

Tenant Satisfaction Survey

2026

Why?

- The Regulator of Social Housing has created a new system for assessing how well social housing landlords are doing at providing good quality homes and services.
- There are 22 tenant satisfaction measures, covering five themes. Ten of these are measured by landlords directly, and 12 are measured by landlords by carrying out a tenant perception survey.
- The survey aims to understand tenant experiences and identify service strengths and improvement areas.
- The questionnaire covered satisfaction, repairs, safety, communication, fairness, complaints, and more.
- 50 responses were analysed with percentage breakdowns identifying positive, neutral, and negative trends.
- Results support transparency, informed decision-making, and continuous improvement for housing services.



Summary

- 50 responses received out of a potential 90 (57.1%)
- A mixture of online submissions and handwritten
- Incentive of a prize draw - £100 top prize

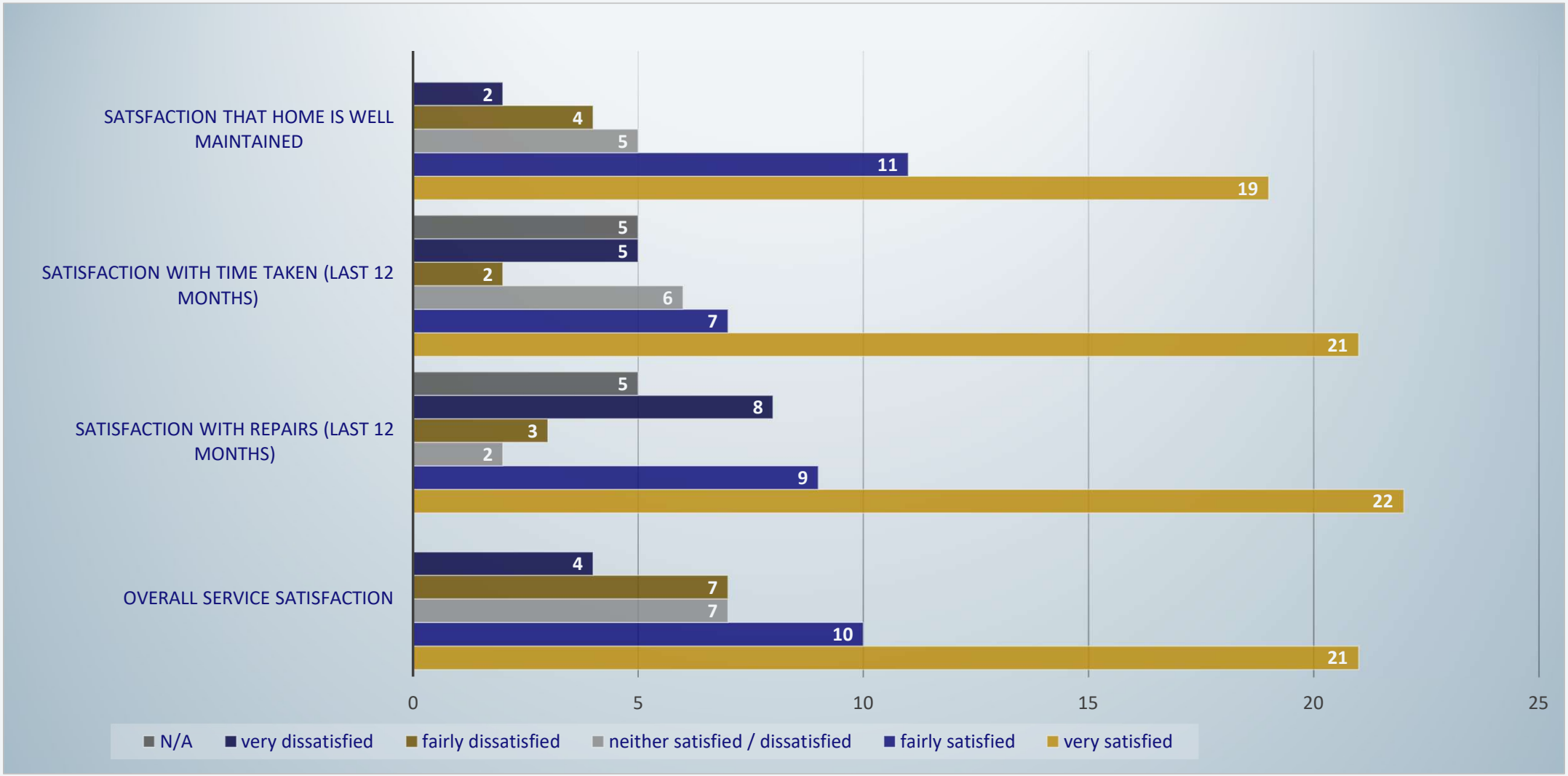
Headlines

- 63.3% of respondents are very / fairly satisfied with the overall service provided
- 73.1% of respondents felt satisfied homes are well maintained
- 85.1% of respondents are very / fairly satisfied that their home is safe to live in

