

YMCA Worcestershire Tenant Satisfaction Measures Report 2024-2025

To: Public Document

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Department: Housing and Support

Date: June 2025

Status: For information, review and sharing

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Equal Opportunities and Accessibility Statement

YMCA Worcestershire wants to ensure everyone is able to take an active part in communicating with us, have a good understanding of all correspondence we send out, and that no one is discriminated against. If you have difficulties understanding or reading this report or would like us to clarify anything, please contact us using these details, and we will gladly assist - <https://ymcaworcestershire.org.uk/about-us/contact-us/>

Introduction

Tenant satisfaction continues to be a priority for everyone here at YMCA Worcestershire.

As a social housing landlord, we are always striving to provide the best service possible for our tenants. We use data, as well as other information gathered from tenants to improve how we serve our tenants. Our aim is to provide our residents with a safe, secure, affordable and 'decent' home where they can live peacefully.

The Regulator of Social Housing now requires us to publish information regarding our performance and levels of tenant satisfaction, in the form of an annual Tenant Satisfaction Measures (TSM) report. This will be the second year that we have produced this report, and the data is split into two sections –

- **Technical requirement results** – these are figures we can produce from data we collect throughout the year.
- **Tenant survey requirement results** – these are results gathered from tenant surveys.

The technical requirement results are taken from data collected between 1st April 2024 and 31st March 2025. Guidelines allow us to collect tenant survey data every two years, and we are using data that was gathered from surveys distributed to our residents during June 2024. Our aim is to collect tenant survey data on an annual basis moving forward, but pressures on staff resources meant it was not possible to conduct a new tenant survey this year.

Alongside the technical and survey results, this report will also describe how we carried out the surveys, what our findings showed and what lessons we have learnt from the data we have collected.

As well as being a requirement set by our regulator, these results continue to give us important feedback on what we are doing well, as well as what we can improve on, as we try to be the best social landlord we can be.

Technical Requirement Results

CH01 – Complaints relative to the size of the landlord

1. Number of stage one complaints received per 1,000 homes - **77**
2. Number of stage two complaints received per 1,000 homes – **0**

CH02 – Complaints responded to within Complaint Handling Code timescales

1. Proportion of stage one complaints responded to within the Housing Ombudsman’s complaint handling timeframe – **100%**
2. Proportion of stage two complaints responded to within the Housing Ombudsman’s complaint handling timeframe – **N/A**

NM01 – Anti-social behaviour cases relative to the size of the landlord

1. Number of anti-social behaviour cases opened per 1,000 homes - 14
2. Number of anti-social behaviour cases which involve hate incidents opened per 1,000 homes – 0

RP01 – Homes that do not meet the Decent Homes Standard

1. Proportion of homes that do not meet the decent homes standard – **0%**

RP02 – Repairs completed within target timescale

1. Proportion of non-emergency responsive repairs completed within the landlord's target timescale – 84%
2. Proportion of emergency responsive repairs completed within the landlord's target timescale – 100%

BS01 – Gas safety checks

1. Proportion of homes for which all required gas safety checks have been carried out – 100%

BS02 – Fire safety checks

1. Proportion of homes for which all required fire risk assessments have been carried out – 100%

BS03 – Asbestos safety checks

1. Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out – 100%

BS04 – Water safety checks

1. Proportion of homes for which all required legionella risk assessments have been carried out – 100%

BS05 – Lift safety checks

1. Proportion of homes for which all required communal passenger lift safety checks have been carried out – 100%

Tenant Survey Requirement Results

TP01 – Overall satisfaction

Proportion of respondents who report that they are satisfied with the overall service from YMCA Worcestershire – **77.8%**

TP02 – Satisfaction with repairs

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service – **75%**

TP03 – Satisfaction with time taken to complete most recent repair

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 – **77.8%**



TP04 – Satisfaction that the home is well maintained

Proportion of respondents who report that they are satisfied that their home is well maintained – **77.8%**

TP05 – Satisfaction that the home is safe

Proportion of respondents who report that they are satisfied that their home is safe – **80%**

TP06 – Satisfaction that the landlord listens to tenant views and acts upon them

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them – **70%**

TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them

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 tenants fairly and with respect

Proportion of respondents who report that they agree their landlord treats them fairly and with respect – **80%**

TP09 – Satisfaction with landlord's approach to handling complaints

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling – **85.7%**

YP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained – **87%**

TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood – **70%**

TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour

Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour – **60%**

Summary of Approach

- For the TSM survey, we followed the exact wording and suggested ordering for the question-and-answer options, as advised by the Regulator of Social Housing.
- A single integrated survey exercise was carried out, ensuring the surveys were all identical, and that no household was surveyed twice.
- We posted surveys to residents during the week commencing 1st June 2024, setting a deadline of 21st June for surveys to be completed.

