



Pearman Street Co-operative Limited

Tenant Perception Survey

April 2026



MB Housing

www.mbhousing.uk

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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.

A large orange circle containing the number 14 and text about the survey completion rate.

14
Tenant-
members
completed the
survey out of a
total of 27

Thank you to everyone who took part in the survey



TSM summary

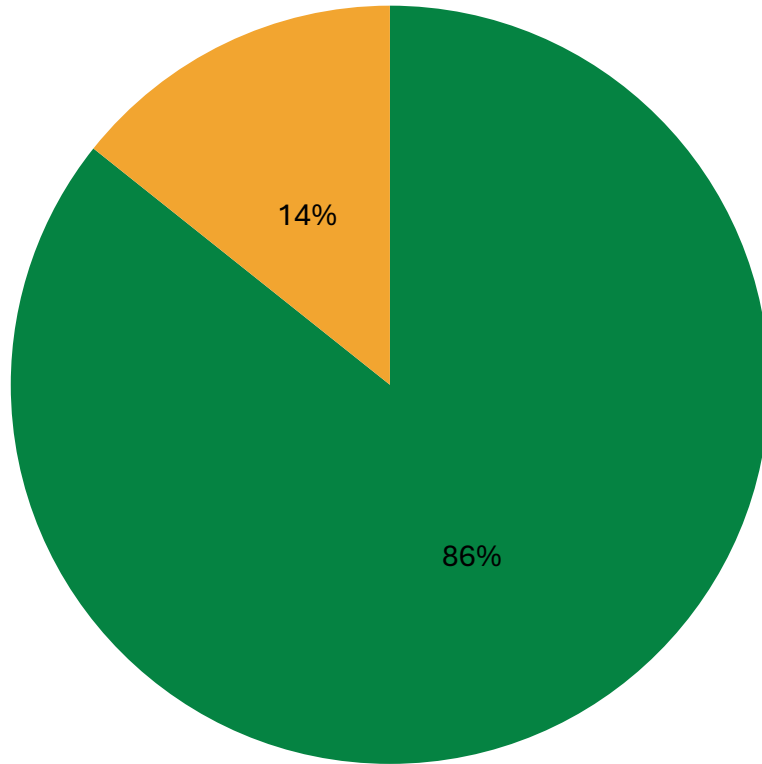
Taking everything into account, how satisfied or dissatisfied tenant-members are with the service provided by your Co-operative:

- 86% of respondents are Very satisfied
- 14% are Fairly satisfied
- 0% are Fairly dissatisfied
- 0% are Neither satisfied nor dissatisfied
- 0% are Very dissatisfied

This means a very high overall satisfaction among tenant-members with the service provided by the Co-operative.



Overall Service



■ Very satisfied ■ Fairly satisfied



100%

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



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Repairs

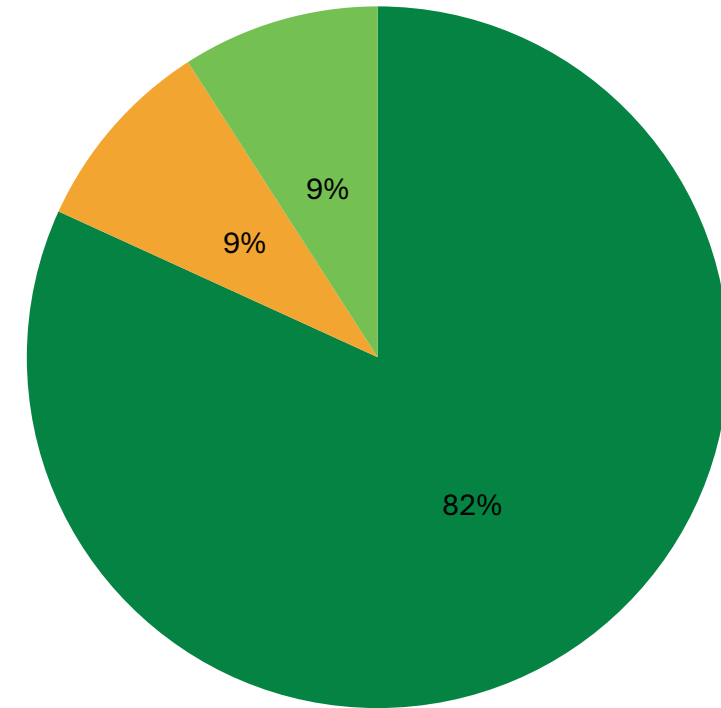


11 out of 14 tenant-members had a repair carried out in the last 12 months



10 tenant-members were satisfied with the overall repairs service with 1 being neutral

