

Tenant Satisfaction Survey 2025

About the Survey

In January 2025, many of you took part in an important survey. A representative sample of tenants were invited to take part in the survey by completing a telephone interview.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Birmingham City Council's Housing Services maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Birmingham City Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

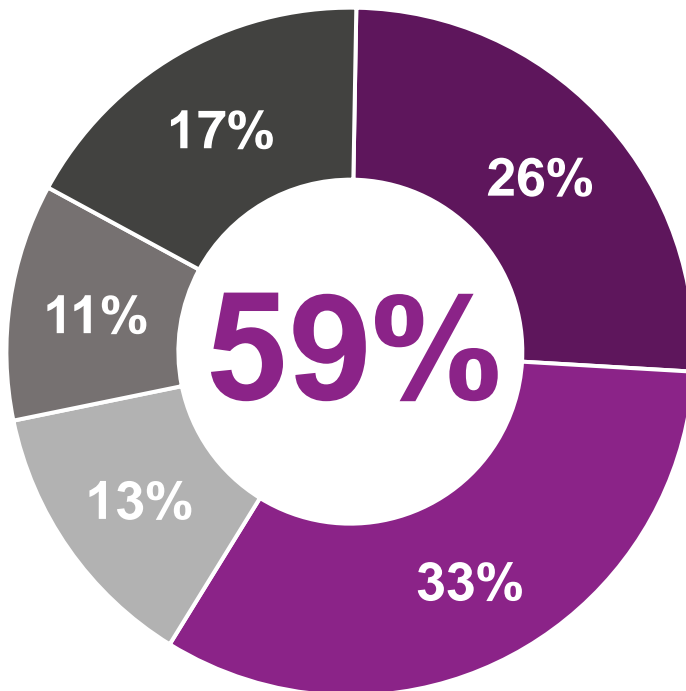
2,539
tenants took
part out of a
total of 56,472
households

A big thank you to everyone who took part!

Overall Service



Six out of ten tenants are satisfied with the overall service provided by Birmingham City Council's Housing Services (**59%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



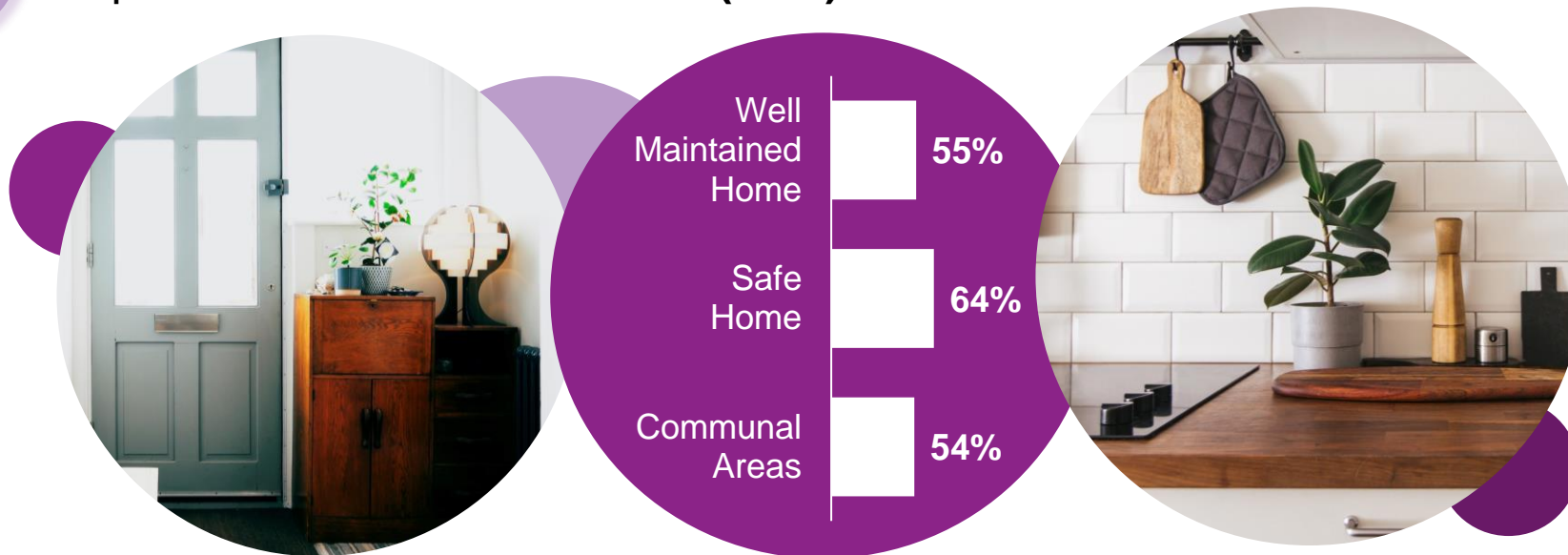
Over half of tenants are satisfied they are provided with a home that is well maintained **(55%)**.



