



Tenant Satisfaction Survey

2025/26

for:

Barking & Dagenham

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1. Introduction

Background

This report details the results of London Borough of Barking and Dagenham's 2025/26 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. The results have also been benchmarked against the Regulator of Social Housing's published national 2024/25 year end TSM figures for London local authorities.

About the survey

The survey was conducted by ARP Research between 02 October and 24 October 2025.

Telephone interviews were conducted with 1,000 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This had a TSM compliant error margin of +/- 3.0%. The quota categories were stock type, ward, property type, property size, length of tenure, age group and ethnic background. The achieved sample was of sufficient quality that no further weighting was required. There was no survey incentive.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

In 2025/2026 the TSM survey changed from previous years where the dominant methodology was email. For transparency, a separate 'control' survey was also conducted in the changeover period using the previous methodology to demonstrate 'like for like' change over time (see section 9 for more details).

For a summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary



Benchmark
London LAs

2025/26
result

Tenant Satisfaction Measures

62%	62%	TP01	satisfaction overall
65%	68%	TP02	repairs service in last 12 months
60%	68%	TP03	time taken to complete last repair
63%	60%	TP04	home is well maintained
69%	70%	TP05	home is safe
53%	54%	TP06	listens to views and acts on them
70%	55%	TP07	being kept informed
72%	72%	TP08	treated fairly and with respect
26%	24%	TP09	approach to handling complaints
63%	59%	TP10	communal areas clean and maintained
65%	54%	TP11	makes a positive contribution to area
59%	48%	TP12	approach to handling ASB

2. Executive summary

Overall satisfaction

1. Overall satisfaction with the service provided by London Borough of Barking & Dagenham Housing Services stands at 62%. This is identical to the benchmark median amongst London Boroughs from data published by Regulator of Social Housing (section 3).
2. This pattern is similar across many other survey results, with the main deviations from the London average being a considerably stronger score for the timeliness of repairs (section 5), but notably lower scores for keeping tenants informed (section 6) and both neighbourhood management questions (section 7).
3. Note that the methodology has changed this year from mainly online self-completion surveys to telephone interviews, bringing the Council in line with the standard approach in London. Whilst this means that satisfaction can't be reliably compared against the TSM results published in previous years, a 'control' survey run this year using the previous methodology suggests that satisfaction has generally remained stable (see section 9).
4. The normal variation by age group is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (76%), whilst the under 50s are significantly less satisfied with a score of 50%.
5. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. This pattern is similar to last year's, the main exception being the return of repairs satisfaction to the list.
 - Provide a home that is well maintained (60%, section 4)
 - Listen to and act on tenants' views (54%, section 6)
 - Repairs service in the last 12 months (68%, section 5)
 - Positive contribution to neighbourhood (54%, section 7)
 - Treated fairly and with respect (72%, section 6)

The home

6. The level of satisfaction amongst tenants that the Council provides a well maintained home continues to have the closest relationship to overall satisfaction within the key driver statistical model. It has been consistent over the last few surveys, standing at 60% this year. This is slightly below average compared to other London Boroughs (median 63%, section 4).
7. The assessment of buildings being in a safe condition achieves a somewhat higher satisfaction rating of 70%, being slightly above the benchmark of 69%. It is, however, somewhat lower for flats (64%).
8. The control survey suggests that satisfaction with communal cleaning and maintenance has dropped significantly, the only score to do so. Although the rating of just 59% this receives in the main TSM survey is below average for London, it is still four points of the benchmark median of 63%.

Communication

9. The second strongest driver is yet again the extent to which tenants feel they are being listened to and their views acted upon, so it is good to see that the Council's performance in this regard is on par with the London average (54% v 53% median, section 6).

2. Executive summary

10. However, almost a third of the sample remain actively dissatisfied (30%), including around a fifth (19%) that are very dissatisfied. Improving this score should therefore still be a priority for the Council.
11. Also included in the key driver list is whether tenants feel that they are being treated fairly and with respect, which is considerably higher at 72% (benchmark also 72%).
12. However, only 55% of the sample are satisfied that they are kept informed about things that matter to them, which is far below the 70% average for London. Almost a third of the sample rated it as unsatisfactory (29%).

Repairs

13. Repairs satisfaction is more strongly correlated with overall satisfaction than it was last year, being the third strongest key driver (section 3).
14. Two thirds of those that had received a repair over the last 12 months are satisfied with the service they received (68%). This score is in the top half of London Boroughs, being three points above the benchmark median of 65% (section 5).
15. The picture is even better when tenants are asked about the time taken on the last repair, where again 68% are satisfied. This is because it is the Council's strongest performing TSM measure, being eight points above average and in the top quartile across London.
16. However, there continues to be a big difference by age, with a 20% difference in both scores between the under 50s and those aged 65 or over.

Neighbourhoods

17. The rating for the positive contribution that housing services makes to the neighbourhood (54%) has been a key driver of overall satisfaction since the start of the TSM regime, but this may be due to the fact it is rated in the bottom quartile of London Boroughs (section 7).
18. Satisfaction with Housing Services' approach to handling anti-social behaviour is also in benchmark bottom quartile (48% satisfied), whilst around a quarter are very dissatisfied and well over a third are dissatisfied in total (37%).
19. Taken together, improving how people view housing service's contribution to the neighbourhood, especially with regard anti-social behaviour, should be considered as priority.

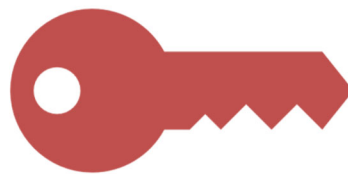
Complaints

20. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most are likely to be escalated service requests (section 8).
21. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint (30%). The equivalent proportion in Barking and Dagenham is a little lower than this at 25%.
22. At 24%, satisfaction with how complaints are managed is just slightly below the benchmark median of 26%. It is higher than average for Black or Black British residents (32%).



3. Services overall

62%
satisfied
overall



top 'key drivers'

1. home that is well maintained
2. listens and acts on views
3. repairs service in last 12 months
4. positive contribution to area
5. treated fairly and with respect



Overall tenant satisfaction is identical to the median average across all London Boroughs



The primary key drivers follow broadly the same pattern as before, led by property maintenance and communication



The wide gap in satisfaction between those aged 65+ (76%) and the under 50s (50%) is still evident



The methodology has changed this year to telephone interviews, but a parallel control suggests that on most measures satisfaction is broadly stable

3. Services overall

Overall satisfaction with the service provided by London Borough of Barking & Dagenham Housing Services stands at 62%. At the opposite end of the scale, around a fifth are actively dissatisfied (22%).

This means that the Council's overall satisfaction is **identical to the benchmark** median calculated from all London Boroughs in the Regulator of Social Housing's published TSM data from 2024/25.

This pattern is similar across many other survey results, with the main deviations from the London average being a considerably stronger score for the timeliness of repairs (section 5), but notably lower scores for keeping tenants informed (section 6) and both neighbourhood management questions (section 7).

This overall satisfaction score is considerably higher than the 54% published last year, but the difference can be accounted for by the **change in methodology** to telephone interview. Previously the survey was self-completion, predominately by email, which was out of step with other London Borough's, virtually all of whom conduct interviews either by phone or in person. The Council's shift to telephone reflects not only a broader national trend but also enables direct comparison of performance against its direct peers.

The disadvantage of this change is that satisfaction levels can't be compared directly over time, so to address this a parallel **control survey** was also conducted earlier in 2026-26 using the previous methodology to measure 'like for like' changes to bridge the transition. A summary of this analysis can be found in section 9, which found that satisfaction was **generally stable**, with the only statistically significant difference being a drop in the rating for communal cleaning and maintenance.

Note that 'statistically significant' means that the results of a standard statistics test tell us that the difference is unlikely to be down to chance. This doesn't come with absolute certainty, nor does it automatically mean that non-significant differences are meaningless, but it does highlight those that we can be the most confident about.

Key drivers

To help understand this improvement in tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

Providing a **home that is well maintained** is the most commonly occurring top key driver amongst ARP Research's clients, and repairs and maintenance is also the primary driver in the Housing Regulator's National Tenant Survey. It has also now been the strongest key driver for all three of the Council's annual TSM surveys, regardless of survey methodology, although this year it's a little less dominant.

In a similar vein, the **recent experience of repairs** is also key driver appearing at third on the list. This topic has rejoined the key driver list having been absent last year, thereby reinforcing the centrality of bricks and mortar issues to tenants when assessing the performance of Housing Services. Fortunately, the repairs service is the strongest element of the service relative to other landlords, most notably the time take to complete repairs after they're reported which is the only rating to be in the benchmark top quartile (section 5).

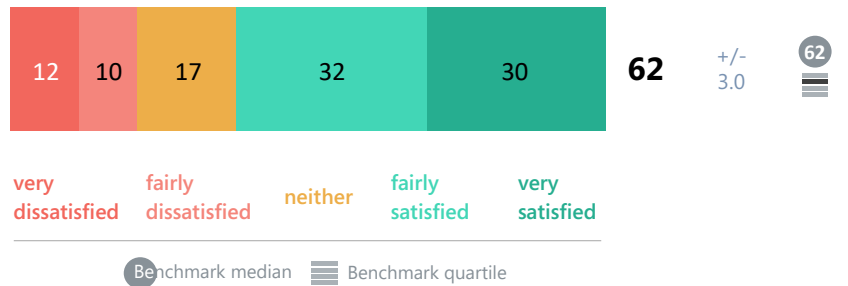
The second place key driver is the extent to which tenants feel that Housing Services **listens and acts on their views**. This is in the same position on the list as it was last year, demonstrating how the general customer experience is also strongly correlated with overall satisfaction. Indeed, being **treated fairly and with respect** is also on this list, although it is important to note that both these ratings are also at exactly the level one would expect for a London Brough (section 6).

3. Services overall

3.1 Overall satisfaction

% Base 996 | Excludes non respondents

Overall service provided by LBBB housing services



An interesting element in the key driver findings which has now appeared in all three TSM surveys so far is whether housing services makes a **positive contribution the area**. This is a less common key driver, and this year's survey provides a fresh perspective on why it seems to be important for tenants in Barking and Dagenham. The change in methodology to better align with the rest of London reveals that both this rating, and the other that asks about the approach to handling anti-social behaviour, are both 11% in the bottom quartile, therefore compare poorly against peer landlords.

By people

- The normal variation by **age group** by is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (76%), whilst the under 50s are significantly less satisfied with a score of 50%. This same pattern is evident across the majority of other survey questions, as can be seen in table 10.11.
- The pattern is more nuanced by **ethnic background**. In the previous survey **BAME** respondents were more satisfied than their White British neighbours across the board, but this year there is parity between the two groups on overall satisfaction, with only five survey ratings showing any significant difference (table 10.12).
- Respondents who have been a **tenant for 3-5 years** with the Council are significantly more satisfied than average (70%), another pattern very much evident throughout the findings (table 9.16).

