

20/20 Housing Co-operative – Tenant Satisfaction Measures 2025

20/20 Housing Co-operative, as a Registered Provider housing co-operative, is required to carry out a survey of its tenant members to comply with new regulatory requirements. This report outlines Tenant Satisfaction Measures for 2025.

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 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

42 survey responses were received in total from 40 out of 49 households (26 from an online survey, 10 from doorknocking; and 6 from phone calls). With 55 members, this return represents a 76% response rate or 82% response rate from households. The regulator indicates that for a Registered Provider with less than 100 homes, an 80% response rate is required to achieve sampling accuracy.

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	12	24	3	2	1	42	86
Result in 2023	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

38 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	14	17	3	2	2	38	74
Result in 2023	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	16	14	2	3	3	38	71
Result in 2023	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	17	18	4	2	1	42	83
Result in 2023	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](#).

RP02 – repairs completed within target timescale

100% of emergency responsive repairs completed within target timescale.

Emergency repairs have been calculated on a timescale of 24 hours. Since the new responsive repairs service standard took effect, an additional category - out of hours emergencies (target 4 hours) - has been added.

64.4% of non-emergency responsive repairs completed within target timescales

The non-emergency repairs figure has been calculated in accordance with the target timescale allocated to the repair at the time. This involves 5 different target timescales (details below), as new repairs categories and target timescales were introduced part way through this period as part of a new responsive repairs service standard.

- Old target timescales: Routine repairs (21 days), Major works (50 days)
- New target timescales: Urgent repairs (7 days), Non-urgent repairs (28 days), Major and programmed works (90 days)

Number of responsive repairs raised during the reporting year: **286**

Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes any repairs cancelled (whether by the landlord or by the tenant), and any reclassified as planned or cyclical works: **45**

Number of responsive repairs completed during the reporting year: **238**

Number of outstanding responsive repairs that had not been completed (work-in-progress) at year end: **13**

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	22	17	1	1	1	42	93
Result in 2023	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 a qualified fire safety inspector. Since then, there have been regular inspections of communal areas.

BS03 – asbestos safety checks

Asbestos safety checks have been carried out on all homes requiring asbestos management surveys

BS04 – water safety checks

Water safety checks relate to whether there are any places where water collects and could carry legionella bacteria. All areas of potential standing water have been checked.

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	15	19	2	4	2	42	81
Results in 2023	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	17	16	5	2	2	42	79
Results in 2023	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	18	18	2	3	1	42	86
Result in 2023	19	11	3	3	1	37	81

SA – strongly agree; A – agree; NAND – neither agree nor disagree; D – disagree; SD – strongly disagree

A% - percentage of tenant members who either strongly agreed or agreed

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

13 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	3	5	3	1	1	13	62
Result in 2023	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. 61.2 complaints were received per 1,000 homes – which in English is 3 complaints across the 49 homes that 20/20 owns. No requests were made for a review of a complaint once the complaint had been responded to.

CH02 – complaints responded to within timescales

All complaints were resolved within the timescales required within the Housing Ombudsman's Complaints Handling Code.

TP10 – satisfaction that the landlord keeps communal areas clean

23 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	5	9	3	4	2	23	61
Results in 2023	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	7	19	10	4	2	42	62
Result in 2023	5	9	21	2		37	38

VS – very satisfied; S – satisfied; NS/ND – 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	6	18	12	5	1	42	57
Result in 2023	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

There were no cases of Anti-Social Behaviour (ASB) or hate crimes reported during the year. Lidl car park issues were reported in the previous year (2023/2024). A particular tenant member does raise concerns about issues that cause them distress and the impact that these issues have on the tenant member is acknowledged. However, the issues being raised have been investigated and the co-op considers them to be neighbour dispute issues that do not meet the co-op's or the legal definition of what ASB is.

Additional comments received from tenant member respondents

- **general support for the co-op** - eight members specifically made positive comments – “it's a great thing to have a 20/20 property we are blessed”; “our landlord is doing a fantastic job, we do feel looked after and whenever we need assistance they come out so quickly which is so great”; “properties provided are very well maintained, fair rent and good adaptation made to the homes when necessary”; “I think the Coop does very well”, “absolutely perfect – committee and Nic Bliss”; “You do well in responding to queries, repairs and other services”
- **negative comments** - however, three members expressed concern about the co-op – suggesting the loss of the “original ethos” of the co-op; one saying that the co-op is run for the few, that tenant members are not treated fairly and that members can't have a say without being labelled a problem; and one expressing concern a lack of newsletters
- **repairs** – BVT's repairs service is a source of concern amongst many members, even amongst those who are supportive of the co-op. Whilst one tenant noted that the repairs service has slightly improved (having previously expressed concern about a particular repair), concern was particularly raised by seven members about BVT's repairs service – take too long, things not reported to correct teams, contractors not contacting within a reasonable timeframe, things getting batted back and forth and various other concerns
- **ASB** - concern was expressed by two tenant members about ASB – one generally and the other about the Lidl car park - car racing, loud music after midnight “supporting tenants with ASB isn't done very well”
- **cleaning communal hallways in the Tindal and Homer St blocks** - concern was raised by three about the state of cleanliness in the Tindal Street and Homer Street blocks
- **gas safety checks** - concern was expressed about duplicated gas safety checks
- **transfer options** - one tenant member referred to the need for more transfer options for tenants with growing families
- **a particular issue** - a concern was raised by a tenant member that they had reported a noise issue to BCHS and possibly to a committee member and it was not responded to. This concern is being investigated. The same tenant also expressed concern that an issue they had raised about another tenant was reported to the tenant concerned. This issue is also being investigated.