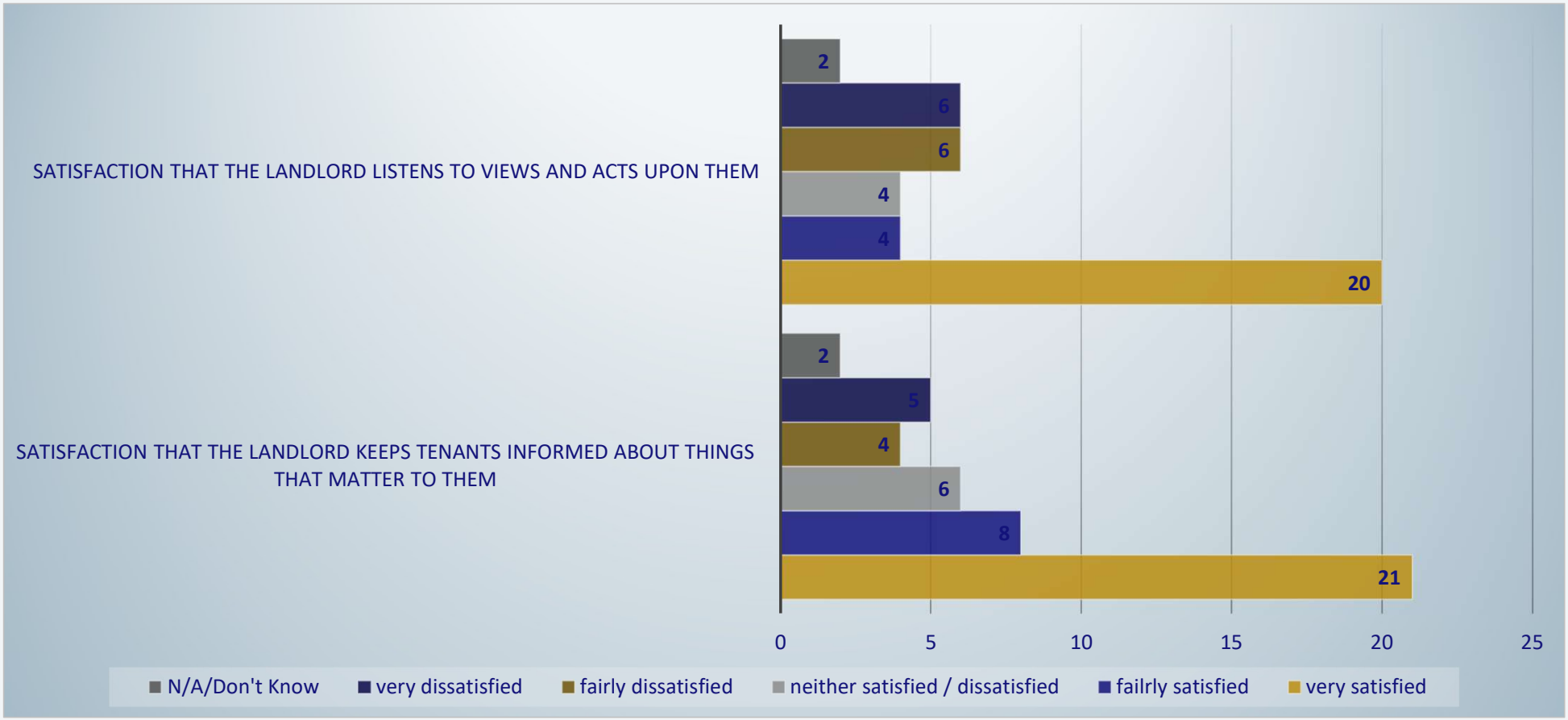
Key Themes from Comments

- Positive feedback on safety of homes.
- Concerns about **maintenance and tenants being treated fairly and with respect.**
- Barriers to meetings: **Personal