



Milldale 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.



14
Tenant-
members
completed the
survey out of a
total of 52

Thank you to everyone who took part in the survey

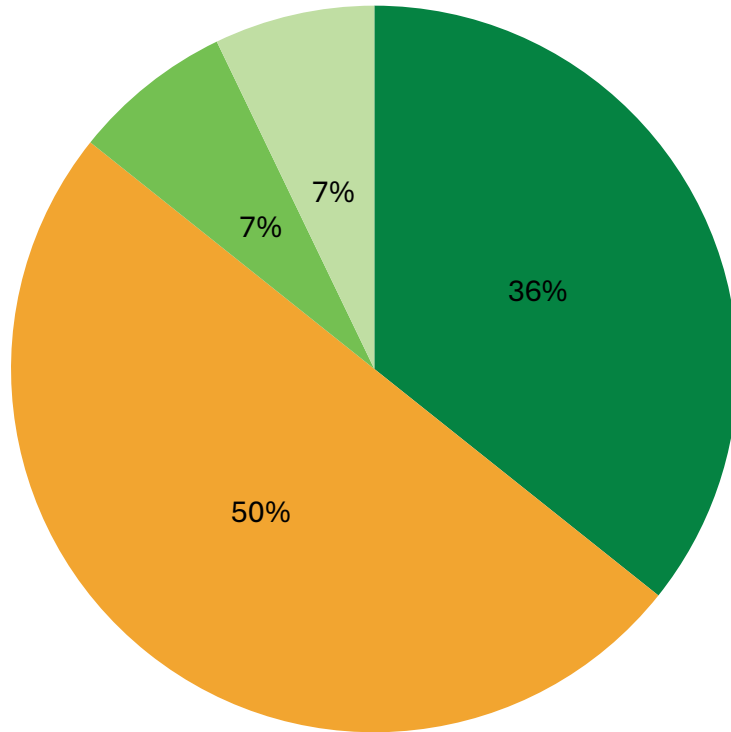


TSM summary

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 service: 50% are 'Fairly satisfied' and 35.71% are 'Very satisfied'.
- 57.14% had a repair in the last 12 months, and among those, satisfaction with the repairs service is high (87.5% are 'Very' or 'Fairly satisfied').
- Satisfaction with home maintenance and safety is also strong, with 85.71% 'Very' or 'Fairly satisfied' that their home is well maintained, and 92.86% 'Very' or 'Fairly satisfied' that their home is safe.
- Listening and communication could be improved: only 42.86% are satisfied that the Co-operative listens and acts on views, and 71.43% are satisfied with being kept informed.
- Most feel treated fairly and with respect by both the Co-operative and MB Housing (over 85% agree or strongly agree).
- Complaints are rare (21.43% made a complaint), and among those, half were 'Very satisfied' with complaint handling.
- Satisfaction with communal area maintenance and anti-social behaviour handling is more mixed, with notable proportions neutral or dissatisfied.

