

AT A GLANCE

Thank you

Thank you to everyone who shared feedback with us over the past year. Whether you completed a survey, raised a concern, shared a compliment or joined one of our customer groups, your views are helping us improve the services we provide.



Your feedback in numbers

Results from our 2025 Tenant Satisfaction Measures survey

 89% were satisfied with the overall service from Broadacres.	 91% felt we provide a safe home.
 89% were satisfied that their home is well maintained.	 85% were satisfied with our repairs service.
 91% felt they are treated fairly and with respect.	 81% felt we listen to customers and act on feedback.
 83% were satisfied with our communication.	 73% were satisfied with how we deal with anti-social behaviour.
 55% were satisfied with our complaints handling - an increase from 36% last year, showing the improvements we've made are making a difference.	

Investing in your homes

During 2025/26 we:

 Managed 7,027 homes
 Completed 24,188 repairs
 Invested almost £26 million in repairs, maintenance and improvements
 Kept 98.5% of appointments

Improved performance for both emergency and routine repairs compared with last year.



Supporting our customers

This year we continued to provide practical help to customers who needed extra support.

 £2.52 million secured in additional income through our Money Advice Team	 98.8% customer satisfaction with the Money Advice service	 £200,208 invested through our Customer Support Fund
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Including:

- ✓ 551 food and energy vouchers
- ✓ 81 essential household appliances
- ✓ Support with carpets and flooring for 102 households



Listening and improving

Customer feedback continues to shape the way we work. This year customers helped us:

- ✓ Review our gas servicing service
- ✓ Shape our new Property Service Standards
- ✓ Improve our website
- ✓ Influence customer communications
- ✓ Interview senior colleagues, including our Chief Executive
- ✓ Help decide Community Development Fund grants



Our Customer Network grew to **468 members**, while **59 Local Monitors** continued to help improve neighborhoods across our communities.



Improving our complaints service

We know there is still more to do. This year we:

- ✓ Introduced a dedicated complaints team
- ✓ Improved communication with customers
- ✓ Enhanced contractor oversight
- ✓ Strengthened learning from complaints
- ✓ Improved compensation guidance



These changes contributed to a significant increase in customer satisfaction with complaints handling.



Better ways to contact us

During the year we:



56,532
calls answered



4 minutes 21 seconds
average answer time (a reduction from 5 mins 50 secs last year)



4.8 out of 5
average call satisfaction score



launched our new customer website with improved accessibility and easier navigation



Real stories, real impact

Behind every statistic is a person.

This year's report includes the stories of customers who:



Found greater independence after receiving housing support.



Improved their financial wellbeing through our Money Advice Team.



Helped shape our services through customer involvement.



Received support to overcome difficult life challenges.



Thank you
for helping us improve our services.

Together we're creating safe homes, stronger communities and better services for everyone.

Read the full Customer Annual Report 2025/26 at:

www.broadacres.org.uk