



Bushbury Hill EMB

TSM Annual Report 2025/26

Prepared by: Acuity Research & Practice



Introduction

Wolverhampton Council owns over 21,000 homes managed by four different managing agents: Wolverhampton Homes, Bushbury Hill EMB, Dovecotes TMO, and New Park Village TMC. An annual report has been produced for all properties and a Q4 report for just those managed by Wolverhampton Homes. In addition, there are four separate annual reports based on the responses from each agent; this report is based on the responses from Bushbury Hill EMB (Bushbury) tenants from the one-off survey completed in March 2026.

Tenants were contacted by Acuity's in-house telephone team and invited to take part in a telephone interview, but were also given the option of completing the survey online if they wished. From the total of 949 properties managed by Bushbury, a total of 185 responses were received, 180 complete, plus a further five incomplete, which are required to be included. Of these, 153 were by a telephone interview and 32 online.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. An analysis of the seven open questions is shown later in the report and adds an extra layer of focused insight to the results to help Bushbury better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back anonymised unless tenants give their permission to be identified. 77% of tenants gave permission to share their responses with their details attached, so Bushbury and the Council will have better information to help them improve services, and 92% of these are happy to be contacted to discuss their responses further.

This survey aims to provide data on tenants' satisfaction, which will allow Bushbury and Wolverhampton Council to:

- Provide information on tenants' perceptions of current services from those managed by Bushbury
- Compare the results with those of last year
- Compare the results with other landlords
- Publish the results as required by the Regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Bushbury, 184 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 6.49\%$. This is a little outside the guideline figure, but these responses will be included with all other LCRA responses from the Council, so they will be well within the required margin for the larger group.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not, in all cases, add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers of responses against the different questions are also shown on the charts.

Key TSM Metrics

Annual Summary

Wellbeing

Further Insight

Trends

Summary

Annual Demographics

86%



Overall Satisfaction

The range of satisfaction for Bushbury is very good, with the 86% satisfied with the overall service, which has increased by 3 percentage points since last year.

Three measures exceed this, with 88% satisfied with both the time to complete repairs and how tenants are kept informed about things that matter to them, and 90% agree they are treated fairly and with respect.

However, satisfaction falls to 63% for the handling of anti-social behaviour and to 48% for how complaints are dealt with.

The report focuses on the headline figures, but shows how satisfaction has changed over time, and an analysis of the open comments made by tenants.

TSM Key Metrics

Keeping Properties in Good Repair

**Well Maintained Home**

80%

**Safe Home**

83%

**Repairs Last 12 Months**

82%

**Time Taken Repairs**

88%

Respectful & Helpful Engagement

**Listens & Acts**

73%

**Kept Informed**

88%

**Fairly & with Respect**

90%

**Complaints Handling**

48%

Responsible Neighbourhood Management

**Communal Areas**

80%

**Neighbourhood Contribution**

70%

**Approach to ASB**

63%



Annual Summary



Annual Satisfaction & Dissatisfaction

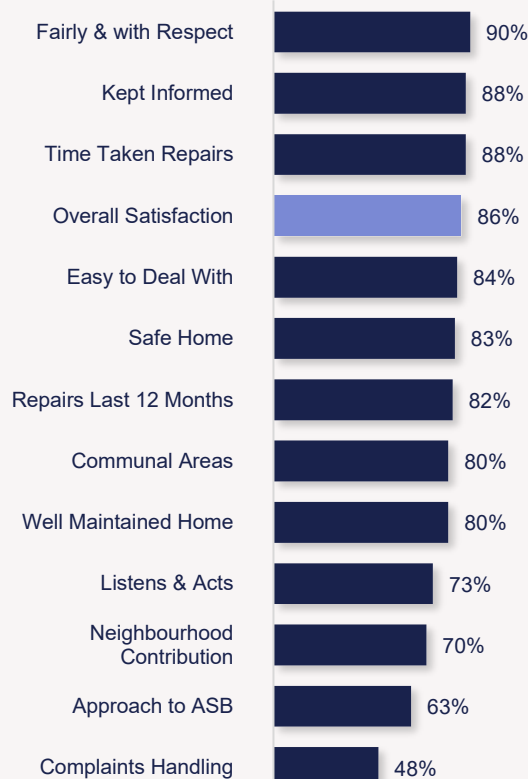
The charts shown opposite summarise the range of both satisfaction and dissatisfaction across all the measures included in the surveys.

Satisfaction is generally very good, with overall satisfaction sitting in the upper middle of the range of measures at 86%, just three measures are above this, although only one reaches 90% satisfaction, how Bushbiry treats tenants fairly and with respect.

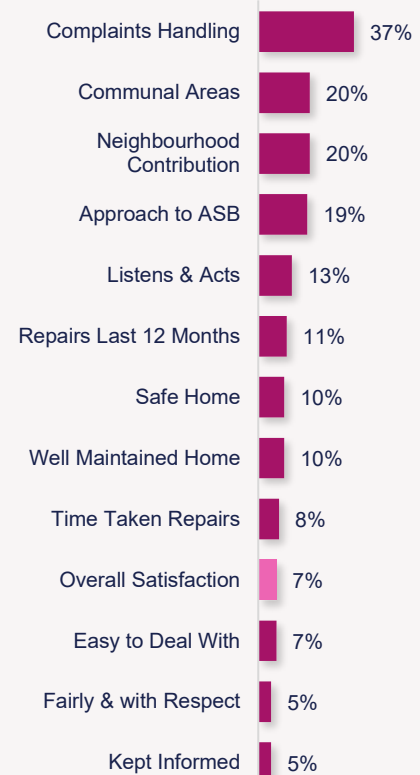
Correspondingly, dissatisfaction is low, just 7% overall and just up to 20% for the maintenance of the communal areas and the contribution Bushbury makes to the neighbourhood. However, the handling of complaints stands out with 37% dissatisfied, although it is not uncommon for this measure to attract low satisfaction and high dissatisfaction.

Below shows how the results compare with other smaller providers.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





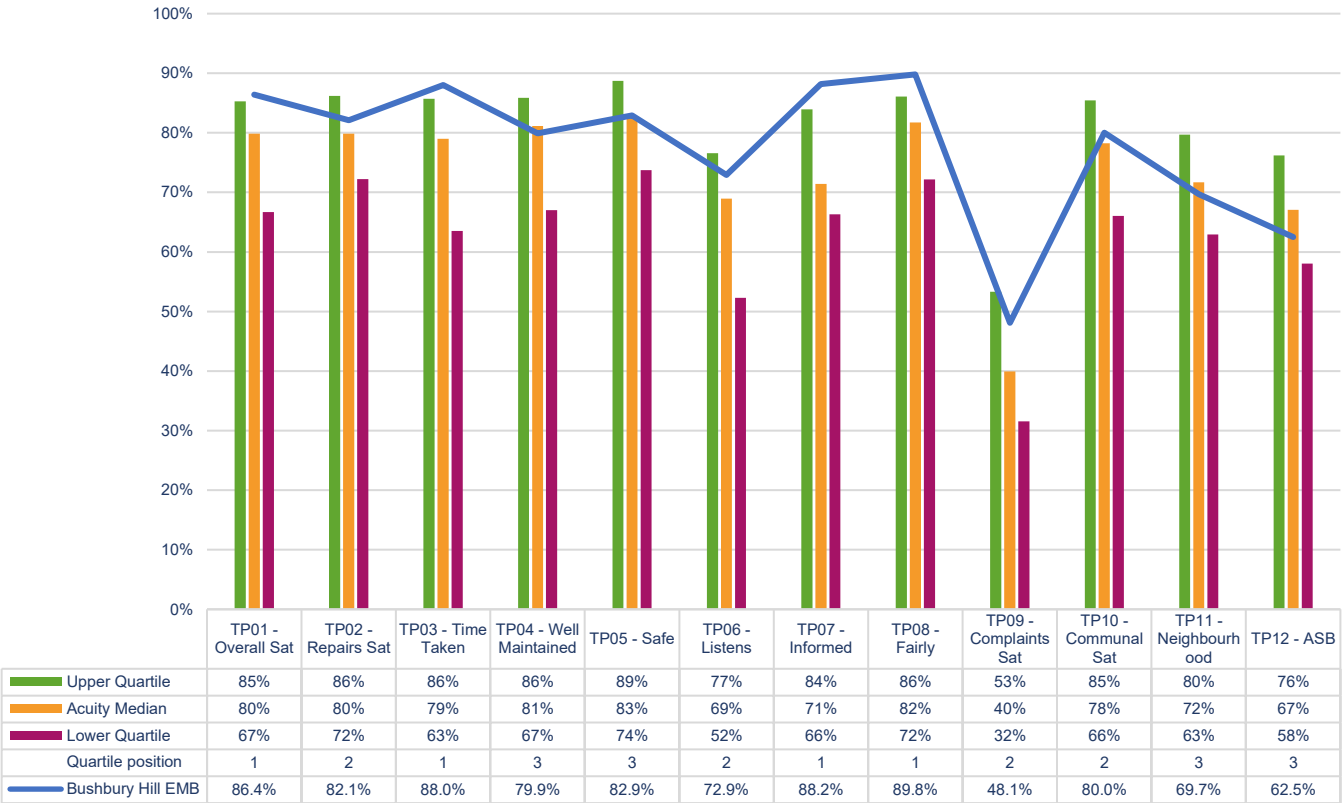
Benchmarking – Acuity results 2024/25 (LCRA Under 1k)

Given that Bushbury manages 949 properties, the best benchmark is against landlords of a similar size. Therefore, this chart shows a group of landlords who have worked with Acuity and used the TSMs and have fewer than 1,000 properties.

Bushbury compares very well with all but four measures above the group medians. Of these, four are in the top quartile, including the overall service.

However, the contribution to the neighbourhood, handling of ASB and the maintenance and safety of the home all fall into the third quartile.

Whilst this group is primarily made up of small housing associations, rather than TMOs, it does help to give context to the results and shows how well Bushbury is performing.





Top 30 Comments

The survey includes seven open questions, and these are analysed below. However, this page summarises all the comments and ranks them by frequency and shows their subject areas.

With the general high level of satisfaction, it is perhaps no surprise that the comments are also mostly positive.

The most common comments are about the time taken to complete repairs followed by the general condition of the homes. The staff also receive high praise.

These comments help to provide some insight into the satisfaction questions, and will help Bushbury identify what is working well and what might require some attention.

The full text of the comments is shown on the Acuity dashboard.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	50.90%	85	0.12
Property Condition - General Condition	32.93%	55	2.02
Housing Services - Customer Service & Contact - Satisfaction	28.14%	47	3.39
Property Services - Responsive Repairs - Other	26.95%	45	-0.52
Housing Services - Customer Service & Contact - Communication / Transparency	21.56%	36	0.86
Property Services - Responsive Repairs - Quality of Work / Service	19.76%	33	2.10
Uncategorized Comments	18.56%	31	1.56
Property Services - Responsive Repairs - Resolution	17.37%	29	-0.97
Housing Services - Customer Service & Contact - Staff Conduct	15.57%	26	4.07
Property Services - Responsive Repairs - Satisfaction	14.37%	24	3.89
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	14.37%	24	2.32
Housing Services - Neighbourhood Contribution - Satisfaction	13.77%	23	2.96
Housing Services - ASB - Other	13.17%	22	1.00
Housing Services - Customer Service & Contact - Other	13.17%	22	1.91
Housing Services - Grounds Maintenance - Quality of Work / Service	11.98%	20	0.45
Housing Services - Grounds Maintenance - Other	11.98%	20	-0.82
Housing Services - Neighbourhood Contribution - Other	11.98%	20	0.65
Housing Services - Customer Service & Contact - No Comments	10.78%	18	0.13
Property Condition - Kitchens	10.18%	17	-1.21
Housing Services - ASB - Listening / Acting	9.58%	16	-1.25
Property Condition - Window/doors	9.58%	16	-2.31
Property Services - Responsive Repairs - Communication / Transparency	8.38%	14	0.41
Housing Services - ASB - Resolution	8.38%	14	-2.36
Housing Services - ASB - No Comments	8.38%	14	0.57
Property Condition - Bathrooms	8.38%	14	-2.60
Building Safety - Door/window/gate security	8.38%	14	-0.07
Housing Services - Neighbourhood Contribution - No Comments	7.78%	13	0.00
Property Condition - Damp	7.78%	13	-2.38
Property Services - Planned Maintenance - Timeliness / Responsiveness	7.19%	12	-2.00
Property Services - Responsive Repairs - Effort	7.19%	12	-1.25



National Context

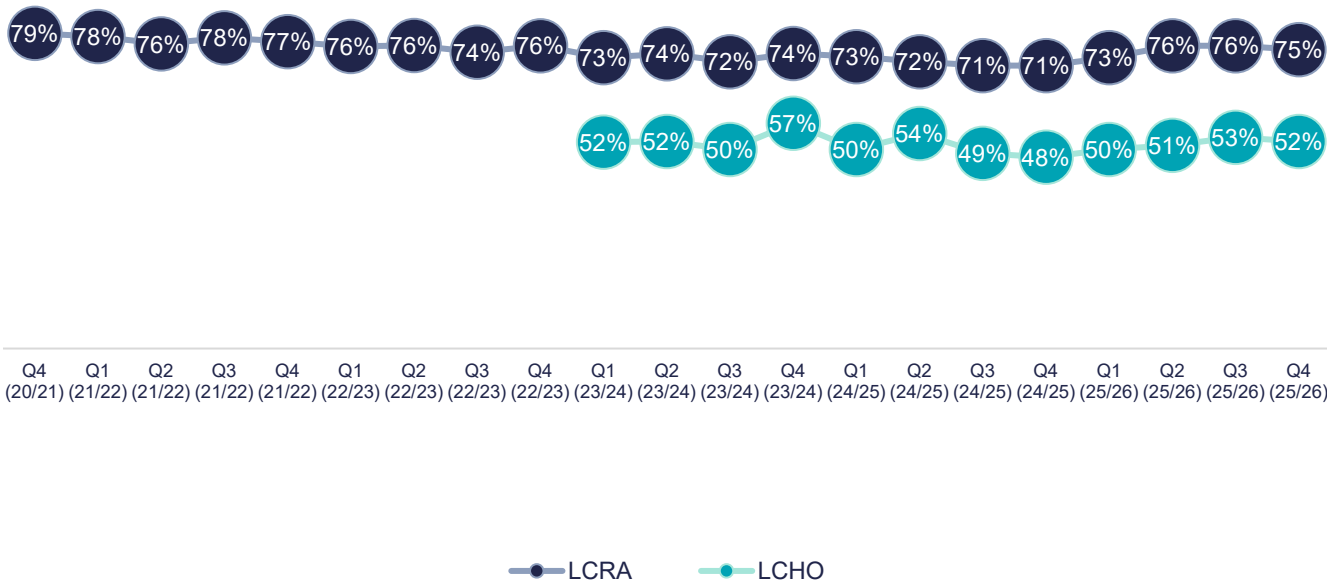
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Tenants have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

Overall Services (Acuity Clients)





Wellbeing

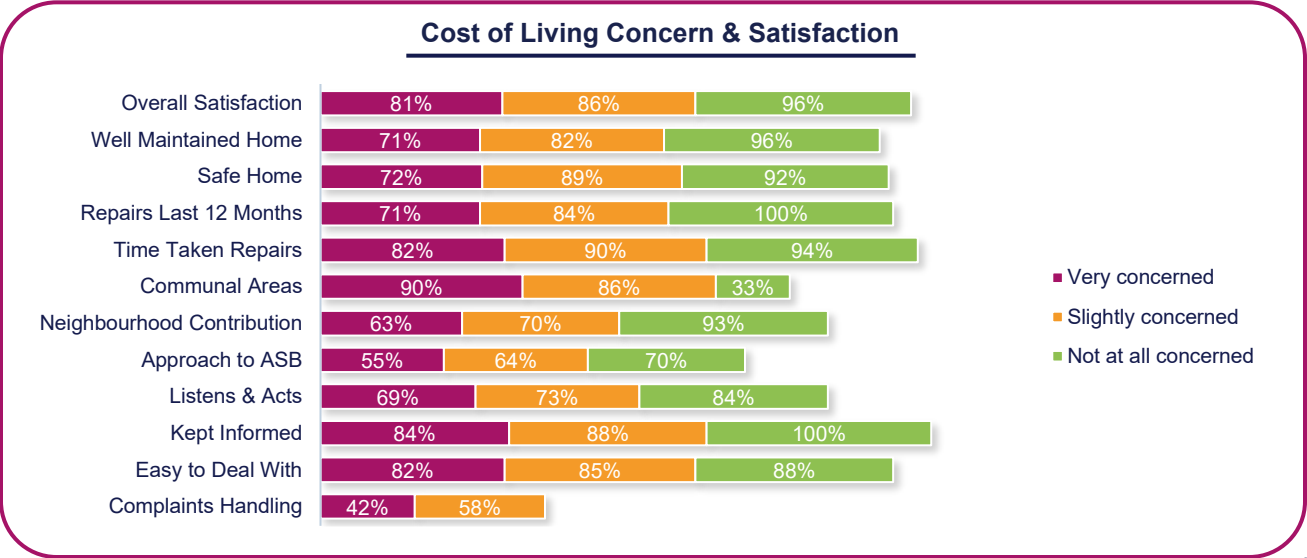
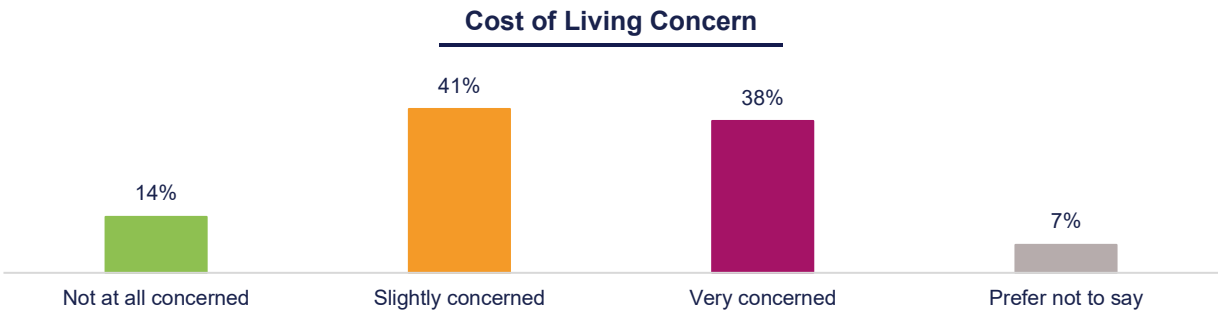


Cost of Living

Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” 38% of tenants are very concerned, with a further 41% slightly concerned. Just 14% of tenants are not at all concerned, and 7% preferred not to say.

Given these high numbers, anything that Bushbury could do to help alleviate these worries would be much appreciated.

Evidence suggests that when tenants are struggling financially, it can affect the way they feel about the services they receive. This does appear to be happening here also, although not as pronounced as with some other providers. On the overall service, 81% of those very concerned are satisfied compared with 96% of those not at all concerned.





Damp and Mould

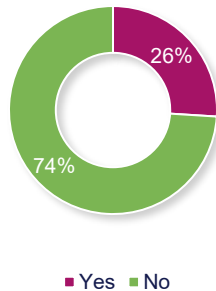
A quarter of tenants (26%) complain that they have problems with damp and mould in their homes.

Proportionally, more tenants of houses have problems than those in bungalows.

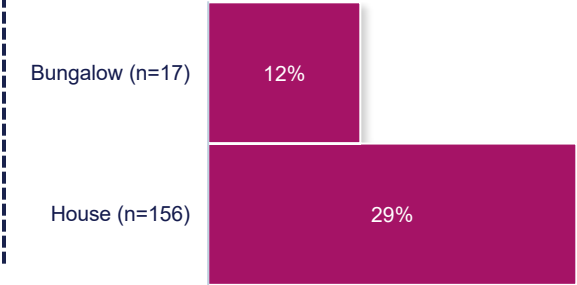
It is important that the Council contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important as Awaab's Law, which came into force in October last year, will bring further scrutiny from the Regulator into how landlords respond to damp and mould issues.

To help the process, Acuity have made the names and addresses of those affected available to view on the dashboard.

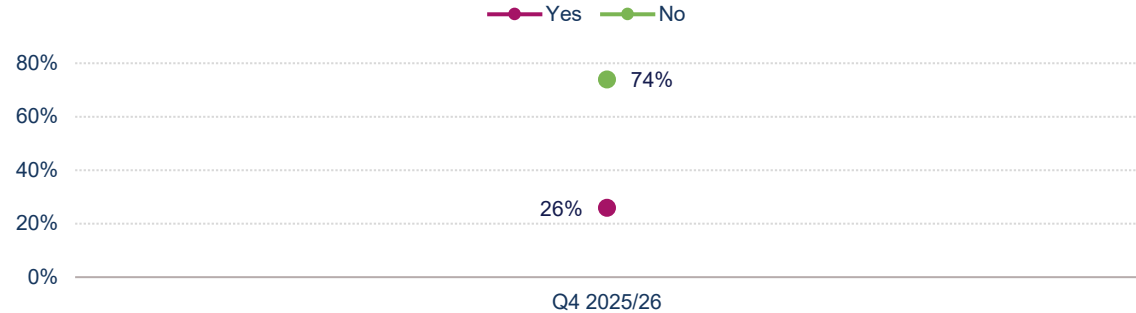
Currently Suffer from Damp & Mould



Damp & Mould by Property



Suffering from Damp & Mould Over Time





Further Insight

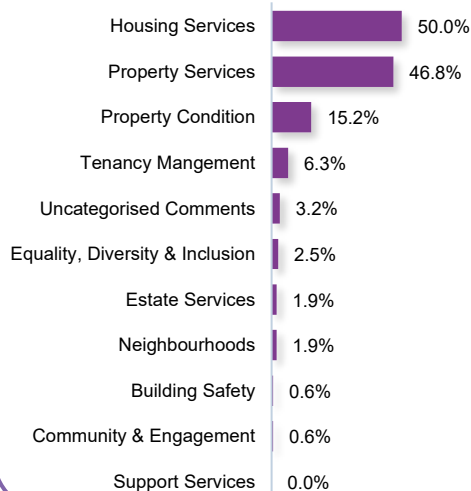
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Wolverhampton Councils' service.

