



Lewisham Family Co-operative Association

Tenant Perception Survey

April 2026

Tenant Perception Survey 2025/26

- This report presents the findings of the Tenant Satisfaction Measures (TSM) survey, undertaken between 4 March and 15 April 2026, to understand your co-operative's tenant-members' experiences and perceptions of the services provided.
- The survey forms part of your co-operative's ongoing commitment to transparency, accountability, and continuous improvement, ensuring that tenant-members' voices are central to how services are shaped and delivered.
- The results outlined in this report provide valuable insight into key areas such as overall satisfaction, quality of homes, repairs and maintenance, safety, communication, and neighbourhood management. By analysing this feedback, your co-operative is able to identify strengths in its service delivery as well as areas where improvements are needed.



23
Tenant-
members
completed the
survey out of a
total of 45

Thank you to everyone who took part in the survey



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TSM summary

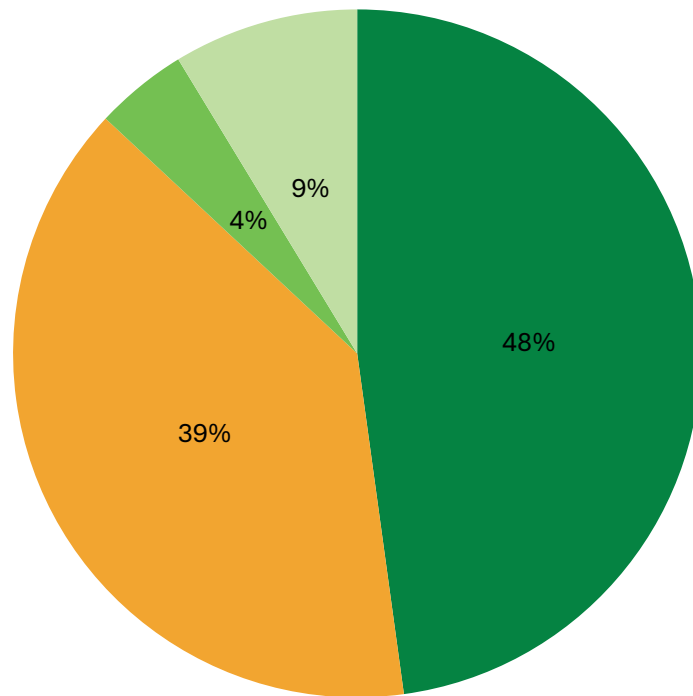
Taking everything into account, how satisfied or dissatisfied tenant-members are with the service provided by your Co-operative:

- 47.83% of respondents are Very satisfied
- 39.13% are Fairly satisfied
- 8.7% are Fairly dissatisfied
- 4.35% are Neither satisfied nor dissatisfied
- 0% are Very dissatisfied

This means that the vast majority of tenants (about 87%) are satisfied with the service provided by your Co-operative, with very few expressing dissatisfaction.



Overall Service



91%

The over-whelming majority of your tenant-members when asked to consider the services you provide as a landlord said they are satisfied

■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied



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Repairs

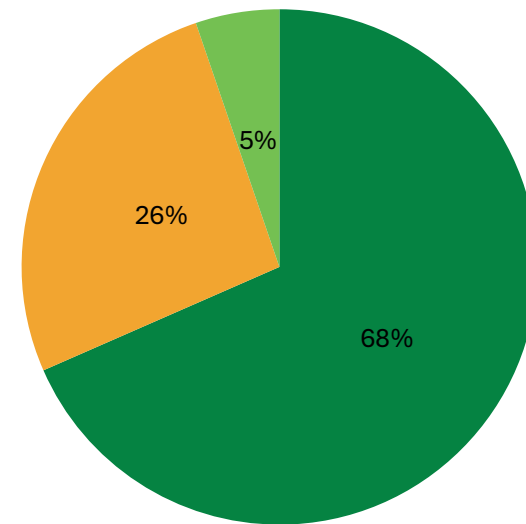


18 out of 23 tenant-members had a repair carried out in the last 12 months



All tenant members were satisfied with the overall repairs service

Satisfaction with the repairs service



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



Repairs service



17 out of 19 tenant-members were satisfied with the booking service by MB Housing

