

Finsbury Park Housing Co-operative

TSM Survey 2024

Tenant Satisfaction Measures Survey 2024

Finsbury Park Housing Co-op (FPHC)

1. Summary of responses
2. Report by the FPHC Management Committee to the TSM Survey, can be found at the end of the summary

1. Summary of Responses

The results printed below are for the FPHC Tenant Satisfaction Survey collated in April of 2024.

Overall FPHC received an approval rating of 70% based on the total returned surveys with 16.1% disapproval. The positive approval rating increases when only considering the first question (Taking everything into account, how satisfied or dissatisfied are you with the service provided by FPHC?) with an 83.4% approval of the service against 16.7% disapproval.

The survey responses show the highest percentage approval for questions 1, 5 and 10 and a significant percentage disapproval for questions 3 and 6.

Maintenance scores well but there are clearly problems that could be addressed to make improvements with regard to individual cases, response times, management of service and the cyclical maintenance programme.

Communication between the management and the membership is an issue and there is room for improvement. The perception that the standard of care and provision varies from member to member is flagged in the comments.

There have been no complaints in the last 12 months.

When it comes to neighbourhood involvement and anti-social behaviour, the results are satisfactory.

Total number of surveys sent **37**
Total number of responses **18**
Responses as a percentage **48.6%**
Percentage of members who returned comments **13.5%**

**Overall spread as a percentage of total responses for all questions
(out of 180 answers)**

Very satisfied **45%**
Fairly satisfied **25%**
Neither satisfied nor dissatisfied **11.7%**
Fairly dissatisfied **5.9%**
Very dissatisfied **10.6%**
Not applicable/ don't know **2.2%**

THE QUESTIONS AND RESPONSES:

**The following responses are recorded as a percentage of the total received for
each question**

TP01

**Taking everything into account, how satisfied or dissatisfied are you with the
service provided by FPHC?**

Number of responses for this question **18**

Very satisfied **66.7%**
Fairly satisfied **16.7%**
Neither satisfied nor dissatisfied **0**
Fairly dissatisfied **11.1%**
Very dissatisfied **5.6%**

TP02

Has FPHC carried out a repair to your home in the last 12 months?

Yes **17**
No **1**

**If yes, how satisfied or dissatisfied are you with the overall repairs service from
FPHC over the last 12 months?**

Number of responses for this question **17**

Very satisfied **52.9%**
Fairly satisfied **17.6%**
Neither satisfied nor dissatisfied **11.8%**
Fairly dissatisfied **5.9%**
Very dissatisfied **11.8**

TP03

Has FPHC carried out a repair to your home in the last 12 months?

Yes **17**

No **1**

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Number of responses for this question **17**

Very satisfied **47.1%**
Fairly satisfied **23.5%**
Neither satisfied nor dissatisfied **5.9%%**
Fairly dissatisfied **0**
Very dissatisfied **23.5%**

TP04

How satisfied or dissatisfied are you that FPHC provides a home that is well maintained?

Number of responses for this question **18**

Very satisfied **50%**
Fairly satisfied **22.2%**
Neither satisfied nor dissatisfied **11.1%**
Fairly dissatisfied **11.1%**
Very dissatisfied **5.6%**

TP05

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that FPHC provides a home that is safe?

Number of responses for this question **17**

Very satisfied **58.8%**
Fairly satisfied **17.6%**
Neither satisfied nor dissatisfied **5.9%**
Fairly dissatisfied **11.8%**
Very dissatisfied **5.9%**
Not applicable/ don't know **0**

TP06

How satisfied or dissatisfied are you that FPHC listens to your views and acts upon them?

Number of responses for this question **18**

Very satisfied **38.9%**
Fairly satisfied **27.8%**
Neither satisfied nor dissatisfied **5.6%**
Fairly dissatisfied **5.6%**
Very dissatisfied **22.2%**
Not applicable/ don't know **0**

TP07

How satisfied or dissatisfied are you that FPHC keeps you informed about things that matter to you?

Number of responses for this question **18**

Very satisfied **44.4%**
Fairly satisfied **22.2%**
Neither satisfied nor dissatisfied **16.7%**
Fairly dissatisfied **5.6%**
Very dissatisfied **11.1%**
Not applicable/ don't know **0**

TP08

To what extent do you agree or disagree with the following "FPHC treats me fairly and with respect"?

Number of responses for this question **18**

Strongly agree **33.3%**
Agree **44.4%**
Neither agree nor disagree **11.1%**

Disagree **0**
Strongly disagree **11.1%**
Not applicable/ don't know **0**

TP09

Have you made a complaint to FPHC in the last 12 months?

Yes **0**
No **18**

If yes, how satisfied or dissatisfied are you with FPHC's approach to complaints handling?

Number of responses for this question **1**

Given that no-one meets the criteria for the first part of this question, the one response received to this question (very satisfied) has been omitted from the results

TP10

Do you live in a building with communal areas, either inside or outside, that FPHC is responsible for maintaining?

Yes **9**
No **9**
Don't know **0**

If yes, how satisfied or dissatisfied are you that FPHC keeps these communal areas clean and well maintained?

Number of responses for this question **9**

Very satisfied **55.6%**
Fairly satisfied **33.3%**
Neither satisfied nor dissatisfied **0**
Fairly dissatisfied **11.1%**
Very dissatisfied **0**

TP11

How satisfied or dissatisfied are you that FPHC makes a positive contribution to your neighbourhood?