Overall Service



85%

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

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



Repairs

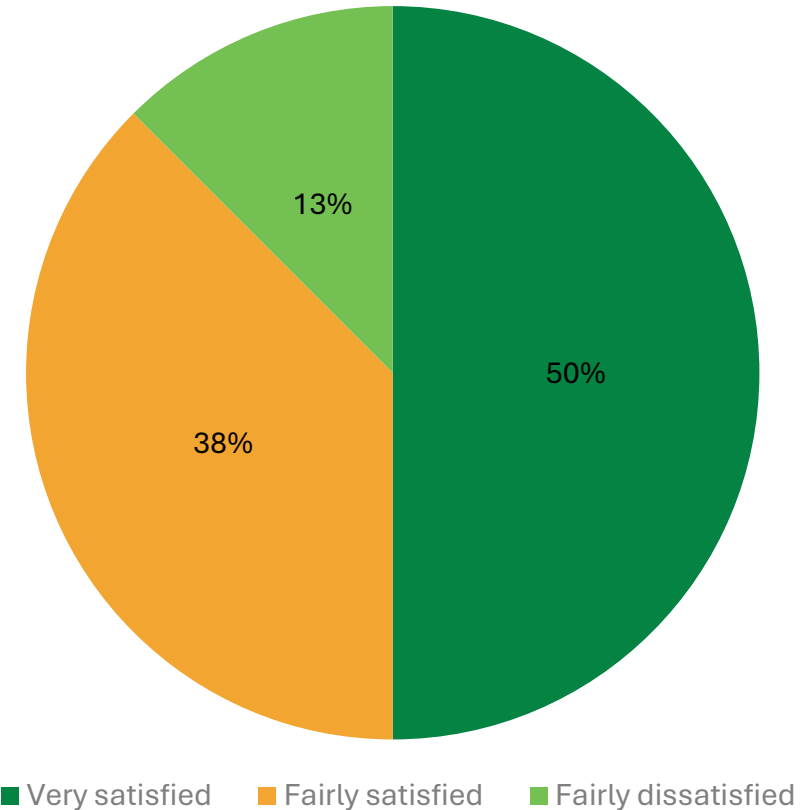


8 out of 14 tenant-members had a repair carried out in the last 12 months



7 out of 8 tenant-members were satisfied with the overall repairs service

Satisfaction with the repairs service

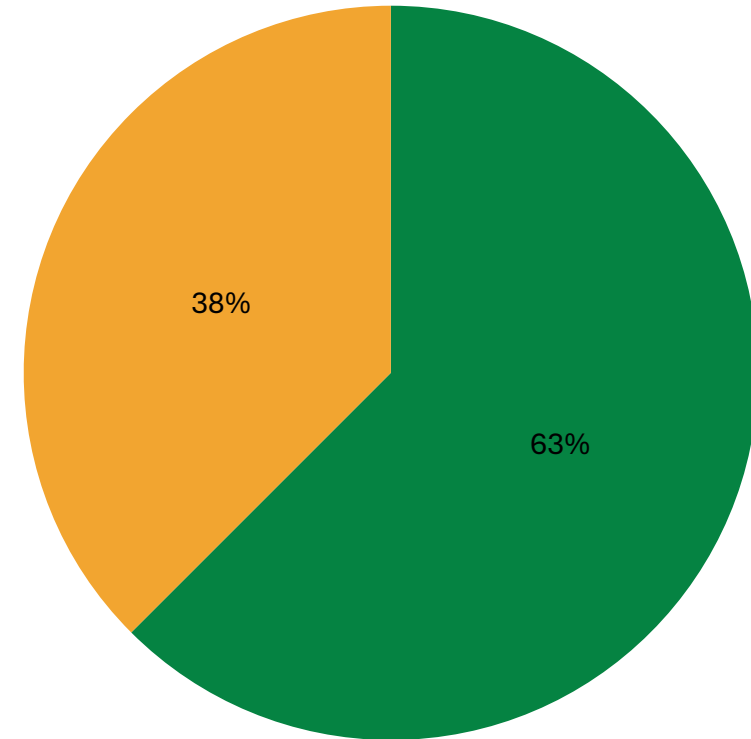


Repairs service



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

Time taken to complete a repair



■ Very satisfied ■ Fairly satisfied



Home and Communal areas



12 out of 14 of your tenant-members are satisfied that their home is well maintained.