More tenants are satisfied that Birmingham City Council provides them with a home that is safe **(64%)**.



Around half of tenants with communal areas are satisfied that these areas are kept clean and well maintained **(54%)**.



Repairs Service



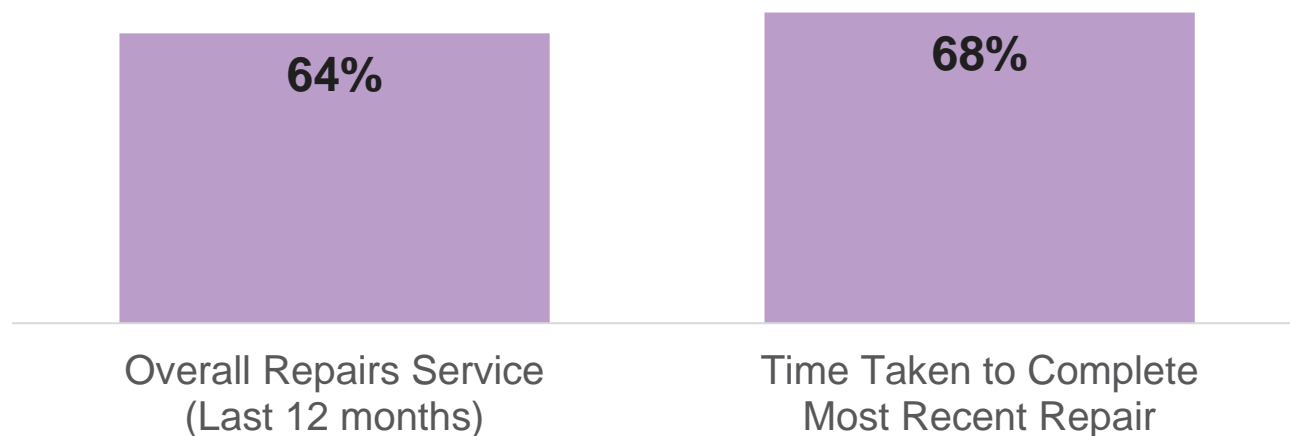
Seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(70%)**.



Around two out of three of these tenants are satisfied with the overall repairs service over the last 12 months **(64%)**.



Slightly more tenants are satisfied with the time taken to complete their most recent repair after they reported it **(68%)**.



The Neighbourhood



Around six out of ten tenants are satisfied that Birmingham City Council makes a positive contribution to their neighbourhood **(57%)**.



Slightly fewer tenants are satisfied with Birmingham City Council's approach to handling anti-social behaviour **(52%)**.



Communications and Tenant Engagement



Half of tenants are satisfied that Birmingham City Council listens to their views and acts upon them **(50%)**.



Three out of five tenants are satisfied that they are kept informed about things that matter to them **(60%)**.



