



May Day Permanent Housing Co-operative
Limited

Tenant Perception Survey

April 2026



MB Housing www.mbhousing.uk | enquiries@mbhousing.uk

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.



10
Tenant-
members
completed the
survey out of a
total of 18

Thank you to everyone who took part in the survey



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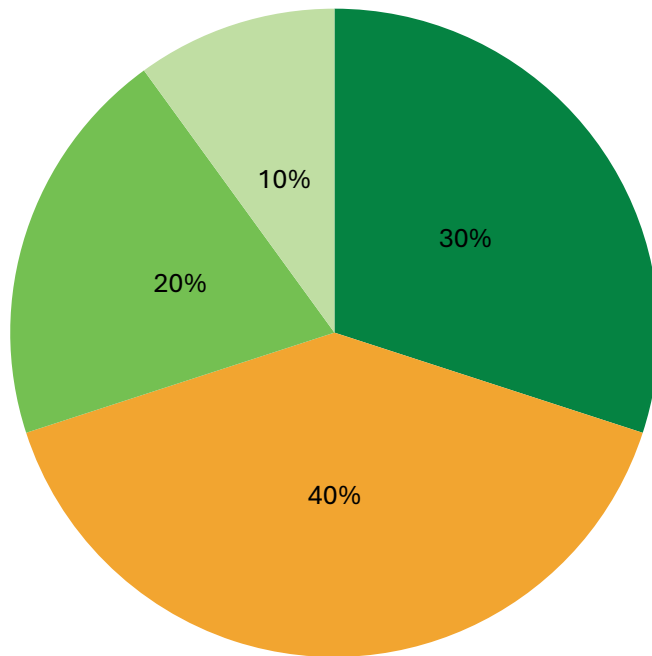
TSM summary

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

- Most respondents are satisfied with the Co-operative's services: 70% are either 'Fairly satisfied' or 'Very satisfied' with the overall service.
- 100% of those who had repairs in the last 12 months were at least 'Fairly satisfied' with the repairs, booking, and time taken for repairs.
- 80% are satisfied that their home is well maintained and safe.
- 70% feel the Co-operative listens to their views and acts upon them.
- 70% agree or strongly agree that the Co-operative treats them fairly and with respect.
- Areas with lower satisfaction include communal area maintenance and anti-social behaviour handling, where some respondents expressed dissatisfaction or uncertainty.



Overall Service



70%

The majority of your tenant-members when asked to consider the services you provide as a landlord said they are satisfied with only a small minority expressing dissatisfaction

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



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Repairs

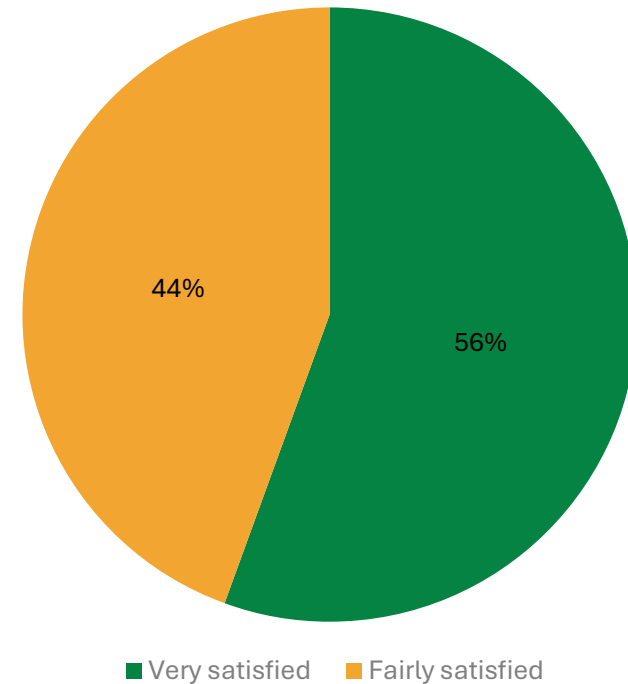


9 out of 10 tenant-members had a repair carried out in the last 12 months



All tenant members were satisfied with the overall repairs service

Satisfaction with the repairs service



Repairs service



All tenant-members were satisfied with the booking service provided by MB Housing