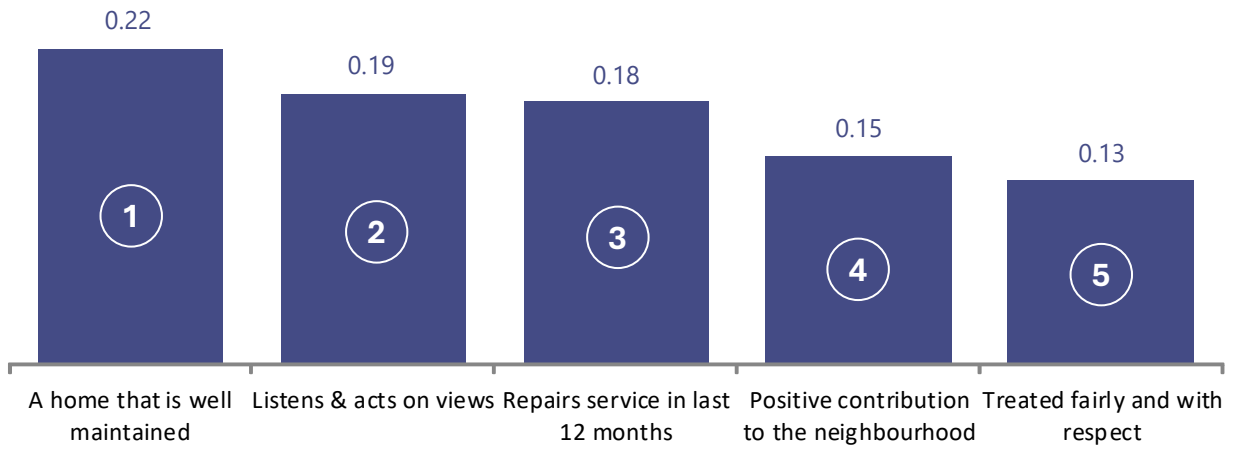
By place

- Overall satisfaction is high amongst the small group of **sheltered** tenants (85%) which is significantly above average.
- There are some significant differences in overall satisfaction by **ward**, with respondents in Heath and Thames significantly less satisfied than average (49% and 53% respectively). Heath in particular is worth noting because most of its TSM scores are significantly below average, including property maintenance, safety and ASB. Conversely, Becontree residents are now significantly more satisfied than average at 73% (table 10.13).
- Most survey respondents live in either a house or a flat, and when analysed by **property type** satisfaction is higher in the former than the latter (66% v 59%). The type of flat is also relevant here, with high rise flats having significantly lower satisfaction than other types (46% satisfied, 33% dissatisfied). Although numbering only 41 individuals, residents in maisonettes are the least satisfied group (42%, table 10.14).

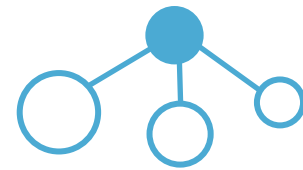
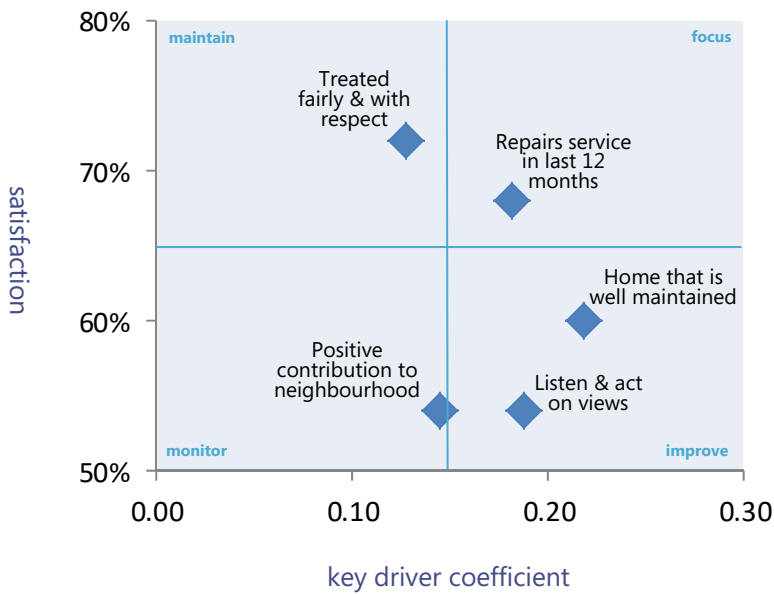
3. Services overall

3.3 Key drivers - overall satisfaction

R Square = 0.654 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.



4. The home

70%



safe condition

60%



well maintained



The maintenance of the home is still the top key driver of overall satisfaction



Although the safe condition of the home is rated on par, satisfaction with property maintenance and communal services are a little below average



Tenants living in flats are less likely to feel their home is in a safe condition

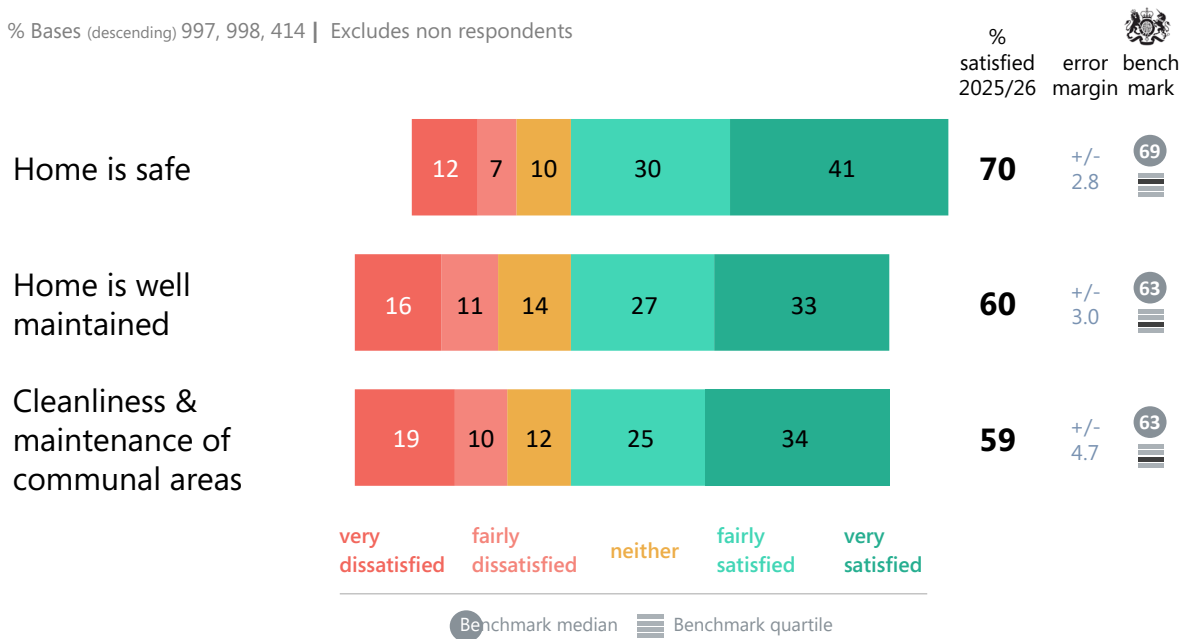


The control survey suggests that satisfaction with communal cleaning and maintenance has dropped significantly, the only score to do so

4. The home

4.1 Satisfaction with the home

% Bases (descending) 997, 998, 414 | Excludes non respondents



Whether tenants feel that the Council provides them with a home that is **well maintained** continues to have the closest relationship to overall satisfaction within the key driver statistical model (see section 3).

On this measure, 60% of respondents say that they are satisfied compared to 27% that are dissatisfied. Although this score is reasonably **close to the benchmark** median of 63%, it would need to reach at least 67% to be amongst top performers, so there is clear room for improvement. However, when comparing like-for-like results over time, this rating is static (section 9).

This perception is obviously both influenced or otherwise linked to other elements of the service, including the assessment of **building safety**, although this achieves a somewhat higher satisfaction rating on 70%, being slightly above the benchmark of 69%. This too seems to be stable, although it's important to note tenants living in flats give this a poorer rating than other groups (see below).

When the 'control' survey using the old methodology is compared against the 2024/25 TSM results, the only measure that shows a statistically significant decline is the perception of **communal repairs and maintenance** which sees a 7% decrease in the score since the previous year (see section 9).

This is obviously a potential cause for concern, although it should be remembered that only 41% of the total survey sample are asked this question, which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining.

Furthermore, although the rating of just 59% in the main TSM survey is below average for London, it is only four points off the benchmark median of 63%.

4. The home



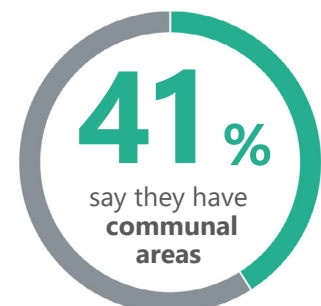
By people

- The **under 50s** remain significantly less satisfied with both property maintenance and safety, specifically the under 35s who are the least satisfied (49% and 54% respectively, see table 10.11).
- Conversely the highest ratings for maintenance and safety of the home are again to be seen amongst the over 64s (73% and 82%, respectively).
- There are, however, no significant differences by age on the standard of communal cleaning and maintenance.
- Respondents with **3-5 years'** tenure are significantly more satisfied than average both that their home is well maintained (72%) and safe (78%). Safety is also highly regarded by longstanding tenants who have been living in their home for over twenty years (76%, table 10.16).
- An interesting new distinction in the results that is that tenants from a **BAME** background are now significantly less satisfied than their White British neighbours with the safety of their homes (65% v 75%). However, this is probably because BAME respondents are far more likely to be young and to live in flats, both of which have a lower than average safety rating. Indeed, the difference disappears when both these variables are controlled for.



By place

- All three ratings in this section achieve scores that are significantly above average for tenants in **sheltered accommodation**, including 87% who feel that their home is both safe and well maintained (see table 10.17).
- The main difference by **property type** is in regard to the building being in a safe condition, with this rating being well below average for tenants living in flats (64%) and the small number of respondents in maisonettes (61%). In comparison, 75% of those living in houses are satisfied.
- This appears to be primarily high rise (51%) and mid rise (65%) flats, compared to 73% of low rise units (table 10.14)
- Property safety is also a bigger issue for tenants in the **wards** of Northbury (55%), Heath (59%) and Thames (60%) because they rate it significantly below average, although respondents in all three are also more likely to live in flats. In contrast, safety is rated significantly higher than average in Becontree (88%) and Longbridge (86%, table 10.13).
- In those areas where there are sufficient respondents, communal cleaning and maintenance is rated significantly below average in Northbury (40%).





5. Repairs

68%



service in last
12 months

68%



time taken to
complete repair



The repairs questions are the top performing repairs measures, with timeliness being ranked in the top quartile for London



The control survey suggests that this isn't a new phenomena, as the like-for-like comparison shows no change



Both repairs questions are slightly below average for tenants who live in flats



There also continues to be a big difference by age, with a 20% difference in both scores between under 50s and those 65+

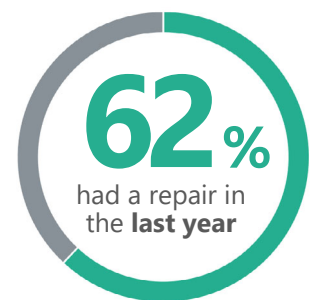
5. Repairs

Satisfaction with the repairs service is a strong predictor of overall satisfaction, having returned to the **key driver** list after having been absent last year (section 3). However, this is likely to be a positive association as repairs performance compares favourably against other London Boroughs, to the extent that repairs seems to be the standout element of the Council's housing services.