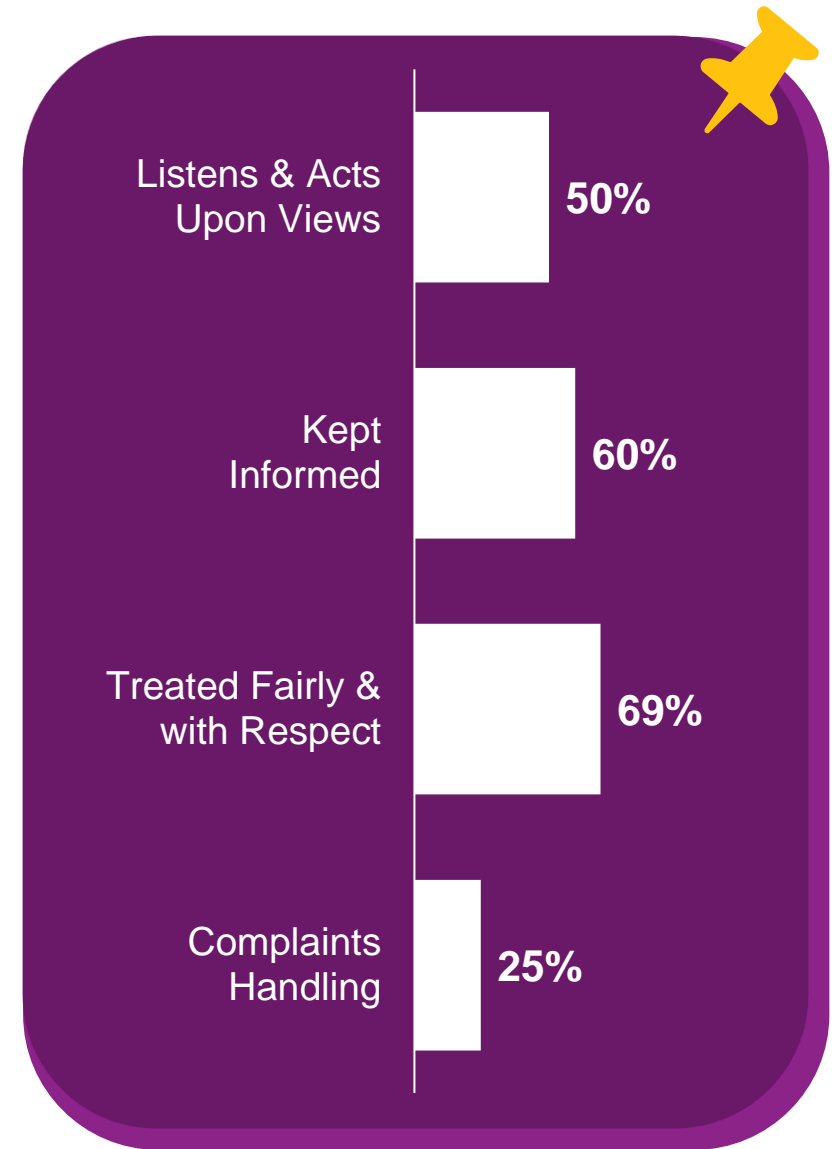
Seven out of ten tenants agree that they are treated fairly and with respect by Birmingham City Council **(69%)**.



One-quarter of tenants said they made a complaint to Birmingham City Council in the last 12 months **(24%)**.



Of these tenants, **25%** are satisfied with Birmingham City Council's approach to complaints handling.



Tenants' Comments

Finally, tenants were asked what one thing Birmingham City Council could improve, and 2,328 tenants gave comments.