Satisfaction with the repairs service



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



Repairs service



10 out of 11 tenant-members were satisfied with the booking service provided by MB Housing, 1 was neutral

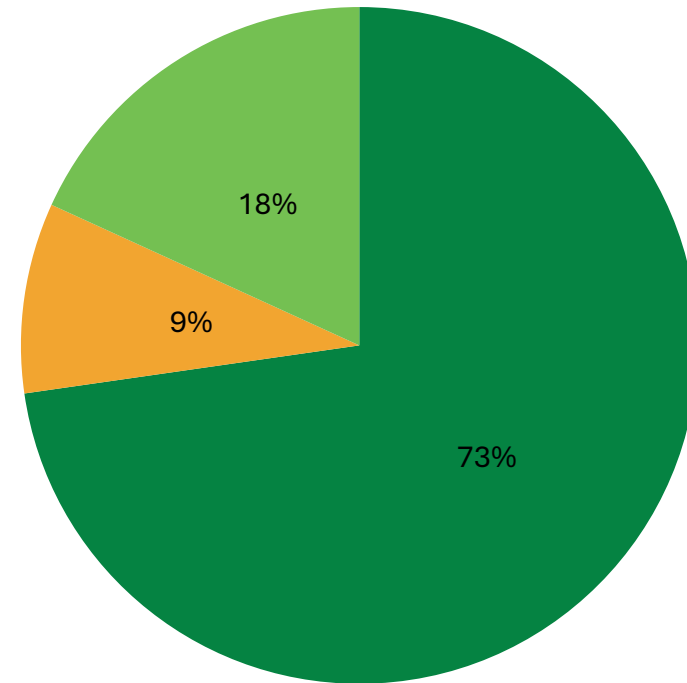


9 tenant members were satisfied with the time taken to complete the repair, 2 were neutral



9 tenant-members were satisfied with the communication process from MB Housing, 2 were neutral

Time taken to complete a repair



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



Home and Communal areas



13 out of 14 of your tenant-members are satisfied that their home is well maintained, 1 was neutral

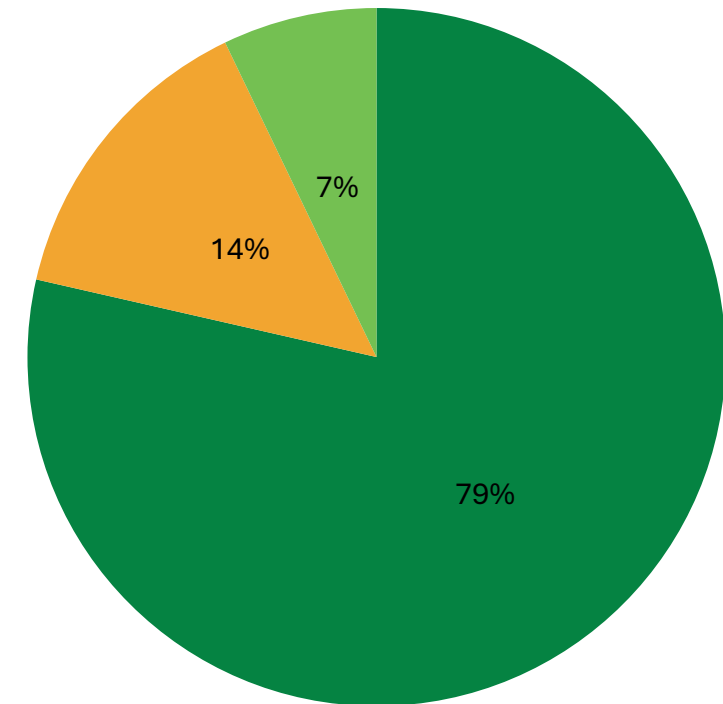


All of your tenant-members are satisfied that you are providing them with a home that is safe



3 out of 8 of your tenant-members with communal areas are satisfied with the upkeep, 5 were neutral

Home is well maintained



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



Communication



All your tenant-members were satisfied that Pearman Street listens to their views and acts on them.



