cossington
HOUSING CO-OPERATIVE LIMITED

COSSINGTON CO-OPERATIVE HOUSING ASSOCIATION

REPORT: TENANTS SATISFACTION SURVEY - 2025

PURPOSE

This report sets out to inform the management committee of the process and results of the independent tenant's consultation carried out in Jun/July 2025. The tenant's satisfaction survey was commissioned by the management committee in order to:

a) measure tenant satisfaction with the directly managed in-house staff team in accordance with the new Regulatory Requirement as set out in the Tenant Satisfaction Measures Standard.
b) Ensure that there has been an improvement in tenant satisfaction in order to benchmark the current performance against a similar independent opinion survey carried out by the landlord in August 2023.

EXECUTIVE SUMMARY

On a representative base sample, tenants have reported a comparable satisfaction level over the past two years but this is still a significant increase in overall tenant satisfaction since the termination of the management contract with Pinnacle PSG in October 2022.

Tenant satisfaction is currently reported as **88%** which is a decrease from 89% from the results two years ago, but an increase from the 65% satisfaction rating reported in January 2022 when Pinnacle PSG managed the service. This also compares favourably with an average tenant satisfaction level amongst social housing providers in England of 72.5% (as reported by Housemark - *June 2025*).

BACKGROUND

Cossington Housing Co-operative terminated the housing services contract with Pinnacle PSG in October 2022. The co-operative appointed in house staff to directly manage the housing service because it offered better value for money and offered the opportunity for an improved responsive housing service.

After almost 3 years delivering services directly the management committee Chairperson and the committee considered the need for a further independent tenant's satisfaction survey and commissioned THA Ltd to carry out the process previously undertaken for benchmarking purposes but to include additional questions in accordance with the guidance issued by the Regulator for Social Housing (RSH).

It was therefore agreed to carry out a comprehensive tenant's satisfaction survey over a four day period in late June/early July 2025. It was agreed that the tenant's satisfaction survey would be issued in both English and Gujarati.

Tenants were given advanced notice of the independent tenant's satisfaction survey by way of letter posted on 9th June 2025.

Staff from THA door knocked every household over a four day's period 20th-25th June 2025. The staff member spoke both English & Gujarati.

If the tenant was not in at the time a survey was posted through the door with a prepaid envelope with instructions for the tenants to complete and post back the survey free of charge

The survey postal deadline was Monday 7th July 2025. Any surveys received after that date have not been taken into account. (5 further surveys were received late and have not been included in the report).

If surveys did not have addresses included, these surveys were declared spoilt as it could not be validated if they had been completed by a Cossington Co-operative tenant. There were no spoilt surveys.

Once inputted all surveys were cross referenced to identify duplicated survey forms from the same household. There were no duplicated surveys.

All completed surveys will be retained in the office of THA Ltd for a period of 6 months before being confidentially destroyed.

SURVEY RESULTS

Summary

a) There are 139 homes owned by Cossington Housing Co-operative. At the time of the survey there were 2 voids (empty properties).

b) A total of 79 survey responses were received in time, equal to **58%** of tenanted households

c) **94%** of tenants knew that the housing service was now being managed by the Committee and in house staff

d) **88%** of tenants are either very satisfied (75%) or fairly satisfied (13%) with the in-house service. Although this is a fall of 1% from the overall satisfaction levels reported two years ago there is a significant improvement in tenants being 'very satisfied' with the service with an increase from 54% in 2023 to 75% in the current results.

e) **6%** of tenants are 'very dissatisfied' (1%) or 'fairly dissatisfied' (5%) with the in-house service. This is a small overall reduction in dissatisfaction compared to 8% in 2023 but a continued large reduction in dissatisfaction when compared to PA (51%) in 2017 and Pinnacle PSG (30%) in 2022.

f) **70%** of tenants have had a day-to-day repair carried out by the landlord in the past 12 months

g) **86%** of these tenants are very satisfied (67%) or fairly satisfied (19%) with the repairs service. This is a small overall increase in satisfaction from 83% two years ago but again significantly better than overall satisfaction prior to the in house management team (41% in 2018 and 59% in 2022).

h) **14%** of tenants are either very dissatisfied (9%) or fairly dissatisfied (5%) with the repairs service. This is a significant increase in overall dissatisfaction from the 8% figure reported two years ago but again a reduction in dissatisfaction from 39% in 2018 and 33% in 2022.

i) Of those tenants who have had a day-to-day repair undertaken in the past 12 months overall **82%** of tenants are either 'very satisfied' (68%) or 'fairly satisfied' (14%) with the time taken to complete the repair from the time the tenant reported it to the landlord.

