

Tenant Satisfaction Measures

1. INTRODUCTION

- 1.1 The Regulator of Social Housing requires us to report on Tenant Satisfaction Measures. These are a set of measures that all social landlords must report on, to make it easier for residents to see how we are performing compared to other social housing providers. They are also intended to help us understand where we can make improvements to our service and check that we are meeting regulatory standards.
- 1.1 Each year in November we will share a survey where we ask what you think about our service and will use this information to make improvements.
- 1.2 Here we have published the results of that survey, along with other information about our service.

2. TENANT PERCEPTION SURVEY RESULTS

TSM	Measure	2023/24
TP01	Overall satisfaction	57%
TP02	Satisfaction with repairs	69%
TP03	Satisfaction with time taken to complete most recent repair	69%
TP04	Satisfaction that the home is well maintained	70%
TP05	Satisfaction that the home is safe	58%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	49%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	41%
TP08	Agreement that the landlord treats tenants fairly and with respect	63%
TP09	Satisfaction with the landlord's approach to handling complaints	21%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	61%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	58%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	37%

3. KEY PERFORMANCE MANAGEMENT INFORMATION

TSM	Measure	2023/24
CH01 (1)	Number of stage 1 complaints relative to the size of the landlord	78 (pro rata to 1000 properties)
CH01 (2)	Number of stage 2 complaints relative to the size of the landlord	0 (pro rata to 1000 properties)
CH02 (1)	Proportion of stage 1 complaints responded to within complaint handling code timescales	100%
CH02 (2)	Proportions of stage 2 complaints responded to within complaint handling timescales	N/A
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord	203 (pro rata to 1000 properties)
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Repairs completed within target timescale	86.7%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%

4. PERCEPTION MEASURES – SUMMARY OF APPROACH

- 4.1 There are 22 satisfaction measures across five themes. Twelve satisfaction measures are assessed via a resident perception survey, the remaining ten are demonstrated through management data.
- 4.2 At YMCA Milton Keynes, in 2023-24 we had 206 properties, all of which were on our Milton Keynes Campus. For the purposes of the Regulator of Social Housing, we are classed as a small Low Cost Rental Accommodation provider.
- 4.3 Given the size of our resident population, we undertook an annual census survey over one month – i.e. at a single time point survey. We chose November as our representative month, because it is a “normal” month – it is 30 days

long, residents generally engage well during November because it is after the summer but before the distractions of Christmas.

- 4.4 The survey was run in-house, using Survey Monkey as our data collection platform.
- 4.5 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. Supported Housing Coaches also reminded residents of the survey during 1:1 sessions with residents, although they did not require survey completion during those sessions so that no one felt pressured in their responses.
- 4.6 The questions were asked exactly as they were written by the Regulator, with the addition of our name (YMCA Milton Keynes). No additional questions were added.
- 4.7 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.
- 4.8 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.



Here for young people
Here for communities
Here for you

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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE