

20/20 Housing Co-operative – Tenant Satisfaction Measures 2023

20/20 Housing Co-operative, as a Registered Provider housing co-operative, is required to report to its tenant members on “Tenant Satisfaction Measures” – a set of measures defined by the Regulator of Social Housing - to comply with new regulatory requirements. This report outlines Tenant Satisfaction Measures for 2023.

There are two types of Tenant Satisfaction Measures the co-op is required to report to our tenant members:

- a) The satisfaction responses that 20/20 tenant members gave in the recent survey of all tenant members
- b) Statistical information about 20/20's services.

These are summarised below against the “code” given to the measures by the Regulator of Social Housing. Further information on what the regulator expects in relation to Tenant Satisfaction Measures is set out [here](#).

The Tenant Member Satisfaction Survey

Response rate - 38 survey responses were received in total (16 from an online survey and 22 from doorknocking carried out on 10th and 18th October 2023). With 58 members, this return represents a 66% response rate which is creditable. The regulator indicates that for a Registered Provider with less than 100 homes, an 80% response rate is required to achieve sampling accuracy, but they acknowledge this may “be practically difficult to achieve for many small providers” and that the type of approach used in 20/20's survey is satisfactory.

One online respondent only completed the first question (overall satisfaction) and one online respondent did not complete the last question (on anti-social behaviour).

The Tenant Satisfaction Measures

The results of the survey and tenant satisfaction measures are as follows:

TPO1 – overall satisfaction							
Question asked - Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?							
	VS	S	NSND	D	VD	Total	S%
Overall satisfaction	16	12	4	4	2	38	74

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TPO2 – satisfaction with repairs

29 tenant members stated that they had reported a repair in the last year

Question asked – how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

	VS	S	NSND	D	VD	Total	S%
Repairs satisfaction	8	14	2	3	2	29	76

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TPO3 – satisfaction with time taken to complete most recent repair

Question asked – how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

	VS	S	NSND	D	VD	Total	S%
Time taken to carry out repairs	9	11	1	3	5	29	69

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TPO4 – satisfaction that the home is well maintained

Question asked – how satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

	VS	S	NSND	D	VD	Total	S%
A well-maintained home	15	12	5	3	2	37	73

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

RP01 – homes that do not meet the decent homes standard

All of 20/20 Housing Co-op's homes meet the Government defined "Decent Homes Standard". Information on the Decent Homes Standard is available [here](#). 20/20 previously had a survey done of all its homes which found that all its homes meet the standard. Subsequently, the co-op has ensured that it has kept up to date with its planned maintenance programme.

RP02 – repairs completed within target timescale

20/20 repairs target timescales are:

- Emergency repairs should be completed within 24 hours
- Urgent repairs should be completed within 7 days
- Routine repairs should be completed within 28 days

Between October 2022 and September 2023:

- 15 out of 16 (96%) emergency repairs were carried out within target
- 43 out of 50 (92%) urgent repairs were carried out within target
- 92 out of 119 (72%) routine repairs were carried out within target

TPO5 – satisfaction that the home is safe

Question asked – thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

	VS	S	NSND	D	VD	Total	S%
A safe home	20	11	4	1	1	37	84

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

BS01 – gas safety checks

All of 20/20 Housing Co-op's homes have up to date gas safety certificates provided by a "Gas Safe" contractor.

BS02 – fire safety checks

All of 20/20 Housing Co-op's communal areas had a full fire risk assessment (FRA) carried out in 2018 by a contractor trained by the Fire Service. Since then, there have been regular inspections of communal areas. However, it is a requirement that FRAs are carried out every 4 years, meaning that new FRAs are due. The committee has commissioned new FRAs and these will be carried out before the end of 2023.

BS03 – asbestos safety checks

Asbestos safety checks were carried out in 2018. The committee was informed at that time no asbestos was found, but the new service provider has indicated that some reports were inconclusive. The committee has therefore commissioned new safety checks.