13 out of 14 tenant-members were satisfied that they are kept informed about things that matter to them. 1 was neutral

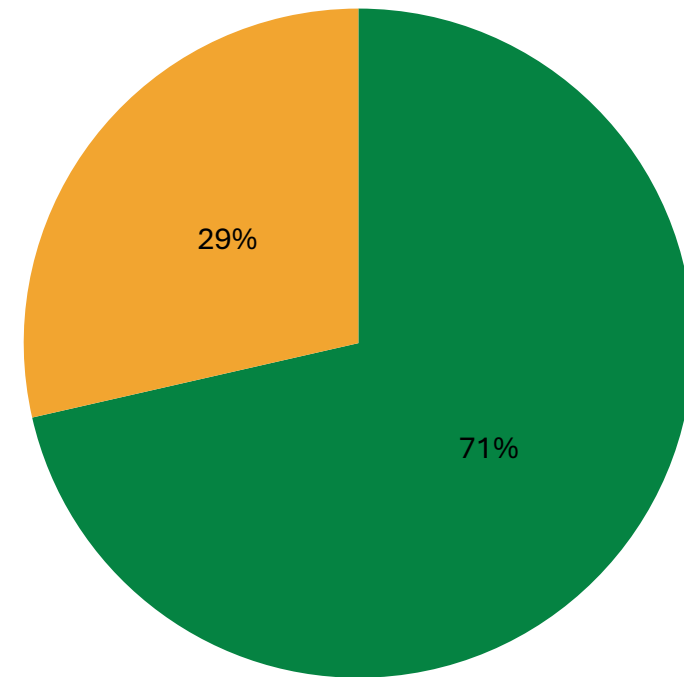


All your tenant-members agree that Pearman Street treats them fairly and with respect.



13 out of 14 tenant-members agree that MB Housing treats them fairly and with respect. 1 was neutral.