Overall, around two thirds of those that had received a repair over the last 12 months are satisfied with the **service over the last 12 months** (68%). This score is in the top half of London Boroughs, being three points above the benchmark median of 65%. This rating is also consistent with last year according to the separate control survey (section 9).

The picture is even better for the second regulatory measure that asks about the **time taken** on the last repair. In this case the satisfaction score is also 68%, which is eight points higher than the average in London. This is sufficient for the Council to be ranked in the **top quartile** of London Boroughs on this important metric, the only survey rating to reach this standard.

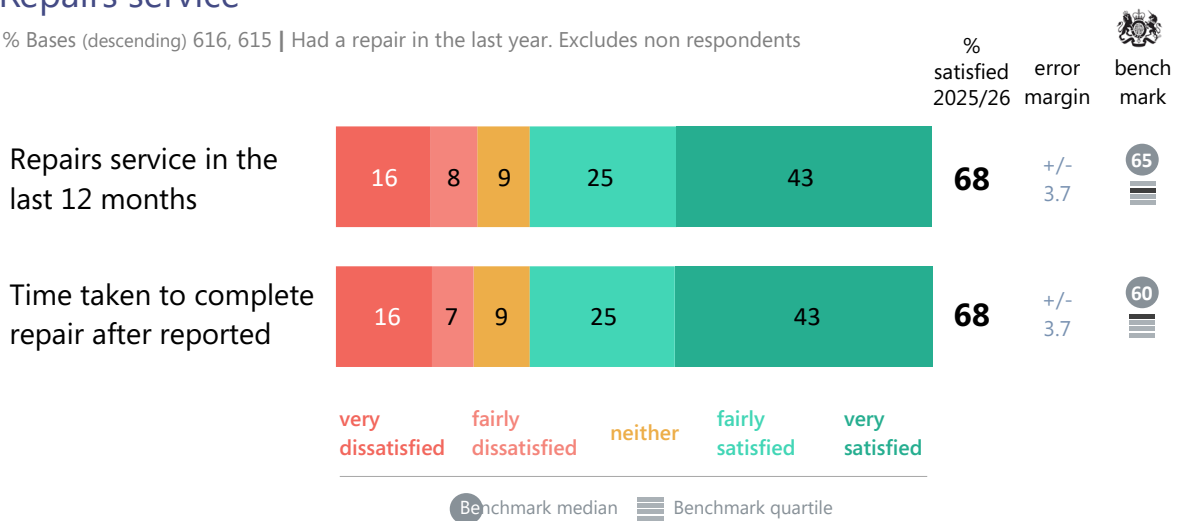
Incidentally, although individual tenants often gave slightly different response to these two questions, it just so happens that when all the answers are collated these variations almost entirely cancel one another out, resulting in very similar response totals for both.



5. Repairs

5.1 Repairs service

% Bases (descending) 616, 615 | Had a repair in the last year. Excludes non respondents



By people

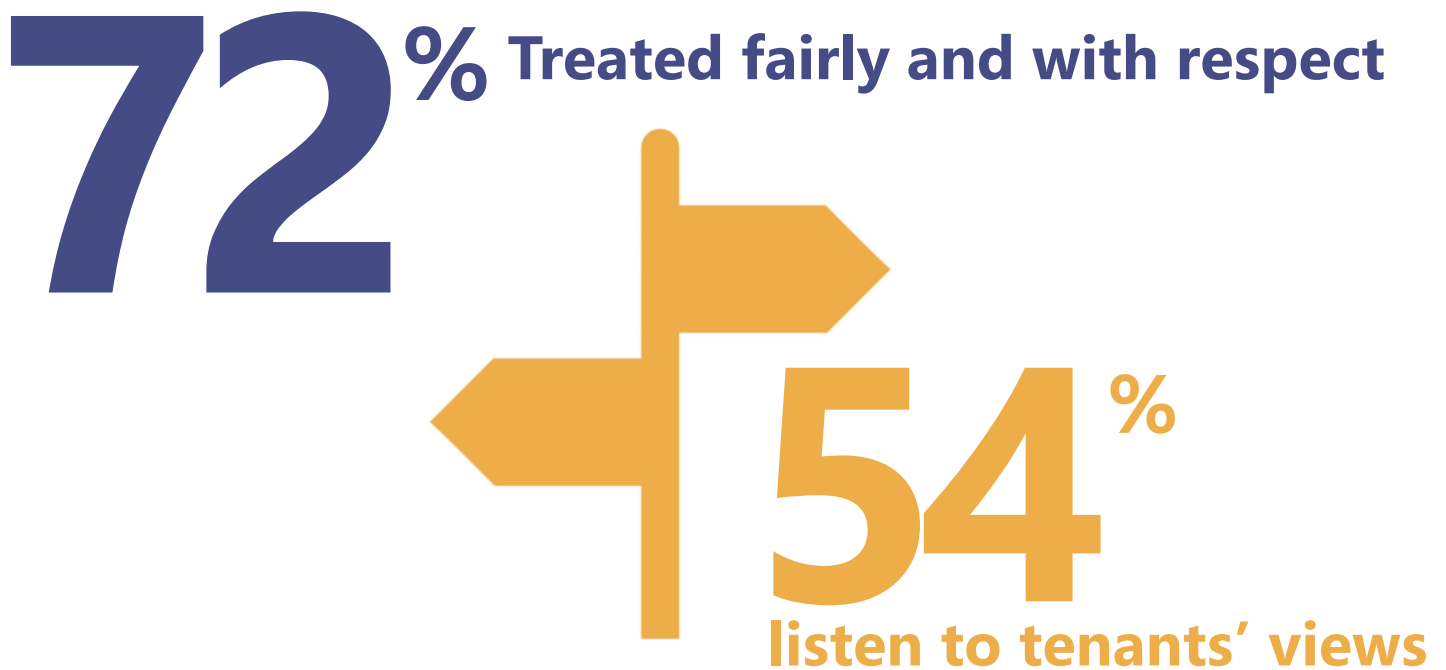
- There's a clear split in repairs between tenants that occurs around the **age of 50**, with fewer than 60% of the younger group being satisfied with both repair questions, compared to at least 70% of the older group, including 80% of those aged 65+ (see table 10.11).
- In the previous survey both scores were significantly higher for respondents from **ethnically diverse background**, but that is no longer evident in the 2025-25 results (table 10.12).
- Both scores are also higher than average for those who have been a **tenant for 3-5 years** (77% 'service in last 12 months', 76% 'time taken').

By place

- There are no statistically significant differences from the norm by **ward** with the repairs service in the last 12 months (see table 10.13).
- However, there is a significant difference in the timeliness of repairs with this rating significantly above average in Eastbrook (91%), although it's important to note only 23 individuals from that ward answered this question. The same is true for Beam (80% satisfied), with only 10 respondents.
- **Sheltered** tenants remain more satisfied than general needs on both questions on the time taken to complete the last repair (78% v 67%), but again it's important to note that this isn't a significant difference due to the small size of the sheltered sample.
- Both repairs questions are slightly below average for tenants who live in **flats** (63% service, 61% time taken) compared to houses (71% 'service', 72% 'time taken').
- This is again most extreme in high rise flats, where only 49% are satisfied with the time taken on the last completed repair, with 40% actively dissatisfied.



6. Communication



Listening to tenants and treating them fairly and respectfully continue to be key drivers of satisfaction



Although the above are on par with benchmarks, how well tenants are kept informed is in the bottom quartile



Respondents from an ethnically diverse background continue to be more positive on these measures, especially being kept informed

6. Communication

This year the second strongest predictor of overall satisfaction is once again the extent to which tenants feel they are being **listened to and their views acted upon**, so it is good to see that the Council's performance in this regard is on par with the London average (54% v 53% median).

However, it still represents barely over half of survey respondents, meaning that almost a third of the sample remain actively dissatisfied (30%), including around a fifth (19%) that are *very* dissatisfied. Improving this score should therefore still be a priority for the Council.

Also included in the key driver list is whether tenants feel that they are being **treated fairly and with respect**, so it is positive to find that this rating is considerably higher at 72%, which is once again aligned exactly with the equivalent benchmark.

Taken together, these two findings suggest that tenants are indeed weighing the customer experience as a major part of their overall perception of housing services, even if the way they are treated comes off better than the outcome.

However, probably the most interesting finding in this section of the survey is the only one that isn't a key driver of satisfaction, namely **keeping tenants informed** about things that matter to them. Only 55% of the sample are satisfied with how this is currently achieved, which is far below the 70% figure that is the average in London. Indeed, this rating is poor enough to place the score in the benchmark **bottom quartile**, with almost a third of the sample rating it as unsatisfactory.

Although there isn't any statistical evidence to prove such an assertion, it is nevertheless reasonable to suggest that should the council focus on keeping tenants better updated on both an operational and strategic level it would also provide more reassurance that action is being taken to act upon their views and requests.

By people

- Most scores are generally significantly lower than average for the under 50s and significantly above average for those of retirement age (see table 10.11).
- Once again there is a difference between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 7 points higher than the latter on all three measures, most notably with being kept informed (61% and 50% respectively).
- Respondents who have been a **tenant for 3-5 years** are significantly more positive than average with most aspects, especially being listened to (68% satisfied).

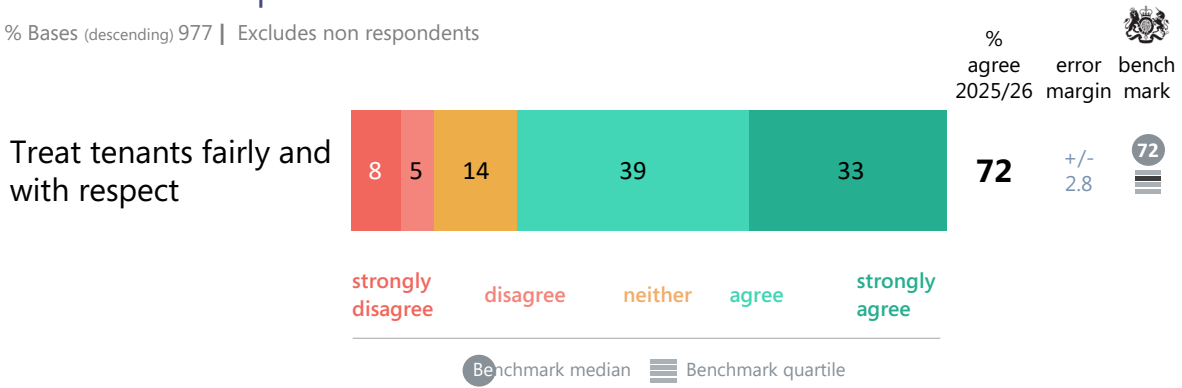
By place

- The only notable geographic differences are that respondents in **Eastbrook and Longbridge** are significantly more satisfied than average that they are listened to and kept informed, whilst the opposite is true for tenants in Heath and Chadwell Heath (table 10.13).
- Respondents in **high rise flats** are significantly less likely than average to feel that they are being either treated fairly and respectfully (60% agree) or that they are being listened to (42%, table 10.14).
- **Sheltered** tenants are on average 17% more positive than general needs tenants with every rating in this section, particularly with being kept informed (74% and 54% respectively).