health and unapproachable committee.**
- Some **tenants feel that the committee is a popularity contest.**

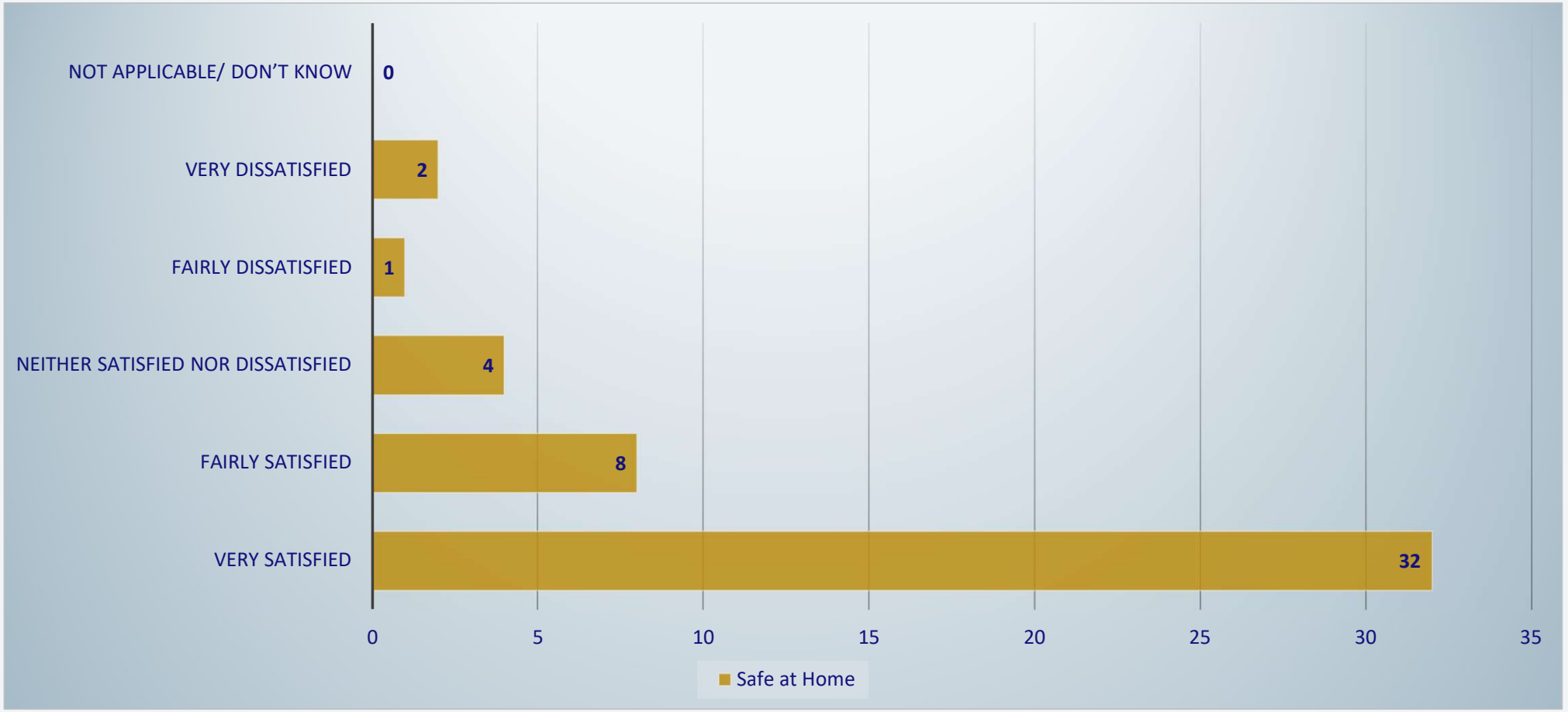
Satisfaction with the service provided by Craymill Housing Co-operative