Your co-operative listens and acts



■ Very satisfied ■ Fairly satisfied

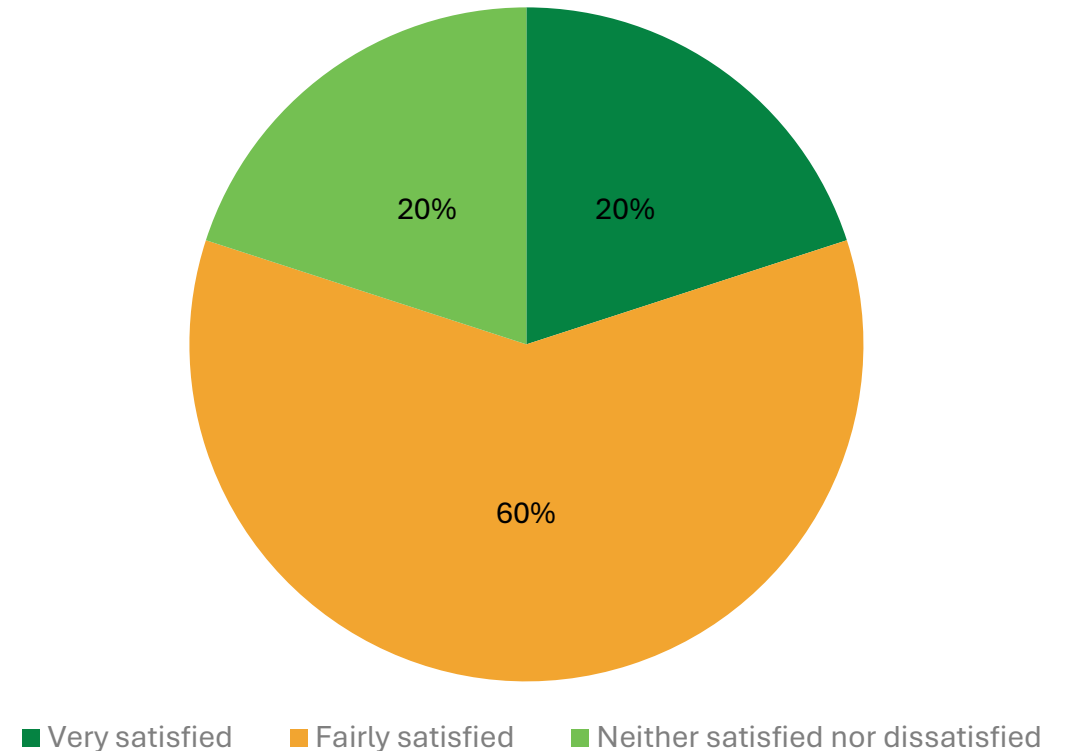


Complaints



While Pearman Street had no complaints during the period, 4 out of 5 tenant-members were satisfied with Pearman Street's approach to complaint handling, 1 was neutral

Satisfaction with complaints handling



The Neighbourhood

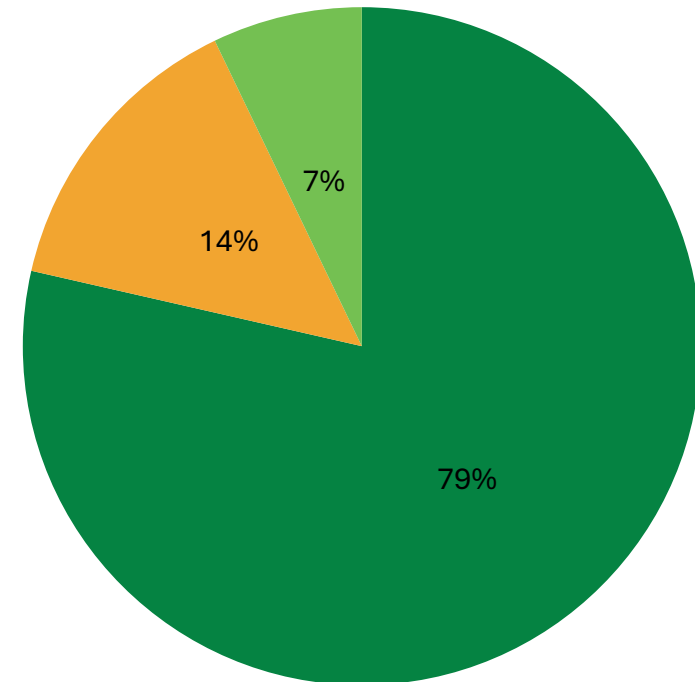


13 out of 14 tenant-members said they are satisfied that Pearman Street makes a positive contribution to their neighbourhood. 1 was neutral.



9 out of 14 tenant-members said they were satisfied with their co-operative's approach to anti-social behaviour. 1 was neutral, 4 didn't know.

Positive contribution to the neighbourhood



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied



Feedback

- Nothing specific. Just very satisfied.
- Dedication to Co-operative principles of fairness and support.
- I am on the committee. I find my colleagues approachable; I find our agents very helpful and quick to respond and I find the residents easy to talk to and communicate with. I am very grateful to live here, it has genuinely improved my life as a person living with disabilities.
- Work carried out promptly at time and date agreed.
- Excellent customer services , quick, friendly, helpful these things have made have a much higher opinion about the co operative.
- I have only been a member of the co-op for a short time, but everything is co-operative in the true sense of the word. Any time I have had an issue someone has helped.



Recommendations

- Maintain high overall satisfaction (100%) by continuing strong service delivery and resident-focused approach
- Build on repairs performance by improving communication and reducing neutral responses
- Enhance communal area upkeep to increase satisfaction and visibility of maintenance
- Improve awareness of anti-social behaviour processes and reporting
- Continue strong communication, ensuring residents feel informed and heard
- Increase opportunities for resident feedback and engagement
- Promote and celebrate the co-operative's community values and positive culture

