

# Finsbury Park Housing Co-operative Tenant Satisfaction Survey 2026 Survey Data

As a registered provider of social housing in England, Finsbury Park Housing Co-operative is required by the **Regulator of Social Housing** to survey its housed members every two years, using only the exact questions set out below. The survey is anonymous and voluntary.

In 2026, the survey was sent to FPHC's 37 housed members. Twenty-eight (76%) recipients returned the survey, with 75% (21 people) stating that they were fairly or very satisfied overall with the service provided (question TP01). In 2024, 38 housed members received the survey and 18 recipients responded, with 83% (15 people) stating that they were fairly or very satisfied overall.

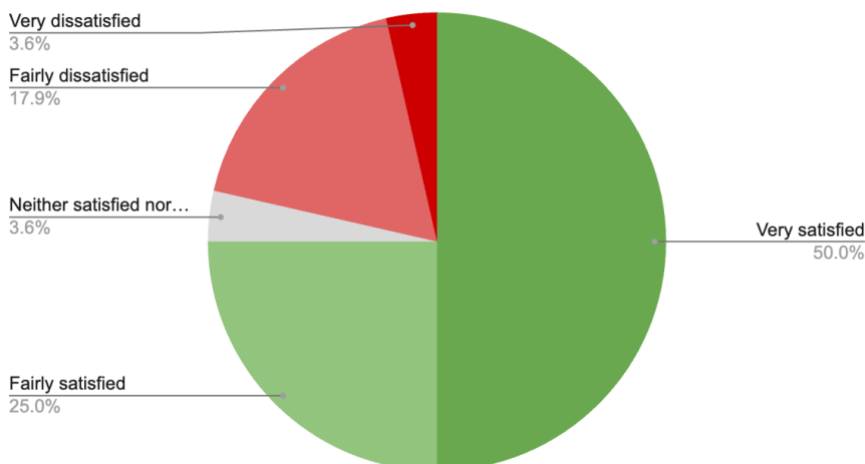
Below are details of responses received to the 2026 survey's 12 questions, and details of additional comments offered by 14 respondents.

## **TP01**

"Taking everything into account, how satisfied or dissatisfied are you with the service provided by FPHC?"

Very satisfied	14
Fairly satisfied	7
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	5
Very dissatisfied	1

TP01 - Overall satisfaction with FPHC



## **TP02**

"Has FPHC carried out a repair to your home in the last 12 months?"

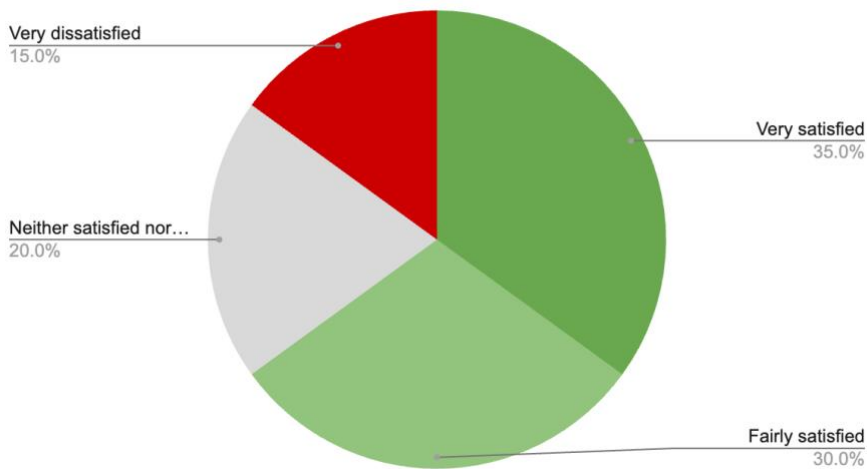
Yes	18
No	10

**TP02-2**

“If yes, how satisfied or dissatisfied are you with the overall repairs service from FPHC over the last 12 months?”