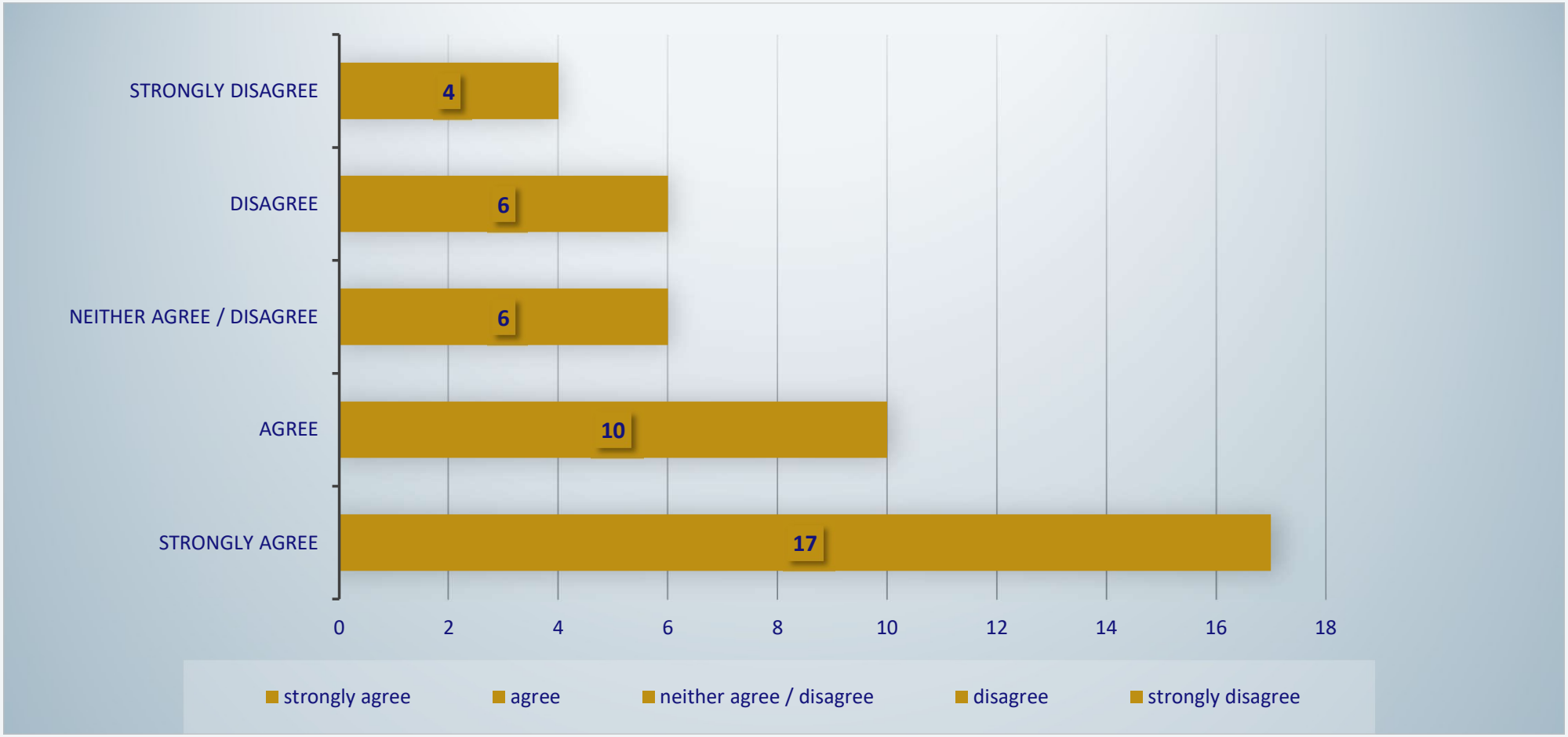
Satisfaction with communication and action taken by Craymill Housing Co-operative



