



Residents' Satisfaction Survey 2026

The multiple choice questions are based on the Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing for tenants of social housing but it is important to note that residents here are not tenants. This survey also gave residents the opportunity to raise any other issues in the additional comments section at the end.

The survey was carried out on 10 households on 20th & 21st May 2026. The number of responses is in brackets after the response. Note that not all residents responded to each question.

Qtn No.	TSM	Survey Question & Response (please tick against one response for each question)	Proportion
TP01	Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Charity of Marjorie Hurst? Very satisfied (8) Fairly satisfied (1) Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied	
		Proportion of respondents who report that they were satisfied with the overall service from their landlord.	90%
TP02	Satisfaction with repairs	Has the Charity of Marjorie Hurst carried out a repair to your home in the last 12 months? Yes (8) No (2) If yes, how satisfied or dissatisfied are you with the overall repairs service from the Charity over the last 12 months? Very satisfied (7) Fairly satisfied (1) Neither satisfied nor dissatisfied Fairly dissatisfied	

		Very dissatisfied	
		Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	100%
TP03	Satisfaction with time taken to complete most recent repair	Has the Charity carried out a repair to your home in the last 12 months? Yes (8) No (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 (3) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied	
		Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	37.5%
TP04	Satisfaction that the home is well maintained	How satisfied or dissatisfied are you that the Charity provides a home that is well maintained? Very satisfied (10) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied	
		Proportion of respondents who report that they are satisfied that their home is well maintained	100%
TP05	Satisfaction that the home is safe	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Charity provides a home that is safe? Very satisfied (10) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied	

		Not applicable/ don't know	
		Proportion of respondents who report that they are satisfied that their home is safe	100%
TP06	Satisfactions that the landlord listens to residents' views and acts upon them	How satisfied or dissatisfied are you that the Charity listens to your views and acts upon them? Very satisfied (10) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know	
		Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	100%
TP07	Satisfaction that the landlord keeps residents informed about things that matter to them	How satisfied or dissatisfied are you that the Charity keeps you informed about things that matter to you? Very satisfied (8) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know	
		Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	80%
TP08	Agreement that the landlord treats residents fairly and with respect	To what extent do you agree or disagree with the following "the Charity of Marjorie Hurst treats me fairly and with respect"? Very satisfied (10) Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know	
		Proportion of respondents who report that they agree their landlord treats them fairly and with respect	100%

TP09	Satisfactions with the landlord's approach to handling complaints	Have you made a complaint to the Charity in the last 12 months? Yes No (10) If yes, how satisfied or dissatisfied are you with the Charity's approach to complaints handling? Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied	
		Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	No complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Do you live in a building with communal areas, either inside or outside, that the Charity is responsible for maintaining? Yes (10) No Don't know If yes, how satisfied or dissatisfied are you that the Charity keeps these communal areas (ie the garden) clean and well maintained? Very satisfied (6) Fairly satisfied (1) Neither satisfied nor dissatisfied (1) Fairly dissatisfied Very dissatisfied	
		Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	70%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that the Charity makes a positive contribution to your neighbourhood? Very satisfied (6) Fairly satisfied Neither satisfied nor dissatisfied (2)	

		Fairly dissatisfied Very dissatisfied Not applicable/ don't know (2)	
		Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	How satisfied or dissatisfied are you with the Charity's approach to handling anti-social behaviour? Very satisfied (4) Fairly satisfied Neither satisfied nor dissatisfied (4) Fairly dissatisfied Very dissatisfied Not applicable/ don't know (1)	
		Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	40%
Additional Comments: There were a few repair issues that were raised and these are being dealt with. Other issues raised by residents were: - is there a window cleaner for the outside of the windows. - is it possible to look at other options for a resident who travels far to day care. - it is difficult to get out or up the street when it is the Makers Market (two residents mentioned this, the market now extends down to outside the flats). - the front of the cottages and flats should be weeded, brushed and kept clear of litter otherwise people will leave or drop things. - suggestion to remind all tenants about placing correct waste in the correct bins as one residents appears to be putting general waste into the recycling bin. - a recent problem has been the large recycling bin in the car park not being collected by Cheshire East Council for a month. - it is an issue when a parcel is delivered and left outside the front door. - occasional problems of front door being knocked on loudly.			

- the internal walls could do with redecorating. - sometimes the gardener could spend a little longer or visit more often in certain months when things grow quicker. - the garden is well maintained but as well as cutting the ivy the gardeners need to pull it from the wall. Other comments: "Everything is good & happy" "Very happy and not going anywhere even if I win the lottery!" "All good and extremely satisfied" "Never experienced any anti-social behaviour" "Lovely home and very happy" "Very pleased with gardens at rear"	
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