Very satisfied	7
Fairly satisfied	6
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	0
Very dissatisfied	3

TP02-2: satisfaction with FPHC repairs service/past 12 months



**TP03**

“Has FPHC carried out a repair to your home in the last 12 months?”

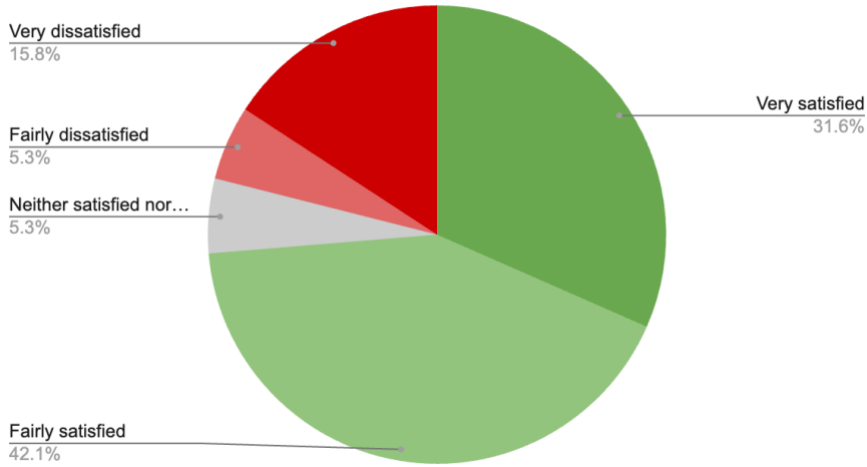
Yes	18
No	10

**TP03-2**

“If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”

Very satisfied	6
Fairly satisfied	8
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	1
Very dissatisfied	3

TP03-2: satisfaction with time taken to complete repair

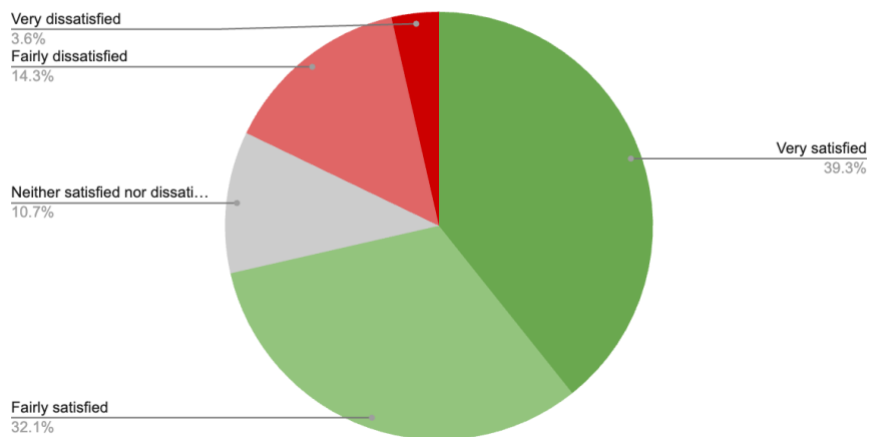


**TP04**

“How satisfied or dissatisfied are you that FPHC provides a home that is well maintained?”

Very satisfied	11
Fairly satisfied	9
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	1