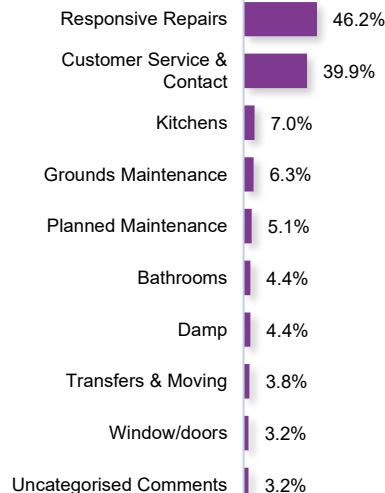
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Categories

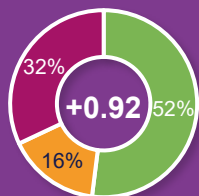


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	65	43.9%	+1.32
Satisfaction	29	19.6%	+3.55
Subcategory, no attribute (yet)	25	16.9%	-1.44
Quality of Work / Service	22	14.9%	+1.77
Resolution	20	13.5%	-0.60
Communication / Transparency	10	6.8%	+0.80
Effort	9	6.1%	-2.00
Staff Conduct	8	5.4%	+2.13
No Comments	7	4.7%	0.00
Listening / Acting	5	3.4%	0.00
Appointments / Convenience	4	2.7%	-2.50
Fairness	4	2.7%	-0.75
Trust	4	2.7%	-1.25
Empathy	3	2.0%	-4.33
Accountability	2	1.4%	0.00
Consistency	1	0.7%	+5.00
Safety	1	0.7%	-3.00
Worker Conduct	1	0.7%	0.00
Accessibility			-



Responses show generally mixed but mostly positive experiences with repairs: many tenants report same-day or quick responses, polite staff, and issues resolved (boilers, fences, electrics). Several tenants praise Bushbury EMB and specific officers for effective support and rehousing help. However, persistent problems emerge: long delays or lack of follow-up for major works (kitchens, bathrooms, gable-end, structural repairs, insulation), repeated need to chase jobs, and perceived low-quality or temporary fixes requiring repeat visits. Overcrowding, long rehousing waits, damp, mould, leaks and cold homes recur, with some tenants reporting unsafe conditions, woodworm, rising damp, and collapsing elements.

Communication and accountability gaps appear: missed appointments, poor follow-up, difficulty contacting teams, and inconsistent contractor performance. Some respondents report inadequate pest control, unresolved tree hazards, and parking/ASB concerns. A few cite perceived bias or unsatisfactory treatment. Overall sentiment: responsive for routine repairs but inconsistent for larger, safety-related or refurbishment works; systemic delays, quality variability, and communication shortfalls are the primary pain points.

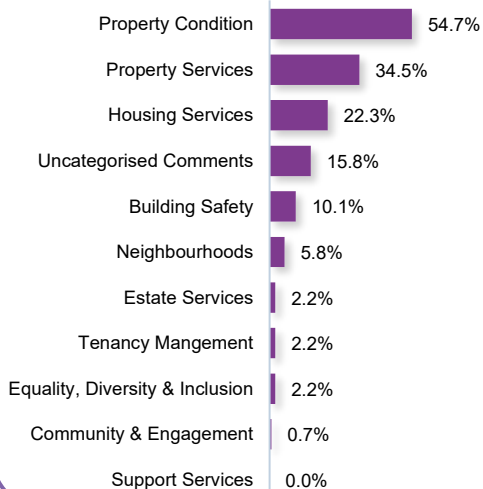
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

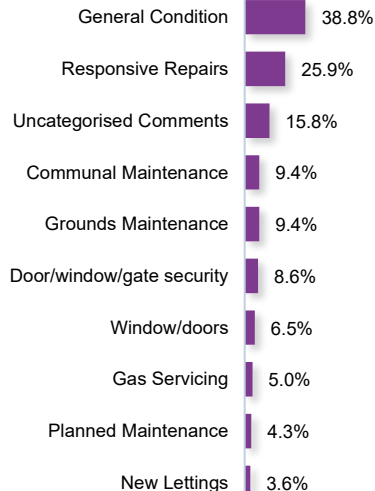
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Categories

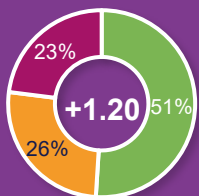


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	21	28.8%	+0.67
Timeliness / Responsiveness	19	26.0%	-0.16
No Comments	10	13.7%	-0.50
Quality of Work / Service	9	12.3%	+0.11
Safety	8	11.0%	+1.13
Satisfaction	7	9.6%	+4.71
Resolution	4	5.5%	-3.00
Communication / Transparency	2	2.7%	0.00
Consistency	2	2.7%	-5.00
Effort	2	2.7%	-5.00
Accessibility	1	1.4%	-3.00
Fairness	1	1.4%	-5.00
Listening / Acting	1	1.4%	-5.00
Accountability			-
Appointments / Convenience			-
Empathy			-
Staff Conduct			-
Trust			-
Worker Conduct			-



Respondents generally feel homes are safe and maintenance is responsive for routine safety checks (gas, electrics, fire alarms), and many report timely repairs for everyday issues. Positive comments note secure doors/windows, regular inspections, and prompt attendance for urgent faults. However, significant negatives recur: long delays, poor communication, and incomplete or temporary fixes (boilers, heating, showers, doors, windows). Multiple tenants report persistent damp, rising damp, subsidence, woodworm, leaking guttering, rats/mice, and structural cracks; some fear safety risks (falling trees, broken paths, unsafe electrical boxes, icy/poorly gritted walkways). Exterior and communal upkeep is uneven—grass, rubbish, and neglected communal cleaning are concerns.

Overcrowding and inadequate room sizes, lack of accessibility adaptations (handrails, split spindle), and delayed adaptations for disabled tenants are mentioned. Several households await promised major works (new kitchens, bathrooms, driveways) with long waitlists. Overall sentiment is mixed: routine safety work is satisfactory, but longer-term repairs, structural and damp issues, accessibility needs, and communication/priority-setting require attention.

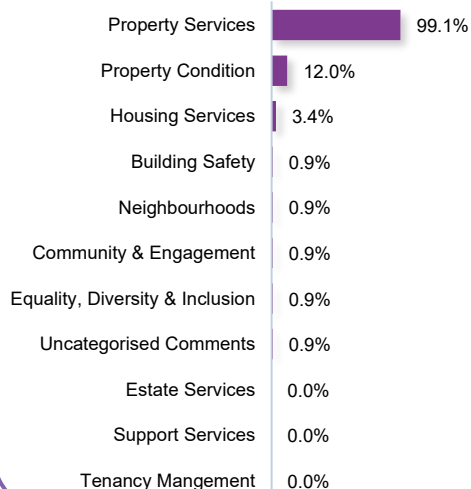
Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

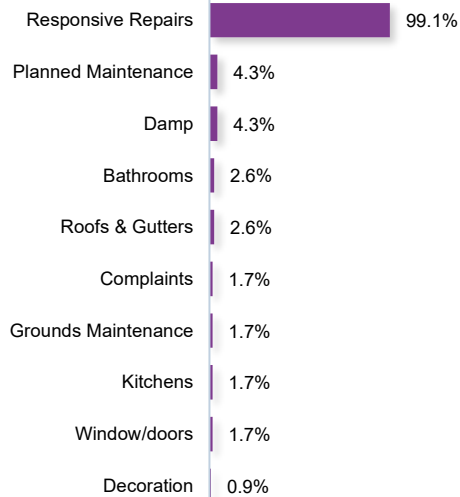
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Categories

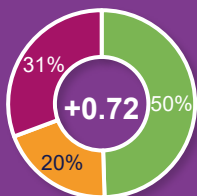


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	48	41.4%	-0.90
Quality of Work / Service	19	16.4%	+3.05
Subcategory, no attribute (yet)	19	16.4%	+1.37
Satisfaction	17	14.7%	+3.47
Resolution	13	11.2%	-0.15
Communication / Transparency	8	6.9%	-0.50
No Comments	8	6.9%	0.00
Worker Conduct	5	4.3%	+1.00
Appointments / Convenience	4	3.4%	-0.50
Listening / Acting	4	3.4%	+2.00
Consistency	3	2.6%	-3.33
Effort	3	2.6%	0.00
Trust	2	1.7%	-5.00
Accountability	1	0.9%	-5.00
Safety	1	0.9%	+5.00
Accessibility			-
Empathy			-
Fairness			-
Staff Conduct			-



Responses about repairs show a generally positive experience with responsiveness, but recurring quality and coordination problems. Many tenants report same-day or next-day attendance, polite and helpful contractors, clear communication and good clean-up. Several praise quick fixes for taps, electrics, heating, and major jobs completed to a high standard. However, a substantial minority describe unresolved, repeated or poorly executed repairs—patched-over mould, leaking showers, recurring damp, chipping worktops, and floors that fail again—requiring multiple visits. Complaints also highlight long waits for complex parts, misdirected responsibility between agencies (Wolverhampton Homes, Wrekin, estate managers), and one-off errors (wrong slabs installed, unfinished sealing around windows).