j) Of those tenants who have had a day-to-day repair undertaken in the past 12 months overall **13%** of tenants are either 'very dissatisfied' (4%) or 'fairly dissatisfied' (9%) with the time taken to complete the repair from the time the tenant reported it to the landlord.

k) **86%** of tenants are either 'very satisfied' (72%) or 'fairly satisfied' (14%) that they live in a home that is well maintained.

l) **9%** of tenants are either 'very dissatisfied' (3%) or 'fairly dissatisfied' (6%) that they live in a home that is well maintained

m) **93%** of tenants are either 'very satisfied' (77%) or 'fairly satisfied' (16%) that they live in a home that is safe.

n) **6%** of tenants are either 'very dissatisfied' (3%) or 'fairly dissatisfied' (3%) that they live in a home that is safe

o) **86%** of tenants are either 'very satisfied' (62%) or 'fairly satisfied' (24%) that the co-op makes a positive contribution to your neighbourhood.

p) Only **2%** of tenants are either 'very dissatisfied' (1%) or 'fairly dissatisfied' (1%) that the co-op makes a positive contribution to your neighbourhood

q) **85%** were satisfied that they received Value for Money for their rent. This is a decrease from 91% two years ago.

r) **82%** of tenants were satisfied that service charges offered Value for Money. This is a decrease from 86% in 2023

s) A total of **86%** of tenants were either very satisfied (72%) or fairly satisfied (14**%**) that the co-op listened to tenant's views and acted upon them. This is a decrease in satisfaction when compared to 2022 (91%) but still a significant improvement from PA (33%) and the Pinnacle PSG in 2022 (59%)

t) A total of **7%** of tenants were either very dissatisfied (3%) or fairly dissatisfied (2%) that the co-op listened to tenant's views and acted upon them. This is a small overall increase from 5% three years ago but remains a decrease in dissatisfaction from the survey in 2022 Pinnacle PSG (30%) and when compared to PA (54%)

u) **89%** of tenants were either 'very satisfied' (76%) or 'fairly satisfied' (13%) that the co-op keeps tenants informed about things that matter to them

v) **94%** of tenants either 'strongly agree' (88%) or 'agree' (6%) with the statement "Cossington Housing Co-operative treats me fairly and with respect"

w) **1** tenant reported that they had made a formal complaint against the co-op within the last 12 months. That 1 tenant states that they are 'very satisfied' with the co-op's approach to complaints handling.

x) 56% of tenants reported that they live in housing that has communal areas that the co-op is responsible for. **91%** of tenants are either 'very satisfied' (82%) or 'fairly satisfied' (9%) that the co-op keeps the communal areas clean and well maintained

y) **7%** of tenants are either 'very dissatisfied' (0%) or 'fairly dissatisfied' (7%) that the co-op keeps the communal areas clean and well maintained

z) **91%** of tenants were either 'very satisfied' (78%) or 'fairly satisfied' (13%) with the co-op's approach to dealing with anti-social behaviour. No tenants were dissatisfied.

The full survey results are available in Appendix 1

<u>Comments</u>

In total, there were reported to be 18 freeform comments made by tenants on the survey forms.

Of these, there were 8 general positive comments of which 5 comments were positive about the staff performance, whilst 6 comments were negative statements about the current repairs service. It should be noted that all negative comments related to the repairs service. There were 4 comments about roads or street parking which is directly outside the co-op control.

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The total list of comments made are issued as Appendix 2.

RECOMMENDATION

The Cossington Management Committee is requested to:

1. Note the contents of the report
2. Agree to feedback results of the survey to tenants

Tom Hopkins

THA Ltd.

15th July 2025

APPENDIX 1		
Cossington Housing Co-operative - 2025	Total	%
Do you know that your housing management service is directly managed by Cossington Housing Co-op Committee members and the housing team?		
Yes	74	**94%**
No	5	6%
TOTAL	79	
Taking everything into account how satisfied or dissatisfied are you with the service provided by Cossington Housing Co-operative?		
Very Satisfied	59	**75%**
Fairly Satisfied	10	13%
Neither	5	6%
Fairly Dissatisfied	4	5%
Very Dissatisfied	1	1%
TOTAL	79	
Has Cossington Housing Co-operative carried out a repair to your home in the last 12 months?		
Yes	55	**70%**
No	24	30%
TOTAL	79	
If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Cossington Housing Co-operative over the last 12 months?'		
Very Satisfied	38	**67%**
Fairly Satisfied	11	19%
Neither	0	0%
Fairly Dissatisfied	3	5%
Very Dissatisfied	5	9%
TOTAL	57	

