

Your Views

Resident Satisfaction Survey Report 2025 – LB Bromley Properties



Introduction

About the Survey

In August 2025, many of you took part in an important survey. The survey was carried out via telephone and online questionnaires by an independent market research company, Acuity Research and Practice.

The survey focused on how happy you are with the way PCHA (Penge Churches Housing Association) delivers key services and maintains your homes.

The survey is also compliant with the Tenant Satisfaction Measures (TSMs), which PCHA is required to collect for the Regulator of Social Housing.

This report focuses on the results from the London Borough of Bromley (LBB) owned homes, which have been managed by PCHA since July 2024. This survey was conducted alongside a survey of all homes owned or managed by PCHA.



Many respondents made comments about PCHA and its services. Where permission was given PCHA is contacting respondents directly and putting in place an action plan to address any concerns raised.

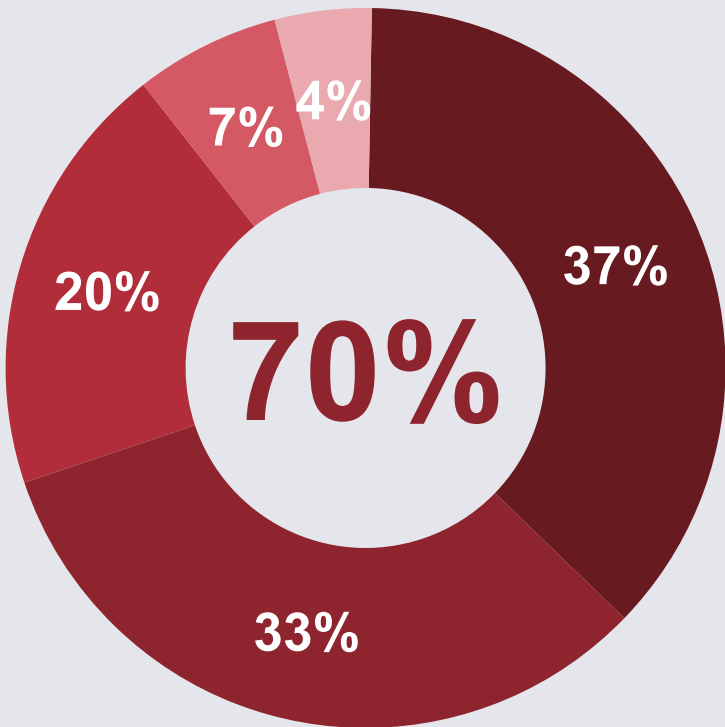
**A big thank you to
everyone who took part!**

46
residents took
part out of a total
of 142 (40 by
telephone & 6
online)

Overall Services



Seven out of ten respondents are satisfied with the overall service from PCHA (70%).



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



The Home and Neighbourhood



Around seven out of ten respondents are satisfied that their home is well maintained **(68%)**.



Slightly more respondents are satisfied that PCHA provides a home that is safe **(76%)**.