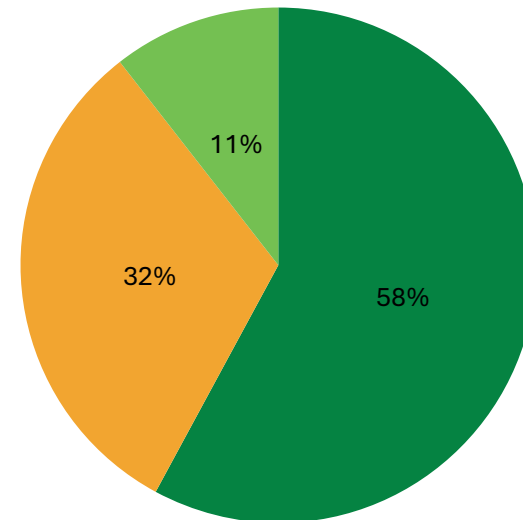


All tenant members were satisfied with the time taken to complete the repair



All tenant-members were satisfied with the communication process from MB Housing

Time taken to complete a repair



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



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Home and Communal areas



21 out of 23 of your tenant-members are satisfied that their home is well maintained.

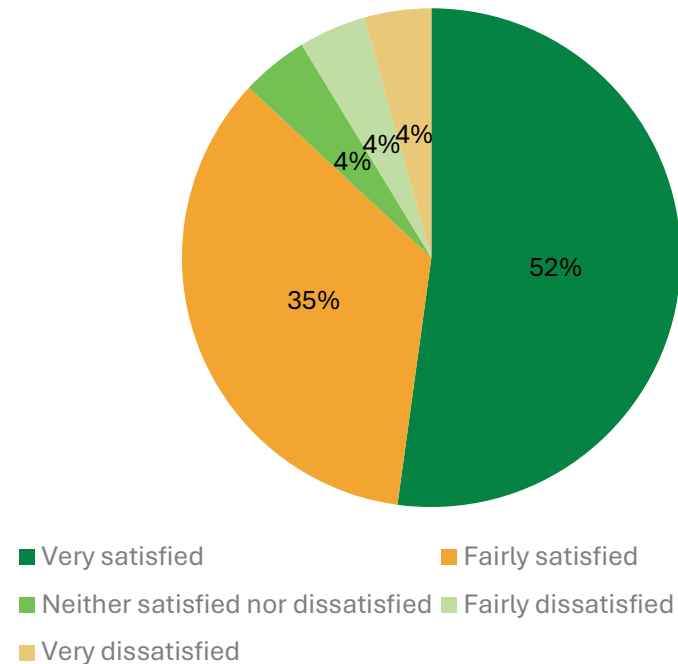


21 out of 23 of tenant-members are satisfied that you are providing them with a home that is safe.



8 out of 9 tenant-members with communal areas are satisfied with the upkeep.

Home is well maintained



Communication



22 out of 23 tenant-members were satisfied that LFCA listens to their views and acts on them.



22 out of 23 tenant-members were satisfied that they are kept informed about things that matter to them.

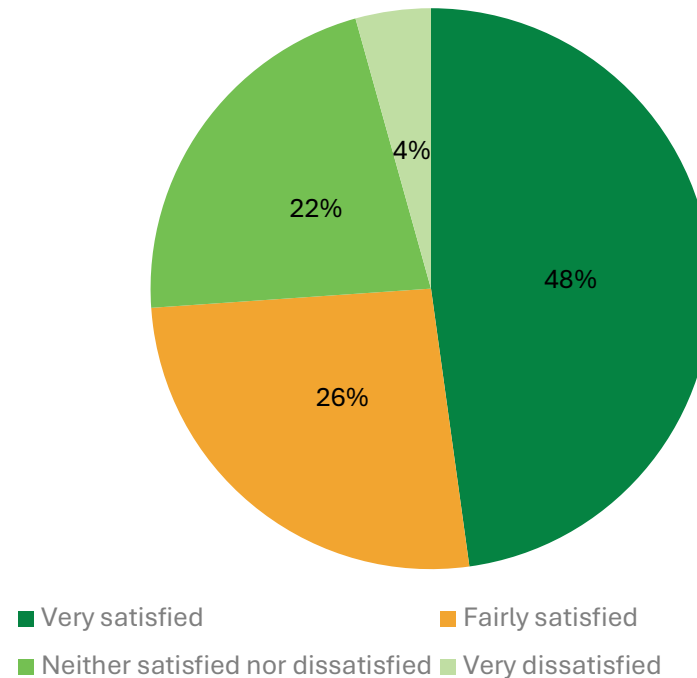


22 out of 23 tenant-members agree that LFCA treats them fairly and with respect.



22 out of 23 tenant-members agree that MB Housing treats them fairly and with respect.

