

Your Views



Tenant Satisfaction Survey 2026

About the Survey

Between February and March 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by completing either an online, postal or telephone questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Townshend Close Housing Co-operative maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Townshend Close Housing Co-operative's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



11

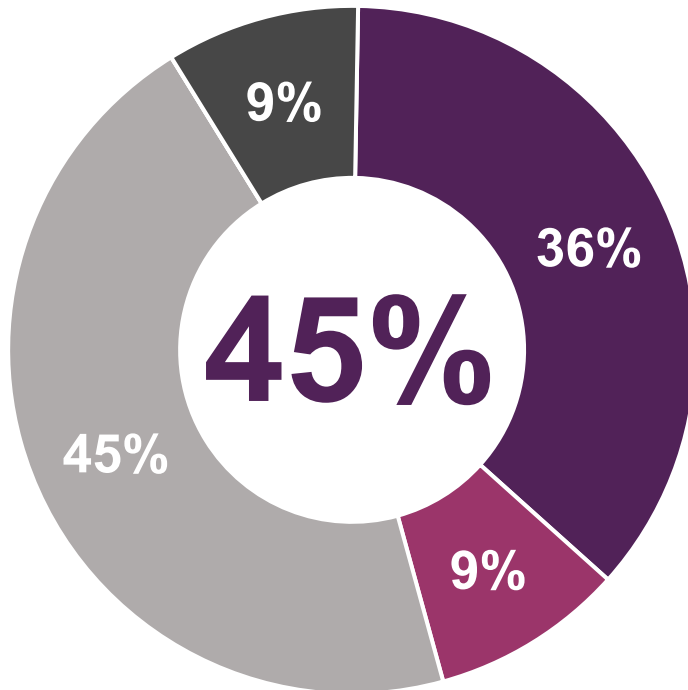
tenants took part
out of a total of 32
(6 by post, 4
online & 1 by
telephone)

A big thank you to everyone who took part!