6. Communication

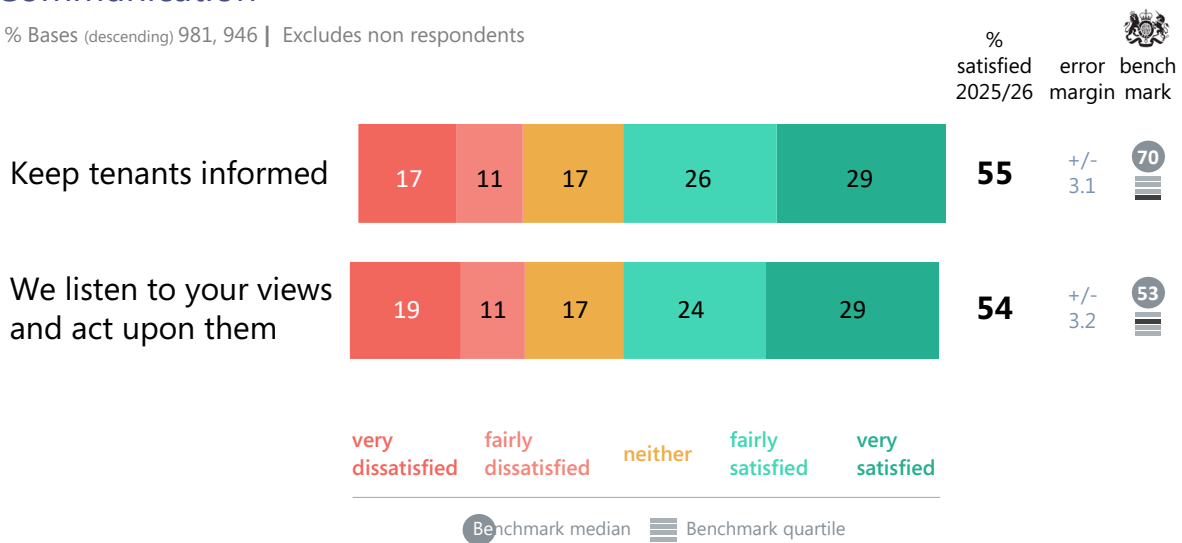
6.1 Fairness and respect

% Bases (descending) 977 | Excludes non respondents



6.2 Communication

% Bases (descending) 981, 946 | Excludes non respondents





7. Neighbourhood



Housing services positive contribution to the tenant's neighbourhood is once again a key driver of satisfaction



Both scores are in the benchmark bottom quartile



Tenants from an ethnically diverse background are significantly more satisfied than average on both counts

7. Neighbourhood

In keeping with the pattern of overall satisfaction, the perception of neighbourhood management is broadly **stable** (see section 9).

However, the score for the positive contribution that housing services makes to the neighbourhood has been a **key driver** of overall satisfaction since the start of the TSM regime (see section 3). This is potentially explained by the fact that both this question, and satisfaction with how ASB is handled, are rated in the **bottom quartile** of London Boroughs, although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in these scores.

Nevertheless, it means that whilst just over half of Barking & Dagenham tenants in the survey that responded say that they are satisfied that housing services makes a **positive contribution** (54%), this is 11% fewer than the London average. There are also over a quarter who are actively dissatisfied (29%).

The pattern is very similar for satisfaction with how **anti-social behaviour** (ASB) is handled. In this case fewer than half answer in the positive (48%), whilst around a quarter are *very* dissatisfied and well over a third are dissatisfied in total (37%). This issue appears to be most prevalent in high rise blocks, where the majority of those who responded to this question are dissatisfied (see below).

Considering that the impact that housing services' contribution to the neighbourhood is a predictor of overall satisfaction alongside the comparatively low scores in this section, improving how people view the Council's approach, especially with regard to anti-social behaviour, would be a sensible priority.

By people

- Satisfaction with the contribution to the neighbourhood is rated highest for the 65+ **age group** (63%), whilst only 43% of the under 35s say the same.
- However, there is less variation for the ASB question to the extent that none of the age groups are different from any other on that measure (table 10.11)
- Respondents with 3-5 years **length of tenure** are significantly more satisfied than average with the housing services' contribution to their neighbourhood (71%) but long term tenants (21+ years) are significantly less satisfied than average (47%).
- As also observed in previous surveys, respondents from a **BAME** background are significantly more satisfied than White British respondents with the council's contribution to where they live (64% v 48%), with a slightly smaller disparity still evident in terms of satisfaction with the approach to handling ASB (54% v 43%).

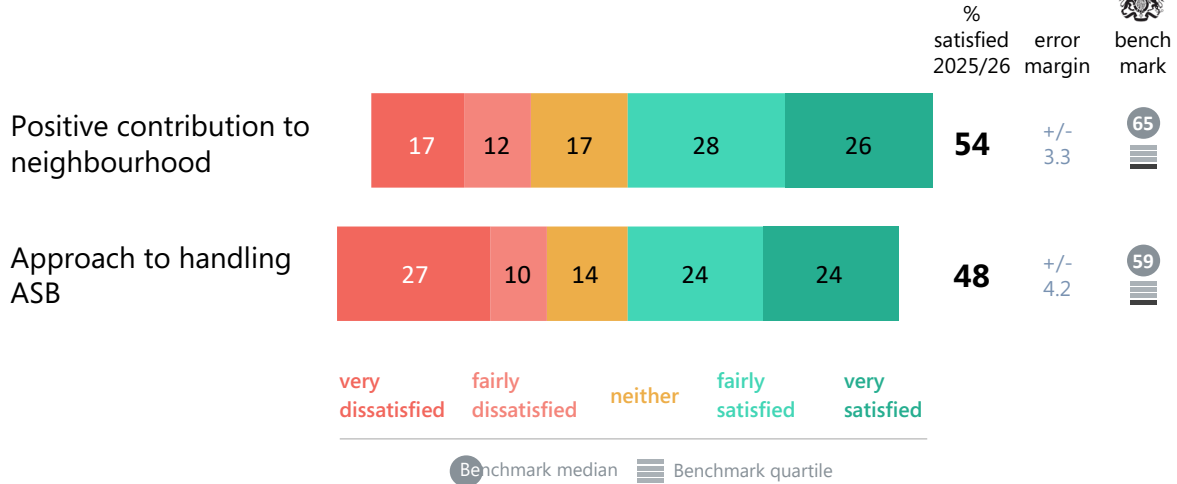
By place

- Over half of the tenants living in high rise flats are dissatisfied with the approach to handling ASB (56%), compared to just 37% satisfied. Similarly, only 38% feel that housing services makes a positive contribution to their neighbourhood (table 10.14).
- The relatively small number of residents in the Longbridge **ward** report above average levels of satisfaction with the council's contribution to their neighbourhood and how they deal with ASB (80% and 75% respectively). Satisfaction with the positive contribution is also significantly above average in Eastbrook (67%), whilst the opposite was true for residents in Gorsebrook (44%, table 7.2).
- Only a third of respondents in Heath are satisfied with how ASB is handled (32%), which is the only ward to rate it significantly lower than average.

7. Neighbourhood

7.1 Neighbourhood overall

% Bases (descending) 882, 555 | Excludes non respondents.



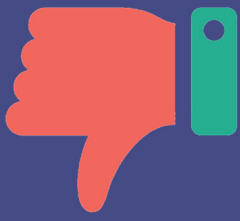
7.2 Neighbourhood by ward

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
Overall	1000	54	48
Abbey	10	62	50
Alibon	43	58	48
Beam	12	36	29
Becontree	33	66	60
Barking Riverside	21	59	67
Chadwell Heath	67	49	43
Eastbrook	37	67	62
Eastbury	85	51	50
Gascoigne	52	57	50
Goresbrook	76	44	42
Heath	86	50	32
Longbridge	22	80	75
Mayesbrook	72	49	46
Northbury	40	53	36
Parsloes	96	55	58
Thames	50	52	49
Valence	91	53	45
Village	82	64	52
Whalebone	25	52	69

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



8. Complaints

24%



complaints handling

25%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests



The proportion of complaints is lower than the Council's peers, but satisfaction is a couple of point below benchmark



Black or Black British tenants are more likely to say they complained, but also more satisfied with the response

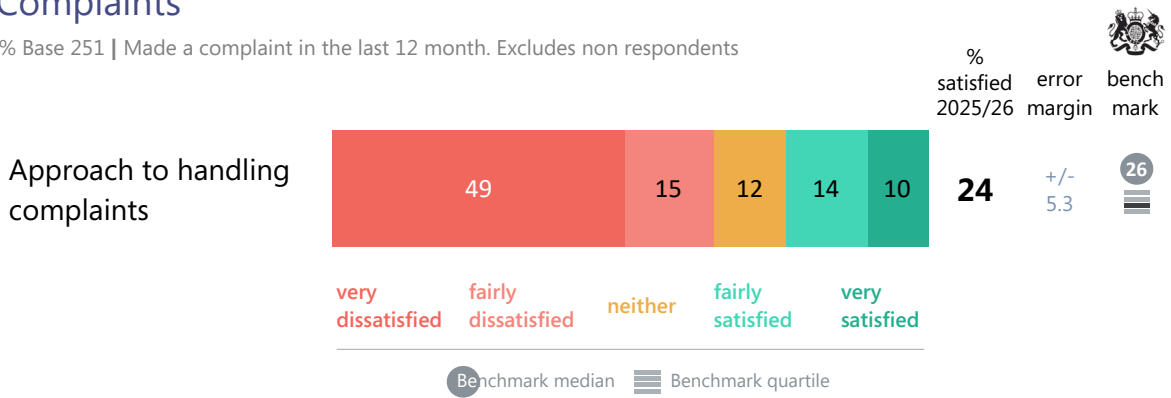


Complaints are more common from flats, especially high rise

8. Complaints

8.1 Complaints

% Base 251 | Made a complaint in the last 12 month. Excludes non respondents



The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being **escalated service requests** such as following up on issues with previously reported repairs.

Indeed, from 2024/25 data for local authority landlords in London published by the regulator, an average of 30% of survey respondents say they have **made a complaint** using this less formal definition.

It is positive to see that this figure is **lower in Barking & Dagenham**, with 25% of the sample saying that they have done so.

Satisfaction with how complaints are managed hasn't changed significantly since last year according to the control group (section 9), although at 24% it is **slightly below the benchmark** median of 26%.