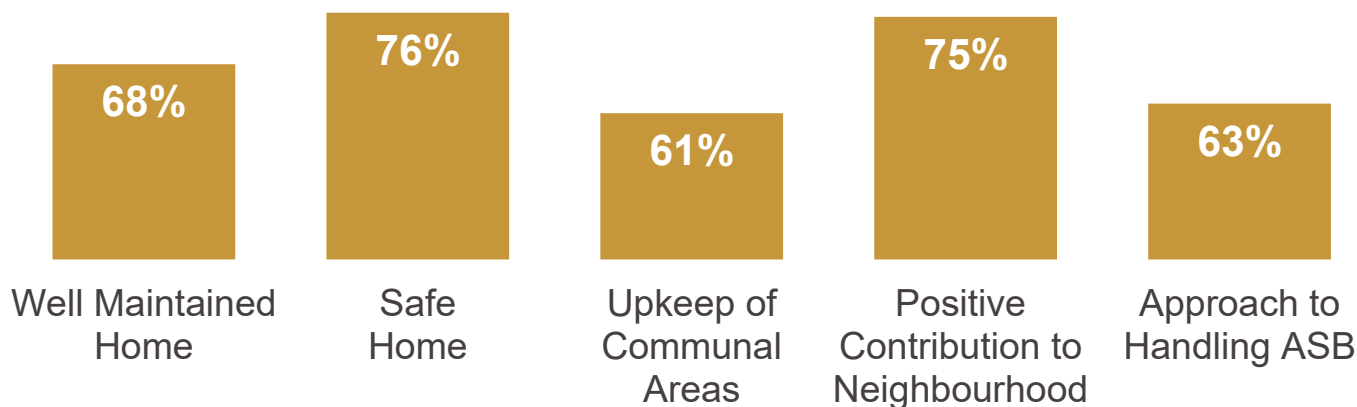
Six out of ten respondents with communal areas are satisfied that PCHA keeps these areas clean and well maintained **(61%)**.



Three-quarters of respondents are satisfied that PCHA makes a positive contribution to their neighbourhood **(75%)**.



Over six out of ten respondents are satisfied with PCHA's approach to handling anti-social behaviour **(63%)**.



Repairs and Maintenance



Around eight out of ten respondents who had a repair in the last 12 months are satisfied with the overall repairs service **(77%)**.



Slightly more respondents satisfied with the time taken to complete their most recent repair after they reported it **(81%)**.



Seven out of ten respondents are also satisfied with the way PCHA deals with repairs and maintenance generally **(71%)**.

Satisfaction with...

Repairs
Service (Last 12
months)

77%

Time Taken
(Last Repair)

81%

Repairs &
Maintenance

71%

74% of
respondents had a
repair carried out
to their home in the
last 12 months.



Customer Service and Contact



Six out of seven respondents agree that PCHA treats them fairly and with respect **(85%)**.



Seven out of ten respondents agree that PCHA is easy to deal with **(70%)**.



Around two out of three respondents agree that they trust PCHA **(65%)**.



Around nine out of ten respondents agree that staff are friendly and approachable **(88%)**.



Over half of respondents are satisfied with PCHA's approach to complaints handling **(57%)**.

38% of respondents said they had made a complaint to PCHA in the last 12 months. This does not reflect the number of recorded complaints.

85%

Treated
Fairly & with
Respect

70%

Easy to
Deal With

65%

Trust
PCHA

88%

Friendly &
Approachable
Staff

57%

Complaints
Handling

Communications and Engagement



Eight out of ten respondents are satisfied they are kept informed about things that matter to them **(79%)**.



Seven out of ten respondents are satisfied that PCHA listens to residents' views and acts upon them **(69%)**.



Over three-quarters of respondents agree that PCHA keeps them engaged in a way that suits them **(78%)**.

Satisfaction that...

