

Your Views



Lynsted Housing Co-operative
Lynsted Lane, Batteries Close, Kent

Tenant Satisfaction Survey 2023/24

About the Survey

In March 2024 many of you took part in an important survey. All tenants were invited to take part in the survey, by either online questionnaires or a telephone interview.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Lynsted Housing 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 Lynsted Co-operative's future strategic and operational planning.

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



10

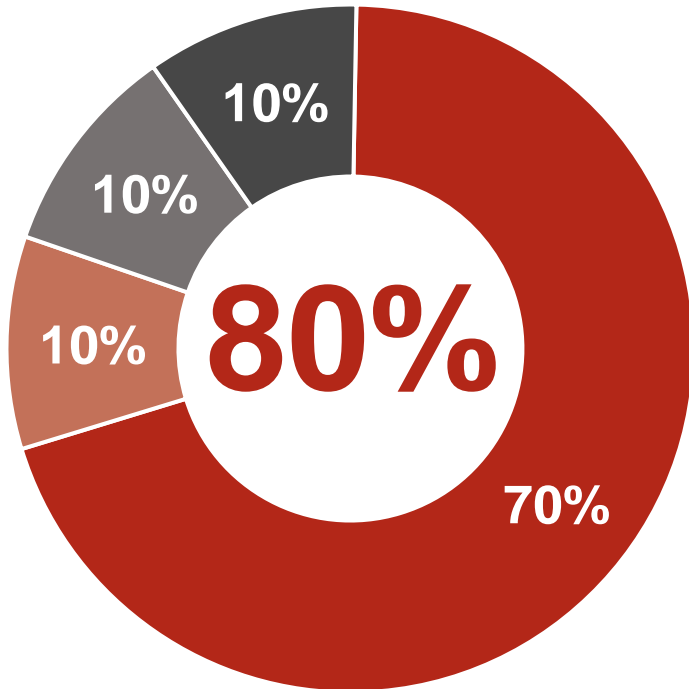
tenants took part
out of a total of
17 (8 online & 2
by telephone)

A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Lynsted Housing Co-operative (**80%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



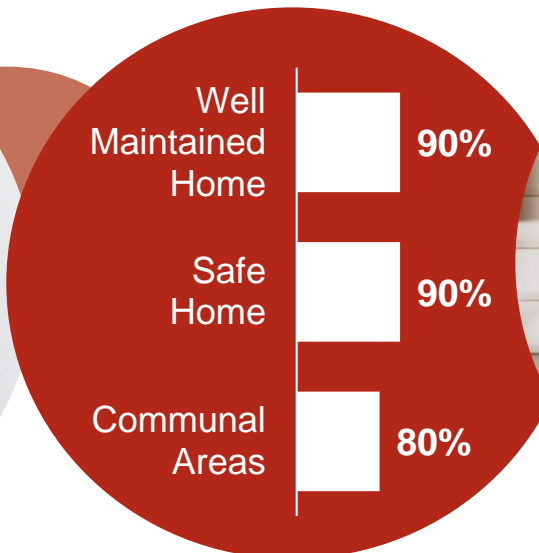
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**90%**).



Tenants are equally satisfied that Lynsted Housing Co-operative provides them with a home that is safe (**90%**).



Eight out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**80%**).



Repairs Service



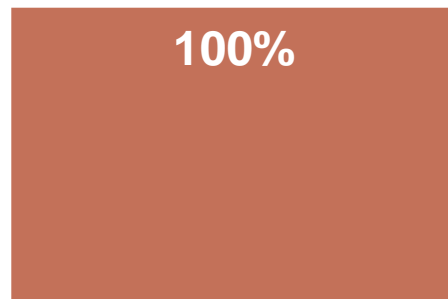
Six out of ten tenants said they had a repair carried out to their home in the last 12 months **(60%)**.



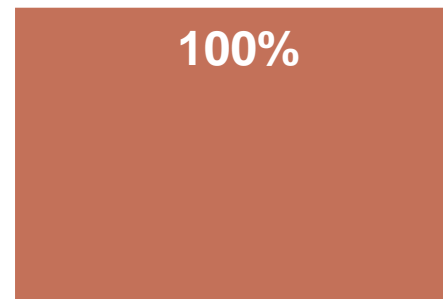
All of these tenants are satisfied with the overall repairs service from Lynsted Housing Co-operative over the last 12 months **(100%)**.



