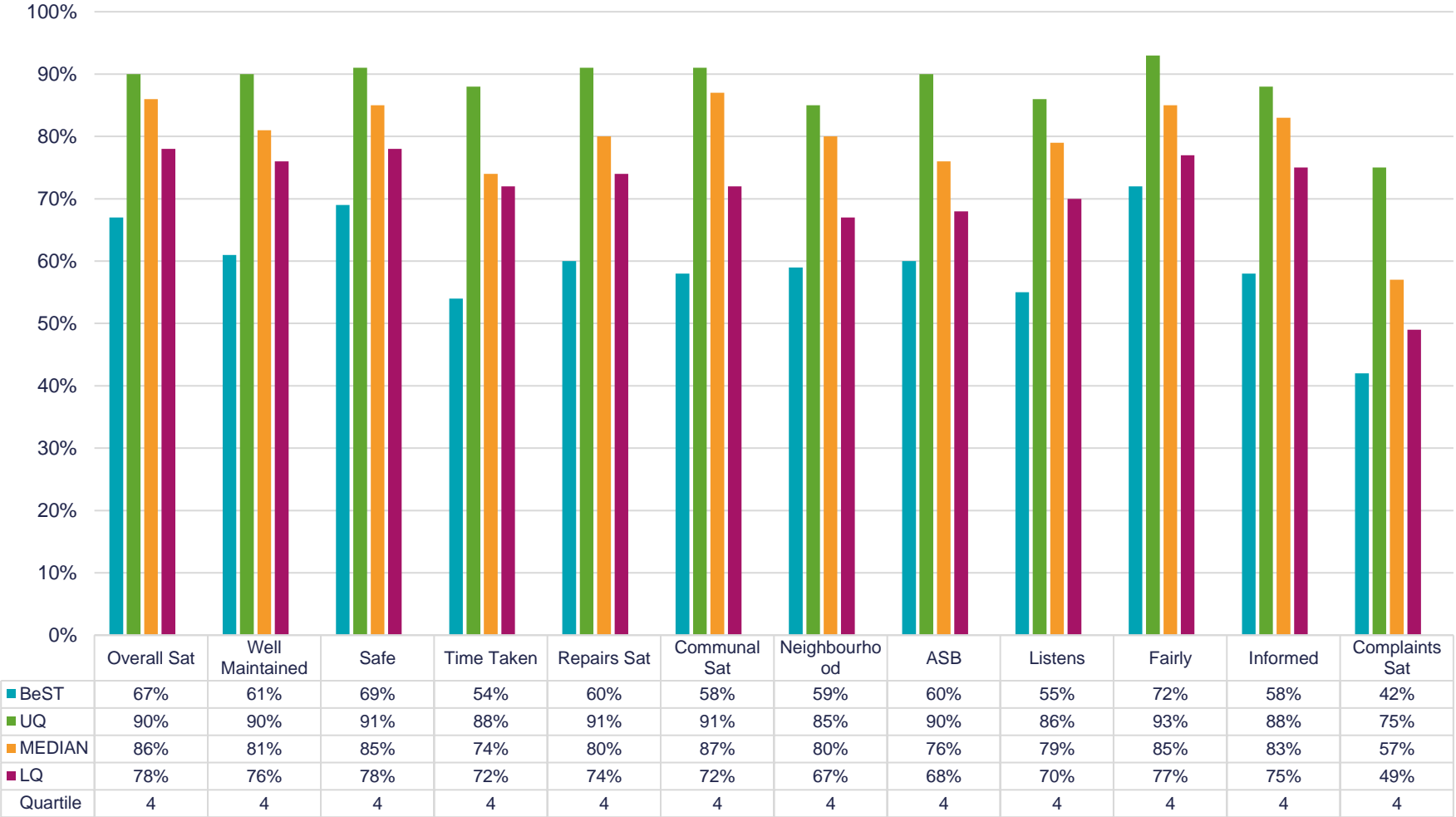
While this is not necessarily useful for direct comparison, given the more unique makeup of BeST's stock in providing supported tenancies, it can provide some useful context looking at the sector as a whole.

BeST's handling of complaints fares best, sitting in the top quartile of performers. BeST's handling of anti-social behaviour sits above the median in the second quartile. The remaining measures all fall below the RSH median.