BS04 – water safety checks

Water safety checks relate to whether there are any places where water collects and could carry legionella bacteria. The committee were informed previously that there was no standing water areas in the co-op, but the new service provider has expressed concern that the garden taps that have been fitted may result in standing water. The committee has agreed that a contractor will regularly flush these taps.

TPO6 – satisfaction that the landlord listens to tenant views & acts on them

Question asked – how satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

	VS	S	NSND	D	VD	Total	S%
Listening to views and acting on them	13	13	4	6	1	37	70

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TPO7 – satisfaction that the landlord provides information

Question asked – how satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

	VS	S	NSND	D	VD	Total	S%
Keeping members informed	15	16	2	4		37	81

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TPO8 – agreement that the landlord treats tenants fairly and with respect

Question asked – to what extent do you agree or disagree with the following? My landlord treats me fairly and with respect

	SA	A	NAND	D	SD	Total	A%
Treating fairly and with respect	19	11	3	3	1	37	81

SA – strongly agree; A – agree; NAND – neither agree nor disagree; D – disagree; VD – strongly disagree
A% - percentage of tenant members who either strongly agreed or agreed

TPO9 – satisfaction with the landlord's approach to handling complaints

7 tenant members stated that they had made a complaint in the last year

Question asked – if yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

	VS	S	NSND	D	VD	Total	S%
Approach to complaint handling	1	1		2	3	7	29

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

CH01 – complaints relative to the size of landlord

The regulator requires that this measure records the number of complaints received for every 1,000 homes the landlord owns. 20/20 does not have data on complaints received apart from the 7 tenant members who reported that they had made complaints in the survey.

Unfortunately, 20/20's former service provider, despite having been employed to manage complaints in ways set out in 20/20's Complaints Policy, did not record any of the complaints as complaints.

The committee is aware that most, if not all, of the complaints referred to by tenant members in the survey were actual complaints and they should have been recorded as such. The committee has asked the new service provider to properly record and manage complaints in accordance with 20/20 Complaints Policy.

In the meantime, 20/20 can only apologise, particularly to those that made complaints, that the failures of the previous service provider mean that the co-op did not properly implement its Complaints Policy last year.

CH02 – complaints responded to within timescales

The co-op is required to respond to complaints within timescales set out in a Complaints Handling Code. These timescales are reflected in 20/20's Complaints Policy. Given that the previous service provider did not record complaints made as complaints, no timescales for handling them have been recorded.

Again, the committee has instructed the new service provider to ensure that it manages complaints in accordance with 20/20's Complaints Policy and it is anticipated that the co-op will be able to properly complete this measure in a year's time.

TP10 – satisfaction that the landlord keeps communal areas clean

19 tenant members who responded have access to communal areas

Question asked – if yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

	VS	S	NSND	D	VD	Total	S%
Clean/well-maintained communal areas	7	3	5	1	3	19	38

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TP11 – satisfaction regarding the neighbourhood

Question asked – how satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

	VS	S	NSND	D	VD	Total	S%
Contribution to your local neighbourhood	5	9	21	2		37	38

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

TP12 – satisfaction regarding landlord approach to anti-social behaviour

Question asked – how satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

	VS	S	NSND	D	VD	Total	S%
Approach to ASB	8	15	9	2	2	36	64

VS – very satisfied; S – satisfied; NSND – neither satisfied nor dissatisfied; D – dissatisfied; VD – very dissatisfied
S% - percentage of tenant members who were either very satisfied or satisfied

NM01 – anti-social behaviour cases relative to the size of landlord

The co-op is required to record how many ASB cases it had for each 1,000 homes owned. The former service provider had records of one anti-social behaviour case from 2022-2023, but there were three other ASB cases where some element remained live from former years.