Number of responses for this question **16**

Very satisfied **25%**

Fairly satisfied **31.3%**
Neither satisfied nor dissatisfied **25%**
Fairly dissatisfied **0**
Very dissatisfied **6.3%**
Not applicable/ don't know **12.5%**

TP12

How satisfied or dissatisfied are you with FPHC's approach to handling anti-social behaviour?

Number of responses for this question **15**

Very satisfied **20%**
Fairly satisfied **20%**
Neither satisfied nor dissatisfied **33.3%**
Fairly dissatisfied **6.7%**
Very dissatisfied **6.7%**
Not applicable/ don't know **13.3%**

2. FPHC Management Committee Response to the Tenant Satisfaction Measures Survey 2024

The Finsbury Park Housing Co-operative Management Committee has considered the findings of the recent Tenant Satisfaction Survey.

We are pleased with the results of the survey. There was a 48.6% response rate (18 responses) by members, with a 70% approval rate across the board and 83.4% approval for the service we provide. These results suggest that nearly every FPHC member is relatively content. However, we know there is always work to do, and the MC is putting together plans that we believe will further improve services to all members of the co-op.

We were concerned that some comments submitted via the survey suggested that not all co-op members were completely clear about how FPHC works. We want to set that right.

How we make decisions

As you know, every FPHC member working to manage the organisation is a volunteer, and gives up their time for free.

As has always been the case, decisions about the running of FPHC are made during public Management Committee meetings, which still take place every week, on Tuesdays. We also hold frequent SGM meetings during which every member has a vote. Anyone who has ever been allocated a property will have attended one or more of these meetings, and all members and non-members are welcome to attend.

We have volunteer officers who are responsible for certain functions, including maintenance, treasury, and more. These officers act on behalf of and with support from the MC.

All members receive invitations to attend our weekly hybrid meetings (online and in person at the office), and those meetings regularly host 25%–35% of all members. During the past year, approximately half our members have attended at least one MC meeting. We believe this makes the co-op's decision-making process transparent and accountable.

If you are not receiving email invitations to join meetings, please write to fphc.mc12@gmail.com and provide your preferred email address.

How we communicate

We usually contact all members by email. From time to time we also send paper-based correspondence, although in order to reduce costs we are attempting to move all correspondence, including rent statements, to email.

It costs FPHC about £200 each time we write to all members, as postal and print charges have drastically increased. We believe this money is better spent on other operating costs.

We also publish minutes of our meetings in a timely manner, usually within a week of the meeting taking place. These minutes are distributed with the agenda for our regular meetings.

If you believe you are no longer receiving important co-op emails, or want to contact the MC, please email fphc.mc12@gmail.com.

How to report problems with rent

Our treasurer, Julian, follows in the footsteps of all previous FPHC treasurers and acts as the first point of contact for any issues regarding rent. Julian, who is an unpaid volunteer, has a dedicated part-time staff member and is supported by the wider management team.

He is currently putting a new online banking system for rent collection into place, and you can expect further details about this soon. If you have a rent payment problem, please contact Julian at treasurer.fphc12@gmail.com.

We also request that all members use the new rent payment codes that Julian recently provided you with.

How we do maintenance

Maintenance is managed by Roger on a voluntary basis, with full support from the Management Committee. He deserves much thanks for managing so many properties and has our full support. It would be helpful if members could help Roger to help them by facilitating access for our workers in a timely fashion – too much of his time is squandered chasing access problems.

Presently we do not have a volunteer who is willing to manage the cyclical maintenance process (the regular process in which homes are maintained).

This has been the case for a while and is one of the reasons we have moved to secure external management services to support our mission to provide high-quality, affordable housing to members of our co-operative. If you have a maintenance request or query, please contact Roger at maintenance.fphc@gmail.com

Management services

A proposal to work with an external management services company, Coop Homes, was put to the co-op membership in a Special General Meeting (SGM) November 1 2022, and all members had the opportunity to vote. Prior to the presentation other options were considered and Coop Homes attended a meeting to explain their services and respond to questions. The proposal was approved by majority vote, with negligible votes against.

Coop Homes will provide the following services to FPHC:

- Reactive maintenance
- Cyclical maintenance (programme to be agreed in future)
- Rent collection and associated tasks
- Safety checks – eg. gas, water safety, fire risk assessments, etc
- Management reports
- Policy and governance support

Our management agreement with Coop Homes is currently going through legal review. We are working toward an immediate start once the deal is finalised and a contract signed. We believe the move will optimise our service offering across the board, although of course the co-op will continue to be independent.

How to add an item to a FPHC meeting agenda

If you want to raise any matter during a meeting, please write to the secretary of FPHC, (who is also a volunteer) at martinh.fphc@gmail.com, or contact FPHC via fphc.mc12@gmail.com. Please make your request at least 48 hours before the meeting you would like to have the item raised at. Your request will be considered for discussion.

Working together

In the four decades since Finsbury Park Housing Co-op was established, members have given generously of their time and input as we work together to support and run our unique organisation. We are only as strong as our members.

Thank you to all who attend our regular meetings, to the members who take on essential volunteer work, and everyone who completed this year's Tenant Satisfaction Survey.

We thank all the volunteers who worked to maintain our organisation throughout its history, and the team who ran our first survey. We look forward to drawing on its insights in the months to come.

FPHC Management Committee
June 2024