Benchmarking – Acuity Benchmarking (Supported)

Satisfaction Levels Acuity 23/24



Acuity operates a series of benchmarking clubs, including one for supported housing providers. Given the nature of BeST’s business, it may be more appropriate to compare the results against these providers, although by their nature these are small providers offering a range of supported solutions.

Against this group, satisfaction falls into the bottom quartile across all measures. Overall satisfaction is 19p.p below the median for this group.

Despite this, it is important to remember the similarities among this group of providers as well as the differences. This does, however, provide some good context.



The results in the following pages are broken down by different subgroups to gain a better understanding of what is driving satisfaction at BeST.

BeST operates across a range of locations in England and Wales and these are shown by different regions.

In terms of satisfaction, those in the North East are consistently more satisfied than those in the other regions, particularly Wales and Greater London.

On the overall services, 79% of tenants in the North East are satisfied compared with just 47% in Wales and 48% in Greater London.

It is not clear from the results alone why there are these regional differences, it could be influenced by the type and condition of the properties, the age circumstances of the tenants, location and access to services, or it could be linked to service delivery. It is suggested that BeST look at these regions in more detail to see why there are these differences and, where possible, make changes to bring satisfaction more into line.



Region

	East Midlands	Greater London	North East	North West	South East	South West	Wales	West Midlands
Overall satisfaction	60%	48%	79%	76%	63%	64%	47%	71%
Well maintained home	57%	48%	77%	65%	51%	57%	53%	69%
Safe home	68%	52%	80%	69%	68%	64%	61%	71%
Repairs - Last 12 months	49%	52%	76%	73%	44%	59%	53%	66%
Time taken - Last repair	37%	48%	81%	65%	44%	50%	47%	41%
Communal areas clean & well maintained	54%	41%	71%	64%	53%	54%	60%	65%
Positive contribution to neighbourhood	48%	40%	76%	67%	56%	64%	38%	59%
Anti-social behaviour	60%	50%	72%	61%	70%	58%	21%	54%
Listens & Acts	54%	45%	69%	60%	50%	51%	33%	52%
Keeps you informed	53%	50%	69%	63%	52%	53%	53%	61%
Treats fairly & with respect	83%	52%	77%	71%	74%	75%	65%	59%
Complaints handling	40%	33%	67%	32%	36%	67%	0%	44%

Base: East Midlands = 63, East of England = 4, Greater London = 23, North East = 67, North West = 72, South East = 59, South West = 37, Wales = 19, West Midlands = 35

Housing Manager

Tenants in Lauren Lockett's area are the most satisfied overall (80%) and on nine of the remaining measures.

However, those in Lauren Brooker's area are the least satisfied, just 57% being satisfied with the overall services provided.

Again, there is no indication what is driving these differences, and these are likely to be influenced by the same issues effecting the different regions.

Some of the factors involved could be outside the control of BeST, but if issues are linked to service delivery, action could be targeted to improve services in certain areas.



	Hannah Mansfield	Jay Johal	Lauren Brooker	Lauren Lockett	Najmur Rouf	Rosie Garnett	Tara Barr	Tim Bray
Overall satisfaction	75%	65%	57%	80%	66%	58%	70%	60%
Well maintained home	66%	57%	48%	73%	59%	55%	69%	58%
Safe home	60%	64%	69%	81%	63%	59%	73%	69%
Repairs - Last 12 months	68%	59%	43%	79%	51%	57%	58%	52%
Time taken - Last repair	58%	39%	41%	76%	49%	50%	71%	40%
Communal areas clean & well maintained	60%	51%	60%	72%	48%	52%	60%	57%
Positive contribution to neighbourhood	69%	51%	47%	72%	53%	57%	70%	51%
Anti-social behaviour	62%	59%	45%	71%	70%	40%	60%	57%
Listens & Acts	58%	51%	38%	65%	56%	47%	64%	57%
Keeps you informed	59%	57%	37%	70%	63%	59%	56%	57%
Treats fairly & with respect	79%	63%	64%	73%	73%	73%	70%	84%
Complaints handling	40%	32%	25%	47%	50%	67%	25%	47%

Base: Hannah Mansfield = 36, Jay Johal = 54, Lauren Brooker = 48, Lauren Lockett = 80, Martin Pratt = 4, Najmur Rouf = 41, Rosie Garnett = 33, Tara Barr = 27, Tim Bray = 55, UNIT IN QUERY = 1

Length of Tenancy

It is often shown in surveys of this type that satisfaction tends to be the highest with new tenants to an organisation, and this appears to be the case with BeST.