Comments received from tenant member respondents

- Unfortunately the service tenants receive is below par in comparison to how it was a few years ago. Information isn't shared complaints are not dealt with in a timely manner, members concerns are dismissed.
- I know it will take BVT some time to get use to 2020coop. So I take this in to consideration. I have reported repairs. And antisocial behaviour. Which I don't like doing about other tenants. There is enough other people in the area who are not 2020coop members. Who causes problems in the area. And it is hard to BVT to monitor what goes on in the car park B12 9QX. Or around the building. Or in the building.
- As fare as I see these questions arn't asking me or any one else how good BVT are performing doing the job HSBC use to do for us and from what I've been told by other Tennant's they are rubbish and from my own experience it took them 6Hours to get back to me ,after the office had to send a email .so I'm not satisfied with BVT at least after this amount of time they don't even things in place to do the basic job
- I am happy with 20/20 Housing except for the fact that the buying option is not available. I have been a tenant since 1996 and have settled in this area. If I was to buy a property would I get support funding from 20/20 Housing.
- There needs to be more co-ops set up. Smaller is better. We need more housing and cooperatives are, in my opinion, the answer
- I really value the opportunity to be part of a cooperative. As members, we have agency, and have an opportunity to play a real part in building and maintaining this community. This is rare in rented accomodation and I really appreciate it.

Committee comments

It is good news that a majority of 20/20 members are satisfied with the service. A 74% overall satisfaction rating is higher than what will be achieved in many housing association landlords, but by comparison to 20/20's previous surveys which achieved satisfaction ratings above 90%, the results in this survey could be considered disappointing.

Transfer of management services

20/20 takes responsibility for the services that led to six tenant members expressing dissatisfaction. However, on the basis of the information provided with the survey, 20/20 attributes these problems to the following issues:

- a) **poor services from the previous service provider** – 20/20 carried out the survey following transfer of the management service from the previous service provider to Bournville Village Trust (BVT) at the end of June 2023. The information in this report only relates to services provided by BVT from July to September 2023.

For the preceding nine months, services were still being provided by the former service provider. Having decided in 2022 to cease provision of services to housing co-ops, services provided by the former service provider became less effective than they had been.

Three of those who expressed dissatisfaction referred specifically to services or lack of services they experienced under the former service provider – primarily repairs not being done, not being done quickly enough or repairs being generally mismanaged (although one respondent blamed BVT for this mismanagement). Five members referred to repairs that had been reported to the former service provider and in one case chased up by the member but no action had been taken.

- b) **concerns about whether the service will improve with BVT** - two of those who expressed dissatisfaction were concerned about whether services have or will improve with BVT. Three members (not members who expressed dissatisfaction) referred to repairs recently reported to BVT saying that they had heard nothing back, an issue raised with BVT and which has now been addressed.
- c) **services that are poorer than in past years** - one member expressed a general view that services are poorer than they were several years ago and that member's issues are not being addressed. The committee agrees that this is a valid concern, caused largely by the additional work needed to ensure effective service provision in the light of the former service provider ceasing to provide services to housing co-ops. The committee is committed to improving engagement with members and addressing issues that arise.

Further issues include:

- **complaints handling** - that dissatisfaction has been expressed regarding complaints handling is perhaps not surprising given that the former service provider did not recognise complaints made as complaints. Once the committee became aware of complaints that had not been addressed, it did try to ensure they were resolved, but in most cases, this was long after the complaints should have been resolved. The committee will keep a close eye on this issue with BVT, but if any member is unhappy with the way that a complaint is being handled, please contact the committee through info@2020.coop

- **communal areas** - the low satisfaction statistics for “clean and well-maintained communal areas” may partially relate to 20/20’s longstanding issue regarding whether members at the Homer Street/Tindal Street blocks clean the blocks themselves or whether 20/20 gets a contractor to clean and charges the members concerned.
- **neighbourhood** - the low satisfaction statistic relating to “positive contribution to your local neighbourhood” reflects that most members did not see how the question related to 20/20 (the vast majority of respondents ticking neither satisfied nor dissatisfied).

Overall conclusion

The committee is pleased that the majority of 20/20’s members continue to be satisfied with the co-op’s services. However, it is clear from responses from members affected by poor services provided by the former service provider in their final years that there was an urgent need of change.

However, with two members not yet convinced that BVT will provide a better service, the committee has agreed that it will carry out another survey next year by which time it will be appropriate to examine services provided by BVT and to explore with members whether services have improved.