If yes, How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?		
Very Satisfied	38	**68%**
Fairly Satisfied	8	14%
Neither	3	5%
Fairly Dissatisfied	5	9%
Very Dissatisfied	2	4%
TOTAL	56	
How satisfied or dissatisfied are you that Cossington Housing Co-operative provides a home that is well maintained?		
Very Satisfied	57	**72%**
Fairly Satisfied	11	14%
Neither	4	5%
Fairly Dissatisfied	5	6%
Very Dissatisfied	2	3%
TOTAL	79	
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cossington Housing Cooperative provides a home that is safe?		
Very Satisfied	59	**77%**
Fairly Satisfied	12	16%
Neither	2	3%
Fairly Dissatisfied	2	3%
Very Dissatisfied	2	3%
TOTAL	77	
How satisfied or dissatisfied are you that Cossington Housing Co-operative makes a positive contribution to your neighbourhood?		
Very Satisfied	48	**62%**
Fairly Satisfied	19	24%
Neither	9	12%
Fairly Dissatisfied	1	1%
Very Dissatisfied	1	1%
TOTAL	78	

How satisfied or dissatisfied are you that your rent provides value for money?		
Very Satisfied	57	**72%**
Fairly Satisfied	10	13%
Neither	7	9%
Fairly Dissatisfied	5	6%
Very Dissatisfied	0	0%
TOTAL	79	
How satisfied or dissatisfied are you that your service charges provide value for money?		
Very Satisfied	8	**73%**
Fairly Satisfied	1	9%
Neither	1	9%
Fairly Dissatisfied	1	9%
Very Dissatisfied	0	0%
TOTAL	11	
How satisfied or dissatisfied are you that Cossington Housing Co-operative listens to your views and acts upon them?		
Very Satisfied	57	**72%**
Fairly Satisfied	11	14%
Neither	6	8%
Fairly Dissatisfied	2	3%
Very Dissatisfied	3	4%
TOTAL	79	
How satisfied or dissatisfied are you that Cossington Housing Co-operative keeps you informed about things that matter to you?		
Very Satisfied	60	**76%**
Fairly Satisfied	10	13%
Neither	6	8%
Fairly Dissatisfied	1	1%
Very Dissatisfied	2	3%
TOTAL	79	

To what extent do you agree or disagree with the following statement "Cossington Housing Co-operative treats me fairly and with respect"?		
Strongly Agree	69	**88%**
Agree	5	6%
Neither	3	4%
Disagree	1	1%
Strongly Disagree	0	0%
TOTAL	78	
Have you made a formal complaint to Cossington Housing Co-operative in the last 12 months?		
Yes	1	1%
No	78	**99%**
TOTAL	79	
If yes, 'How satisfied or dissatisfied are you with Cossington Housing Co-operative's approach to complaints handling?'		
Very Satisfied	1	**100%**
Fairly Satisfied	0	0%
Neither	0	0%
Fairly Dissatisfied	0	0%
Very Dissatisfied	0	0%
TOTAL	1	
Do you live in a building with communal areas, either inside or outside, that Cossington Housing Co-operative is responsible for maintaining?		
Yes	44	56%
No	34	44%
TOTAL	78	

If yes, how satisfied or dissatisfied are you that Cossington Housing Co-operative keeps these communal areas clean and well maintained?		
Very Satisfied	36	**82%**
Fairly Satisfied	4	9%
Neither	1	2%
Fairly Dissatisfied	3	7%
Very Dissatisfied	0	0%
TOTAL	44	
How satisfied or dissatisfied are you with Cossington Housing Co-operative's approach to handling anti-social behaviour?		
Very Satisfied	59	**78%**
Fairly Satisfied	10	13%
Neither	7	9%
Fairly Dissatisfied	0	0%
Very Dissatisfied	0	0%
TOTAL	76	

APPENDIX 2		
Comments		
Need notice before maintenance / repairs		
Have to request many times to get jobs done		
Need to hire better maintenance workmen		
If I was not satisfied with anything the housing do for my property I would not stay in my house as long as I have.		
Sheila was mentioned - "she's great".		
Very happy with the house		
Stated Sheila is very good and Rameshbhai is also good.		
All good		
To make the road one way - issues with cars trying to pass (*Burfield Street*).		
Sometimes the repairs are low quality		
Stated she 'loves' all the housing team members		
Stated Sheila is very good.		
The housing team - Sheila - Ramesh are very helpful, always addresses my needs/ repairs in a timely manner….. They are very professional. I have no issues. I love my flat, so maintained		
They should paint the outside of the house and inside replace bathroom and kitchen.		
Find subcontractors who can do a good job		
Mentioned rubbish in communal passageways but applauded Sheila & Ramesh for trying with the council		
Parking ..Garage..shops wants parking permit in place		
Sign ..blue arrow needs to be closer - they dont know if road is 2 way or not (*Melrose Street*) Resident parking would be better for the street		