

June 2026

Dear Member,

Tenant Satisfaction Survey 2026 – Management Committee Response

We are delighted to share the results of the 2026 Tenant Satisfaction Survey, carried out every two years as required by the Regulator of Social Housing. First and foremost, a heartfelt thank you to all co-op members who took part. Your responses matter enormously.

The survey response rate jumped from 47% in 2024 to 76% this year, a remarkable increase that shows a commitment from FPHC members to help shape the co-op's future. We very much welcome that engagement, and the survey results reflect a broadly positive picture.

The survey itself is a standard set of questions set by the Regulator and is not tailored to the specific circumstances of a small housing co-operative like ours. For example, FPHC has always expected households to manage their own internal halls and gardens collaboratively, stepping in when maintenance is required — a context the survey questions do not capture. The data should therefore be read alongside the fuller picture provided by direct member engagement.

Three-quarters of respondents said they were fairly or very satisfied with the service provided overall (TP01). Scores were particularly strong on communication: 86% agreed that FPHC keeps them well informed (TP07), and 75% said they feel treated fairly and with respect (TP08). On neighbourhood contribution, 75% of those who expressed a view were satisfied (TP11), and on handling of anti-social behaviour, positive responses outweighed negative ones by a wide margin (TP12).

As the Management Committee, we do take seriously the areas where fellow co-op members are less satisfied. Repairs and maintenance drew the most critical feedback, with some respondents waiting longer than is acceptable for work to be completed. We hear you. Cyclical maintenance, which is a recurring theme in this survey, is overdue, and we understand the frustration that causes. We are actively working with our maintenance partner Coop Homes to address this, and the recommencement of a structured cyclical maintenance programme is a priority.

Some co-op members also expressed concern that the MC does not always listen or act on feedback (TP06), and we take that view seriously too. This letter is part of our effort to respond openly and constructively. We acknowledge that a small number of complaints received poor handling, and we are committed to working together to improve that process.

We will shortly confirm a date — most likely a dedicated Tuesday evening — when all FPHC members are invited to come together to discuss the survey findings, FPHC's relationship with Coop Homes, and how together we can strengthen the co-op. We genuinely want to hear your suggestions and find constructive solutions as a community.

FPHC has provided affordable homes to its members for 50 years, and that is only possible because of the volunteer commitment that makes our co-op work. We need everyone's help: for example, by reporting maintenance issues promptly and providing access when work or safety inspections are required

The original anonymous responses to this survey are held securely at 12 Pine Grove and may be viewed by contacting the Secretary at an MC meeting or at martinh.fphc@gmail.com.

With thanks and warm regards,

The Management Committee

FPHC – Useful Information

How we make decisions

As you know, every FPHC member working to manage the organisation is a volunteer, and gives up their time for free.

Decisions about the running of FPHC are made during public Management Committee meetings, which still take place every week, on Tuesdays.

We also hold quarterly SGM meetings during which every member has a vote. Anyone who has ever been allocated a property will have attended one or more of these meetings, and all members and non-members are welcome to attend.

We have volunteer officers who are responsible for certain functions, including maintenance, treasury, and more. These officers act on behalf of and with support from the MC.

All members receive invitations to attend our weekly hybrid MC meetings (online and in person at the office), and those meetings are regularly attended by 25%–35% of all members. We believe this makes the co-op's decision-making process transparent and accountable.

If you are not receiving email invitations to join meetings, please write to fphc.mc12@gmail.com and provide your preferred email address.

How we communicate

We usually contact all members by email. From time to time we also send paper-based correspondence, although in order to reduce the dramatically increasing cost of mail we are moving all correspondence, including rent statements, to email.

We also publish minutes of our meetings in a timely manner, usually within a week of the meeting taking place. These minutes are distributed with the agenda for our weekly meetings.

If you believe you are no longer receiving important co-op emails, or want to contact the MC, please email fphc.mc12@gmail.com.

How to report problems with rent

Our Treasurer, Julian Richman, remains the first point of contact for any issues regarding rent. If you have a rent payment problem, please contact Julian at treasurer.fphc12@gmail.com.

How we do maintenance

Maintenance is provided on our behalf by Coop Homes. The best way to access this is through the FixFlo system online, <https://coophomes.fixflo.com/issuereport/CreateIssue>

We have raised delays addressing requests made by phone with Coop Homes and have been promised improvement, which is why we recommend the online system.

When contacting Coop Homes, please take a note of what you have requested and the date, and send the details to maintenance@fphc.org.uk, which will be monitoring repairs to try to ensure prompt service delivery.

How to add an item to a FPHC meeting agenda

If you want to raise any matter during a meeting, please write to the Secretary of FPHC, Martin Hudson (who is also a volunteer) at secretary@fphc.org.uk. You can also write to fphc.mc12@gmail.com. Please make your request at least 48 hours before the meeting you would like to have the item raised at. Your request will be considered for discussion.

Working together

FPHC is 50 years old next year. We have only ever been as strong as the commitment our members show to work together constructively in positive cooperation.

Thanks is due to everyone who attends our regular meetings, to the many co-op members who take on all the essential volunteer work required to keep the organisation going, and to everyone who completed the 2026 Tenant Satisfaction Survey.