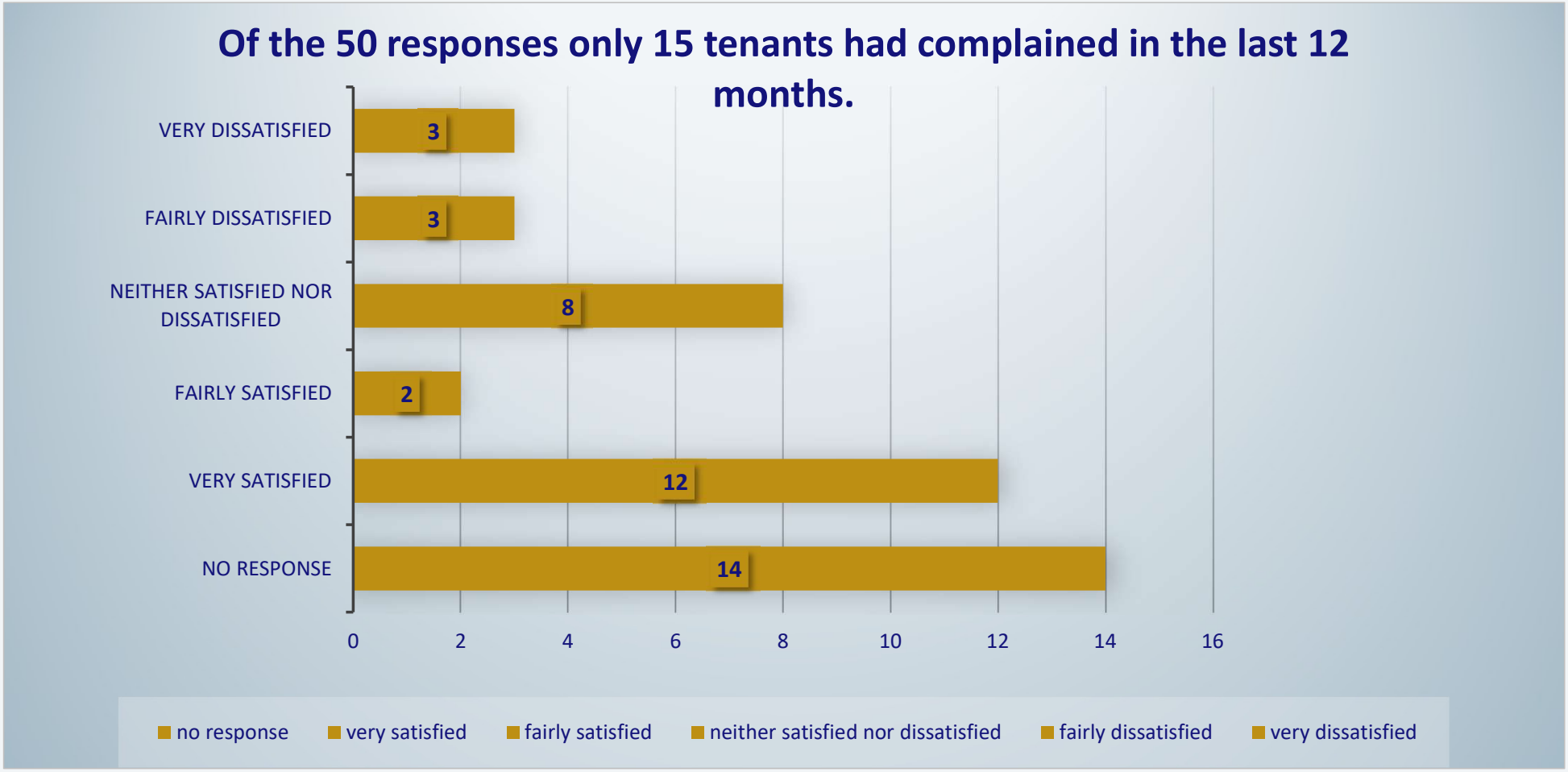
Satisfaction that Craymill Housing Co-operative provides a home that is safe