8. Complaints



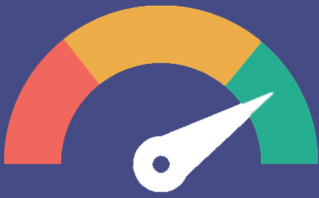
By people

- There is a slight difference by **age group** in the likelihood of making a complaint, dropping gently from 31% of the under 35s, 29% in the 35-49 group, 27% of those aged 50-64 and just 17% for the oldest group aged 65+.
- The small group of respondents (22 individuals) aged under 35 remain the least satisfied with how complaints are handled (9%), but otherwise the rest of the figures are comparable to the overall.
- The proportion of complainants is higher than average amongst those from a **Black or Black British** background (34%), but they are also significantly more likely to be satisfied with the response (32%).
- This is the primary reason why, as also seen in the previous survey, respondents from an **ethnically diverse** background remain significantly more satisfied than White British respondents with how housing services handles complaints (31% v 19%).
- Tenants who **had a repair** in the previous year continue to be more likely to say they have complained than those who have not had a repair (27% v 21%).
- **New tenants** are more likely to have made a complaint (38%), however this decreases at 1 - 2 years tenure (29%) and further still for those who have been a tenant for 3 – 5 years (25%).



By place

- People who live in **building with communal areas** are more likely to make a complaint than those that don't (31% v 21%). This is consistent with the fact that satisfaction with communal cleaning and maintenance is both a little below average (section 4) and shows evidence of having worsened since the last TSM survey (section 9).
- By extension, maisonettes (34%) and flats (30%) are the **property types** where respondents who made a complaint live, with the highest proportion being 37% amongst residents in high rise flats. This compares to 21% in houses. Satisfaction with how the complaint was handled, however, didn't notably differ.
- Twice as many **general needs** tenants than sheltered claim to have made a complaint (26% v 13%), with the latter figure representing a very small number of individuals.
- Although there is some variation by **ward** in terms of the proportion that made a complaints, none are statistically significant compared to the remainder of the sample.
- However, there is one notable significant difference in satisfaction with how such complaints are handled in Mayesbrook where only 4% of respondents are satisfied, which equates to just one out of 23 individuals.



9. Performance over time

As noted earlier in the report, the previous quarterly TSM survey conducted via self-completion methods was continued into the 2025-26 financial year to serve as a control group to provide some indication of how performance changed over time. This is because it is well known that the new telephone survey method, chosen to match the norm in London, can't reliably be compared with surveys results that are primarily generated online.

The results of the control survey are summarised in chart 9.1 and are compared against the 2024/25 published TSM figures, including the outcome of statistics tests that check whether there are any statistically significant differences between the two years.

Although there are some minor variations, these are to be expected and are within the margin of error. Indeed, the only rating that we can confidently say has changed is satisfaction with the communal cleaning and maintenance, which is down 7% in the control survey compared to last year.

Control survey technical details

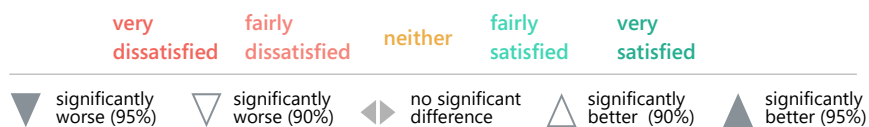
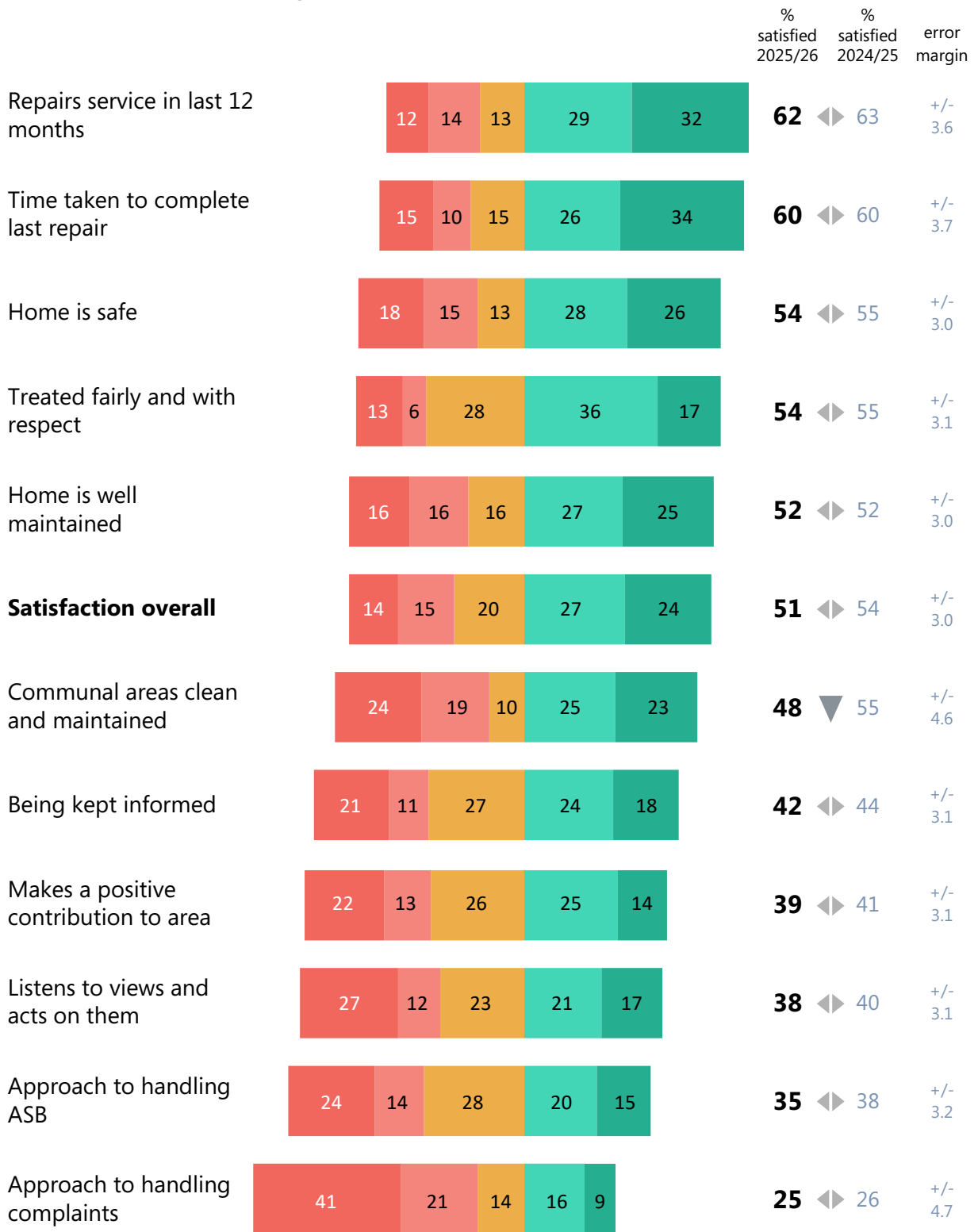
The control surveys were carried out in two waves, the first in July/August and the second in September/October 2025. Each wave was carried out with three elements:

- A paper survey was distributed to a computer-generated random sample of 885 general needs tenants, and a quarter of all sheltered tenants.. This was followed by a paper reminder in wave 1 for those that couldn't be reminded by text message.
- Concurrent with the paper survey, an email invitation (plus one reminder in wave 1) were distributed to sample members for whom an email address was available inviting them to complete the survey online, including an additional circa 1,650 general needs residents not part of the main postal survey.
- During the latter half of each wave, every sample household for whom LBBB held a mobile phone number were also texted a link to the online survey, plus one reminder in wave 2.

In total 1,107 LCRA (low cost rental accommodation) tenant households took part in the control survey, with an error margin of +/- 2.8% that is consistent with the TSM requirement. As in previous years, the final survey data was weighted by stock, age group, length of tenancy, ward and ethnic background to ensure that the survey was representative of the tenant population as a whole.

9. Performance over time

9.1 Separate **Control Survey** results





10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.11 to 10.17 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the remainder of the sample being highlighted in the tables.

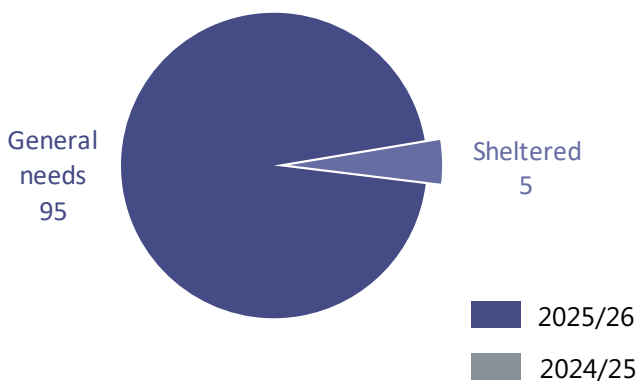
10.1 Ward

% Base 1000

	Total	% 2025/26	% 2024/25		Total	% 2025/26	% 2024/25
Abbey	10	1.0	0.7	Heath	86	8.6	8.2
Alibon	43	4.3	4.4	Longbridge	22	2.2	2.3
Beam	12	1.2	1.7	Mayesbrook	72	7.2	7.2
Becontree	33	3.3	4.4	Northbury	40	4.0	3.4
Barking Riverside	21	2.1	3.1	Parsloes	96	9.6	9.6
Chadwell Heath	67	6.7	6.4	Thames	50	5.0	4.1
Eastbrook	37	3.7	3.6	Valence	91	9.1	9.2
Eastbury	85	8.5	8.6	Village	82	8.2	8.1
Gascoigne	52	5.2	4.8	Whalebone	25	2.5	2.6
Goresbrook	76	7.6	7.7				