Accessibility concerns include a lamppost blocking a driveway and lengthy waits preventing the use of facilities for disabled tenants. Overall sentiment mixes satisfaction with responsiveness and contractor conduct, alongside frustration over inconsistent workmanship, repeat defects, and administrative hand-offs. The dominant themes are fast response times contrasted with variable repair quality, incomplete follow-through, and coordination issues across providers.

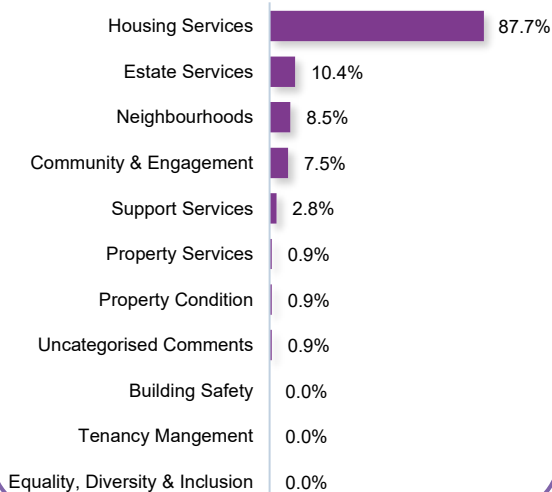
Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

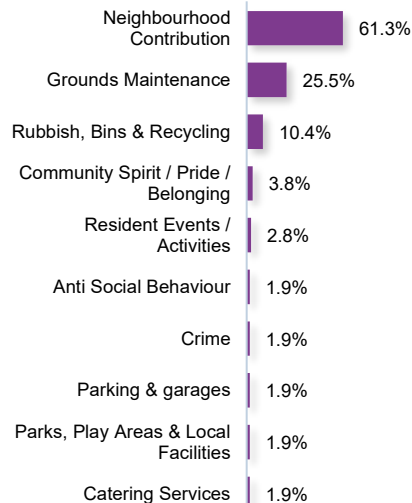
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Categories

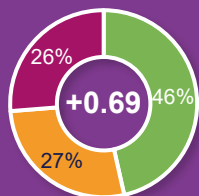


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	32	34.0%	-0.09
Satisfaction	24	25.5%	+2.29
Quality of Work / Service	17	18.1%	+0.94
No Comments	13	13.8%	0.00
Timeliness / Responsiveness	8	8.5%	-0.13
Communication / Transparency	3	3.2%	-3.33
Safety	2	2.1%	+3.00
Resolution	1	1.1%	-3.00
Staff Conduct	1	1.1%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Listening / Acting			-
Trust			-
Worker Conduct			-

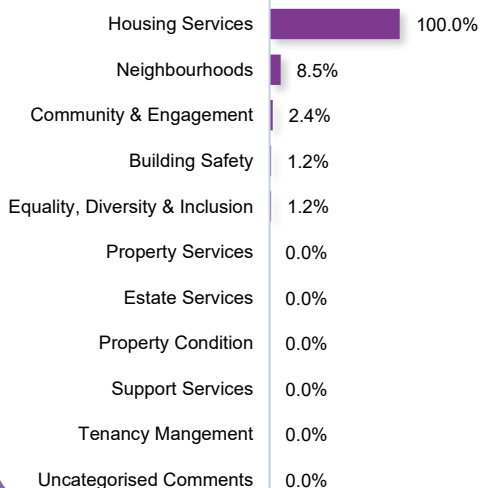


When asked to, "Share your views on your landlord's contribution to your neighbourhood," 106 tenants responded. Many tenants praise regular street maintenance (grass cutting, road sweeping), community events (summer activities, Christmas events, coach trips, free outings, and children's programmes), newsletters and occasional home visits. Several mention proactive litter-picking and voluntary clean-ups where staff sometimes participate. Positive sentiments include feeling safe, good estate management, helpful staff, and support for vulnerable residents (uniforms, small grants).

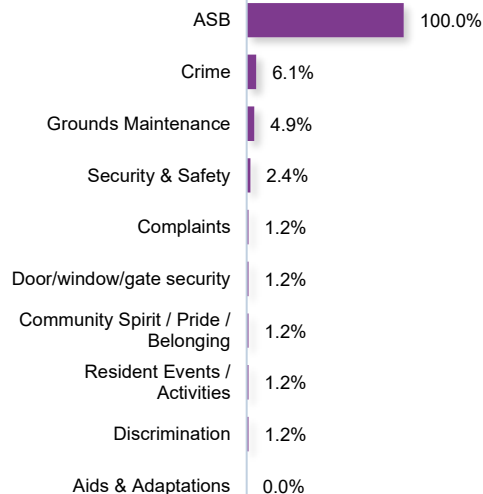
However, criticisms emerge: persistent litter, overflowing public bins, fly-tipping, and areas with glass and general dirtiness. Potholes, damaged verges from vehicles, and inadequate parking or off-street parking options are recurring concerns. Some report poor responsiveness to anti-social behaviour, confidentiality issues, and insufficient engagement or visibility from the landlord in certain areas. A few respondents feel little or no contribution is made, noting neglected houses needing modernisation and inconsistent street-sweeper presence. Overall, feedback is polarised: appreciated community activities and basic upkeep coexist with unresolved cleanliness, maintenance, and ASB issues that undermine neighbourhood quality.



Categories

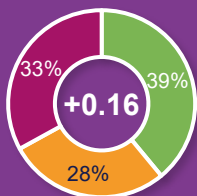


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	21	25.6%	+1.29
Listening / Acting	15	18.3%	-0.67
No Comments	14	17.1%	+0.57
Resolution	13	15.9%	-2.00
Satisfaction	11	13.4%	+0.45
Timeliness / Responsiveness	10	12.2%	0.00
Quality of Work / Service	8	9.8%	-2.25
Communication / Transparency	7	8.5%	+0.57
Accessibility	1	1.2%	0.00
Consistency	1	1.2%	+5.00
Empathy	1	1.2%	-5.00
Safety	1	1.2%	-5.00
Trust	1	1.2%	+5.00
Accountability			-
Appointments / Convenience			-
Effort			-
Fairness			-
Staff Conduct			-
Worker Conduct			-



Tenants show mixed experiences with anti-social behaviour (ASB) handling. Many report little or no local ASB, crediting swift action when incidents occur; some specifically note successful interventions (police involvement, letters to tenants, fencing to block motorbikes, community meetings, and an ASB phone line). Several respondents describe effective, fair, and prompt responses from housing teams and council services. However, a sizeable group expresses dissatisfaction: complaints about inadequate direct engagement (only letters, no face-to-face action), limited police presence, slow or temporary fixes, rejected requests (CCTV), and unresolved repeated problems.