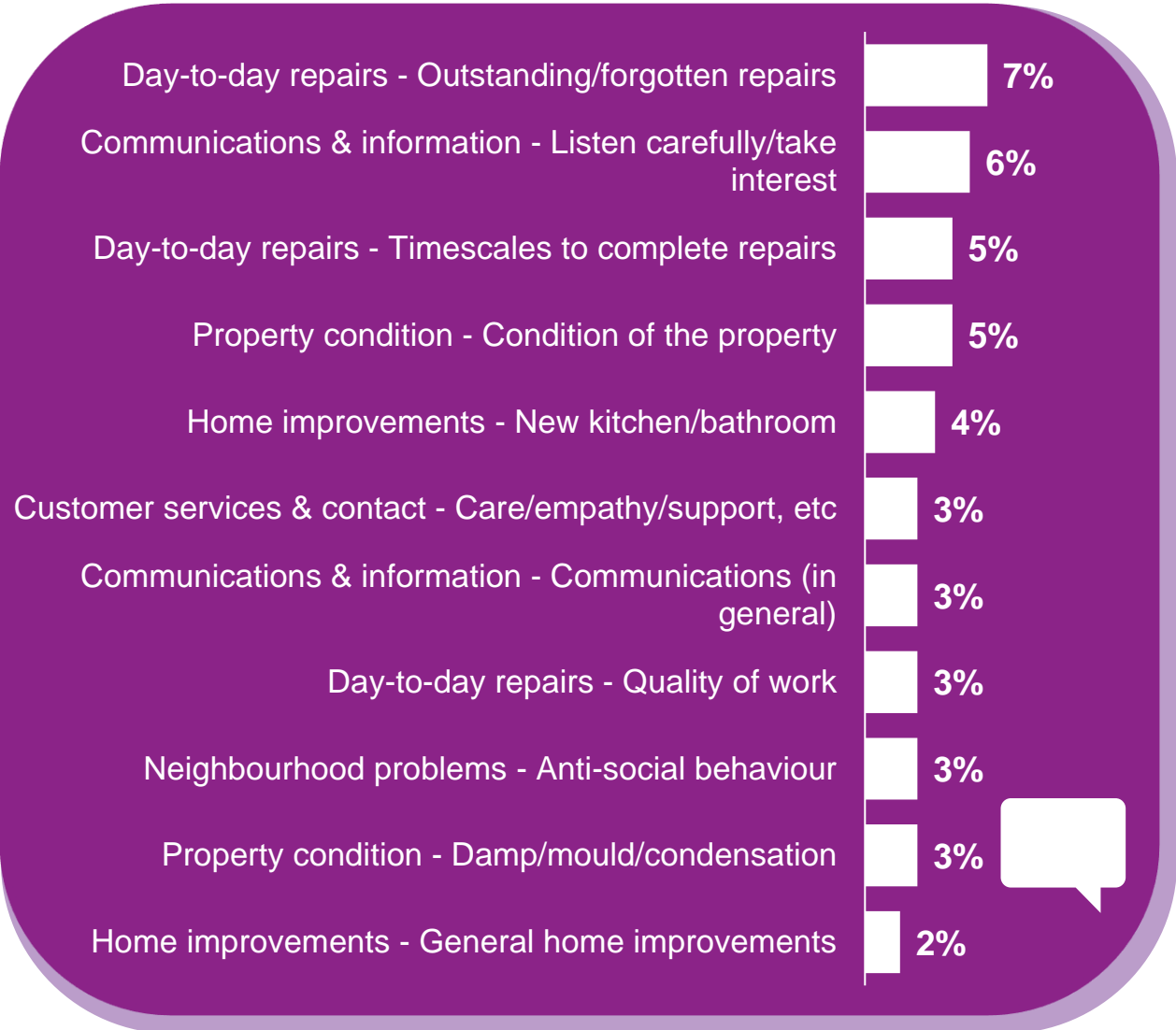


Tenants most frequently commented on the repairs service, including outstanding repairs, the time taken to complete repairs and the quality of work.

Tenants also mentioned communications and customer services, such as how they are listened to and the care and support provided by staff.

Some tenants would like improvements to their homes, including resolving damp problems and new kitchens or bathrooms.

Top comments



Your Views

Birmingham City Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Birmingham City Council does to involve you in developing services. As well as publishing the results of the survey, Birmingham City Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
such as repairs,
communications and
customer service



Involve tenants in
shaping service
improvements



Tenant Satisfaction Measures - Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	2,539
Timing of survey	07/01/2025 to 16/01/2025
Collection method(s)	Telephone surveys
Sample method	Random sample, with quotas set
Representativeness of the sample	Quotas set by tenure type, ethnicity, age group, property type and area to ensure representativeness
Details of any weighting applied to the results	No weighting has been applied
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have an impact on the reported tenant perception measures	None



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