10.2 Stock

% Base 1000

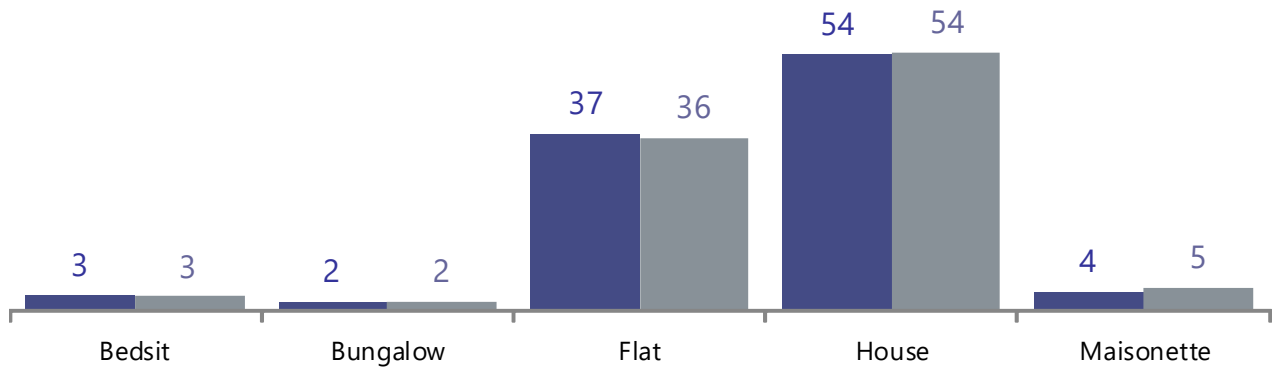


10. Respondent profile

10.3 Property type

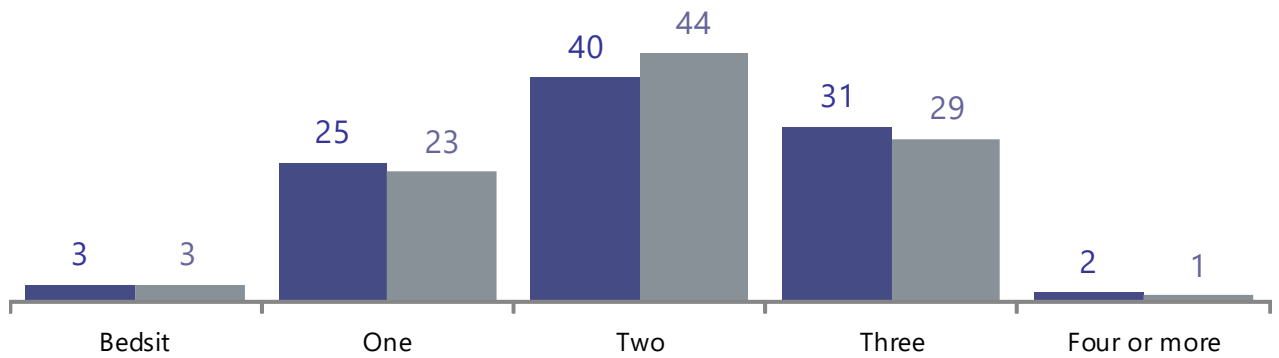
% Base 1000

2025/26
2024/25



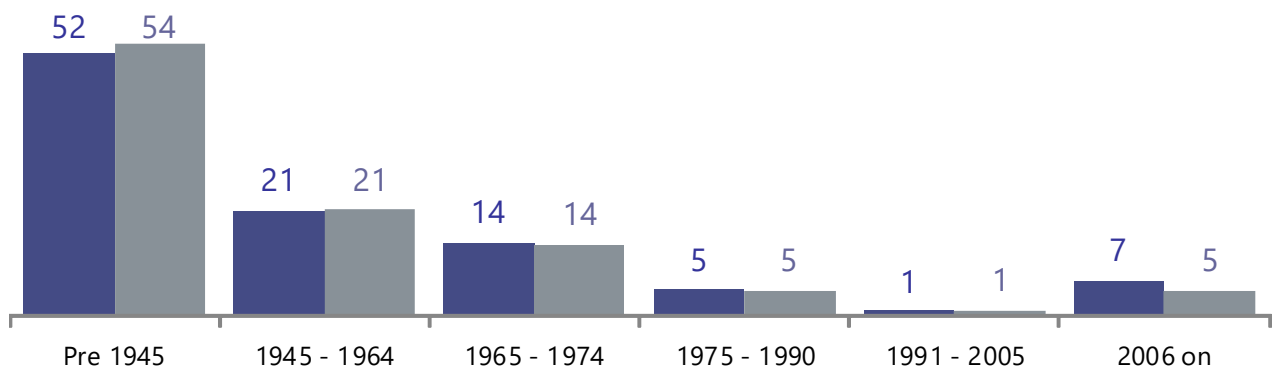
10.4 Number of bedrooms

% Base 1000



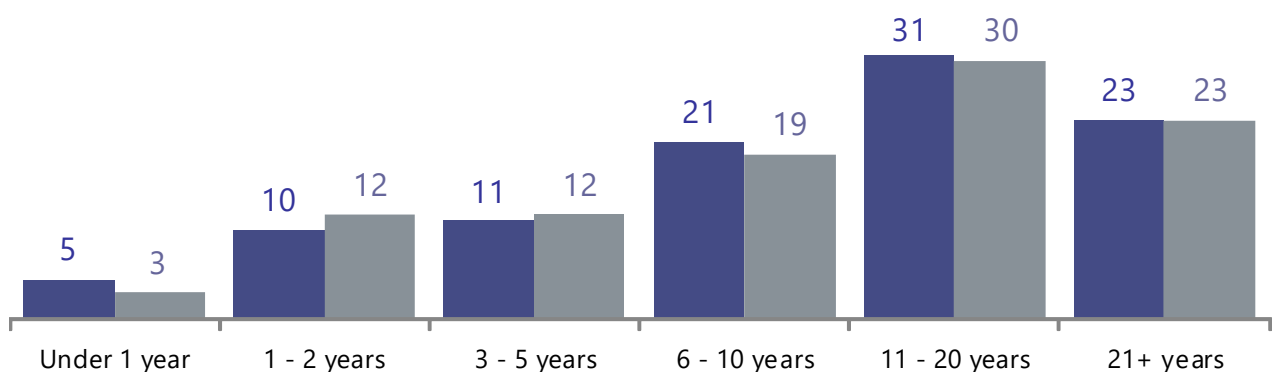
10.5 Property age

% Base 1000



10.6 Length of tenure

% Base 1000

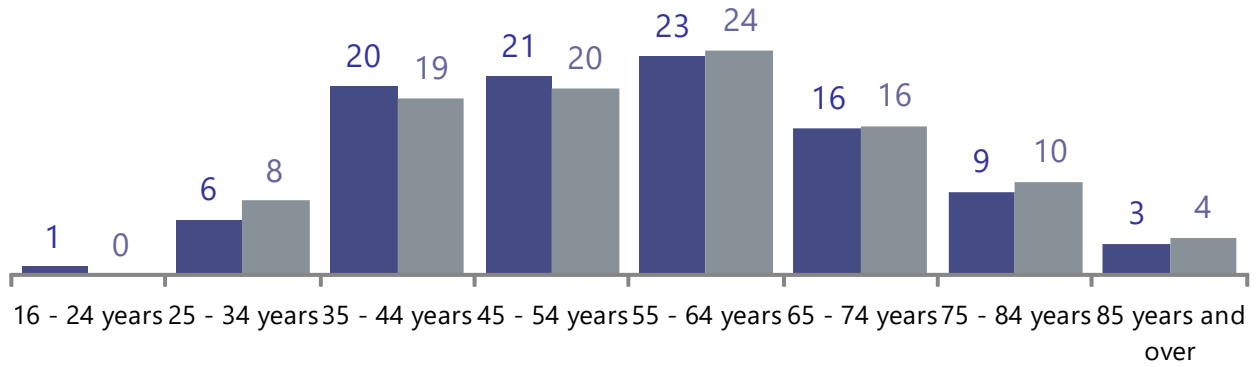


10. Respondent profile

10.7 Age

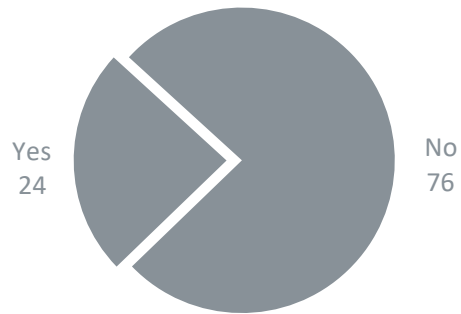
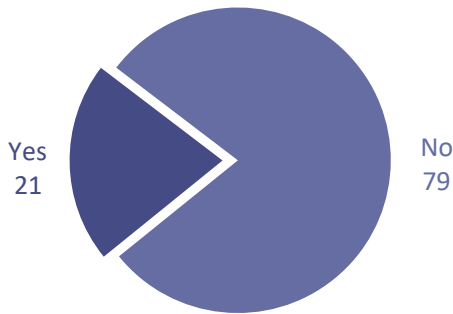
% Base 1000

2025/26
2024/25



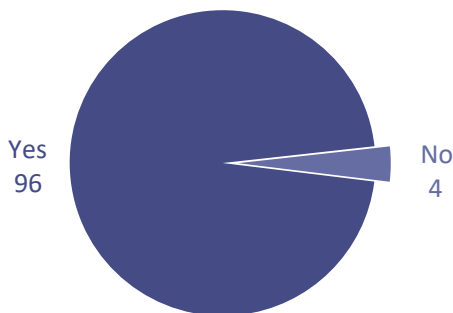
10.8 Receive housing benefit or universal credit

% Base 1000



10.9 Pay a service charge

% Base 1000



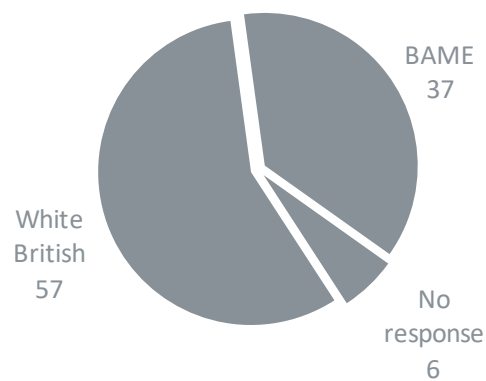
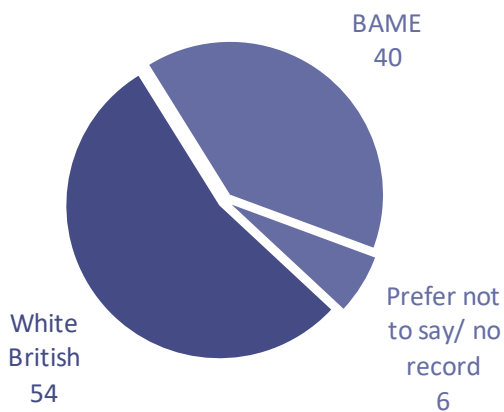
10. Respondent profile

10.10 Ethnic background

% Base 1000

2025/26
2024/25

	Total	%	%
British	542	54.2	56.7
Other White background	57	5.7	5.5
White & Black Caribbean	10	1.0	1.1
White & Black African	8	0.8	0.6
White & Asian	2	0.2	0.1
Other Mixed background	6	0.6	0.6
Indian	6	0.6	0.5
Pakistani	19	1.9	1.8
Bangladeshi	25	2.5	2.1
Chinese	1	0.1	0.2
Other Asian background	12	1.2	1.2
Caribbean	27	2.7	2.4
African	164	16.4	15.4
Other Black background	27	2.7	2.7
Arab	1	0.1	0.1
Other ethnic group	30	3.0	3.0
Prefer not to say	1	0.1	0.0
No record	62	6.2	6.0



10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	1000	70	303	347	280
Service overall	62	48	52	63	76
Repairs service in last 12 months	68	58	57	71	80
Time taken to complete last repair	68	53	59	70	80
Home is well maintained	60	49	52	58	73
Home is safe	70	54	64	70	82
Listens to views and acts upon them	54	41	42	55	67
Being kept informed	55	46	53	55	60
Treated fairly and with respect	72	61	66	72	82
Approach to handling complaints	24	9	25	27	23
Communal areas clean & well maintained	59	53	58	61	62
Positive contribution to neighbourhood	54	43	50	54	63
Approach to handling ASB	48	43	45	51	51

10.12 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	1000	542	395
Service overall	62	64	61
Repairs services in last 12 months	68	70	66
Time taken to complete last repair	68	67	67
Home is well maintained	60	59	59
Home is safe	70	75	65
Listens to views and acts upon them	54	51	57
Being kept informed	55	50	61
Treated fairly and with respect	72	71	74
Approach to handling complaints	24	19	31
Communal areas clean & well maintained	59	62	59
Positive contribution to neighbourhood	54	48	64
Approach to handling ASB	48	43	54

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail

10. Respondent profile

10.13 Core questions by ward

		% positive				
	Overall	Abbey	Alibon	Beam	Becontree	Barking Riverside
Sample size	1000	10	43	12	33	21
Service overall	62	60	63	75	73	62
Repairs service in last 12 months	68	50	71	90	85	70
Time taken to complete last repair	68	50	71	80	85	70
Home is well maintained	60	60	60	75	73	62
Home is safe	70	80	72	67	88	71
Listens to views and acts upon them	54	70	57	50	69	58
Being kept informed	55	80	50	50	64	61
Treated fairly and with respect	72	80	67	73	84	90
Approach to handling complaints	24	0	20	0	43	50
Communal areas clean & well maintained	59	67	83	0	50	71
Positive contribution to neighbourhood	54	62	58	36	66	59
Approach to handling ASB	48	50	48	29	60	67

		% positive				
	Overall	Chadwell Heath	Eastbrook	Eastbury	Gascoigne	Goresbrook
Sample size	1000	67	37	85	52	76
Service overall	62	63	68	62	60	59
Repairs service in last 12 months	68	64	79	69	72	62
Time taken to complete last repair	68	64	91	74	59	76
Home is well maintained	60	57	70	66	58	55
Home is safe	70	61	65	78	65	72
Listens to views and acts upon them	54	38	69	54	50	49
Being kept informed	55	54	76	59	50	53
Treated fairly and with respect	72	70	83	68	69	73
Approach to handling complaints	24	14	33	19	17	31
Communal areas clean & well maintained	59	69	46	75	65	50
Positive contribution to neighbourhood	54	49	67	51	57	44
Approach to handling ASB	48	43	62	50	50	42

Key

- Better @ 95% confidence
 - Better @ 90% confidence
 - Worse @ 90% confidence
 - Worse @ 95% confidence
- *see appendix for more detail

10. Respondent profile

10.13 Core questions by ward (continued)

	% positive					
	Overall	Heath	Longbridge	Mayesbrook	Northbury	Parsloes
Sample size	1000	86	22	72	40	96
Service overall	62	49	73	65	57	66
Repairs service in last 12 months	68	62	75	65	74	73
Time taken to complete last repair	68	57	75	63	63	71
Home is well maintained	60	49	82	60	55	61
Home is safe	70	59	86	82	55	72
Listens to views and acts upon them	54	44	70	54	47	60
Being kept informed	55	46	73	51	50	56
Treated fairly and with respect	72	61	86	69	68	77
Approach to handling complaints	24	22	50	4	44	35
Communal areas clean & well maintained	59	49	67	64	40	57
Positive contribution to neighbourhood	54	50	80	49	53	55
Approach to handling ASB	48	32	75	46	36	58

	% positive				
	Overall	Thames	Valence	Village	Whalebone
Sample size	1000	50	91	82	25
Service overall	62	53	63	68	64
Repairs service in last 12 months	68	63	61	60	82
Time taken to complete last repair	68	61	65	62	55
Home is well maintained	60	54	56	60	68
Home is safe	70	60	70	73	80
Listens to views and acts upon them	54	54	51	57	57
Being kept informed	55	61	47	57	52
Treated fairly and with respect	72	67	76	72	75
Approach to handling complaints	24	25	21	30	50
Communal areas clean & well maintained	59	55	39	69	60
Positive contribution to neighbourhood	54	52	53	64	52
Approach to handling ASB	48	49	45	52	69

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

10. Respondent profile

10.14 Core questions by property type

		% positive				
	Overall	Bedsit	Bungalow	Flat	House	Maisonette
Sample size	1000	32	20	370	536	41
Service overall	62	56	90	59	66	41
Repairs service in last 12 months	68	68	75	63	71	62
Time taken to complete last repair	68	74	73	61	72	67
Home is well maintained	60	56	90	60	59	51
Home is safe	70	72	90	64	75	61
Listens to views and acts upon them	54	61	80	49	56	50
Being kept informed	55	59	63	56	54	55
Treated fairly and with respect	72	77	90	70	73	68
Approach to handling complaints	24	20	0	25	22	36
Communal areas clean & well maintained	59	79	71	59	57	45
Positive contribution to neighbourhood	54	65	90	53	53	64
Approach to handling ASB	48	68	70	46	48	42

		% positive					
	Overall	High rise	Mid rise	Low rise	End terrace	Mid terrace	Semi
Sample size	1000	79	216	142	96	180	23
Service overall	62	46	57	63	70	61	78
Repairs service in last 12 months	68	60	64	65	71	64	60
Time taken to complete last repair	68	49	63	67	62	70	73
Home is well maintained	60	56	62	58	57	60	61
Home is safe	70	51	65	73	71	78	65
Listens to views and acts upon them	54	42	51	52	55	51	59
Being kept informed	55	49	60	55	62	53	48
Treated fairly and with respect	72	60	71	74	76	66	83
Approach to handling complaints	24	17	36	17	13	19	29
Communal areas clean & well maintained	59	63	60	59	59	58	-
Positive contribution to neighbourhood	54	38	61	54	63	53	50
Approach to handling ASB	48	37	49	50	29	34	40

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

10. Respondent profile

10.15 Core questions by property size

	% positive			
	Overall	One bed	Two bed	Three bed
Sample size	1000	247	397	309
Service overall	62	63	61	63
Repairs service in last 12 months	68	64	65	72
Time taken to complete last repair	68	67	69	67
Home is well maintained	60	66	56	60
Home is safe	70	73	68	70
Listens to views and acts upon them	54	54	49	58
Being kept informed	55	62	49	57
Treated fairly and with respect	72	72	70	74
Approach to handling complaints	24	23	16	36
Communal areas clean & well maintained	59	62	60	49
Positive contribution to neighbourhood	54	59	51	54
Approach to handling ASB	48	52	47	43

10.16 Core questions by length of tenure

	% positive						
	Overall	Under 1 year	1 - 2 years	3 - 5 years	6 - 10 years	11 - 20 years	21 years and over
Sample size	1000	45	103	113	205	305	229
Service overall	62	52	67	70	60	56	68
Repairs service in last 12 months	68	67	66	77	60	64	77
Time taken to complete last repair	68	62	73	76	64	62	73
Home is well maintained	60	49	69	72	58	56	59
Home is safe	70	64	69	78	69	66	76
Listens to views and acts upon them	54	45	60	68	51	49	54
Being kept informed	55	56	62	66	57	52	48
Treated fairly and with respect	72	67	77	77	71	69	73
Approach to handling complaints	24	18	33	32	27	18	23
Communal areas clean & well maintained	59	50	56	68	62	59	57
Positive contribution to neighbourhood	54	56	53	71	60	51	47
Approach to handling ASB	48	39	54	62	52	45	42

Key

- Better @ 95% confidence
 - Better @ 90% confidence
 - Worse @ 90% confidence
 - Worse @ 95% confidence
- *see appendix for more detail

10. Respondent profile

10.17 Core questions by stock type

	% positive		
	Overall	General needs	Sheltered
Sample size	1000	954	46
Service overall	62	61	85
Repairs services in last 12 months	68	68	70
Time taken to complete last repair	68	67	78
Home is well maintained	60	58	87
Home is safe	70	70	87
Listens to views and acts upon them	54	53	69
Being kept informed	55	54	74
Treated fairly and with respect	72	71	85
Approach to handling complaints	24	25	0
Communal areas clean & well maintained	59	58	74
Positive contribution to neighbourhood	54	53	76
Approach to handling ASB	48	47	70

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 02 October and 24 October 2025.

Responses

Telephone interviews were conducted with 1,000 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This had a TSM compliant error margin of +/- 3.0%.

Sampling and fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting, and to be consistent and comparable with the other London Borough's that all predominantly use this methodology. The changed from last year, when the dominant methodology was email. For transparency, a separate 'control' survey was also conducted in the changeover period using the previous methodology to demonstrate 'like for like' change over time (see section 9 for more details).

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock type, ward, property type, property size, length of tenure, age group and ethnic background. The achieved sample was of sufficient quality that no further weighting was required. There was no survey incentive.

Population

The population for the TSM survey was all 15,665 LCRA households on 3 September 2025. None were removed from the sample frame.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Appendix A. Summary of approach

Representativeness

The telephone interviews were completed to a quota sample. The characteristics by which representativeness was determined for the survey were:

Stock	Population	Achieved
General needs	95.4	95.4
Sheltered	4.6	4.6

Ward	Population	Achieved
Abbey	1.0	1.0
Alibon	4.3	4.3
Beam	1.7	1.2
Becontree	4.1	3.3
Barking Riverside	3.0	2.1
Chadwell Heath	6.3	6.7
Eastbrook	3.3	3.7
Eastbury	8.4	8.5
Gascoigne	5.1	5.2
Goresbrook	7.4	7.6
Heath	8.2	8.6
Longbridge	2.2	2.2
Mayesbrook	7.1	7.2
Northbury	3.8	4.0
Parsloes	9.6	9.6
Thames	5.2	5.0
Valence	8.9	9.1
Village	7.9	8.2
Whalebone	2.5	2.5

Property type	Population	Achieved
Bedsit	3.1	3.2
Bungalow	1.7	2.0
Flat	37.0	37.0
House	53.7	53.6
Maisonette	4.4	4.1
Caravan	0.1	0.1

Property size	Population	Achieved
Bedsit	3.1	3.1
One	23.2	24.7
Two	42.3	39.7
Three	29.9	30.9
Four or more	1.5	1.6

Length of tenure	Population	Achieved
Under 1 year	4.3	4.5
1 - 2 years	9.5	10.3
3 - 5 years	10.8	11.3
6 - 10 years	20.4	20.5
11 - 20 years	31.5	30.5
21 years and over	23.4	22.9

Age	Population	Achieved
16 - 24 years	0.7	1.0
25 - 34 years	8.1	6.0
35 - 44 years	20.0	20.3
45 - 54 years	21.7	21.3
55 - 64 years	22.9	23.4
65 - 74 years	15.3	15.7
75 - 84 years	8.0	8.9
85+ years	3.2	3.4

Ethnic background	Population	Achieved
White British	54.4	54.2
Irish	0.7	0.6
Gypsy or Irish Traveller	0.0	0.0
Any other white	5.0	5.1
White and Black Caribbean	1.1	1.0
White and Black African	0.7	0.8
White and Asian	0.2	0.2
Any other mixed	0.6	0.6
Indian	0.5	0.6
Pakistani	2.0	1.9
Bangladeshi	2.4	2.5
Chinese	0.2	0.1
Any other Asian	1.1	1.2
Caribbean background	2.5	2.7
African background	16.4	16.4
Any other Black	2.7	2.7
Arab	0.1	0.1
Any other ethnic group	3.1	3.0
Prefer not to say	0.1	0.1
No record	6.1	6.2

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against Regulator of Social Housing’s published national 2024/25 year end TSM figures for all local authorities in London. For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average. In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.



Appendix B. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Appendix B. Data summary

Representative quota sample
Count % raw % valid % top

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?

Base: 1000

1:	Very satisfied	300	30.0	30.1	62.1
2:	Fairly satisfied	319	31.9	32.0	
3:	Neither satisfied nor dissatisfied	164	16.4	16.5	
4:	Fairly dissatisfied	98	9.8	9.8	
5:	Very dissatisfied	115	11.5	11.5	
	N/R	4	0.4		

Q2 Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

Base: 1000

6:	Yes	616	61.6	61.7	
7:	No	383	38.3	38.3	
	N/R	1	0.1		

Q3 How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?

