

# Tenant Satisfaction Measures Survey 2024

## Finsbury Park Housing Co-op (FPHC)

### Summary of responses

The results printed below are for the FPHC Tenant Satisfaction Survey collated in April of 2024.

Overall FPHC received an approval rating of 70% based on the total returned surveys with 16.1% disapproval. The positive approval rating increases when only considering the first question (Taking everything into account, how satisfied or dissatisfied are you with the service provided by FPHC?) with an 83.4% approval of the service against 16.7% disapproval.

The survey responses show the highest percentage approval for questions 1, 5 and 10 and a significant percentage disapproval for questions 3 and 6.

Maintenance scores well but there are clearly problems that could be addressed to make improvements with regard to individual cases, response times, management of service and the cyclical maintenance programme.

Communication between the management and the membership is an issue and there is room for improvement. The perception that the standard of care and provision varies from member to member is flagged in the comments.

There have been no complaints in the last 12 months.

When it comes to neighbourhood involvement and anti-social behaviour, the results are satisfactory.

In addition, the comments returned with the surveys by five members of the coop are included.

Total number of surveys sent **37**

Total number of responses **18**

Responses as a percentage **48.6%**

Percentage of members who returned comments **13.5%**

**Overall spread as a percentage of total responses for all questions  
(out of 180 answers)**

Very satisfied **45%**  
Fairly satisfied **25%**  
Neither satisfied nor dissatisfied **11.7%**  
Fairly dissatisfied **5.9%**  
Very dissatisfied **10.6%**  
Not applicable/ don't know **2.2%**

**The following responses are recorded as a percentage of the total received for each question**

**TP01**

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by FPHC?**

Number of responses for this question **18**

Very satisfied **66.7%**  
Fairly satisfied **16.7%**  
Neither satisfied nor dissatisfied **0**  
Fairly dissatisfied **11.1%**  
Very dissatisfied **5.6%**

**TP02**

**Has FPHC carried out a repair to your home in the last 12 months?**

Yes **17**  
No **1**

**If yes, how satisfied or dissatisfied are you with the overall repairs service from FPHC over the last 12 months?**

Number of responses for this question **17**

Very satisfied **52.9%**  
Fairly satisfied **17.6%**  
Neither satisfied nor dissatisfied **11.8%**  
Fairly dissatisfied **5.9%**  
Very dissatisfied **11.8**

### **TP03**

**Has FPHC carried out a repair to your home in the last 12 months?**

Yes 17

No 1

**If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

Number of responses for this question 17

Very satisfied 47.1%

Fairly satisfied 23.5%

Neither satisfied nor dissatisfied 5.9%%

Fairly dissatisfied 0

Very dissatisfied 23.5%

### **TP04**

**How satisfied or dissatisfied are you that FPHC provides a home that is well maintained?**

Number of responses for this question 18

Very satisfied 50%

Fairly satisfied 22.2%

Neither satisfied nor dissatisfied 11.1%

Fairly dissatisfied 11.1%

Very dissatisfied 5.6%

### **TP05**

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that FPHC provides a home that is safe?**

Number of responses for this question 17

Very satisfied 58.8%

Fairly satisfied 17.6%

Neither satisfied nor dissatisfied 5.9%

Fairly dissatisfied 11.8%

Very dissatisfied 5.9%

Not applicable/ don't know 0

### **TP06**

**How satisfied or dissatisfied are you that FPHC listens to your views and acts upon them?**

Number of responses for this question **18**

Very satisfied **38.9%**  
Fairly satisfied **27.8%**  
Neither satisfied nor dissatisfied **5.6%**  
Fairly dissatisfied **5.6%**  
Very dissatisfied **22.2%**  
Not applicable/ don't know **0**

### **TP07**

**How satisfied or dissatisfied are you that FPHC keeps you informed about things that matter to you?**

Number of responses for this question **18**

Very satisfied **44.4%**  
Fairly satisfied **22.2%**  
Neither satisfied nor dissatisfied **16.7%**  
Fairly dissatisfied **5.6%**  
Very dissatisfied **11.1%**  
Not applicable/ don't know **0**

### **TP08**

**To what extent do you agree or disagree with the following "FPHC treats me fairly and with respect"?**

Number of responses for this question **18**

Strongly agree **33.3%**  
Agree **44.4%**  
Neither agree nor disagree **11.1%**  
Disagree **0**  
Strongly disagree **11.1%**  
Not applicable/ don't know **0**

### **TP09**

**Have you made a complaint to FPHC in the last 12 months?**

Yes **0**

No **18**

**If yes, how satisfied or dissatisfied are you with FPHC's approach to complaints handling?**

Number of responses for this question **1**

Given that no-one meets the criteria for the first part of this question, the one response received to this question (very satisfied) has been omitted from the results

### **TP10**

**Do you live in a building with communal areas, either inside or outside, that FPHC is responsible for maintaining?**

Yes **9**

No **9**

Don't know **0**

**If yes, how satisfied or dissatisfied are you that FPHC keeps these communal areas clean and well maintained?**

Number of responses for this question **9**

Very satisfied **55.6%**

Fairly satisfied **33.3%**

Neither satisfied nor dissatisfied **0**

Fairly dissatisfied **11.1%**

Very dissatisfied **0**

### **TP11**

**How satisfied or dissatisfied are you that FPHC makes a positive contribution to your neighbourhood?**

Number of responses for this question **16**

Very satisfied **25%**

Fairly satisfied **31.3%**

Neither satisfied nor dissatisfied **25%**

Fairly dissatisfied **0**

Very dissatisfied **6.3%**

Not applicable/ don't know **12.5%**

## TP12

### **How satisfied or dissatisfied are you with FPHC's approach to handling anti-social behaviour?**

Number of responses for this question **15**

Very satisfied **20%**

Fairly satisfied **20%**

Neither satisfied nor dissatisfied **33.3%**

Fairly dissatisfied **6.7%**

Very dissatisfied **6.7%**

Not applicable/ don't know **13.3%**

## **Tenant satisfaction feedback comments**

As an organisation FPHC was never very good at communicating. But post covid this has gone off a cliff.

We no longer have an independent rent account worker tenants can consult in confidence. The treasurer is a lot of work for a volunteer so it's no wonder if that aspect is neglected by them.

The whole business of having off management to paid for service was never put to the membership as an option.

Cyclical maintenance assessments and advice and proposals are not always followed through, completed in full nor in a timely manner.

It is difficult to know who signs off work completed by contractors.

Past work completed has not seemed up to the standards expected and it would be good to have something in place to re-assure us that we can raise such issues and have them addressed and taken seriously.

Preference seems to be given to tenants who are more assertive than others with their requirements / demands.

Property is damp and mouldy.

Difficult to request repairs and get a response.

Lack of double glazing or insulation impacts on fuel bills.

Unclear how FPHC operates or makes decisions – lack of accountability.

The 2019 cyclical (major repairs) maintenance on our house was not completed and I'm not aware of any cyclical maintenance taking place in a systematic or organised basis.

### **One respondent offered feedback on the prize draw**

This is a joke, yes? Prizes for being a good little coop member? How patronising. If this is drawn, give £50 to the homeless charity Crisis.