

## Tenant Satisfaction Measures 2025 – Low Cost Rental Accommodation

| Tenant Satisfaction Measures  | 2025 Result<br>(% of tenants satisfied) | 2024 Result<br>(% of tenants satisfied) |
|---|---|---|
| <b>Overall satisfaction</b>   |   |   |
| Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?  | <b>85.5</b>                             | 83.0                                    |
| <b>Keeping property in good repair</b>  |   |   |
| How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?   | <b>90.4</b>                             | 85.1                                    |
| How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?                                      | <b>87.6</b>                             | 84.4                                    |
| <b>Building safety</b>  |   |   |
| How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?  | <b>86.1</b>                             | 86.7                                    |
| 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? | <b>90.5</b>                             | 87.2                                    |
| <b>Respectful &amp; helpful engagement</b>  |   |   |
| How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?   | <b>68.9</b>                             | 67.6                                    |

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|  |             |      |
|--|-------------|------|
| How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?  | <b>78.6</b> | 79.6 |
| To what extent do you agree or disagree with the following “Brunelcare treats me fairly and with respect”? | <b>86.1</b> | 81.4 |
| <b>Effective handling of complaints</b>  |             |      |
| How satisfied or dissatisfied are you with Brunelcare’s approach to complaints handling?                   | <b>56.6</b> | 52.1 |
| <b>Responsible neighbourhood management</b>  |             |      |
| How satisfied or dissatisfied are you that Brunelcare keeps communal areas clean and well maintained?      | <b>87.1</b> | 83.0 |
| How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood? | <b>63.6</b> | 64.6 |
| How satisfied or dissatisfied are you with Brunelcare’s approach to handling anti-social behaviour?        | <b>67.0</b> | 63.6 |