

Tenant Satisfaction Measures 2025 – Low Cost Home Ownership

Tenant Satisfaction Measures	2025 Result (% of tenants satisfied)	2024 Result (% of tenants satisfied)
Overall Satisfaction		
How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?	75	69.2
Building Safety		
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brunelcare provides a home that is safe?	100	92.3
Respectful & helpful engagement		
How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?	41.7	53.8
How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?	46.2	75
To what extent do you agree or disagree with the following “Brunelcare treats me fairly and with respect”?	75	84.6
Effective handling of complaints		
How satisfied or dissatisfied are you with Brunelcare’s approach to complaints	50	42.9

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handling?		
Responsible neighbourhood management		
How satisfied or dissatisfied are you that Brunelcare keeps communal areas clean and well maintained?	91.7	84.6
How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?	55.6	61.5
How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour?	76.9	45.5