Agreement with the following:
“Craymill Housing Co-operative treats me fairly and with respect?”

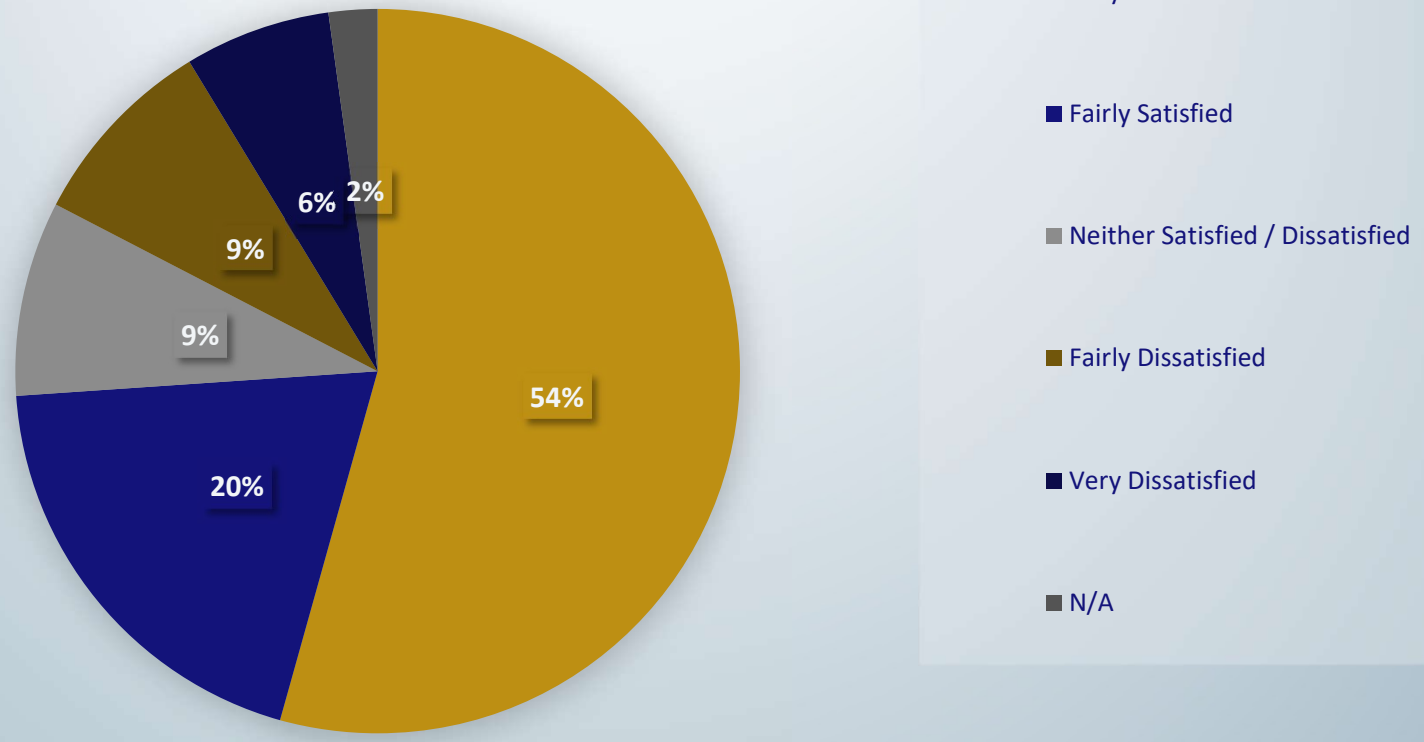