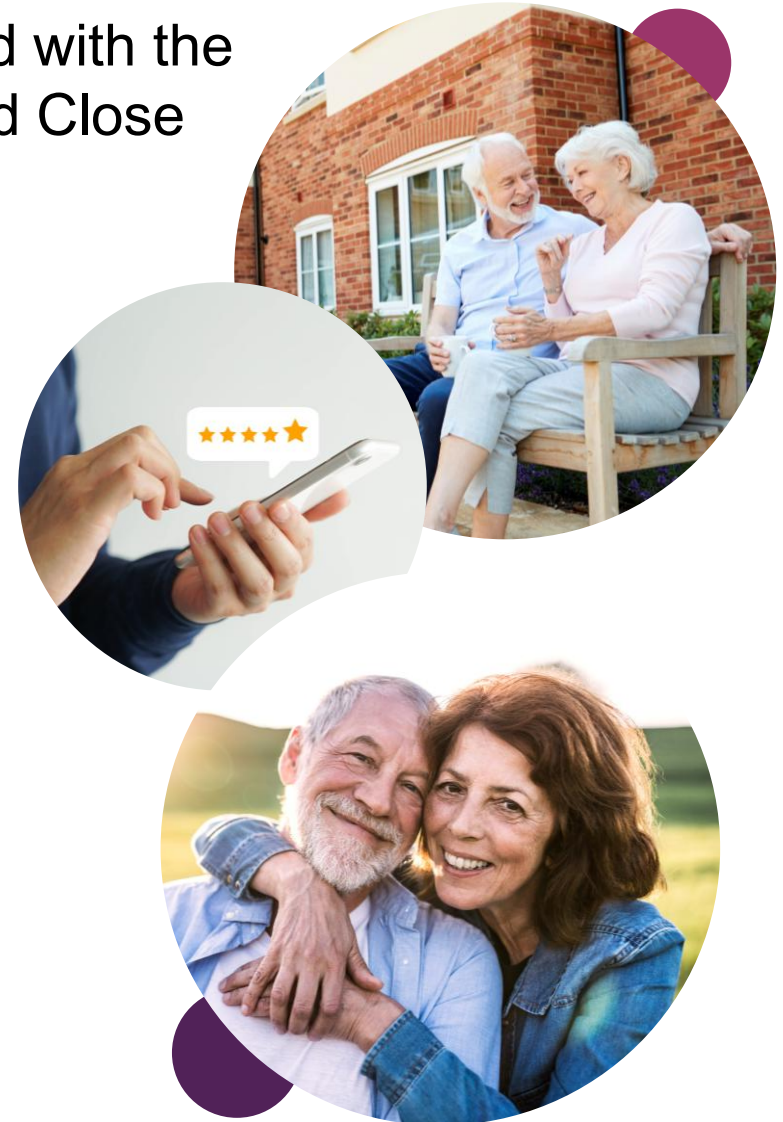
Overall Service



Five out of eleven tenants are satisfied with the overall service provided by Townshend Close Housing Co-operative (**45%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



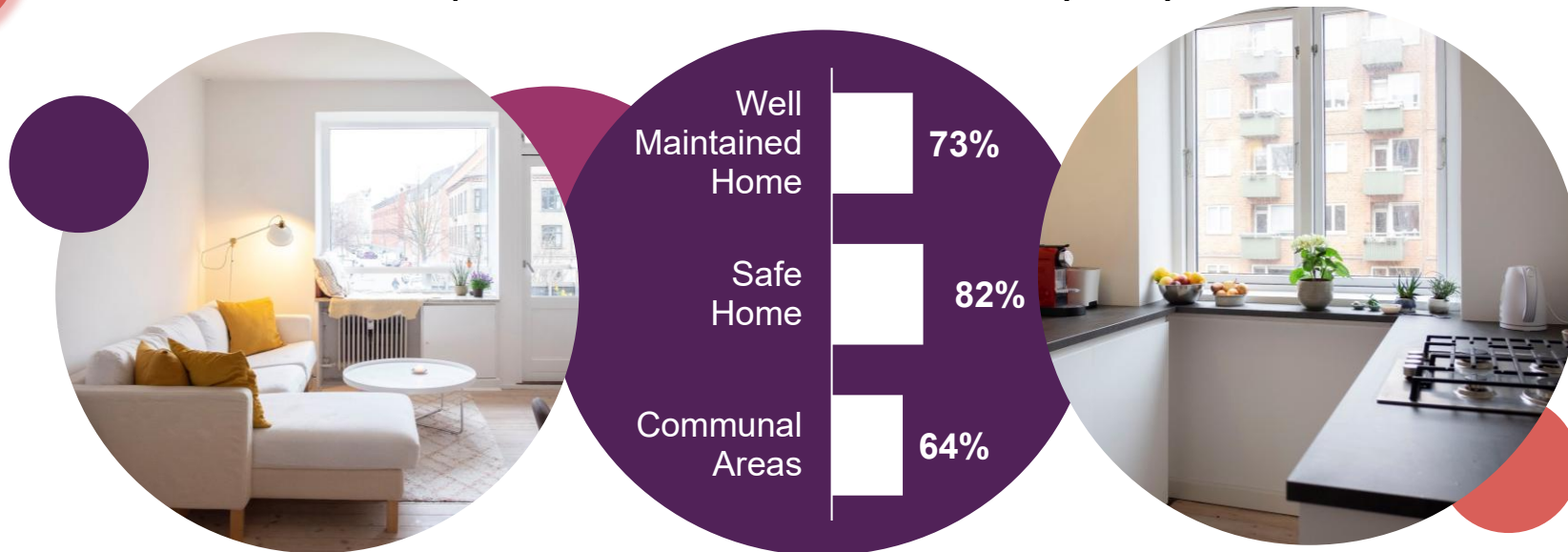
Eight out of eleven tenants are satisfied that they are provided with a home that is well maintained (**73%**).