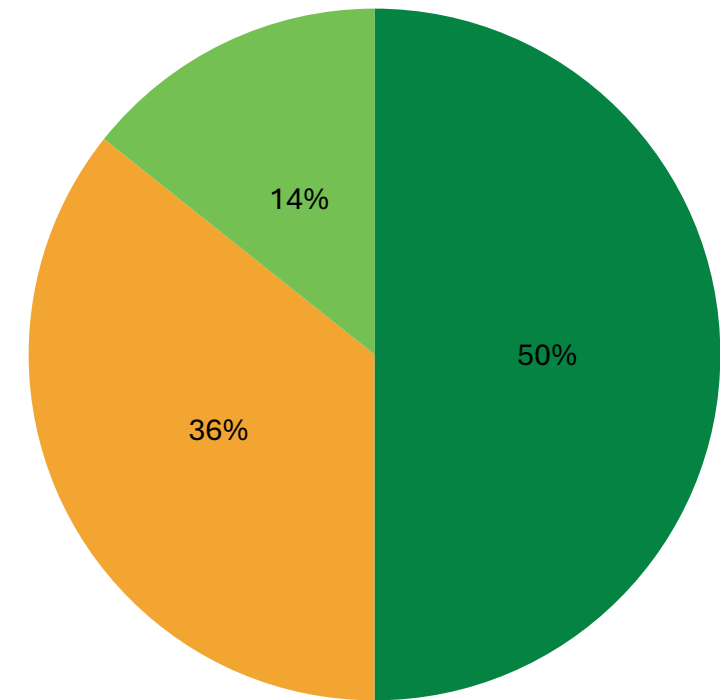


13 out of 14 of tenant-members are satisfied that you are providing them with a home that is safe.



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

Home is well maintained



■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied



Communication



6 out of 14 tenant-members were satisfied that Milldale listens to their views and acts on them.



10 out of 14 tenant-members were satisfied that they are kept informed about things that matter to them.

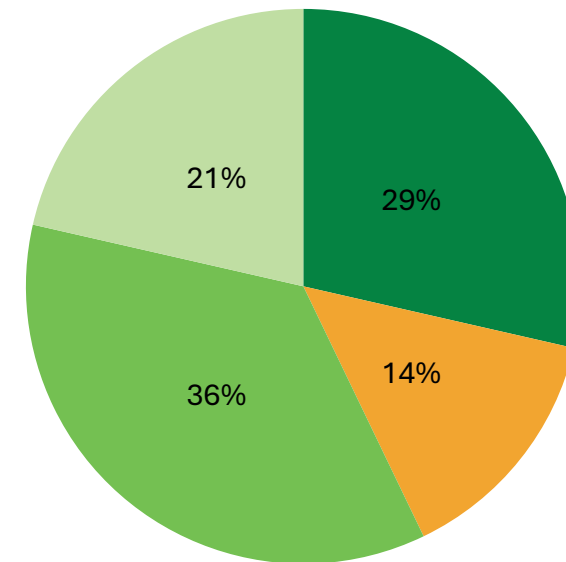


12 out of 14 tenant-members agree that Milldale treats them fairly and with respect.



12 out of 14 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 ■ Fairly dissatisfied