Recurring issues include vehicle speeding/cruising, motorbikes, children's street play, neighbour disputes, including alleged harassment, and dumped caravans. Communication and reporting friction appear: online-only reporting systems that can fail, uncertainty about whom to contact, and perceptions that agencies "leave us to deal with it." Sentiment ranges from "very satisfied" to "very dissatisfied," with many neutral or "don't know" responses. Overall, the data indicate localised successes but inconsistent service delivery, gaps in enforcement and engagement, and frustration with reporting and follow-up.

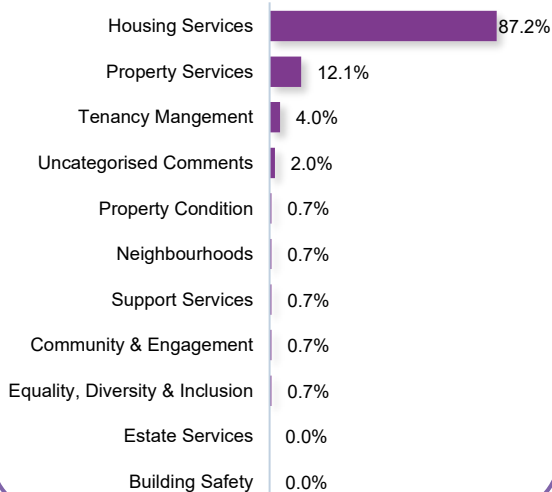
Customer Service & Communication

Describe your experience with the customer service and communications you receive.

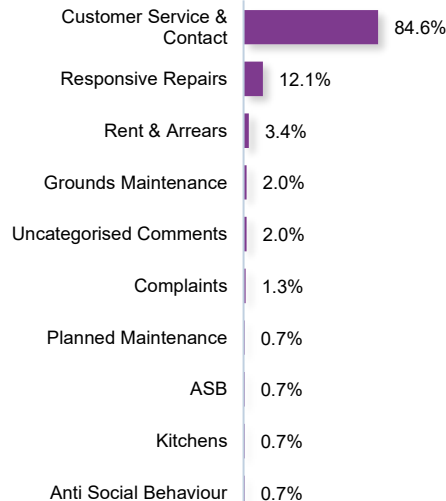
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Categories

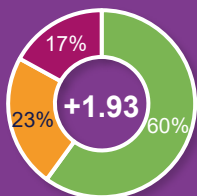


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Communication / Transparency	36	24.7%	+1.03
Satisfaction	35	24.0%	+3.63
Subcategory, no attribute (yet)	25	17.1%	+0.68
Staff Conduct	24	16.4%	+4.29
No Comments	17	11.6%	+0.18
Timeliness / Responsiveness	16	11.0%	+2.25
Listening / Acting	9	6.2%	+0.89
Resolution	8	5.5%	+1.63
Effort	6	4.1%	0.00
Quality of Work / Service	4	2.7%	+3.25
Empathy	2	1.4%	+4.00
Appointments / Convenience	1	0.7%	0.00
Consistency	1	0.7%	-3.00
Fairness	1	0.7%	+5.00
Trust	1	0.7%	+3.00
Accessibility			-
Accountability			-
Safety			-
Worker Conduct			-



There is a generally positive sentiment toward Bushbury EMB and local customer service staff: many respondents praise polite, helpful, accessible staff, prompt repairs in some cases, regular newsletters, letters, and clear communication. Several note ease of contact when visiting the office or calling, and appreciation for proactive check-ins and follow-ups.

However, consistent criticisms emerge: uneven service quality across teams and departments, slow or inconsistent repair responses, and poor follow-up when promised (callbacks often missed). Wolverhampton Homes and out-of-hours council services receive notably negative mentions compared with EMB. Communication gaps affect some tenants — difficulty getting through by phone, weak mobile signal at home, limited internet access, and reliance on written notices; some people say they do not get notifications before visits. A few report dismissive or rude higher-level staff, repeated referral to other departments, and unresolved rent or council tax issues that required escalation. Overall, strengths are staff approachability and routine communications; weaknesses are inconsistent repairs, follow-up, and broader council responsiveness, especially outside normal hours.

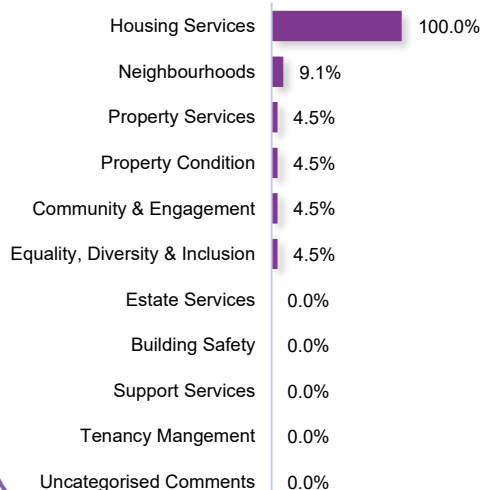
Complaints Handling

Please describe your experience of how complaints are handled.

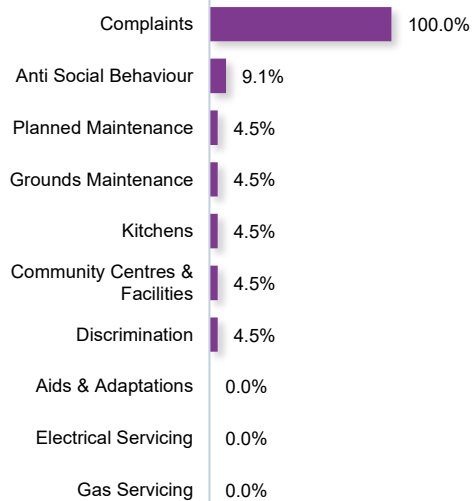
Base Size: 22



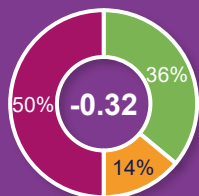
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	8	36.4%	+1.75
Timeliness / Responsiveness	6	27.3%	-1.33
Communication / Transparency	5	22.7%	-2.60
Resolution	4	18.2%	-1.25
Listening / Acting	3	13.6%	-2.67
Quality of Work / Service	2	9.1%	-2.50
Effort	1	4.5%	-5.00
Satisfaction	1	4.5%	+5.00
No Comments	1	4.5%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Staff Conduct			-
Trust			-
Worker Conduct			-



Just 22 tenants responded to this question, and these show a mixed and often negative experience with how complaints—especially anti-social behaviour (ASB) and property issues—are handled. Several respondents feel ignored, disregarded or inadequately followed up: emails and reports about long waits (e.g., for a new kitchen) or ASB are passed between teams, delayed, or left without substantive responses. Multiple comments describe slow processes, dragged-out cases, and poor resolution, increasing stress. Some cite poor communication tone—feeling treated as troublemakers and experiencing possible racial bias—and critique the quality of written correspondence.

A few respondents report quick or helpful responses: Bushbury EMB staff and some managers were praised for good handling, listening, and preventing neighbour disputes. Others note ineffective actions (letters to neighbours that did not stop behaviour) or emergency flags that produced no timely action. Overall sentiment is polarised: pockets of good, empathetic service exist, but prevalent issues are slow response, inconsistent follow-through, inadequate enforcement, and communication problems that undermine trust and satisfaction.



Trends



Year-on-Year Change

The table shows the annual results for 2025/26 against those for 2024/25. Those in green show where the results have increased, and those in purple show where they have decreased.

It should be noted, however, that with an annual margin of error of around $\pm 6.5\%$, a change of around 13 percentage points would be needed to be statistically significant, although any change can show a direction of travel; none of the changes reaches this threshold.