- We used the method of posting the surveys to all residents, delivering the surveys ourselves. We believed this was the simplest approach. We also thought that an online form may be more complicated to administer.
- In the wording of the introduction to the survey we made it clear to residents that they could contact us if they needed any assistance in completing the survey.
- We ensured that the introduction to the survey was not leading the tenants towards any particular point of view.
- Any survey participant answering 'don't know' or 'no applicable' were not counted when calculating the survey results.
- The total number of survey responses we received was 10. This includes responses where tenants did not answer all of the survey questions.
- We ensured that our collection and reporting methods complied with Market Research Society's code of conduct - <https://www.mrs.org.uk/standards/code-of-conduct>
- We used a census sample method. This means that we posted a survey to every single resident in our general needs social housing accommodation. We were aware we would be unlikely to generate the number of responses to meet the minimum level of statistical accuracy by doing a sample approach. Doing a census approach meant we would get the highest number of possible responses.
- To achieve the minimum level of statistical accuracy – +/-5% at 95% confidence level we would have had to have received 88 surveys returned out of 113.
- Assessment of representativeness – the housing system we were using at the time that the survey data was collected was very restrictive in terms of the information we were able to hold on residents. Therefore, it is difficult to make a judgement on how representative our sample was. We have now introduced a new housing system, which will help us judge representativeness when producing reports in the future.
- As permitted, we incentivised residents to complete the survey by entering all residents who completed the survey into a draw to win £50 of vouchers. There was a separate draw for each of our sites.

Analysis of Findings and Actions to Take

In the second year of reporting on our tenant satisfaction measures, our findings show that whilst there are many aspects of our work that we can be proud of, there are also areas in which we need to improve. We will use the results in this report to help us on our journey to be the best social housing landlord we can be.

It should be noted, when analysing the tenant survey results, that the sample size was very small and that, as mentioned previously, the surveys were carried out in June 2024, right at the start of the reporting period. It is appropriate to analyse our findings and think about how we can improve, but it must also be accepted that these results are not necessarily reflective of the tenant population as a whole, and that our performance in the eyes of our tenants over the last year or so will not be represented in the outcomes of the tenant perception findings. We will ensure we complete a new tenant perception survey over the coming year. We will also endeavour to improve our methods, so we can achieve a higher sample size, resulting in data which is more likely to accurately reflecting the views of our tenants.

77.8% of tenants were satisfied with our service. While this shows most tenants who completed the survey were satisfied, it is a result we wanted to improve on. The other survey results gave us some good insight into the areas tenants were happy with, and those they felt we need to perform better in. The last year has seen a lot of change at YMCA Worcestershire, including restructuring and significant changes in personnel. The service we provide to our tenants is always at the forefront of our minds when we are making decisions on how to move forward, and we are confident that the changes that we have made will make a positive difference for our tenants.

Looking at different areas of performance, although the management of health and safety and our assets is an ongoing challenge, our health and safety results are good once again, with all checks relating to health and safety (BS1 – BS5) being completed within the reporting period. Whilst these checks were all completed within the required timeframes, we are keen to improve the rigorousness of our tracking of health and safety, and this is something which our new Health and Safety and Asset Manager will prioritise once they are in position. We are also proud that all our homes meet the decent homes standard. We are conscious that the decent home standard is currently under review, and we will aim to be proactive in ensuring the quality of our properties meet the standard once the new requirements are made public.

Our technical requirement results show low numbers of complaints and all complaints having been resolved at stage 1. Complaints per 1,000 homes have increased from 31 last year, to 77 this year. We expected an increase in complaints as we promoted the importance of logging complaints amongst staff members and increased the simplicity of reporting. So, although we have seen an increase, it is difficult to judge as to whether tenants have complained more, or this is due to us being more thorough in our reporting. This is something we should be able to evaluate more definitively in the coming years, as our approach towards complaints remains consistent. We see

complaints as important information in improving our services and will continue to promote a positive complaints culture. A tenant survey score of 85.7% for tenants' satisfaction with our dealing with complaints was a good indicator that, although the vast majority of tenants were happy with how we deal with complaints, there was room for improvement. We believe we have made progress in dealing with complaints since the survey was completed. We have a robust system now in place and are confident that processes are in place for us to deal with all complaints in a thorough and fair manner. Hopefully this will be reflected in our next resident survey.