Kept
Informed

79%

Listens & Acts
Upon Views

69%

Kept Suitably
Engaged

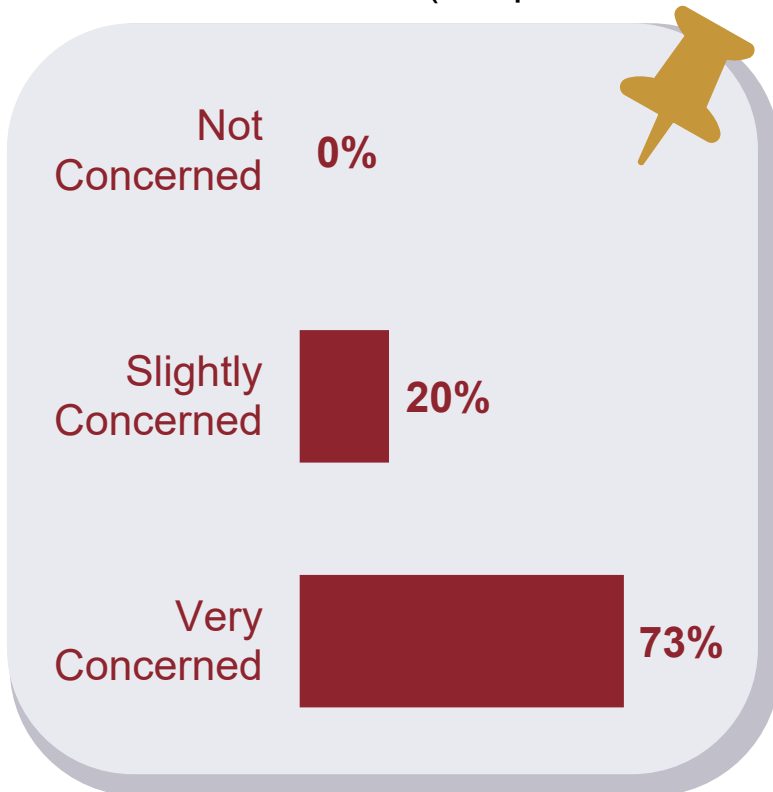
78%



Wellbeing



Respondents were also asked how concerned they are about the cost of living crisis for them personally. Around nine out of ten respondents are concerned (**93%**), including **73%** who are very concerned and **20%** who are slightly concerned. No respondents are not concerned (**7%** prefer not to say).



One-quarter of respondents stated they have damp or mould issues in their home (**25%**).



Of these respondents, **50%** have already reported the problem to PCHA. PCHA has a comprehensive management plan for such cases and is following up on all these problems individually.

Recommending PCHA



Respondents were also asked how likely they would be to recommend PCHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around half of respondents support PCHA and are happy to recommend them (**46%**), including **24%** giving a score of 10. However, **27%** of respondents are unsure, and **27%** would not recommend PCHA.



The 'Net Promoter Score' for PCHA (the percentage of respondents who would recommend PCHA minus the percentage of those who would not) is **+19**. The median for Acuity clients in 2024/25 was **+24**.