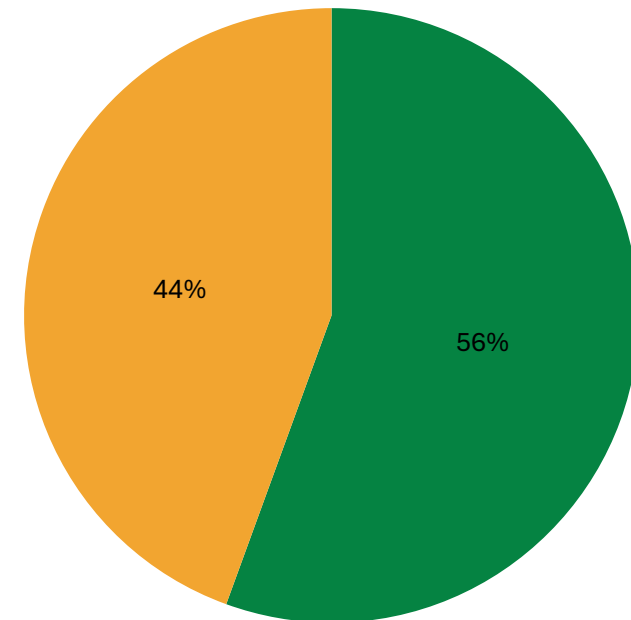


All tenant members were satisfied with the time taken to complete the repair



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

Time taken to complete a repair



■ Very satisfied ■ Fairly satisfied



Home and Communal areas



8 out of 10 of your tenant-members are satisfied that their home is well maintained.

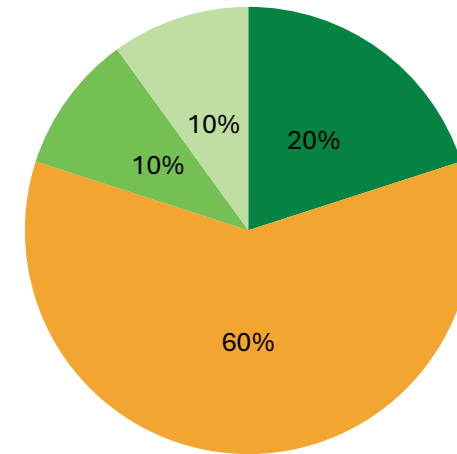


8 out of 9 of tenant-members are satisfied that you are providing them with a home that is safe.



5 out of 7 tenant-members with communal areas are satisfied with the upkeep.

Home is well maintained



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



Communication



7 out of 10 tenant-members were satisfied that May Day listens to their views and acts on them.



8 out of 10 tenant-members were satisfied that they are kept informed about things that matter to them.

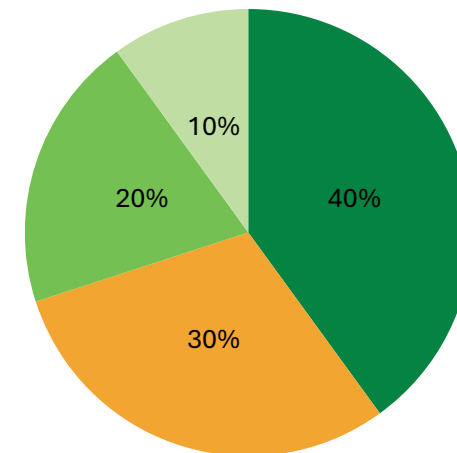


7 out of 9 tenant-members agree that May Day treats them fairly and with respect.



9 out of 9 tenant-members agree that MB Housing treats them fairly and with respect.