One theory for this is that tenants are initially delighted to receive an offer of a home, perhaps having waited for some time, or coming from poor accommodation, but as time progresses and they face issues in their new home, satisfaction wanes a little.

Where the age of the tenants is a factor, those with the longest tenancies, who are often the oldest, also tend to be highly satisfied.

However, those with BeST for 11 to 20 years are the most satisfied overall and those of 20 years plus are the least satisfied with their homes.

The challenge for BeST is to maintain the levels of satisfaction seen by the new tenants across time.



	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years
Overall satisfaction	73%	66%	66%	66%	68%
Well maintained home	73%	58%	58%	63%	53%
Safe home	70%	65%	70%	71%	63%
Repairs - Last 12 months	71%	58%	60%	59%	69%
Time taken - Last repair	71%	54%	58%	50%	47%
Communal areas clean & well maintained	76%	60%	56%	55%	57%
Positive contribution to neighbourhood	69%	55%	61%	58%	63%
Anti-social behaviour	65%	54%	62%	64%	50%
Listens & Acts	62%	51%	55%	57%	50%
Keeps you informed	62%	54%	55%	61%	65%
Treats fairly & with respect	79%	68%	74%	72%	82%
Complaints handling	33%	39%	29%	48%	57%

Base: A. < 1 year = 30, B. 1 - 3 years = 115, C. 4 - 5 years = 71, D. 6 - 10 years = 144, E. 11 - 20 years = 19

Response Method

	Postal	Online
Overall satisfaction	68%	30%
Well maintained home	62%	10%
Safe home	70%	30%
Repairs - Last 12 months	61%	30%
Time taken - Last repair	55%	20%
Communal areas clean & well maintained	59%	33%
Positive contribution to neighbourhood	60%	33%
Anti-social behaviour	60%	50%
Listens & Acts	56%	20%
Keeps you informed	59%	33%
Treats fairly & with respect	73%	40%
Complaints handling	42%	0%

Base: Postal = 369, Online = 10

The results have also been split by the method used to respond to the survey. Returning a postal questionnaire was by far the most popular method, with only ten tenants completing their survey online.

The table opposite shows a clear pattern across the two methods, with tenants that responded by post consistently more satisfied than those using the online approach.

This is consistent with other similar surveys, with one theory being that older tenants are more likely to choose to respond by post and are generally more satisfied than their younger counterparts.

However, it is difficult here to draw any firm conclusions given the small number using the online approach.



Assistance Completing Survey

Tenants were asked as part of the survey if they had help in completing the survey, and over 80% had received help, mostly from their carer or support worker.

The table opposite shows the differences in satisfaction based on those completing the survey alone, with a carer or family and friends.

Those having help from a carer or support worker are consistently more satisfied, particularly from those involving family or friends.

It is possible that those helping have influenced the responses, family being more critical, while carers are, perhaps, more likely to be more positive.



	Alone	Carer or support worker	Friend or family
Overall satisfaction	56%	71%	55%
Well maintained home	48%	65%	48%
Safe home	56%	73%	62%
Repairs - Last 12 months	56%	64%	39%
Time taken - Last repair	52%	56%	43%
Communal areas clean & well maintained	53%	62%	43%
Positive contribution to neighbourhood	55%	60%	43%
Anti-social behaviour	52%	61%	68%
Listens & Acts	48%	58%	35%
Keeps you informed	52%	60%	50%
Treats fairly & with respect	70%	74%	63%
Complaints handling	30%	49%	11%

Base: Alone = 63, Carer or support worker = 274, Friend or family = 29, Volunteer = 1, Other = 3



Summary of Results



Satisfaction 2024



Summary of Results

This report has explored results from this years' annual Tenant Satisfaction Measures survey in 2024/25, the results of which will be reported to the Regulator of Social Housing (RSH) after April 2025. It replicated the methodology used in 2023/24, albeit with fewer additional (non-TSM) questions to provide further insight. This allows BeST to track how satisfaction has changed over time. At the close of the survey, 397 responses were received which exceeds the minimum target for BeST set by the RSH. Most tenants received help with their survey from a carer or support worker or from family or friends.

The survey in 2024/25 shows that tenant satisfaction has increased on all but one metric since the previous survey in 2023/24. The biggest increases are for the positive contribution BeST makes to the neighbourhood (up 12p.p), complaints handling and BeST treating tenants fairly and with respect (both up 11p.p). The average difference across all metrics is 7p.p. The only metric to have decreased is the time taken to complete the most recent repair which has fallen by 5p.p.