TP04: satisfaction with FPHC in providing a home that is well maintained



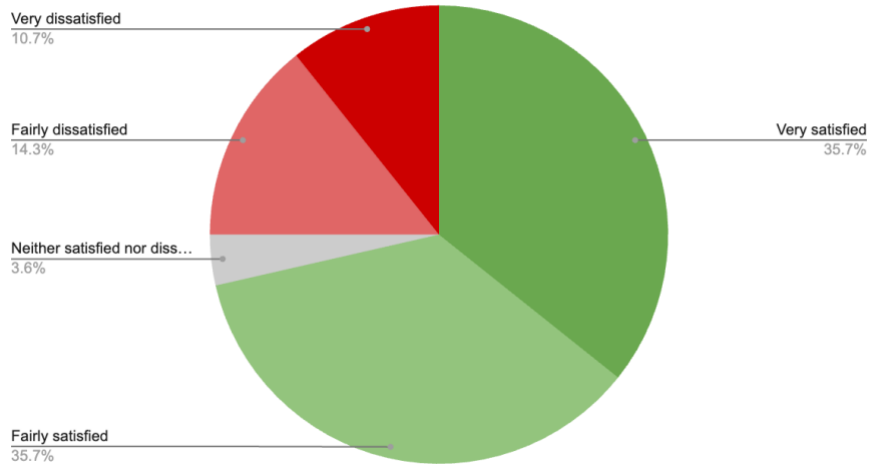
**TP05**

“Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that FPHC provides a home that is safe?”

Very satisfied	10
Fairly satisfied	10

Neither satisfied nor dissatisfied	1
Fairly dissatisfied	4
Very dissatisfied	3
Not applicable/don't know	0

TP05: satisfied that FPHC provides a home that is safe

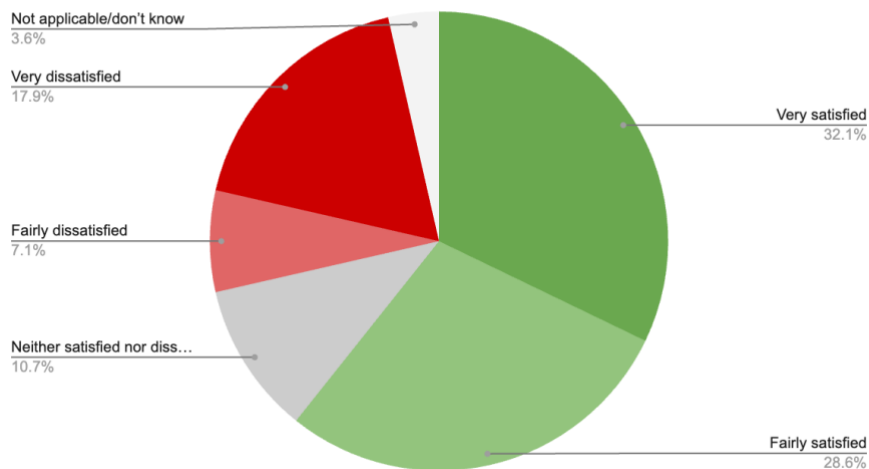


**TP06**

“How satisfied or dissatisfied are you that FPHC listens to your views and acts upon them?”

Very satisfied	9
Fairly satisfied	8
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	5
Not applicable/don't know	1

TP06: satisfied that FPHC listens to views and acts upon them

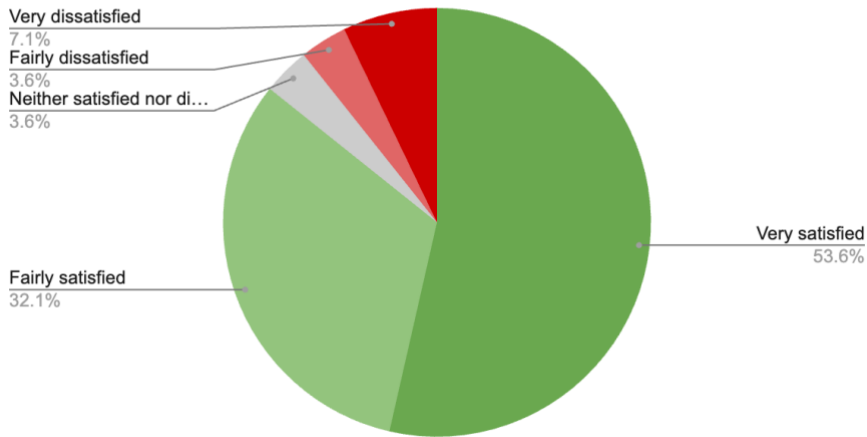


**TP07**

“How satisfied or dissatisfied are you that FPHC keeps you informed about things that matter to you?”