Your co-operative listens and acts



Complaints

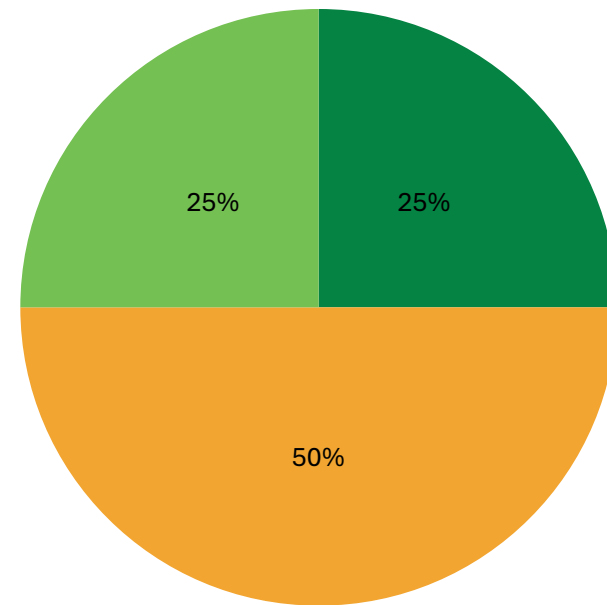


1 person out of 23 respondents said they had made a complaint in the last 12 months



3 out of 4 tenant-members said they were satisfied with LFCA's approach to complaint handling.

Satisfaction with complaints handling



■ Very satisfied ■ Fairly satisfied ■ Very dissatisfied



The Neighbourhood

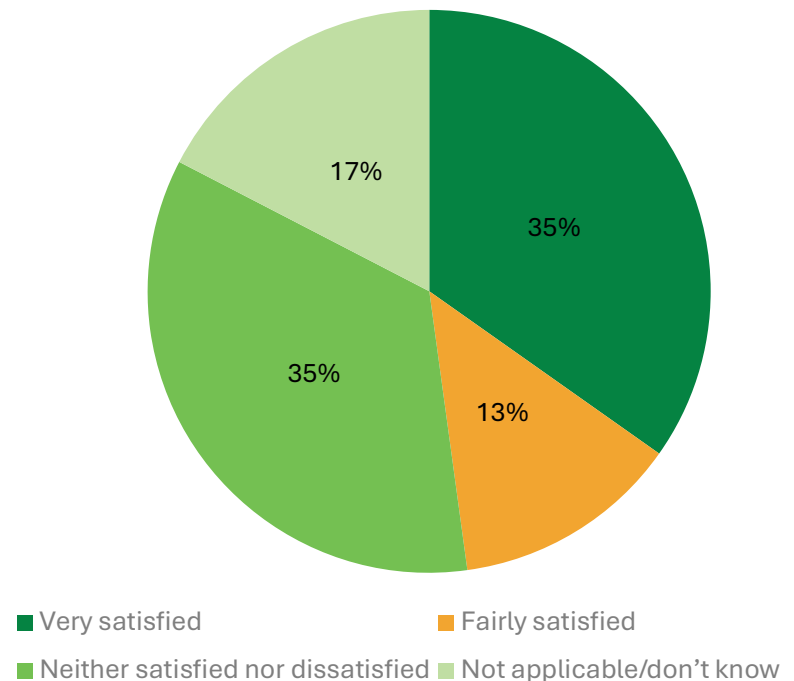


19 out of 23 tenant-members said they are satisfied that LFCA makes a positive contribution to their neighbourhood.



18 out of 23 tenant-members said they were satisfied with their co-operative's approach to anti-social behaviour.

Positive contribution to the neighbourhood



Feedback

- Speed, excellent communication and care.
- The co-op responds quickly when I report any issues and are quick to remedy the situation.
- I have been very satisfied with the service provided by the Co-operative. Committee meetings and AGMs are well organised and inclusive, creating a positive environment where members feel able to contribute. The Committee takes a proactive approach to governance, considering issues such as new legislation and planning ahead rather than only responding to problems when they arise. The managing agent is professional, approachable and responsive, which helps ensure matters are dealt with efficiently.
- Great property, fantastic rent and location.
- Communication with all tenants could be improved. – A better system to get up to date rent account balance would be useful too.

Recommendations

- Overall satisfaction with the Co-operative is strong, with most residents reporting positive experiences. A small proportion of respondents expressed neutral or lower levels of satisfaction, indicating opportunities to further enhance services.
- Feedback on how well the Co-operative listens and acts on residents' views is generally positive, though around a quarter of respondents selected neutral or negative responses. This highlights an opportunity to strengthen communication and demonstrate how resident feedback leads to action.
- Similarly, most residents feel well informed, with a smaller group indicating neutral or lower satisfaction. This suggests that providing more consistent and visible updates could further improve confidence.
- Satisfaction with communal areas is largely positive among those for whom this applies, with some mixed responses pointing to opportunities to enhance consistency in maintenance and upkeep, however with the recent redecoration this measure should see improvement.

