

Your Views

Franklyn Housing Co-operative Limited

About the Survey

In February and March 2026 many of you took part in an important survey. All tenants were invited to take part in the survey.

The survey focused on how happy you are with the way your co-operative maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures 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 the co-operative's future strategic and operational planning.

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

21

tenants took
part out of a
total of 59

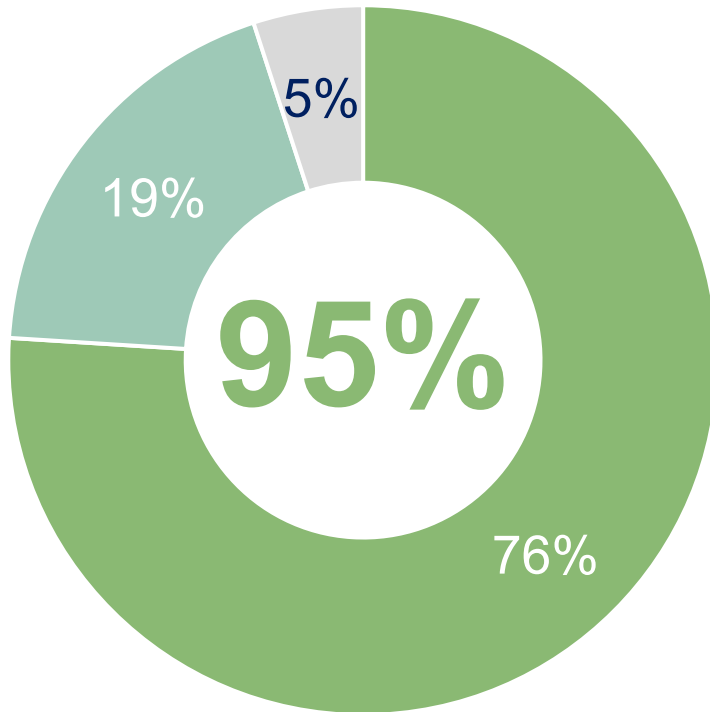
A big thank you to everyone who took part!



Overall Service



Almost all tenants surveyed are satisfied with the overall service provided by their co-operative (**95%**).



- Very satisfied
- Fairly satisfied
- Neither



The Home and Communal Areas



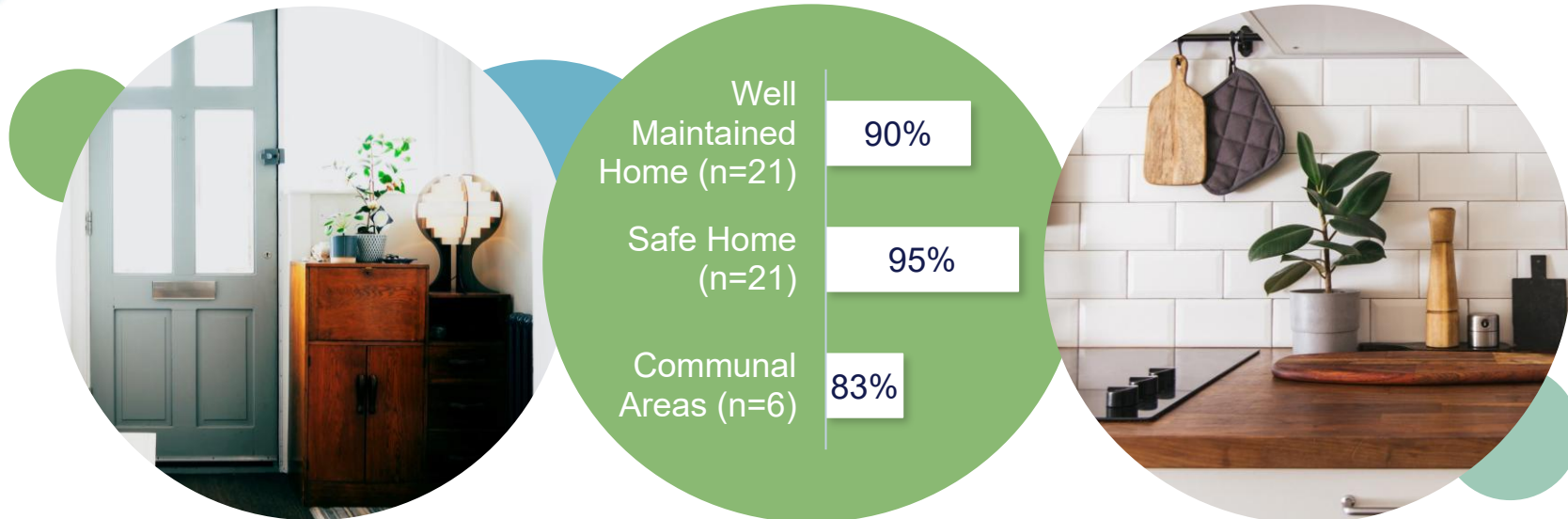
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**90%**).



Slightly more tenants are satisfied that their co-operative provides them with a home that is safe (**95%**).



Over four-fifths of tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**83%**).



Repairs Service



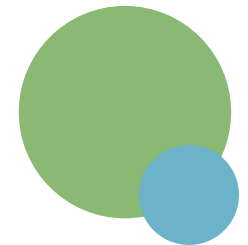
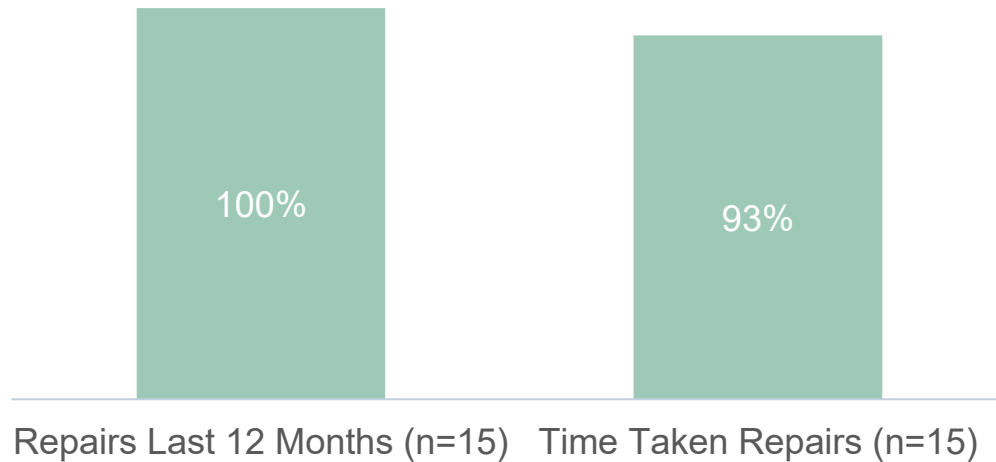
Seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(71%)**.



All of these tenants are satisfied with the overall repairs service from their co-operative over the last 12 months **(100%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



The Neighbourhood



Over nine out of ten tenants are satisfied that their co-operative makes a positive contribution to their neighbourhood (**95%**).



Slightly fewer tenants are satisfied with their co-operative's approach to handling anti-social behaviour (**94%**).



Neighbourhood
Contribution
(n=20)

95%

Approach to
ASB (n=17)

94%



Communications and Tenant Engagement



Nine out of ten tenants are satisfied that their co-operative listens to their views and acts upon them **(89%)**.



Six out of seven tenants are satisfied that they are kept informed about things that matter to them **(85%)**.



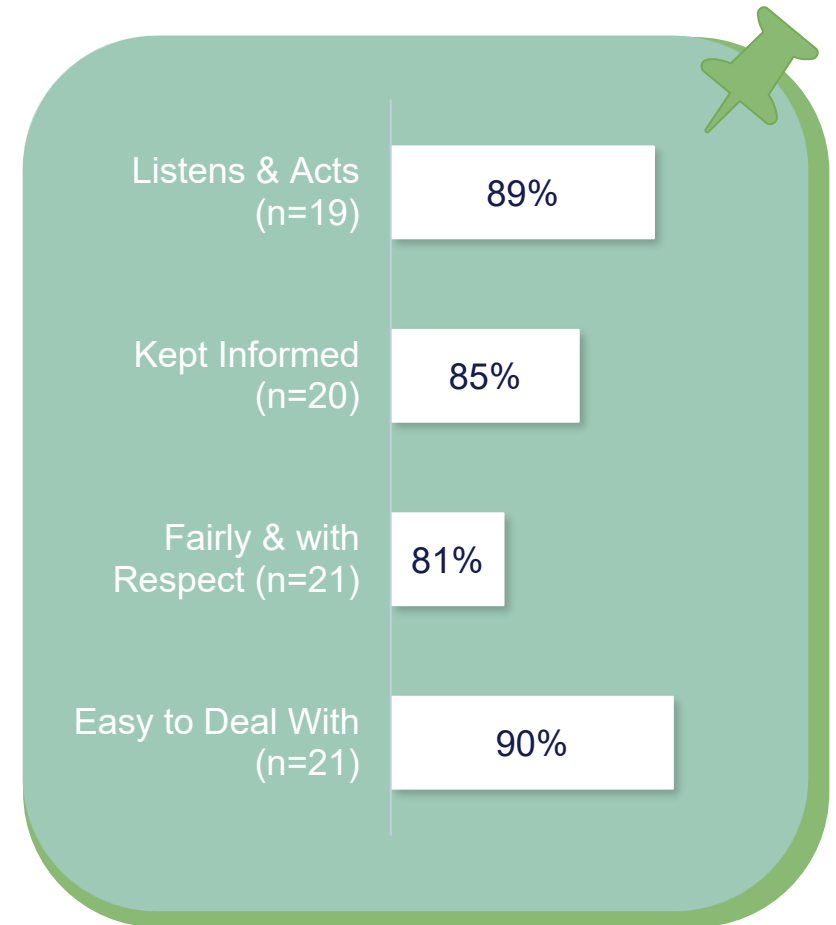
Slightly fewer tenants agree that they are treated fairly and with respect by their co-operative **(81%)**.



Nine out of ten tenants are satisfied that their co-operative is easy to deal with **(90%)**.



No tenants said they had made a complaint to their co-operative in the last 12 months.



Summary of Tenant Satisfaction Measures (TSM)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	95.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	100.0%
TP03	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.	93.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	90.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	95.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	89.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	85.0%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81.0%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	-%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	83.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	95.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	94.1%

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Your 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 your co-operative does to involve you in developing services. As well as publishing the results of the survey, your 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,
e.g., communications,
complaints, and
property condition



Involve tenants in
shaping service
improvements



TSM Summary of Approach – Franklyn

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

A.	A summary of achieved sample size (number of responses)	21
B.	Timing of survey	06/02/2026 to 31/03/2026
C.	Collection method(s)	Online and Postal
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	0
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None