

# Dennetts Housing Cooperative – Tenant Feedback Report

## April 2025-March 2027

### Methodology:

The survey was developed based on the requirements of the Tenant Satisfaction Measures as set out by the Regulator of Social Housing, with additional questions tailored to Dennetts' context.

With a total of 18 households, one member from each household was invited to complete the survey. There were 9 valid responses, representing a response rate of 50%.

Satisfaction measures were ranked on a five-point scale. For ease of interpretation, in this report, 1 represents Strongly Disagree or Very Dissatisfied while 5 represents Strongly Agree or Very Satisfied.

The regulator recommends that tenant satisfaction measures be reported as the percentage of responses falling in the two most positive values. E.g., the calculation of "Overall Satisfaction" is the count of "4 - Fairly satisfied" + "5 - Very satisfied" divided by the total number of responses.

This report also provides a breakdown of all response options.

### Overall Satisfaction

*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dennetts Housing Co-op?*

Proportion of respondents who report that they are satisfied with the overall service from their landlord: **89%**

	Count
3 - Neither satisfied nor dissatisfied	1
5 - Very satisfied	8
<b>Total</b>	<b>9</b>

### Satisfaction with Booking of Repairs

*If you had a repair carried out, how satisfied or dissatisfied were you with the overall booking repairs service (via Co-op Homes) over the last 12 months?*

Proportion of respondents who have received a repair in the last 12 months who were satisfied with the booking of repairs: **67%**

	Count
2 - Fairly dissatisfied	1
3 - Neither satisfied nor dissatisfied	1
4 - Fairly satisfied	1
5 - Very satisfied	3
<b>Total</b>	<b>6</b>

### **Satisfaction with Repairs**

*If you had a repair carried out, how satisfied or dissatisfied are you with the overall quality of the repairs to your home (via Co-op Homes) over the last 12 months?*

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service: **67%**

	Count
2 - Fairly dissatisfied	2
4 - Fairly satisfied	1
5 - Very satisfied	3
<b>Total</b>	<b>6</b>

### **Satisfaction with time taken to complete most recent repair**

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

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair: **83%**

	Count
2 - Fairly dissatisfied	1
4 - Fairly satisfied	1
5 - Very satisfied	4
<b>Total</b>	<b>6</b>

### **Satisfaction with communication with Co-op Homes during repairs**

*If you had a repair carried out, how satisfied or dissatisfied are you with the communication you have with Co-op Homes throughout the repairs process?*

Proportion of respondents who received a repair in the last 12 months who were satisfied with communication with Co-op Homes:

	Count
2 - Fairly dissatisfied	1
4 - Fairly satisfied	3
5 - Very satisfied	2
<b>Total</b>	<b>6</b>

**Agreement that Co-op homes treats tenants fairly and with respect**

*To what extent do you agree or disagree with the following: “Co-op Homes as a service provider to Dennetts Housing Co-op treats me fairly and with respect”?*

	Count
1 - Strongly disagree	5
3 - Neither agree nor disagree	1
4 - Agree	1
<b>Total</b>	<b>7</b>

Proportion of respondents who report that they do not agree Co-op Homes treats them fairly and with respect: **71%**

**Other feedback for Co-op Homes repair services**

Expensive contractors
I have waited years for ch to fix my bathroom to the specifications of the OT. The builders they recommended to do the works in the garden trashed several of my things and it took years for them to pay me back for items trashed and water used and they offered to decorate my hallway, but it took them years to do, which I had to chase them repeatedly up about. The work was of a low quality, but I was too exhausted to chase them up further. They have a high turnover of staff, which makes it difficult to know who to contact and they don't keep records from previous members of staff, meaning you have to explain a situation from the beginning repeatedly.
In regards to the repair service provided by Co-op Homes it takes a long time to get the job done from the time of reporting to the time of completion
Keith Mills is good
No
The booking system is complex, system messaging is very unclear. More effort needed to ensure value for money is achieved.

**Satisfaction that the home is well maintained**

How satisfied or dissatisfied are you that Dennetts Housing Co-op provides a home that is well maintained?

	Count
4 - Fairly satisfied	2
5 - Very satisfied	7
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they are satisfied that their home is well maintained: **100%**

**Satisfaction that home is safe**

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dennetts Housing Co-op provides a home that is safe?