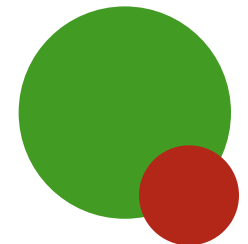
All of these tenants are also satisfied with the time taken to complete their most recent repair after they reported it **(100%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Nine out of ten tenants are satisfied that Lynsted Housing Co-operative makes a positive contribution to their neighbourhood **(90%)**.



Three-quarters of tenants are satisfied with Lynsted Housing Co-operative's approach to handling anti-social behaviour **(75%)**.



Communications and Tenant Engagement



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



Tenants are similarly satisfied that they are kept informed about things that matter to them (**90%**).



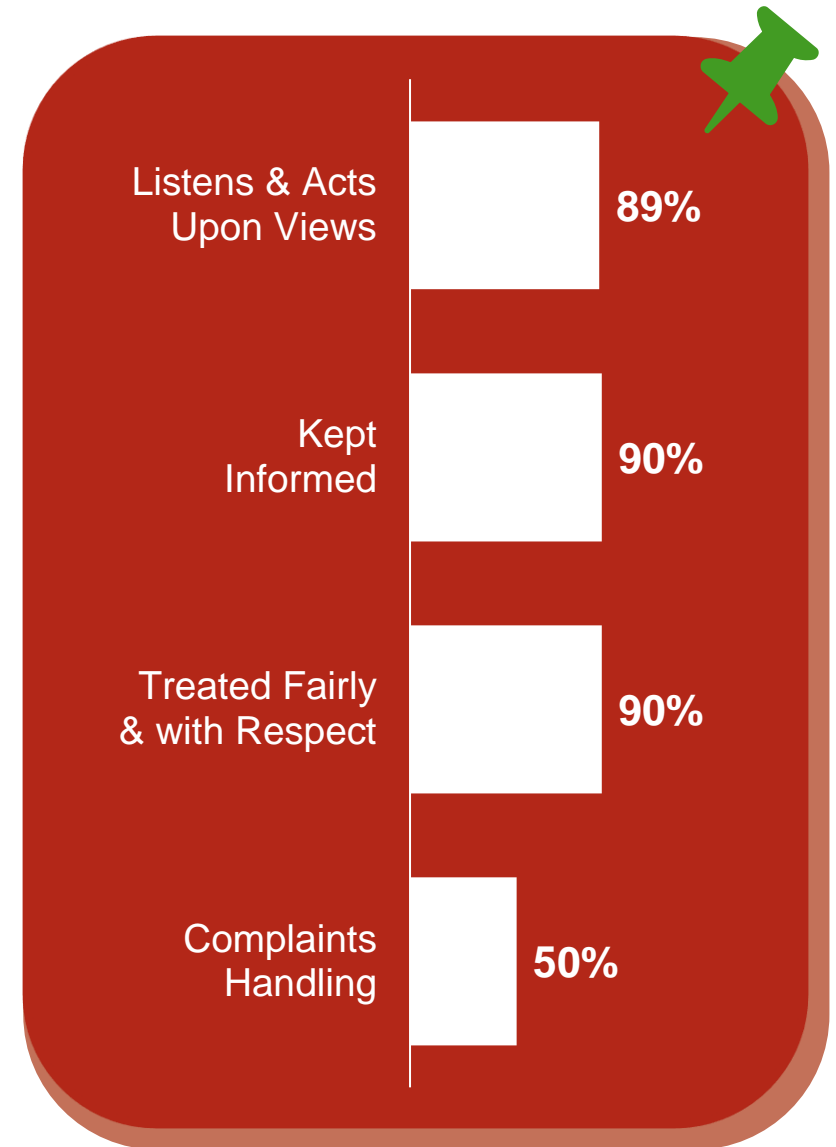
Nine out of ten tenants also agree that they are treated fairly and with respect by Lynsted Housing Co-operative (**90%**).



One-fifth of tenants said they had made a complaint to Lynsted Housing Co-operative in the last 12 months (**20%**).



Of these tenants, **50%** are satisfied with Lynsted Housing Co-operative's approach to complaints handling.



Your Views



Lynsted Housing Co-operative
Lynsted Lane, Batteries Close, Kent

Lynsted Housing 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 Lynsted Housing Co-operative does to involve you in developing services. As well as publishing the results of the survey, Lynsted Housing 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

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

A.	A summary of achieved sample size (number of responses)	10
B.	Timing of survey	21 March to 30 March 2024
C.	Collection method(s)	Online (via email) and telephone surveys
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, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
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