Complaint handling in the last 12 months



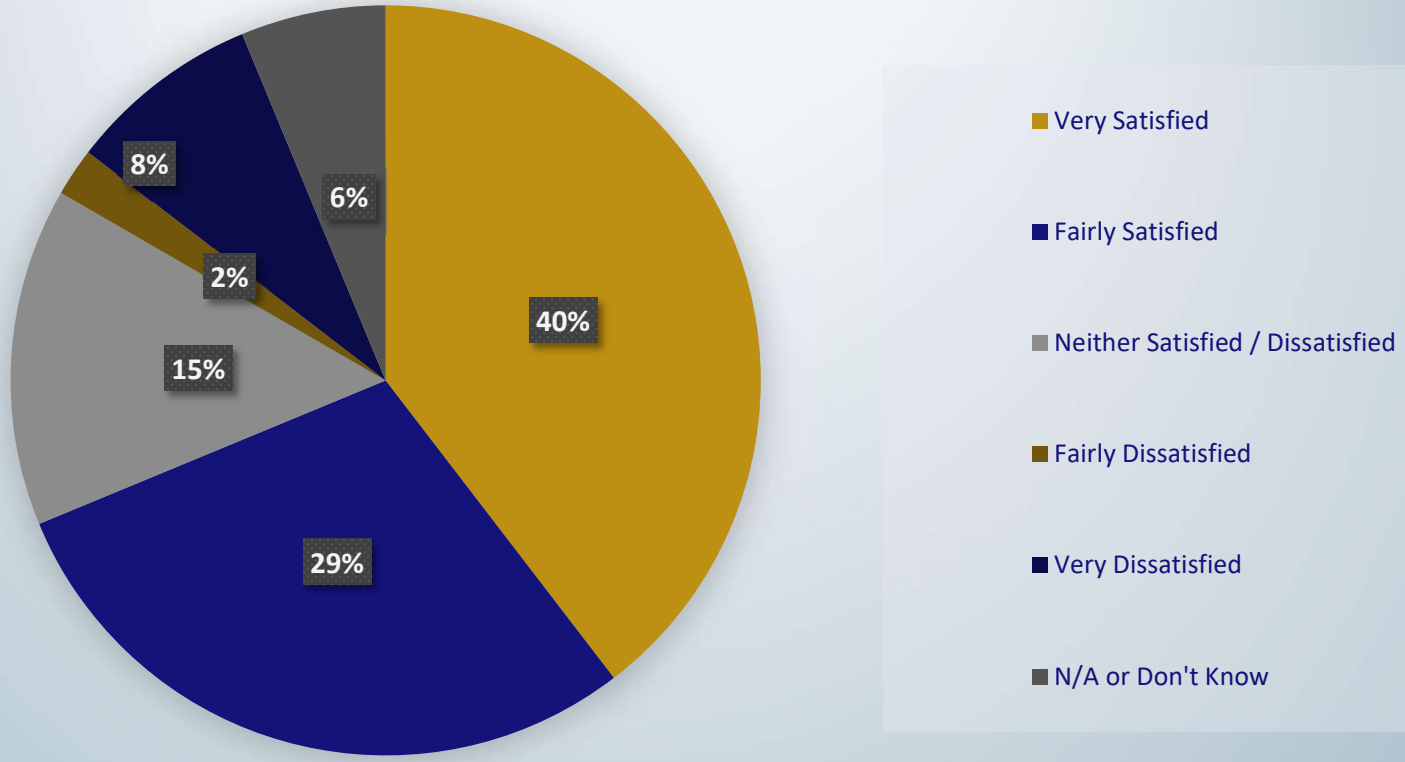
Satisfaction with communal areas inside / out ?

