

Tenant Satisfaction Measures

1. INTRODUCTION

- 1.1 This is our third year publishing our Tenant Satisfaction Measures Report, since this became a requirement of the Regulator of Social Housing in 2024. These are a set of measures that all social landlords report on, to make it easier for residents to compare us to other social housing providers. They also help us understand where we can make improvements to our service and check that we are meeting regulatory standards.
- 1.2 Each year in November we share a survey where we ask what you think about our service and use this information to make improvements. Here we have published the results of that survey, along with other information about our service.

2. TENANT PERCEPTION SURVEY RESULTS

- 2.1 In 2025/2026 we received 37 Reponses. Compared to 2024/25 when we received 64 responses

TSM	Measure	2024/25	2025/2026	Change (on 2024/25)
TP01	Overall satisfaction	71%	73%	↑ 2
TP02	Satisfaction with repairs	71%	82%	↑ 11
TP03	Satisfaction with time taken to complete most recent repair	60%	59%	↓ 1
TP04	Satisfaction that the home is well maintained	73%	81%	↑ 8
TP05	Satisfaction that the home is safe	76%	73%	↓ 3
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	62%	49%	↓ 13
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64%	56%	↓ 8
TP08	Agreement that the landlord treats tenants fairly and with respect	76%	82%	↑ 6

TP09	Satisfaction with the landlord's approach to handling complaints	48%	40%	↓ 8
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	67%	78%	↑ 11
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	69%	61%	↓ 8
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	56%	47%	↓ 9

3. KEY PERFORMANCE MANAGEMENT INFORMATION

TSM	Measure	2024/25	2025/26	Change (on 2024/25)
CH01 (1)	Number of stage 1 complaints relative to the size of the landlord	257 (pro rata to 1000 properties)	24 (pro rata to 1000 properties)	↓ 233
CH01 (2)	Number of stage 2 complaints relative to the size of the landlord	8 (pro rata to 1000 properties)	0 (pro rata to 1000 properties)	↓ 8
CH02 (1)	Proportion of stage 1 complaints responded to within complaint handling code timescales	92%	100%	-
CH02 (2)	Proportions of stage 2 complaints responded to within complaint handling timescales	100%	-	-
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord	148 (pro rata to 1000 homes)	25 (pro rata to 1000 homes)	↓ 83

RP01	Homes that do not meet the Decent Homes Standard	0%	0%	
RP02	Repairs completed within target timescale	80.0%	84.7%	↑ 4.7
BS01	Gas safety checks	100%	100%	-
BS02	Fire safety checks	100%	100%	-
BS03	Asbestos safety checks	100%	100%	-
BS04	Water safety checks	100%	100%	-
BS05	Lift safety checks	100%	100%	-

4. SUMMARY OF RESULTS

4.1 Our highest satisfaction rates were:

- i) Satisfaction with repairs (82%)
- ii) Agreement that the landlord treats tenants fairly and with respect (82%)
- iii) Satisfaction that the home is well maintained (81%)

These results highlight key strengths in our service delivery, particularly in relation to repairs, the maintenance of our homes and the way residents feel they are treated. It is particularly positive to see high levels of satisfaction with our repairs service and residents feeling that they are treated fairly and with respect. These results provide a strong foundation for us to build upon, while continuing to listen to our residents and identify opportunities to further improve the quality of our housing services.

4.2 The biggest improvements since last year were around:

- i) Satisfaction with repairs (increased by 11 percentage points to 82%)
- ii) Satisfaction that the landlord keeps communal areas clean and well maintained (increased by 11 percentage points to 78%)
- iii) Satisfaction that the home is well maintained (increased by 8 percentage points to 81%)

These results demonstrate positive improvements in our repairs, maintenance and communal areas. In particular, the increased satisfaction with repairs and the maintenance of residents' homes reflects the work undertaken during the

year to improve the quality and responsiveness of our housing and facilities services.

4.3 Key areas for improvement:

- i) Satisfaction with the landlord's approach to handling complaints (40%)
- ii) Satisfaction with the landlord's approach to handling anti-social behaviour (47%)
- iii) Satisfaction that the landlord listens to tenant views and acts upon them (49%)

4.4 We have continued to make improvements to how we listen to and engage with our residents. The Resident Forum was launched after this year's resident survey was completed, partly in response to the lower satisfaction scores around communication, complaint handling, and residents feeling listened to. The Forum provides residents with a dedicated space to raise concerns, share their views and discuss issues directly with staff, as well as contribute ideas about the services that matter to them. We recognise that complaint handling, our approach to anti-social behaviour, and listening to and acting upon residents' views remain key areas for improvement. Going forward, the Resident Forum will be an important part of our approach to strengthening communication, responding to concerns earlier and ensuring residents' voices help shape service improvements.

4.5 PERCEPTION MEASURES – SUMMARY OF APPROACH

4.6 There are 24 satisfaction measures across five themes. Twelve satisfaction measures are assessed via a resident perception survey, the remaining twelve are demonstrated through management data.

4.7 YMCA South Midlands provides accommodation across our Milton Keynes Campus, dispersed properties in Whitehouse, Milton Keynes, and our 13-bed care leaver project at Derngate, Northampton. Our accommodation portfolio has continued to develop across these services, enabling us to provide a range of housing options to meet the needs of our residents. For the purposes of the Regulator of Social Housing, we are classified as a small Low Cost Rental Accommodation provider.

4.8 Given the size of our resident population, we undertook an annual census survey over one month, providing a snapshot of resident satisfaction at a single point in time. We chose November as our representative month as residents generally engage well during this period, following the summer months and before the Christmas period. The survey was open to residents across our Milton Keynes Campus, Whitehouse and Derngate projects, ensuring residents

across our accommodation services had the opportunity to share their views and experiences.

- 4.9 The survey was run in-house, Survey Monkey was our data collection platform.
- 4.10 The collection methods used were to email all residents, share through our internal social media channel and posters/QR codes in the resident facing areas of the building. Our Reception staff alongside personal development coaches reminded residents of the survey, although they did not require survey completion during 1:1s so no one felt pressured in their responses.
- 4.11 The questions were asked exactly as written by the Regulator, with the addition of our name (YMCA South Midlands). No additional questions were added.
- 4.12 Question responses were recorded anonymously, relying on the fact that the survey could only be answered once on each device to avoid duplicate responses. We have a handful of couples with a joint licence for 1 bed flats, it was explained that these couples should only answer once, as a household.
- 4.13 As the data was collected via a simple census survey, it has not been weighted. No incentives were offered for survey completion as it was anonymous.



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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

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