Your co-operative listens and acts



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



Complaints

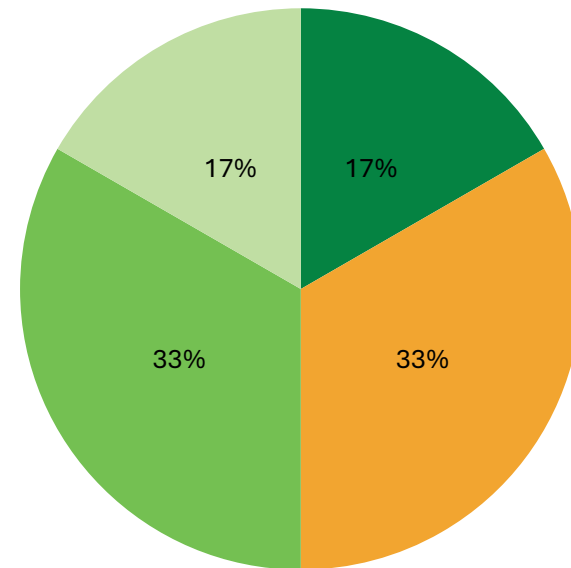


4 out of 10 respondents said they had made a complaint in the last 12 months



3 out of 6 tenant-members said they were satisfied with May Day's approach to complaint handling.

Satisfaction with complaints handling



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



The Neighbourhood

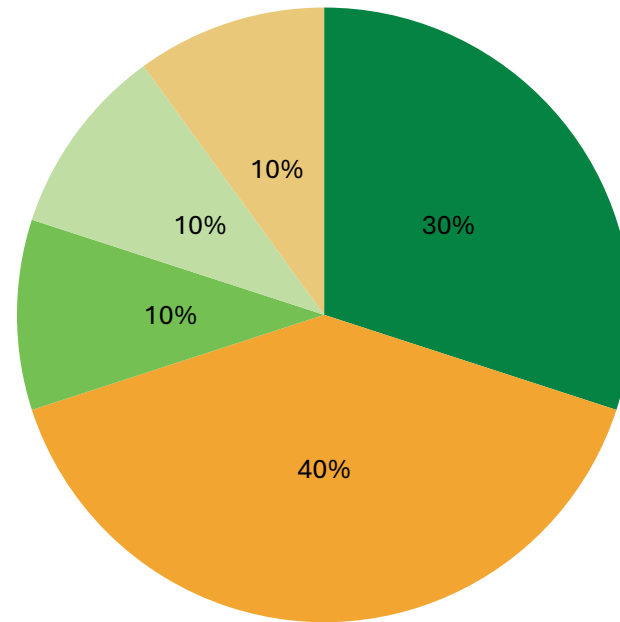


7 out of 9 tenant-members said they are satisfied that May Day makes a positive contribution to their neighbourhood.



3 out of 6 tenant-members said they were satisfied with their co-operative's approach to anti-social behaviour.

Positive contribution to the neighbourhood



■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied ■ Not applicable/don't know



Feedback

- Communication, sticking to word and going above and beyond.
- Things are getting done a lot quicker, some jobs I have been waiting years to be fixed were done within months.
- Pros & Cons: Repairs are mostly completed very quick and sufficiently – building is clean and maintained, well most of the time – very kind and civilised neighbours – only got one copy of the key landlord asked me to buy another, not really fair. I should have been given an extra copy. Too many unnecessary complaints from neighbours?
- The service is okay and there's always room for improvement.



Recommendations

- Tenants generally report positive experiences with the services provided by the Co-operative, with most indicating they are 'Fairly satisfied' or 'Very satisfied' across key areas such as overall service, repairs, and communication.
- There are opportunities to further enhance satisfaction in areas like communal space, maintenance, and responses to anti-social behaviour, where feedback suggests some residents are looking for improvements.
- Feedback from open-ended responses provides valuable insight, highlighting resident engagement, service responsiveness, and communication quality as key areas where focused enhancements could make a meaningful difference.
- While only a small number of respondents expressed concerns about complaints handling and home safety, addressing these areas presents an opportunity to strengthen confidence and trust even further.