

## YMCA Worcestershire Tenant Satisfaction Measures Report 2025-2026

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**To:** Public Document

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Contents

Equal Opportunities and Accessibility Statement.....3

Introduction.....3

Technical Requirement Results.....4

Tenant Survey Requirement Results.....6

Summary of Approach.....8

Analysis of Findings and Actions to Take.....10

Analysis of our Our Survey Approach.....13

Further Reading.....14



## 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 the service we provide. Our aim is to provide our tenants with a safe, secure, affordable and 'decent' home where they can live peacefully.

The Regulator of Social Housing requires us to publish information regarding our performance and levels of tenant satisfaction, in the form of an annual Tenant Satisfaction Measures (TSM) report. 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 1<sup>st</sup> April 2025 and 31<sup>st</sup> March 2026. 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. We plan to collect tenant survey data on an annual basis moving forward. Getting feedback from our tenants on an annual basis will give us a better understanding of how they feel, and give us better insight into the areas in which we can improve.

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.

### Technical Requirement Results

#### **CH01 – Complaints relative to the size of the landlord**

1. Number of stage one complaints received per 1,000 homes - **126**
2. Number of stage two complaints received per 1,000 homes – **8**

#### **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 – **94%**
2. Proportion of stage two complaints responded to within the Housing Ombudsman's complaint handling timeframe – **100%**

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

1. Number of anti-social behaviour cases opened per 1,000 homes - 79
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 – 90%
2. Proportion of emergency responsive repairs completed within the landlord's target timescale – N/A

#### **BS01 – Gas safety checks**

1. Proportion of homes for which all required gas safety checks have been carried out – 0%

**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 – 0%

**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 on the .gov website.
- 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 1<sup>st</sup> June 2024, setting a deadline of 21<sup>st</sup> June for surveys to be completed. As advised on the .gov website, surveys need to have been completed within 2 years of the end of the review period. We intend to distribute new tenant surveys within the coming months, to get a more current understanding of our tenant's opinions on our services.
- 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 third year of reporting on our tenant satisfaction measures, our findings show that whilst there are 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 2024-2025 reporting period.

In the resident survey 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, as well as areas they felt we need to perform better in. 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, the results show some inconsistencies with our level of performance regarding health and safety checks (BS1 – BS5). We mentioned in our last report that we were awaiting a new Health and Safety and Asset Manager joining the team. Since then, we did successfully recruit a new Health and Safety and Asset Manager, but unfortunately they left us after a short period of time, and there followed another period of trying to recruit a replacement. We do now have a new Facilities Manager in place, who is overseeing health and safety, but the instability of the last year meant that we were unable to monitor compliance as tightly as we would have liked. With regards to asbestos risk assessments, our latest reports were carried out in 2024. The asbestos surveys for all sites noted that *all known ACMs (asbestos containing materials) on the premises were thoroughly checked for visual condition and serviceability and are currently in a safe and stable condition*, but all sites are now overdue for reinspection. We are now fully up to date with all gas safety inspections, and asbestos reinspections will be carried out imminently. This has shown us the need for us to imbed better resilience regarding matters of compliance, and we now have multiple employees who have oversight of critical compliance matters.

We are proud that all our homes meet the decent homes standard. A new decent homes standard will apply from 2035, and we will be proactive in working to ensure all our homes meet this criteria.

Our technical requirement results show low numbers of complaints and just 1 complaint having been escalated to stage 2. Complaints per 1,000 homes have increased from 77 last year, to

126 this year. Although we try to offer the best service that we can to our tenants, we encourage complaints and try to promote an attitude where we don't see complaints as a negative, but rather a way in which we can improve our services. We will look forward to our next tenant survey, to gain better insight into how residents regard our performance in responding to their complaints. As was the case last year, maintenance is a common theme amongst complaints. As mentioned previously, our maintenance team have been lacking a manager for large amounts of the last year, and this instability has undoubtedly impacted our repairs services. We are very hopeful that over the next year, with a new Facilities Manager now in place, our maintenance services will see improvements that will help to reduce the amount of complaints we receive regarding maintenance. We have also experienced issues with our heating at Knowle Close, which has contributed to some dissatisfaction (and complaints) amongst some residents. The Facilities Manager, along with the senior management team, are working on a long-term plan to address this issue.

Looking at repairs more closely, our data shows that 90% of repairs have been completed within our target timeframe. However, we are unsure if this is an accurate reflection of our response times. We are still in the process of implementing our new maintenance CRM system – Job Logic – and there have also been times when we have prioritised the completion of repairs over the administration of our repairs service. We are aware of the importance of accurate reporting, and improving in this area is a priority, moving forward.

Our lowest tenant survey score was in relation to our handling of anti-social behaviour (60%). There were 16 cases of anti-social behaviour reported, compared to 14 in the previous reporting period. We have continued to follow the process we have in place to deal with issues of ASB and have been focussing on continuing to build good relationships with our tenants, which we see as being key when addressing any issues related to ASB. We also believe our structured approach to addressing any tenancy breaches is an effective way of helping to combat issues related to tenant behaviour. We are hopeful that our next tenant survey results will show an improvement in how tenants consider our handling of anti-social behaviour. Looking further into our survey results related to communication and our relationships 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. We now have broadcast groups for 2 out of the 3 of our general needs accommodation sites, which means we are more able to quickly send out communications to residents informing them of important information (we are due to set up a group for the 3<sup>rd</sup> site, imminently).

Our Tenancy Manager continues to play a vital role in building relationships between YMCA Worcestershire and our tenants. Although a lot of emphasis continues to be placed on addressing rent arrears, we believe having a staff member dedicated to bridging the gap between landlord and

tenant is vital. Visibility and availability are key and hopefully we will see improvements in these areas when we carry out our next survey.

To summarise: Our technical results show that whilst there are areas in which we are performing well, there are also aspects of our performance that can be improved. We have plans in place to address the areas in which we need to improve, and in some cases issues have already been addressed. Whilst our tenant survey results were useful in highlighting areas for improvement, our priority for the coming months is to carry out a new tenant survey, one that achieves a higher level of engagement from tenants and give us a greater understanding of their current views.

### 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 may be more effective for future survey engagement, and we will also try to be more proactive in reminding/prompting tenants to respond.
- 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](https://www.shelter.org.uk)
- **Legionella** – information regarding landlords' responsibilities related to legionella from the Health and Safety Executive - [Legionnaires' disease - Legionella and landlords' responsibilities \(hse.gov.uk\)](https://www.hse.gov.uk)
- Advice regarding **gas safety** in rented homes from Shelter - [Gas safety in rented homes - Shelter England](https://www.shelter.org.uk)
- Information regarding landlords' obligations regarding fire safety obligations from Shelter - [Fire safety in rented homes - Shelter England](https://www.shelter.org.uk)