Very satisfied	15
Fairly satisfied	9
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	1
Very dissatisfied	2

TP07: satisfied that FPHC keeps me informed about things that matter to me

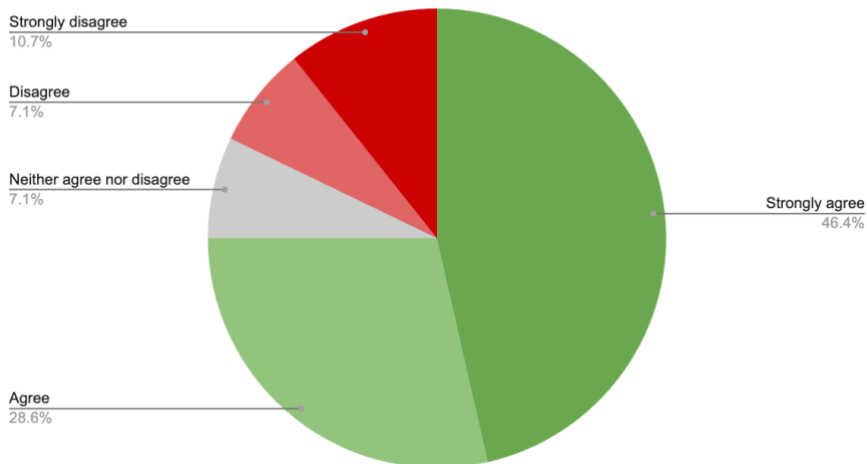


**TP08**

“To what extent do you agree or disagree with the following: ‘FPHC treats me fairly and with respect?’”

Strongly agree	13
Agree	8
Neither agree nor disagree	2
Disagree	2
Strongly disagree	3

TP08: agree that FPHC treats me fairly and with respect



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**TP09**

“Have you made a complaint to FPHC in the last 12 months?”

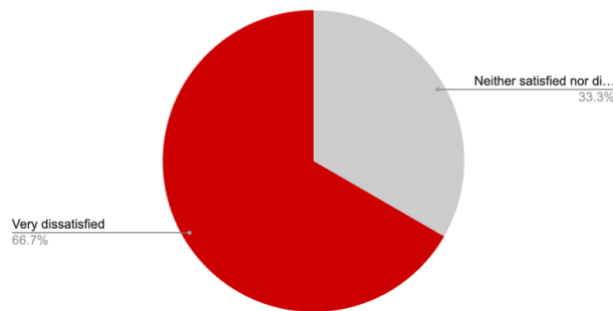
Yes	3
No	24

**TP09-2**

“If yes, how satisfied or dissatisfied are you with FPHC’s approach to complaints handling?”

Very satisfied	0
Fairly satisfied	0
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	2

TP09-2: satisfaction with FPHC's approach to complaints handling



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**TP10**

“Do you live in a building with communal areas, either inside or outside, that FPHC is responsible for maintaining?”

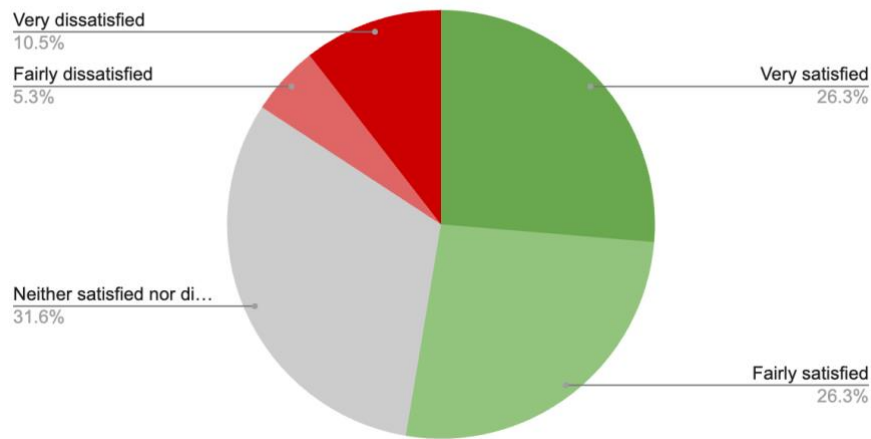
Yes	18
No	8
Don't know	2

**TP10-2**

“If yes, how satisfied or dissatisfied are you that FPHC keeps these communal areas clean and well maintained?”

