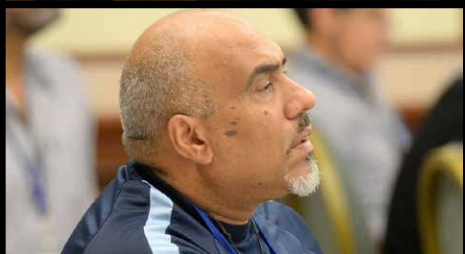




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20/20

is a Housing Co-operative. This means that the co-op owns our homes and all the decisions about how our homes are managed are taken by our tenants. Every **20/20** tenant has a legal right to vote on how our homes are run and to stand for election to our committee.

As part of a national programme looking at the benefits of tenants being involved in making decisions about their homes, a group of **20/20** members have been considering what benefits **20/20** gets from its tenants running the co-op.

This leaflet sets out their conclusions:

Our members have some issues, but generally they are satisfied with the co-op

- we have recently carried out a satisfaction survey with our members. 97% said that, taking everything into account, you were satisfied with 20/20. In 2010, it was 92%. In 2007, it was 95%.
- members were less satisfied with the repairs service, with only 68% being happy with it. That's not as good as it was in 2010. Some things need to improve with repairs, but it's great that 20/20 members say when things are wrong. All of our members need to work together to make things better.



Our services are better because they are run by our members

- when we allocate our homes, we carefully consider who interview to make sure it's a fair system. We go the extra mile to ensure that people are housed who have the most need. The people who we let homes to will be living next door to us and we have to make sure they fit into the community.
- when we collect rent, most of our members feel a commitment to the co-op and pay their rent on time. Our arrears are very low. But we also manage rent flexibly, trying to help members who have difficulties.
- whilst there are some problems, our repairs are usually done quite well and quite quickly. One of our members said that she had had to wait ages for repairs when she'd previously been a housing association tenant. Our members, quite rightly, have high expectations of our repairs service and usually we deliver on them.
- our major works are also good. We replace components more often than housing associations would. For example, we replace kitchens in houses every 10 years and in flats every 15 years. The standard in housing associations is closer to 20 years.
- we sometimes handle complaints well, but because we are all neighbours, it can be difficult.
- because we are a co-op, we have choice about whether we pay for services like gardening and hallway cleaning or do them ourselves.

We save a lot of money because our members volunteer

- every year, we save £30,000 because our members run a lot of our services. If our members didn't carry out work voluntarily, we would have to pay this much money to BCHS to do it for us. It is because we make these savings that we are able to replace things like kitchens and bathrooms more often.
- our rents are currently set by a Government formula. This may change in the future. If it does, and if our members don't volunteer to run 20/20, then rents may have to be increased.

We are a community!

- there's a lot of community support going on across 20/20, especially where our homes are grouped together. Most of us know each other because we are a co-op. Sometimes this means we have rows, but most of the time, people get along with each other. People look out for each other and provide support to each other.
- we also do things like arranging trips to the pantomime for the kids, hold events, work with the kids to make the mural, and have our AGM in a local restaurant.

It helps those who get involved

- those who get involved usually get something out of it. It can be an enjoyable and satisfying experience making decisions that will help our members.
- our active members gain skills and confidence and there are many 20/20 co-op members who have gone on to get into work as a result of their volunteering in the co-op. Active volunteering in a co-op certainly looks good on a CV.
- it broadens people's horizons. It means that you are doing things that you will have never done before.



20/20

depends on members of the co-op coming forward to get involved in the running of the co-op. People can contribute in many different ways and we welcome any of our members. And remember – it's because some of our members do get involved – people just like you and people just as busy as you – that we get all the benefits set out above.

Contact us:
info@2020.coop