Satisfaction with the overall service is up 3p.p and six other measures are up this year, the most for the way Bushbury treats tenants fairly and with respect, which is up by 6p.p.

However, satisfaction with the maintenance of the communal areas remains at 80%, with five measures decreasing. These changes range from less than 1p.p for being easy to deal with to down 8p.p for the neighbourhood contribution and the handling of ASB.

	2024/25	2025/26
Overall Satisfaction	83%	86% (+3)
Well Maintained Home	79%	80% (+1)
Safe Home	81%	83% (+2)
Communal Areas	80%	80% (0)
Repairs Last 12 Months	85%	82% (-3)
Time Taken Repairs	85%	88% (+3)
Neighbourhood Contribution	78%	70% (-8)
Approach to ASB	70%	63% (-8)
Listens & Acts	70%	73% (+3)
Fairly & with Respect	83%	90% (+6)
Kept Informed	85%	88% (+3)
Easy to Deal With	85%	84% (0)
Complaints Handling	54%	48% (-6)



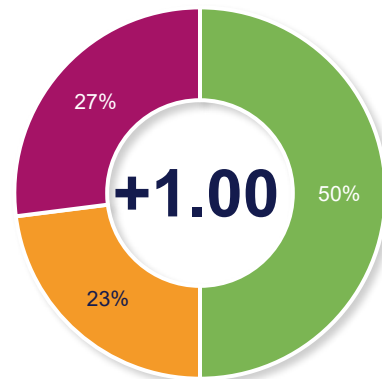
Summary

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

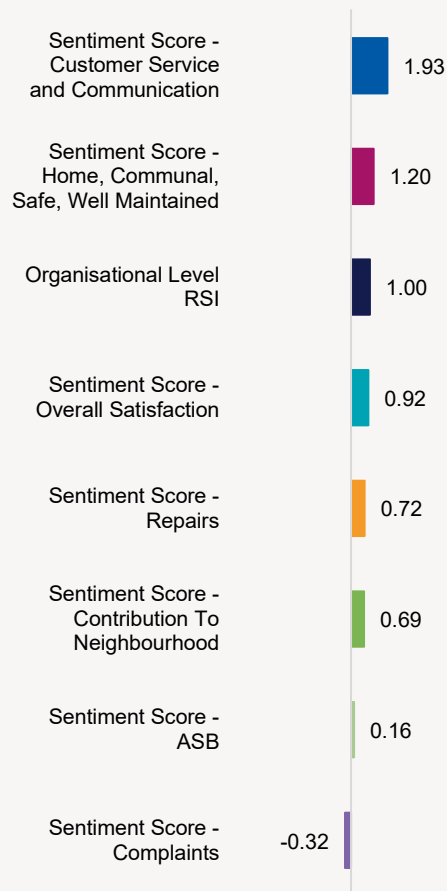
It is based exclusively on responses to the seven core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Tenants report generally prompt repairs and helpful staff, but complaints about slow major works, unresolved damp/mould, overcrowding, poor insulation, communication lapses and inconsistent contractor quality. Parking, trees, pests and antisocial behaviour also cause ongoing dissatisfaction.

The Home

Tenants generally feel homes are safe with regular gas/electrical checks and responsive repairs, but common issues include delayed or inadequate major repairs (kitchens, bathrooms, heating), damp/subsidence, pests, poor communication, accessibility and communal upkeep concerns, especially external lighting and paths.

Repairs

Mixed repair experiences: many praise prompt, polite service and quick fixes, but numerous complaints about poor-quality, recurring or incomplete work, long delays for complex jobs, inconsistent responsibility between contractors/landlords, and accessibility/health risks from unresolved issues.

Neighbourhood Contribution

Responses are mixed: many praise grass cutting, litter picks, community events, trips and support for vulnerable residents; recurring concerns include litter, fly-tipping, overflowing bins, potholes, poor verge maintenance, anti-social behaviour and inconsistent visibility/responsiveness. Overall satisfaction varies.

ASB

Mixed experiences: many report little ASB locally or timely responses, while others describe persistent issues (car racing, motorbikes, noisy neighbours) and inconsistent action. Common criticisms: limited visible enforcement, reliance on letters/online reporting, and slow or insufficient follow-up.

Customer Service & Communication

Mostly positive feedback on EMB/Bushbury customer service: staff are polite, helpful and responsive, with good newsletters. Main issues: inconsistent repairs, poor follow-ups, difficulty contacting council out of hours and variable communication from some departments. Overall generally satisfied.

Complaints

Mixed feedback: many praise specific staff and quick responses, but frequent complaints about slow, dismissive handling, poor communication, unresolved ASB issues, racism concerns, and delays in repairs. Overall service perceived as inconsistent and often unsatisfactory by several respondents.

Satisfaction with Measures



Summary



Apart from the properties managed by Wolverhampton Homes for the Council, there are also three other TMOs managing properties in the City. This report focuses on the results from the tenants managed by Bushbury Hill EMB, with separate reports for Dovecotes and New Park Village.

Satisfaction is high, with 86% satisfied with the overall service and three measures above this, including one with satisfaction at 90%, treating tenants fairly and with respect. Most measures have at least 80% satisfied, although just 63% are satisfied with the handling of ASB, and 48% with the way complaints are dealt with.

Satisfaction has generally improved a little since last year, with the overall satisfaction up 3p.p and the biggest changes for treating tenants fairly, which is up by 6p.p. However, five measures have fallen a little, the repairs service in the last 12 months (down 3p.p), being easy to deal with (down less than 1p.p), complaints handling (down 6p.p) and the contribution to the neighbourhood and handling of ASB (both down 8p.p): none of the changes are statistically significant.

Sentiment analysis has been used against seven qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +1.00, and all other subject areas have positive scores with the exception of the handling of complaints (-0.32). Analysing the sentiment scores and reading the comments will help Bushbury get a better understanding of what is driving satisfaction, and what is not working quite as well.

The results compare well against other smaller landlords, with four measures in the top quartile, including the overall service, four in the second and four in the third. This is in the context of generally increasing satisfaction across the housing sector.

Some tenants are concerned about the cost-of-living, and this can affect the way they feel about the service they receive. It is also of some concern that a quarter of tenants say they currently have problems with damp and mould in their homes, which will need to be investigated and tackled, where necessary.

The results have also been broken down into different subgroups, and this shows that those responding online are less satisfied than those completing a telephone interview. There is some evidence that satisfaction increases with age, but the other groupings have less of an influence on satisfaction.

Overall, Bushbury Hill EMB should be very pleased with these results, and they suggest that trust and support from the tenants is high.



Wolverhampton Council owns more than 21,000 homes. From the total of 949 properties managed by Bushbury Hill EMB, a total of 185 tenant responses were received.

This report just focuses on the findings from the Bushbury tenants, with separate reports for the remaining three agents and a combined report including all four.

The results and comments suggest most are happy with the services they receive, but there are some areas which could be improved, and here are some of these. Analysis of the comments will also help the Council better understand what it is like to be a Wolverhampton Council tenant.

Recommendations

Complaints management

This is again the lowest-scoring measure in this year's survey, and satisfaction has fallen 6p.p since last year. Whilst this is generally a low-scoring metric, and affects relatively few tenants, getting it right for those who make complaints is important as it shows a commitment by the landlord to treat problems seriously with the aim of putting things right. For Bushbury, tenants complain about poor communication, being passed around and some elements of bias. Some praise the actions taken, but this appears to be inconsistent with ineffective actions, such as letters which make no difference. Where landlords do well on complaints, it is usually linked to the quality of their communications, making sure tenants know what will happen and when. Resolving complaints to everyone's satisfaction is notoriously difficult, but with a stronger focus on complaint resolution, trust should be built up, and with it, satisfaction.