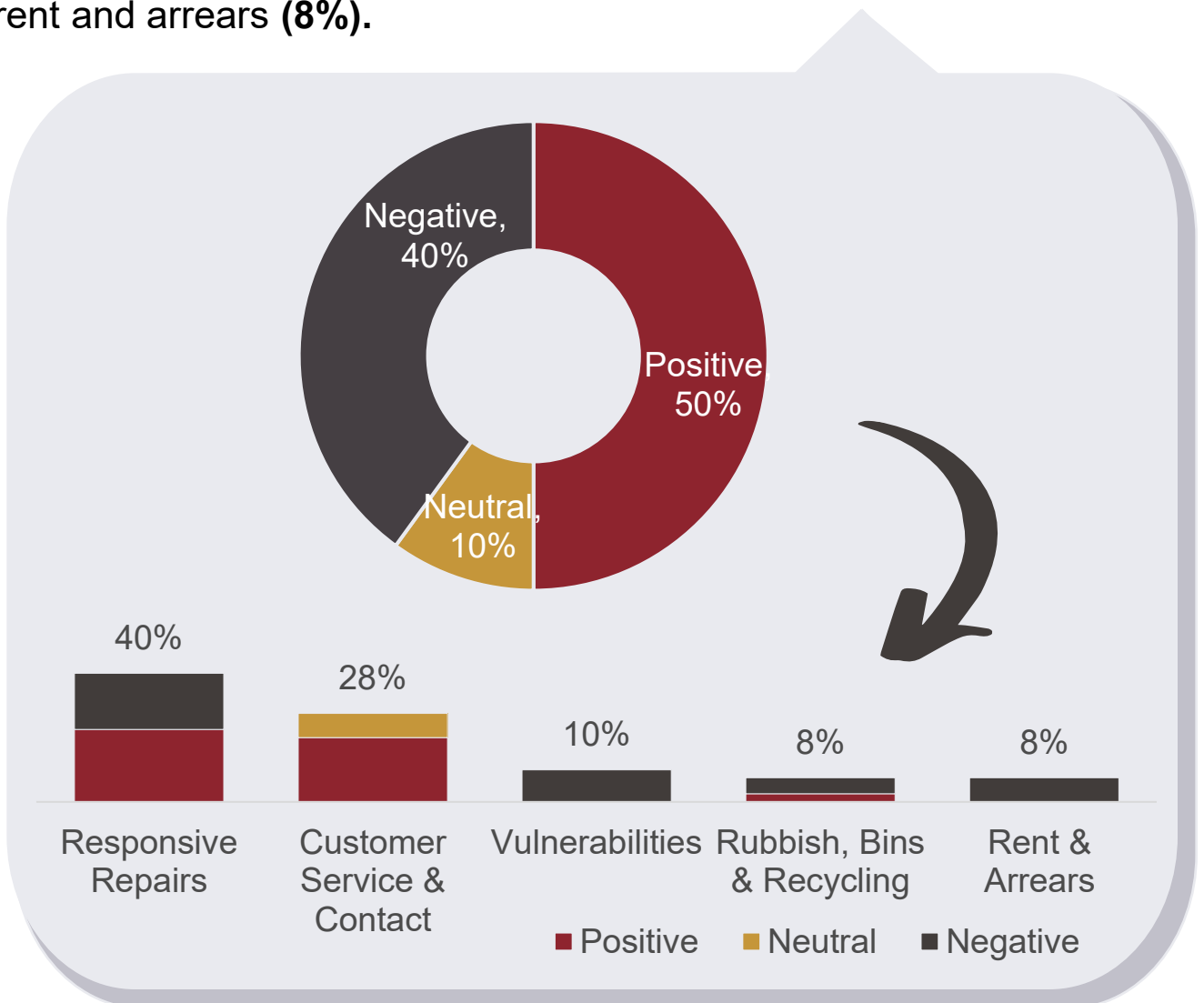


Respondents' Comments

Respondents were asked, *"Please describe your specific experiences that have shaped your view of PCHA's service"*, and 40 respondents gave comments. Half of these comments have positive sentiment (**50%**), **10%** neutral, and **40%** negative sentiment.