Nine out of eleven tenants are satisfied that Townshend Close Housing Co-operative provides them with a home that is safe (**82%**).



All eleven tenants said they have communal areas, with seven satisfied that these areas are kept clean and well maintained (**64%**).



Repairs Service



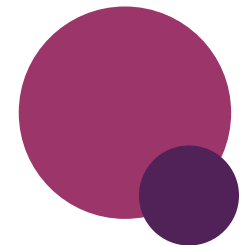
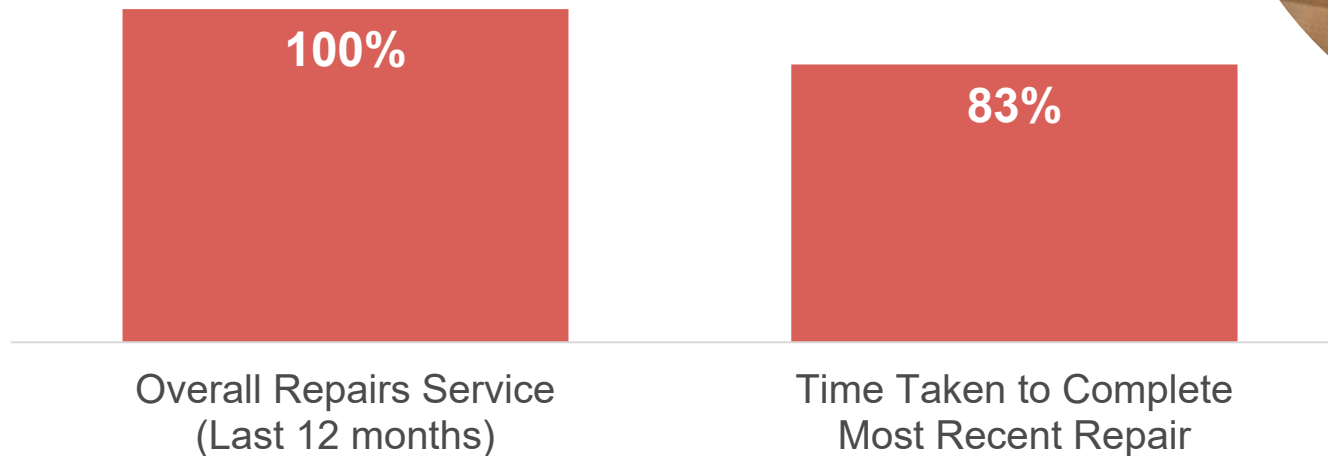
Six out of eleven tenants said they had a repair carried out to their home in the last 12 months **(55%)**.



All six of these tenants are satisfied with the overall repairs service over the last 12 months **(100%)**.



Five out of six tenants are satisfied with the time taken to complete their most recent repair after they reported it **(83%)**.



The Neighbourhood



Five out of ten tenants are satisfied that Townshend Close Housing Co-operative makes a positive contribution to their neighbourhood **(50%)**.



Four out of ten tenants are satisfied with Townshend Close Housing Co-operative's approach to handling anti-social behaviour **(40%)**.



Communications and Tenant Engagement



Five out of ten tenants are satisfied that the Co-operative listens to their views and acts upon them **(50%)**.



Five out of eleven tenants are satisfied that they are kept informed about things that matter to them **(45%)**.



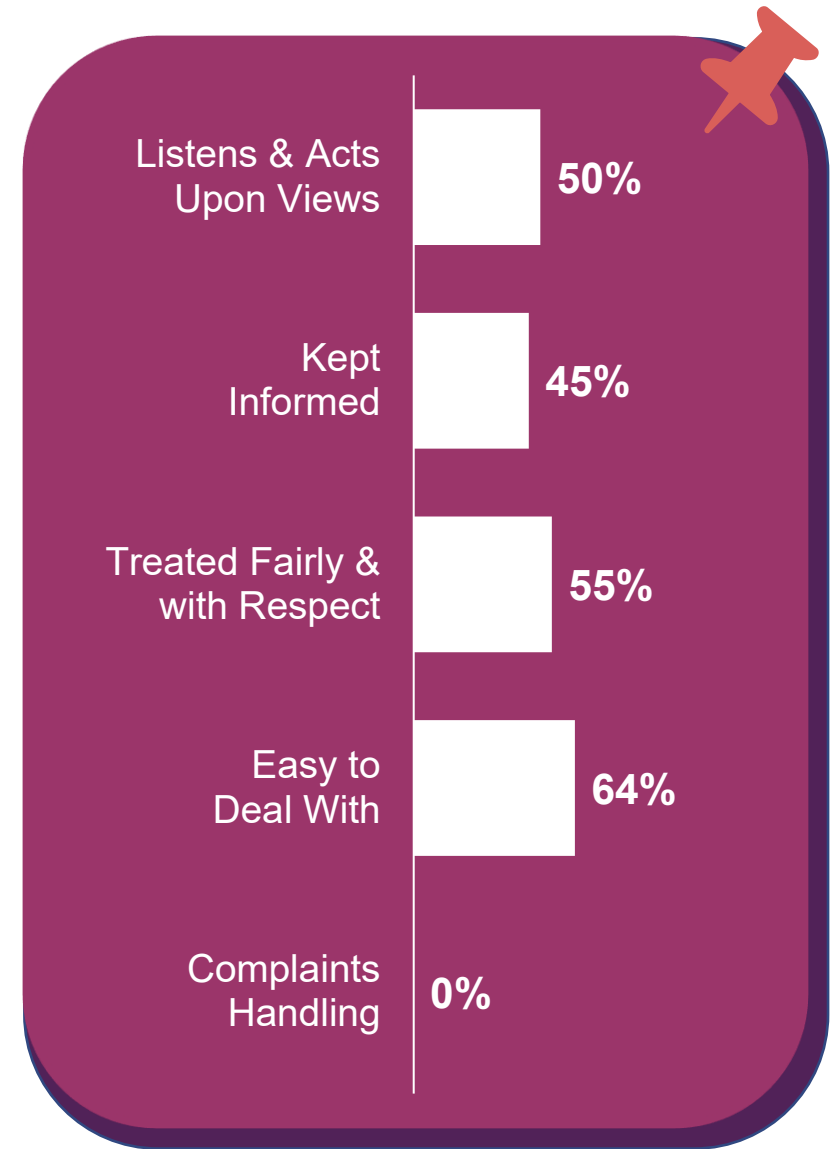
Six out of eleven tenants agree that they are treated fairly and with respect by the Co-operative **(55%)**.



Seven out of eleven tenants are satisfied that Townshend Close Housing Co-operative is easy to deal with **(64%)**.



Three tenants said they made a complaint in the last 12 months, with none satisfied with the handling of complaints **(0%)**.



Your Views

Townshend Close Housing Co-operative appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved.

Carrying out this survey is just part of the work Townshend Close Housing Co-operative does to involve you in developing services. As well as publishing the results of the survey, Townshend Close Housing Co-operative plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



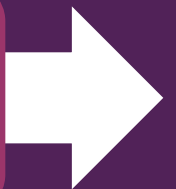
Publish findings to
tenants



Use findings to plan
and improve services,
such as communal
areas, communications
and complaints



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A summary of achieved sample size (number of responses)	11
Timing of survey	19 February to 6 March 2026
Collection method(s)	Online (via email), postal questionnaires and telephone surveys
Sample method	Census
Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
Details of any weighting applied to generate the reported perception measures	No weighting applied
Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
Reasons for any failure to meet the required sample size requirements	N/A
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None