Base: 616

8:	Very satisfied	265	26.5	43.0	67.7
9:	Fairly satisfied	152	15.2	24.7	
10:	Neither satisfied nor dissatisfied	54	5.4	8.8	
11:	Fairly dissatisfied	48	4.8	7.8	
12:	Very dissatisfied	97	9.7	15.7	
	N/R	384	38.4		

Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Base: 616

13:	Very satisfied	265	26.5	43.1	67.6
14:	Fairly satisfied	151	15.1	24.6	
15:	Neither satisfied nor dissatisfied	58	5.8	9.4	
16:	Fairly dissatisfied	42	4.2	6.8	
17:	Very dissatisfied	99	9.9	16.1	
	N/R	385	38.5		

Q5 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?

Base: 1000

18:	Very satisfied	328	32.8	32.9	59.7
19:	Fairly satisfied	268	26.8	26.9	
20:	Neither satisfied nor dissatisfied	135	13.5	13.5	
21:	Fairly dissatisfied	107	10.7	10.7	
22:	Very dissatisfied	160	16.0	16.0	
	N/R	2	0.2		

Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is safe?

Base: 1000

23:	Very satisfied	405	40.5	40.6	70.4
24:	Fairly satisfied	297	29.7	29.8	

Appendix B. Data summary

	Representative quota sample			
	Count	% raw	% valid	% top
25: Neither satisfied nor dissatisfied	103	10.3	10.3	
26: Fairly dissatisfied	71	7.1	7.1	
27: Very dissatisfied	121	12.1	12.1	
28: Not applicable/ don't know	3	0.3		
N/R	0	0.0		
Q7 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services listens to your views and acts upon them?				
Base: 1000				
29: Very satisfied	277	27.7	29.3	53.6
30: Fairly satisfied	230	23.0	24.3	
31: Neither satisfied nor dissatisfied	157	15.7	16.6	
32: Fairly dissatisfied	105	10.5	11.1	
33: Very dissatisfied	177	17.7	18.7	
34: Not applicable/ don't know	54	5.4		
N/R	0	0.0		
Q8 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps you informed about things that matter to you?				
Base: 1000				
35: Very satisfied	282	28.2	28.7	54.9
36: Fairly satisfied	257	25.7	26.2	
37: Neither satisfied nor dissatisfied	169	16.9	17.2	
38: Fairly dissatisfied	108	10.8	11.0	
39: Very dissatisfied	165	16.5	16.8	
40: Not applicable/ don't know	19	1.9		
N/R	0	0.0		
Q9 To what extent do you agree or disagree with the following "Barking & Dagenham Council housing services treats me fairly and with respect"?				
Base: 1000				
41: Strongly agree	322	32.2	33.0	72.1
42: Agree	382	38.2	39.1	
43: Neither agree nor disagree	140	14.0	14.3	
44: Disagree	52	5.2	5.3	
45: Strongly disagree	81	8.1	8.3	
46: Not applicable/ don't know	23	2.3		
N/R	0	0.0		
Q10 Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?				
Base: 1000				
47: Yes	251	25.1	25.1	
48: No	748	74.8	74.9	
N/R	1	0.1		
Q11 How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?				
Base: 251				
49: Very satisfied	26	2.6	10.4	23.9
50: Fairly satisfied	34	3.4	13.5	
51: Neither satisfied nor dissatisfied	31	3.1	12.4	

Appendix B. Data summary

		Representative quota sample			
		Count	% raw	% valid	% top
52:	Fairly dissatisfied	37	3.7	14.7	
53:	Very dissatisfied	123	12.3	49.0	
	N/R	749	74.9		
Q12 Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?		Base: 1000			
54:	Yes	414	41.4	41.4	
55:	No	572	57.2	57.2	
56:	Don't know	14	1.4	1.4	
	N/R	0	0.0		
Q13 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?		Base: 414			
57:	Very satisfied	142	14.2	34.3	59.4
58:	Fairly satisfied	104	10.4	25.1	
59:	Neither satisfied nor dissatisfied	49	4.9	11.8	
60:	Fairly dissatisfied	41	4.1	9.9	
61:	Very dissatisfied	78	7.8	18.8	
	N/R	586	58.6		
Q14 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services makes a positive contribution to your neighbourhood?		Base: 1000			
62:	Very satisfied	230	23.0	26.1	54.4
63:	Fairly satisfied	250	25.0	28.3	
64:	Neither satisfied nor dissatisfied	151	15.1	17.1	
65:	Fairly dissatisfied	104	10.4	11.8	
66:	Very dissatisfied	147	14.7	16.7	
67:	Not applicable/ don't know	118	11.8		
	N/R	0	0.0		
Q15 How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to handling anti-social behaviour?		Base: 1000			
68:	Very satisfied	134	13.4	24.1	48.3
69:	Fairly satisfied	134	13.4	24.1	
70:	Neither satisfied nor dissatisfied	79	7.9	14.2	
71:	Fairly dissatisfied	56	5.6	10.1	
72:	Very dissatisfied	152	15.2	27.4	
73:	Not applicable/ don't know	445	44.5		
	N/R	0	0.0		
D101 Stock		Base: 1000			
74:	General needs	954	95.4	95.4	
75:	Sheltered	46	4.6	4.6	
	N/R	0	0.0		

Appendix B. Data summary

Representative quota sample
Count % raw % valid % top

D102 Ward		Base: 1000		
76: Abbey	10	1.0	1.0	
77: Alibon	43	4.3	4.3	
78: Beam	12	1.2	1.2	
79: Becontree	33	3.3	3.3	
80: Barking Riverside	21	2.1	2.1	
81: Chadwell Heath	67	6.7	6.7	
82: Eastbrook	37	3.7	3.7	
83: Eastbury	85	8.5	8.5	
84: Gascoigne	52	5.2	5.2	
85: Goresbrook	76	7.6	7.6	
86: Heath	86	8.6	8.6	
87: Longbridge	22	2.2	2.2	
88: Mayesbrook	72	7.2	7.2	
89: Northbury	40	4.0	4.0	
90: Parsloes	96	9.6	9.6	
91: Thames	50	5.0	5.0	
92: Valence	91	9.1	9.1	
93: Village	82	8.2	8.2	
94: Whalebone	25	2.5	2.5	
N/R	0	0.0		

D103 Property type		Base: 1000		
95: Bedsit	32	3.2	3.2	
96: Bungalow	20	2.0	2.0	
97: Flat	370	37.0	37.0	
98: House	536	53.6	53.6	
99: Maisonette	41	4.1	4.1	
100: Caravan	1	0.1	0.1	
N/R	0	0.0		

D104 Property sub-type		Base: 1000		
101: Detached	1	0.1	0.1	
102: End Terrace	96	9.6	9.6	
103: High Rise	79	7.9	7.9	
104: Low Rise	142	14.2	14.2	
105: Medium Rise	216	21.6	21.6	
106: Mid Terrace	180	18.0	18.0	
107: Semi Detached	23	2.3	2.3	
108: Unknown	263	26.3	26.3	
N/R	0	0.0		

D105 Number of bedrooms		Base: 1000		
109: Bedsit	31	3.1	3.1	
110: One	247	24.7	24.7	
111: Two	397	39.7	39.7	
112: Three	309	30.9	30.9	
113: Four or more	16	1.6	1.6	
N/R	0	0.0		

Appendix B. Data summary

Representative quota sample
Count % raw % valid % top

D106 Property age		Base: 1000		
114: Pre 1945		519	51.9	51.9
115: 1945 - 1964		209	20.9	20.9
116: 1965 - 1974		144	14.4	14.4
117: 1975 - 1990		52	5.2	5.2
118: 1991 - 2005		7	0.7	0.7
119: 2006 on		69	6.9	6.9
N/R		0	0.0	
D107 Length of tenancy		Base: 1000		
120: Under 1 year		45	4.5	4.5
121: 1 - 2 years		103	10.3	10.3
122: 3 - 5 years		113	11.3	11.3
123: 6 - 10 years		205	20.5	20.5
124: 11 - 20 years		305	30.5	30.5
125: 21 years and over		229	22.9	22.9
N/R		0	0.0	
D108 Age group		Base: 1000		
126: 16 - 24 years		10	1.0	1.0
127: 25 - 34 years		60	6.0	6.0
128: 35 - 44 years		203	20.3	20.3
129: 45 - 54 years		213	21.3	21.3
130: 55 - 64 years		234	23.4	23.4
131: 65 - 74 years		157	15.7	15.7
132: 75 - 84 years		89	8.9	8.9
133: 85 years and over		34	3.4	3.4
134: No record		0	0.0	0.0
N/R		0	0.0	
D109 Age group [summary]		Base: 1000		
135: 16-34		70	7.0	7.0
136: 35-49		303	30.3	30.3
137: 50-64		347	34.7	34.7
138: 65+		280	28.0	28.0
139: No record		0	0.0	0.0
N/R		0	0.0	
D110 Ethnic background		Base: 1000		
140: English, Welsh, Scottish, Northern Irish or British		542	54.2	54.2
141: Irish		6	0.6	0.6
142: Gypsy or Irish Traveller		0	0.0	0.0
143: Roma		0	0.0	0.0
144: Any other white background		51	5.1	5.1
145: White and Black Caribbean		10	1.0	1.0
146: White and Black African		8	0.8	0.8
147: White and Asian		2	0.2	0.2
148: Any other mixed or multiple background		6	0.6	0.6
149: Indian		6	0.6	0.6

Appendix B. Data summary

	Representative quota sample		
	Count	% raw	% valid % top
150: Pakistani	19	1.9	1.9
151: Bangladeshi	25	2.5	2.5
152: Chinese	1	0.1	0.1
153: Any other Asian background	12	1.2	1.2
154: Caribbean background	27	2.7	2.7
155: African background	164	16.4	16.4
156: Any other Black or Black British background	27	2.7	2.7
157: Arab	1	0.1	0.1
158: Any other ethnic group	30	3.0	3.0
159: Prefer not so say	1	0.1	0.1
160: No record	62	6.2	6.2
N/R	0	0.0	
D111 Ethnic background [summary]		Base: 1000	
161: White British	542	54.2	54.2
162: White other	57	5.7	5.7
163: Mixed	26	2.6	2.6
164: Asian or Asian British	63	6.3	6.3
165: Black or Black British	218	21.8	21.8
166: Other	31	3.1	3.1
167: Prefer not to say	1	0.1	0.1
168: No record	62	6.2	6.2
N/R	0	0.0	
D112 Ethnic background [simple]		Base: 1000	
169: White British	542	54.2	54.2
170: BAME	395	39.5	39.5
171: Prefer not to say	1	0.1	0.1
172: No record	62	6.2	6.2
N/R	0	0.0	
D113 Pay a service charge		Base: 1000	
173: Yes	963	96.3	96.3
174: No	37	3.7	3.7
N/R	0	0.0	
D114 Receive Housing Benefit or Universal Credit		Base: 1000	
175: Yes	212	21.2	21.2
176: No	788	78.8	78.8
N/R	0	0.0	



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