ASB/Communal area management

Some tenants are experiencing issues with anti-social behaviour in their area, although this is in no way a universal problem. However, problems highlighted include noise from motorbikes, dumped caravans, speeding cars, fly-tipping and neighbour disputes. This is exacerbated by issues with local parking arrangements, litter and potholes on the estates' roads. Bushbury should be aware of the main areas with issues and can focus on these, as problems of this nature can have a serious effect on tenants' lives. The current service can be inconsistent, leading to frustration, so Bushbury should aim to improve on this, to be more proactive and apply similar standards across all areas.

Repairs/Damp issues

It is of some concern that a quarter of tenants say they have problems with damp and mould in their homes, although it is not clear how serious these problems are. Since the introduction of Awaab's law in October of last year, landlords are under increased scrutiny to investigate and deal with damp problems, now facing strict timescales for action. Bushbury and the Council will be fully aware of this, but some of those complaining of damp issues may be previously unknown, so using the information from the survey can cross-reference with matters already dealt with but can highlight new cases. It is more important for the health of the tenants and the condition of the properties that these problems are dealt with as a matter of urgency, and tenants are kept in the loop of what actions are planned and when. In addition, actions to deal with damp can be affected by long delays, temporary fixes and the need to chase up jobs to be finished. This is a serious and ongoing issue which is being tackled but could take time and resources to solve completely.



Annual Demographics



Methodology

The majority of responses came from those using a telephone interview (153), with just 32 from those completing the survey online.

However, those using the online option are consistently less satisfied. On the overall service, there is a difference of 19p.p and 33p.p for the home being well maintained, and also significant differences on other measures.

It is often said that the differences are linked to age, but this is not substantially different between the two methods. Perhaps it is easier to be more critical online?

	All Tenants	Online	Telephone
Overall Satisfaction	86%	71%	90%
Well Maintained Home	80%	52%	85%
Safe Home	83%	61%	87%
Repairs Last 12 Months	82%	71%	85%
Time Taken Repairs	88%	67%	93%
Communal Areas	80%	100% *	76%
Neighbourhood Contribution	70%	43%	77%
Approach to ASB	63%	36%	72%
Listens & Acts	73%	52%	80%
Kept Informed	88%	74%	92%
Fairly & with Respect	90%	74%	93%
Easy to Deal With	84%	72%	87%
Complaints Handling	48%	44% *	50%

*Base below 10



Age Group

The results here confirm the theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

For Bushbury, this does appear to be the case with those over 60 consistently more satisfied than those under 60. All aged 75 to 84 are satisfied with the overall service, but this falls to 74% for those aged 35 to 44: this group has the least satisfaction on six other measures.

It is not entirely clear why this difference occurs; perhaps it is linked to different levels of expectation based on age and life experience. However, this is nearly always a factor and should be borne in mind when comparing with other landlords; always worth checking if the age profile is similar.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	86%	100% *	77%	74%	94%	89% *	83%	97%	100%	100% *
Well Maintained Home	80%	100% *	69%	68%	79%	88% *	83%	90%	100%	100% *
Safe Home	83%	- *	62%	70%	91%	88% *	91%	88%	100%	100% *
Repairs Last 12 Months	82%	100% *	73%	71%	81%	83% *	94%	95%	90%	100% *
Time Taken Repairs	88%	100% *	91%	83%	76%	100% *	100%	100%	80%	100% *
Communal Areas	80%	- *	50% *	75% *	100% *	100% *	100% *	100% *	50% *	- *
Neighbourhood Contribution	70%	0% *	50% *	63%	79%	29% *	87%	76%	71%	100% *
Approach to ASB	62%	0% *	33% *	45%	65%	40% *	94%	76%	60%	- *
Listens & Acts	73%	- *	63% *	59%	80%	67% *	77%	90%	71%	100% *
Kept Informed	88%	100% *	75% *	78%	93%	67% *	95%	100%	92%	100% *
Fairly & with Respect	90%	100% *	90%	88%	87%	88% *	95%	93%	87%	100% *
Easy to Deal With	84%	100% *	69%	75%	88%	86% *	95%	91%	88%	100% *
Complaints Handling	48%	- *	0% *	44% *	86% *	0% *	33% *	33% *	50% *	- *

*Base below 10



Length of Tenancy

The results are shown here by the length of tenancy. Often, those new to an organisation are the most satisfied, but for Bushbury, very few have joined in the last year.

Although satisfaction is a little varied, those with Bushbury the longest are generally the most satisfied, including 95% satisfied overall, and those of 11 to 20 years are the least, 72% overall.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	86%	100% *	91%	87%	90%	72%	95%
Well Maintained Home	80%	100% *	89%	79%	75%	65%	89%
Safe Home	83%	67% *	86%	86%	90%	71%	89%
Repairs Last 12 Months	82%	100% *	81%	80%	73%	66%	100%
Time Taken Repairs	88%	100% *	93%	80%	93%	76%	95%
Communal Areas	80%	100% *	86% *	50% *	100% *	75% *	80% *
Neighbourhood Contribution	70%	100% *	86%	67% *	69%	52%	77%
Approach to ASB	62%	100% *	71%	33% *	100% *	41%	75%
Listens & Acts	73%	100% *	78%	56% *	86% *	54%	85%
Kept Informed	88%	100% *	89%	100%	87%	75%	96%
Fairly & with Respect	90%	100% *	100%	83%	94%	78%	94%
Easy to Deal With	84%	100% *	89%	71%	80%	76%	93%
Complaints Handling	48%	- *	75% *	0% *	100% *	40%	60% *

*Base below 10



Property Type

More tenants responded from houses (163) with just 17 from bungalows and only five from flats.

The few in bungalows are consistently more satisfied than those in houses, but this is likely to be linked to the age profile of the tenants, as older tenants will be in the bungalows and younger families in the houses.

This suggests that property type is not a major factor in determining satisfaction.

	All Tenants	Bungalow	Flat	House
Overall Satisfaction	86%	94%	100% *	85%
Well Maintained Home	80%	88%	100% *	78%
Safe Home	83%	88%	80% *	82%
Repairs Last 12 Months	82%	91%	100% *	81%
Time Taken Repairs	88%	91%	100% *	88%
Communal Areas	80%	50% *	80% *	85%
Neighbourhood Contribution	70%	83%	100% *	68%
Approach to ASB	62%	80%	67% *	60%
Listens & Acts	73%	91%	75% *	71%
Kept Informed	88%	93%	100% *	87%
Fairly & with Respect	90%	86%	100% *	90%
Easy to Deal With	84%	76%	80% *	85%
Complaints Handling	48%	67% *	- *	46%

*Base below 10



Disability

Just a few (19) said they are disabled, although nine are unknown.

Those who say they are disabled are more satisfied than those who are not, 100% and 85% respectively, with the overall service.

Again, the age factor could be at play here as disabled tenants are, perhaps, more likely to be older.

	All Tenants	Yes	No	Unknown
Overall Satisfaction	86%	100%	85%	89% *
Well Maintained Home	80%	89%	79%	67% *
Safe Home	83%	89%	82%	78% *
Repairs Last 12 Months	82%	100%	81%	60% *
Time Taken Repairs	88%	93%	88%	80% *
Communal Areas	80%	100% *	79%	- *
Neighbourhood Contribution	70%	79%	68%	83% *
Approach to ASB	62%	75%	60%	75% *
Listens & Acts	73%	92%	70%	80% *
Kept Informed	88%	100%	86%	100% *
Fairly & with Respect	90%	94%	89%	86% *
Easy to Deal With	84%	89%	85%	67% *
Complaints Handling	48%	80% *	37%	67% *

*Base below 10



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:
Denise Raine: denise.raine@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