For the complaints we did receive, maintenance is a common theme. We completed a large number of repairs over the last year, with 262 repairs completed on our general needs properties. Operatives have also been busy completing jobs at our other sites, and there have been times when we have not had the resources to cope with the number of repairs reported, and our levels of service have suffered. We completed 84% of non-emergency repairs within our target timeframe, compared to 90.1% last year. We also have to acknowledge that we are unsure as to the accuracy of these figures. Resources have been stretched, and communication between operatives and our maintenance administrator has not always been as clear and consistent as we would like. Whilst the challenges of high numbers of repairs are ongoing, we are now better resourced, with two of our young residents recently added to the maintenance team. As previously mentioned, we are also awaiting the start of a new Health and Safety and Asset Manager, who will oversee the maintenance team, and we believe they will make a big difference in ensuring our maintenance team are as organised as possible, and that communication, both within the team and with residents, is of the highest standard. Our data does show that all emergency repairs were completed within our target timeframe. Delivering a good maintenance service is vital to being a good landlord, and we are determined to make improvements to get to where we want to be.

Our lowest tenant survey score was in relation to our handling of anti-social behaviour (60%). Similarly to with complaints, we believe we have made progress with our handling of anti-social behaviour issues. We have a process in place to follow, and have been focussing on building good relationships with our tenants, which we see as key when addressing any issues related to ASB. We also have much more structured procedures in place to address any tenancy breaches, which we believe is having a positive effect. We want to be a supportive social landlord, but being firm and communicating clearly what isn't acceptable is also important, both in terms of protecting other tenants, and helping to foster a relationship built on trust and transparency. Looking further into our survey results related to communication and our relationship with our tenants, our results for listening/acting on tenants' views (70%), keeping tenants informed (80%), treating tenants fairly and with respect (80%) – showed there were improvements needed. Our Tenancy Liaison is playing a vital role in building relationships between YMCA Worcestershire and our tenants. Although a lot of emphasis has been on addressing rent arrears, we believe having a staff member dedicated to

bridging the gap between landlord and tenant is making a big difference. Visibility and availability are key and hopefully we will see improvements in these areas when we carry out our next survey.

To summarise: the technical requirement and tenant survey results are a good indicator of where we are as a social housing landlord. There are many aspects of our services that we are proud of and that serve our tenants well, but there are also areas we can improve. We have made changes over the last year, including in personnel and structure, which we believe are making positive differences in terms of our relationships with our tenants and the services we provide. But we are also clear-minded about where we need to improve as we strive to be the best landlord we can be.

Analysis of our Survey Approach

- Whilst using a census approach was the correct approach to take, and gave us the best chance of getting the highest number of responses, the number of responses was disappointing.
- Using a different method of collection in future TSM surveys or be more proactive in reminding/prompting tenants to fill in the survey may result in more responses.
- Whilst the survey was fit for purpose in terms of gathering the information necessary to fulfil our requirements, in future, further questions may be useful in gaining a better understanding of our residents' opinions. Adding in a comments box may also be valuable.
- We were not able to check how representative of our tenant population our responses were, as we do not currently have this data on record. This is something which should be changed by when we next have to conduct TSMs, as we now have a new housing management system in place which allows us to collect more data about our residents.
- It is hard to evaluate the effectiveness of our incentive. There were tenants asking when the prize draw was, so some of those that took part were aware, but the low number of responses indicate it was not effective as an incentive.

Further Reading

- **Housing Ombudsman** – deals with tenant complaints and also provides landlords with a code of conduct to follow when dealing with complaints - [Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)
- The **decent homes standard** – this document provides guidance on the standard our properties have to meet - [COVER \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- **Tenant satisfaction measures** – information from the government - [Tenant Satisfaction Measures - Summary of RSH requirements \(accessible\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- **Safety and quality standard** – this document gives information regarding quality and safety standard expectations in social housing - [April 2024 - Safety and Quality Standard FINAL.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

- Information regarding **asbestos** from Shelter - [Shelter Legal England - Asbestos in housing - Shelter England](#)
- **Legionella** – information regarding landlords’ responsibilities related to legionella from the Health and Safety Executive - [Legionnaires' disease - Legionella and landlords' responsibilities \(hse.gov.uk\)](#)
- Advice regarding **gas safety** in rented homes from Shelter - [Gas safety in rented homes - Shelter England](#)
- Information regarding landlords’ obligations regarding fire safety obligations from Shelter - [Fire safety in rented homes - Shelter England](#)