	Count
3 - Neither satisfied nor dissatisfied	2
4 - Fairly satisfied	1
5 - Very satisfied	6
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they are satisfied that their home is safe: **89%**

**Satisfaction that the landlord listens to tenant views and acts upon them**

*How satisfied or dissatisfied are you that Dennetts Housing Co-op listens to your views and acts upon them?*

	Count
3 - Neither satisfied nor dissatisfied	1
4 - Fairly satisfied	1
5 - Very satisfied	7
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them: 89%

**Satisfaction that the landlord keeps tenants informed about things that matter to them**

*How satisfied or dissatisfied are you that Dennetts Housing Co-op keeps you informed about things that matter to you?*

	Count
2 - Fairly dissatisfied	1
4 - Fairly satisfied	1
5 - Very satisfied	7
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them: **89%**

**Agreement that the landlord treats tenants fairly and with respect**

*To what extent do you agree or disagree with the following: "Dennetts Housing Co-op treats me fairly and with respect"*

	Count
4 - Agree	3
5 - Strongly agree	6
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they agree their landlord treats them fairly and with respect: **100%**

**Satisfaction with the landlord's approach to handling complaints**

*Have you made a complaint to Dennetts Housing Co-op in the last 12 months?*

*(If yes,) How satisfied or dissatisfied are you with Dennetts Housing Co-op's approach to complaints handling?*

	Count
<b>No complaint made</b>	
3 - Neither satisfied nor dissatisfied	1
4 - Fairly satisfied	3
5 - Very satisfied	1
Not applicable/Don't know	3
<b>Complaint was made</b>	
3 - Neither satisfied nor dissatisfied	1

**1 out of 9** respondents had made a complaint in the last 12 months. Their response was "Neither satisfied nor dissatisfied".

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling: 0

**Satisfaction that the landlord keeps communal areas clean and well maintained**

*Do you live in a building with communal areas inside or outside that Dennetts Housing Co-op is responsible for maintaining?*

*(If yes,) How satisfied or dissatisfied are you that Dennetts Housing Co-op keeps these communal areas clean and well maintained?*

	Count
2 - Fairly dissatisfied	1
3 - Neither satisfied nor dissatisfied	1
4 - Fairly satisfied	4
5 - Very satisfied	2
<b>Total</b>	<b>8</b>

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained: **67%**

### **Satisfaction that the landlord makes a positive contribution to neighbourhoods**

How satisfied or dissatisfied are you that Dennetts Housing Co-op makes a positive contribution to your neighbourhood?

	Count
2 - Fairly dissatisfied	1
3 - Neither satisfied nor dissatisfied	1
4 - Fairly satisfied	3
5 - Very satisfied	4
<b>Total</b>	<b>9</b>

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood: **78%**

### **Satisfaction with the landlord's approach to handling anti-social behaviour**

*How satisfied or dissatisfied are you with Dennetts Housing Co-op's approach to handling anti-social behaviour?*

	Count
3 - Neither satisfied nor dissatisfied	3
4 - Fairly satisfied	2
5 - Very satisfied	3
Not applicable/Don't know	1
<b>Total (Excluding NA)</b>	<b>8</b>

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour: **63%**

### Barriers to participation

*Are there any barriers to your participation in managing Dennetts Housing Co-op?*  
(Multiple answers possible)

	Count
There are no barriers to my participation	8
Other: We have meetings on zoom, but many do not have access to the internet.	1

### Changes to accommodate barriers to participation

If there are barriers to your participation, what changes or accommodations could be made to help this?

	Count
A communal internet connection	1

### Other general feedback for Dennetts Housing Co-op

Dennetts Co-op for the most part work well together. We are updated as and when necessary. The management committee takes time to listen and action upon whatever the challenges residents face. They are approachable.
I think it would be good to explore if we could afford to employ a cleaner to help us with the communal area of the flats perhaps once a month, or every 2 months, to clean thoroughly the area and make it hygienic also to help clean the windows in the hallway. Perhaps an hour every month?
I'm always grateful I have my Co - Op home ..Good management team & Glenn is an amazing, organised happy team leader.
It would be good to achieve greater participation from more members.
No
The MC are incredibly supportive, and bend over backwards to resolve any issues. We live in a very supportive community, I feel safe and confident that if I need some help or assistance I can ask members of the co-op. Many of us do our parts, though would like to see some different members sharing the load.