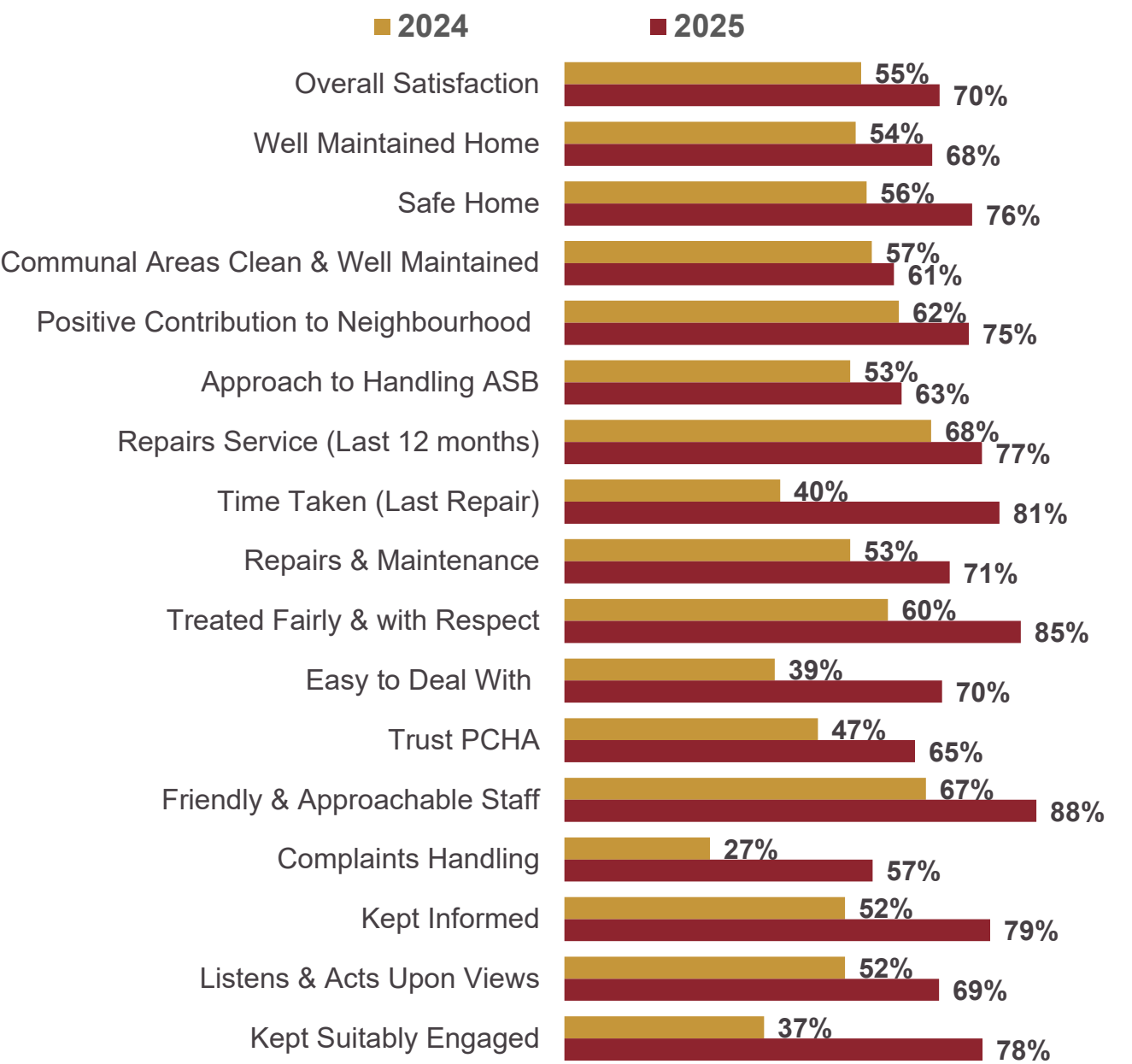


The most commonly mentioned category by respondents is responsive repairs (**40%**), followed by customer service and contact (**28%**), vulnerabilities (**10%**), rubbish, bins and recycling (**8%**) and rent and arrears (**8%**).