Very satisfied	5
Fairly satisfied	5
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	1
Very dissatisfied	2

TP10-2: satisfied that FPHC keeps communal areas clean and well maintained

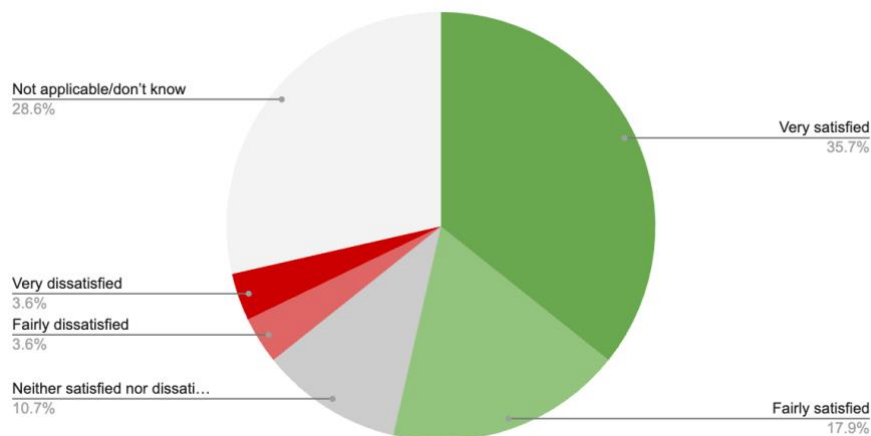


**TP11**

“How satisfied or dissatisfied are you that FPHC makes a positive contribution to your neighbourhood?”

Very satisfied	10
Fairly satisfied	5
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	1
Very dissatisfied	1
Not applicable/don't know	8

TP11: satisfied that FPHC makes a positive contribution to the neighbourhood



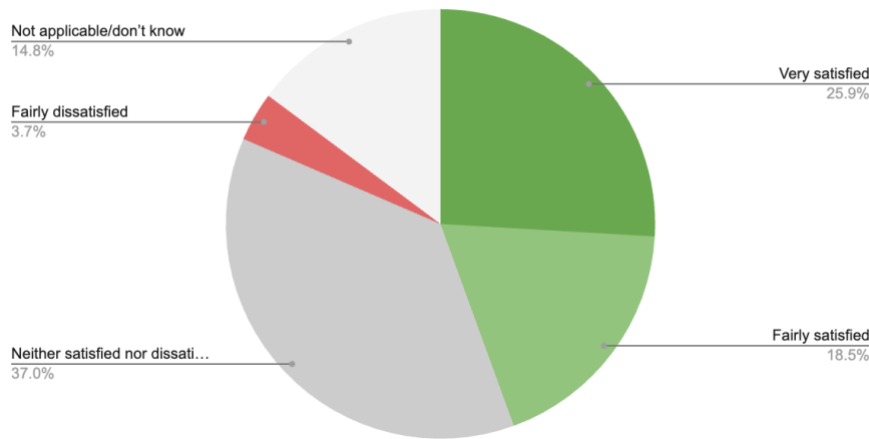
**TP12**

“How satisfied or dissatisfied are you with FPHC’s approach to handling anti-social behaviour?”