Complaints

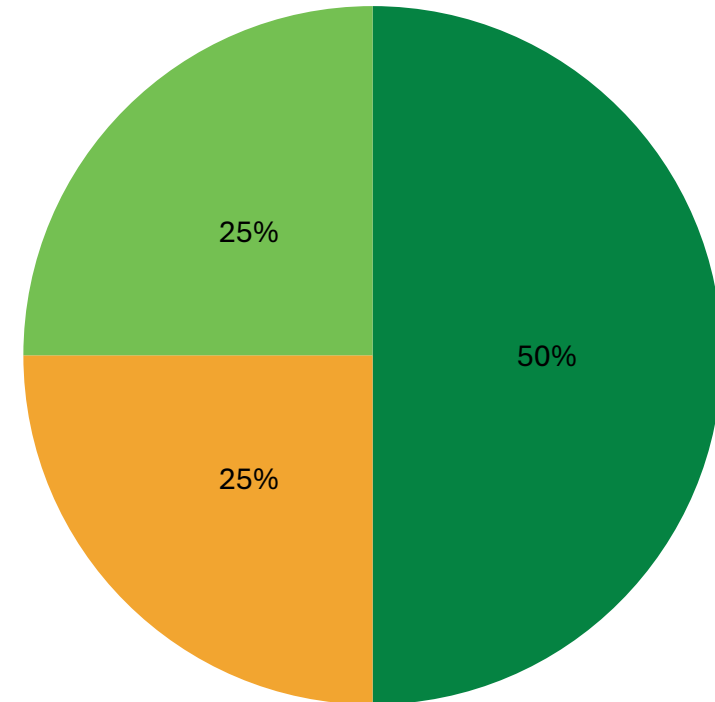


3 out of 14 respondents said they had made a complaint in the last 12 months



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

Satisfaction with complaints handling



■ Very satisfied

■ Neither satisfied nor dissatisfied

■ Fairly dissatisfied



The Neighbourhood

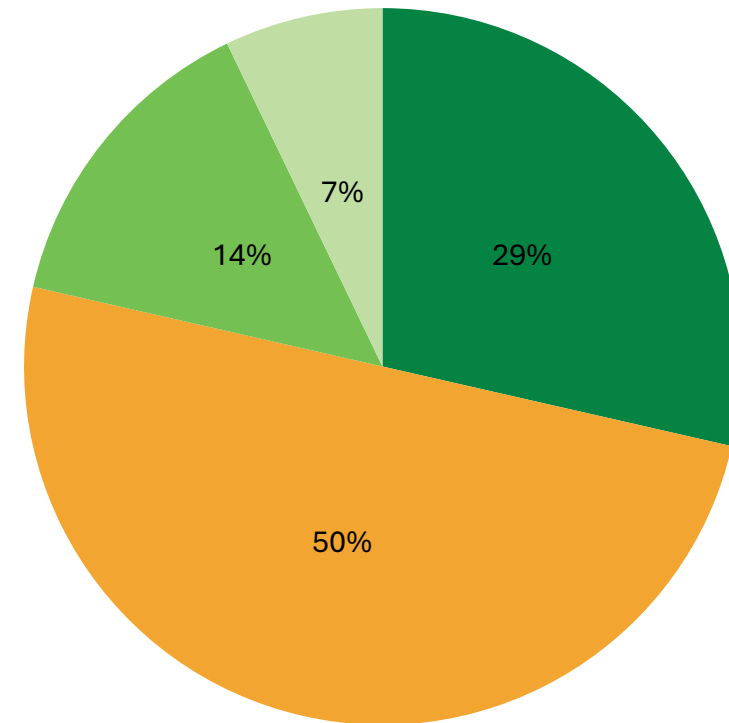


11 out of 13 tenant-members said they are satisfied that Milldale makes a positive contribution to their neighbourhood.



8 out of 12 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 ■ Neither satisfied nor dissatisfied ■ Not applicable/don't know



Feedback

- Prompt action with repairs and friendly atmosphere
- Respond quickly
- Things are better now we have a new committee things are slowly getting done.
- There needs to be a number or someone who we can contact outside of the 3 mornings of office hours. If there was a leak etc were expected to wait until the office is open again.
- Usually things are dealt with reasonably quickly. It's not ideal that the office is shut 4 days of the week as things that aren't considered an emergency yet need dealing with i.e boiler problems can sometimes take a while to sort as we can't directly contact the plumbers etc.
- Cleaning of communal areas in the flats are unsatisfactory, waste of Co-operative money.



Recommendations

- Continue delivering strong services: Survey responses show that tenant-members are very satisfied with repairs, maintenance, and home safety. It is recommended that the Co-operative maintains this high standard to sustain positive experiences.
- Enhance communication and tenant-member engagement: Feedback suggests an opportunity to strengthen how tenant-members feel heard and involved. It is recommended to expand feedback opportunities, provide regular updates, and clearly demonstrate how tenant-member input informs decisions and improvements.
- Further improve communal areas: Survey results indicate some variation in satisfaction with communal spaces. It is recommended to review cleaning and maintenance arrangements and incorporate tenant-member suggestions to enhance these shared areas.
- Refine the complaints process: While complaints are relatively infrequent, survey feedback highlights an opportunity to improve the experience. It is recommended to ensure the process is clear, timely, and transparent, with outcomes communicated effectively to tenant-members.
- Strengthen approaches to anti-social behaviour: Responses show mixed views in this area. It is recommended to build on current practices by increasing visibility of actions taken and continuing to provide support to affected tenant-members.