Comparison with Previous Survey

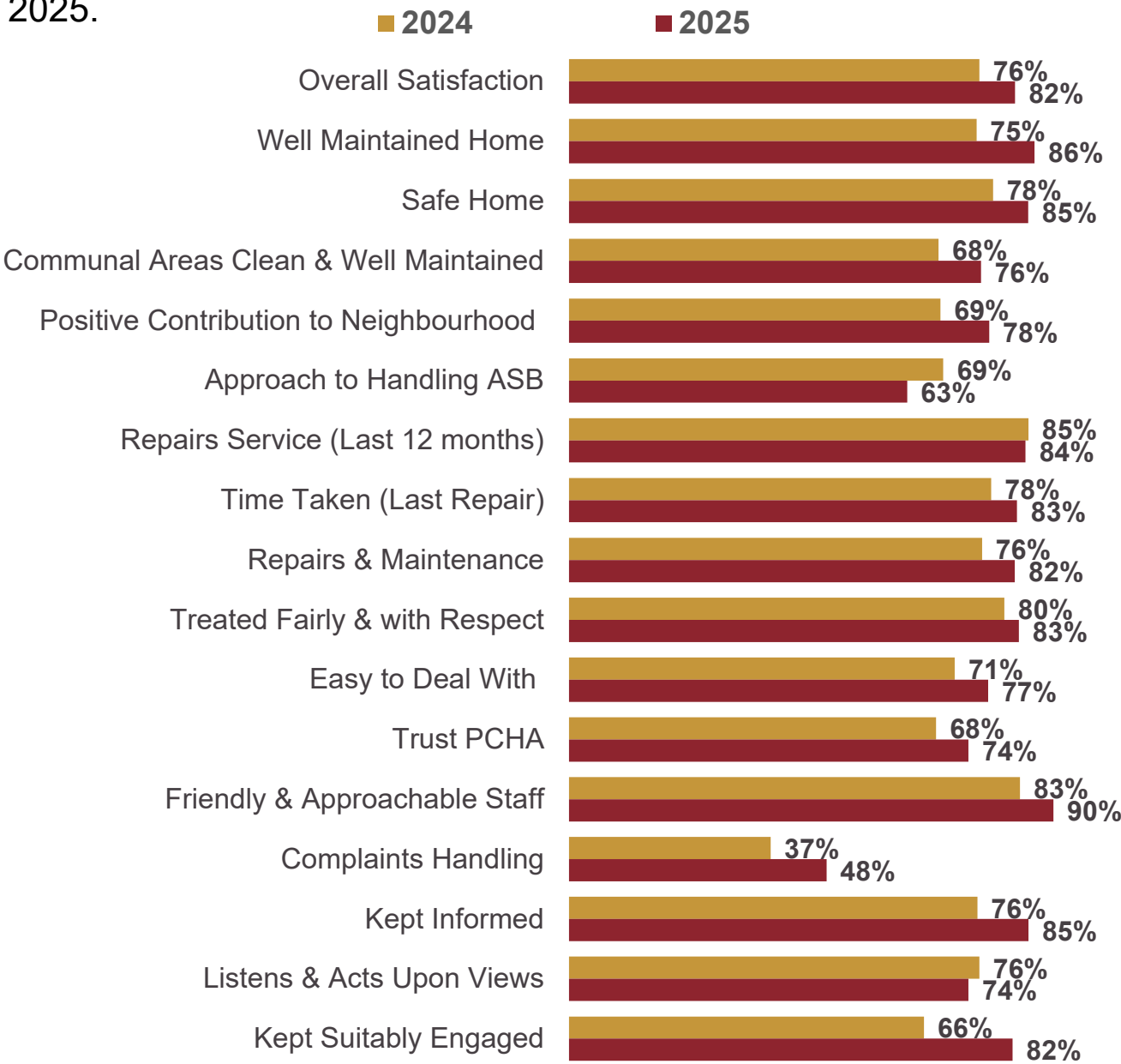
A similar survey was conducted with residents in LBB-owned homes in 2024, asking the same questions. The graph below shows the satisfaction ratings for the 2024 survey, alongside those for 2025.



As shown, the ratings have increased for all measures since the previous survey. The biggest increase has been for the time taken to complete the last repair, up by **41%**, with the smallest increase for the cleaning and maintenance of the communal areas, up by **4%**.

Comparison with Previous Survey

PCHA also conducted a similar survey this year and last year with PCHA-owned homes. The graph below shows the combined satisfaction ratings for PCHA and LBB-owned homes in 2024 and 2025.



As shown, the ratings have increased for most measures since the previous survey. The biggest increase has been for residents being kept suitably engaged, up by **16%**; however, the biggest decrease is for the handling of anti-social behaviour, down by **7%**.

Your Views

PCHA 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 are committed to contacting you to follow up on your survey responses. We may also invite you to participate in other feedback events.

Carrying out this survey is just part of the work PCHA does to involve you in developing services.

As well as publishing the results of the survey, PCHA plans to put the findings to good use by working with residents to further improve the services provided.



Thank you
once again to
everyone who
took part.

If you would like more information about the survey, please call us on 020 8659 3055 or email housing@pcha.co.uk



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