Very satisfied	7
Fairly satisfied	5

Neither satisfied nor dissatisfied	10
Fairly dissatisfied	1
Very dissatisfied	0
Not applicable/don't know	4

### TP12: satisfaction with FPHC's approach to antisocial behaviour



### Additional comments

Additional comments by 2026 survey respondents are reproduced below. Where required, we have removed names, addresses and comments that would identify individual coop members, in accordance with privacy and confidentiality.

<b>Respondent 1</b>	[General comment] FPHC provides housing at an affordable rent. The organisation can only function if members volunteer to take on the responsibility of running FPHC. Fortunately, this has been the case for the last 50 years!
<b>Respondent 2</b>	[Re TP04] Generally good. It is freezing over winter. [Re TP05] A light fitting melted recently.
<b>Respondent 3</b>	[General comment] I have been very concerned about mould and cracks and rotting window frames and mice. Our cyclical maintenance is now overdue by over 7 years. Coop Homes have not responded to emails from October that I have vigilantly followed up (they have successfully changed a plug and sanded a door – they offered us a surveyor meet with one day's notice the week before Christmas which we could not be there for). Have sent photos and follow-ups. Very happy the coop helped with double glazing in my bedroom when the neighbours moved their kitchen outside my window.
<b>Respondent 4</b>	[General comment] I'm so grateful to FPHC. Without you I don't know where I'd be - maybe begging outside the station. FPHC are massive. Xxx
<b>Respondent 5</b>	[Re TP04] FPHC needs to reintroduce cyclical maintenance fairly soon. For example, the windows at [the property] are in urgent need of repair, the wood is exposed without paint, and window pane seals are gone.
<b>Respondent 6</b>	[General comment] Cyclical maintenance is needed. Windows and rising damp need addressing as well as gutters.
<b>Respondent 7</b>	[General comment] FPHC has recently made new arrangements for maintenance provision and this may take a while to bed in properly.
<b>Respondent 8</b>	[General comment] I don't know if FPHC are responsible for the upkeep of the communal front garden.

<b>Respondent 9</b>	[General comment] There have been problems in the flat that are reported by a tradesman/surveyor as a matter of concern, like an extractor fan in the kitchen that does not work but this is never followed up by FPHC till cyclical building works which must be well overdue. Overall I'm not satisfied with maintenance.
<b>Respondent 10</b>	[General comment] Speaking personally I am incredibly grateful to be housed and am trying to make a useful contribution. I would like to know what we can do to encourage more housed members to join in and volunteer their time to help run the co-op. It can only ever be as good and effective as members are willing to help it be so. There are very few people shouldering an enormous workload.
<b>Respondent 11</b>	[General comment] Before I make any real effort to comment on MC performance, I would want to know how and in what way the MC takes any real notice of members' comments. My past experience is that the MC insulates itself from criticism and ignores the messenger rather than engage with the criticism itself. It's not just the awkward squad that gets that treatment. It's no coincidence that there's been no involvement for many years by the "old" membership in the MC. It's as if people have just given up on having any influence on co-op policy or specific situations.
<b>Respondent 12</b>	[RE TP02] Repairs were fine. Reaction time poor. [General comment] Flat is unsafe. No interior maintenance for many years although promised through cyclical maintenance. No cyclical for the last 16 years? And then it was poor.
<b>Respondent 13</b>	[General comment] No discernible improvements to the service have been made in response to issues raised in the last survey. Maintenance: no management of Coop Homes. No management of contractors. Poor communication and lack of understanding/knowledge of legislation apparent between Coop Homes and contractors when arranging access to properties with tenants. No response from MC regarding maintenance. No clear and ratified policy on maintenance standards and jobs not checked for quality. Apparently urgent programmes remain incomplete. MC: Communication from MC to the membership is poor. Requests for information from MC are ignored. Agenda for meetings arrive the same day as the meeting leaving no time to research items. Most items on the agenda are grouped as "any other business" - this means only MC members who were party to compiling the agenda know what will be discussed. Minutes are not always clear or comprehensive.
<b>Respondent 14</b>	[General comment] After reporting a repair a year ago I'm still waiting to hear from them.