Satisfaction with the overall services provided by BeST sits at 67%, one of the highest performing metrics, which has increased by 5p.p. The only measures to exceed this are the provision of a safe home (69%) and treating tenants fairly and with respect (72%). Six of the twelve measures, however, have satisfaction levels below 60%, with the lowest performing metric being complaints handling, at 42%. However, this compares well against other landlords who undertook TSM surveys in 2023/24 and, as highlighted, has seen an increase of 11p.p this year (2024/25). This may in part reflect positive improvements made internally by BeST to the management of complaints. While similar focus has been placed on improving the repairs service, this does not yet seem to have translated into improved satisfaction scores.

As in 2023/24, the provision of a well maintained home is the most influential metric that drives overall satisfaction for BeST, followed by repairs in the last 12 months and complaints handling. Both the repairs service and complaints are areas where BeST have targeted service improvements, and it is important that it continues to focus on these areas.

To minimise survey fatigue, the survey in 2024/25 did not include any open questions to probe satisfaction or dissatisfaction and provide further insight to results. Therefore, there is no qualitative data available. However, the vast majority of tenants gave their permission to be contacted after the survey, so BeST could follow this up to see why tenants are either satisfied or dissatisfied with the services they receive.

When looking at the results from the different regions BeST operates in, those in the North East are consistently more satisfied than those in the other areas, especially Wales and Greater London. Those new to BeST are more satisfied than those of other tenure lengths and those responding by postal are consistently more satisfied than those using the online approach, although there are few of these. It is also interesting that where tenants had help from their carer or support worker, they are shown to be more satisfied than those helped by their family or friends.

Recommendations

Engagement & handling complaints

In the past year, BeST have undergone significant work to improve the management of complaints, particularly around communication, which may be reflected in higher satisfaction in this area in 2024/25. However, as with many social housing providers, it continues to be the lowest performing metric for BeST. There remains the issue of what tenants perceive as a 'complaint'. Although a third of tenants said they had made a complaint, many of these are likely to be service requests yet to be fully actioned. Less than half of respondents were satisfied with how their 'complaint' was handled. It is key that BeST continue to build on the progress already made in this area. For the 2025/26 TSM survey, BeST may wish to include additional questions on complaints to provide further context and insight into complaints being made and what underpins dissatisfaction in this area.

Maintenance of the property and the repairs service

As in 2023/24, providing a home that is well-maintained was the most influential metric in driving satisfaction with the overall services provided in 2024/25. Satisfaction with the maintenance of the home is moderate at 61%, although this is up by 8p.p since the previous survey. Satisfaction with the repairs service is similar, at 60% - though this has seen a fall of 5p.p since the previous effort. The repairs service has been targeted as a main area of improvement for BeST, and there has been a good deal of change in the previous year, including a shift to one main contractor. This hasn't yet translated to improved satisfaction scores for BeST. However, it is important that BeST continues to place focus in this area, allowing time for changes to be embedded. Of particular importance will be how BeST communicates with tenants around timescales and delays, which will be important to managing tenant expectations.

Regional differences

When considering the different regions of operation, those in the North East are consistently more satisfied than those in the other areas, particularly Greater London and Wales. This could be linked to property type and condition, age, support needs or other factors, so it is recommended that BeST looks at these variables to judge what is driving this difference. BeST will be aiming to deliver a consistent service wherever this is based so finding out more could help target improvements in certain areas, where necessary.

BeST's values underline how it works with its tenants:

- Bespoke – tailoring services where possible
- Exciting – providing good homes that tenants enjoy and working together with them
- Safe and secure – ensuring tenants feel safe in their homes
- Tenant-focused – this drives everything!

The results of the 2024/25 survey suggest that BeST is on its way to providing services that match these values, and satisfaction has increased since last year, but have also highlighted services that require improvement.

Shown opposite are some recommendations that BeST may wish to follow up on to help improve satisfaction in the future and ensure the services it delivers align with its values.



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:

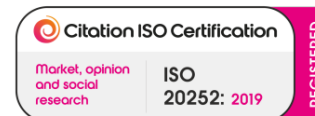
Adam Jewitt: adam.jewitt@arap.co.uk

Acuity

Tel: 01273 287114

Email: acuity@arap.co.uk

Address: PO Box 395, Umberleigh, EX32 2HL



Certificate No:359292021