46 Tenants Responded



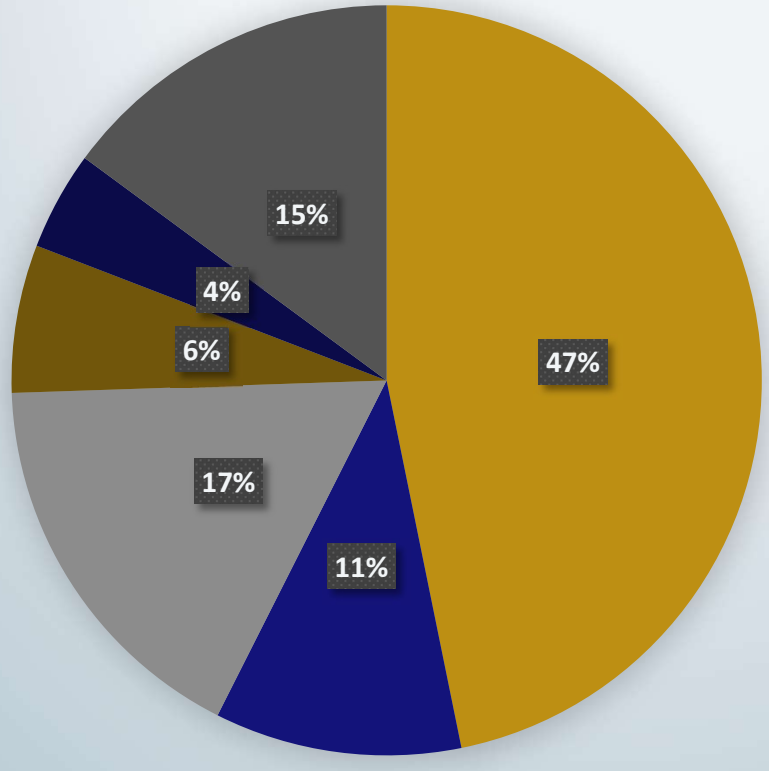
Satisfaction that Craymill Housing Co-operative make a positive contribution to neighbourhoods

48 Tenants Responded



Satisfaction with Craymill Housing Co-operatives' approach to handling anti-social behaviour

46 Tenants Responded



- Very Satisfied
- Fairly Satisfied
- Neither Satisfied / Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Barriers to tenant participation in the MC, OGMs, AGMs and events

- Perceptions that the committee is unwelcoming or difficult to approach, with concerns about unfair treatment of some members.
- Tenants currently find it difficult to participate in meetings due to times of meetings and personal commitments.
- Concerns about the personalised nature of committee elections.
- A desire for greater transparency and more inclusive member participation.

Food for thought!

Residents feel safest at home, but want a service that listens, responds and includes them.

Service experience — 63.3% are satisfied overall and 85.1% feel safe at home; views on maintenance and repairs are more mixed.

Communication and trust — Residents feel better informed than listened to, with concerns about whether views are acted on and people are treated fairly.

Participation and priorities — Committee approachability, meeting times and personalised elections discourage involvement. Residents want quicker maintenance, better shared spaces and broader representation.

TSMs Generated from management information

Complaints rate

1 complaint

0% relative to the size of the landlord

Code response timescales

100%

1 of 1 complaints were responded to within the required timescale at stage 1 and 2 of the complaint process

Breakdown of complaints received

1	Stage 1 complaints	1	Stage 2 complaints	1	Housing Ombudsman complaints

TSMs Generated from management information

Decent Homes Standard

0 homes

Homes that do not meet the Decent Homes Standard

Repairs completed

91%

_ repairs were completed within target timescales

Management information indicators

0 Homes below Decent Homes Standard

74 Repairs completed within timescale

TSMs Generated from management information

Gas safety checks

98%

Electrical safety checks

98%

EICRs completed for all properties - Remedial works being carried out in some flats

Other safety checks

Fire safety

BS1 – 100 of homes (communal areas) with a valid fire risk assessment (FRA)

BS02 – 100 % of FRA actions completed on time

TSMs Generated from management information

Asbestos

BS03 – 100% of homes (communal areas) with a valid asbestos survey or management plan

Other safety checks

Water safety N/A

Lift safety **100% of lift safety checks carried out**