

Tenant Satisfaction Measures

1. INTRODUCTION

- 1.1 This is our second 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 2024/25 we received 64 responses (29% of residents), compared with 46 (22% of residents) in 2023/24.

TSM	Measure	2024/25	Change (on 2023/24)
TP01	Overall satisfaction	71%	↑ 14
TP02	Satisfaction with repairs	71%	↑ 2
TP03	Satisfaction with time taken to complete most recent repair	60%	↓ 9
TP04	Satisfaction that the home is well maintained	73%	↑ 3
TP05	Satisfaction that the home is safe	76%	↑ 18
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	62%	↑ 13
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64%	↑ 23
TP08	Agreement that the landlord treats tenants fairly and with respect	76%	↑ 13
TP09	Satisfaction with the landlord’s approach to handling complaints	48%	↑ 27
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	67%	↑ 6

TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	69%	↑ 11
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	56%	↑ 19

3. KEY PERFORMANCE MANAGEMENT INFORMATION

TSM	Measure	2024/25	Change (on 2023/24)	2023/24 (for comparison)
CH01 (1)	Number of stage 1 complaints relative to the size of the landlord	257 (pro rata to 1000 properties)	↑ 179	78 (pro rata to 1000 properties)
CH01 (2)	Number of stage 2 complaints relative to the size of the landlord	8 (pro rata to 1000 properties)	↑ 8	0 (pro rata to 1000 properties)
CH02 (1)	Proportion of stage 1 complaints responded to within complaint handling code timescales	92%	↓ 8%	100%
CH02 (2)	Proportions of stage 2 complaints responded to within complaint handling timescales	100%	-	N/A
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord	148 (pro rata to 1000 homes)	↓ 55	203 (pro rata to 1000 properties)
RP01	Homes that do not meet the Decent Homes Standard	0%		0%
RP02	Repairs completed within target timescale	80.0%	↓ 7	86.7%
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) Treating our residents "fairly and with respect" (76%)
- ii) Providing a home that is "safe" (76%)
- iii) Satisfaction that their home is "well maintained" (73%)

These results highlight key strengths in our service delivery, particularly in core areas of resident welfare and property management. They also provide a strong foundation on which to build future improvements and continue to maintain a high standard of service, trust and satisfaction.

4.2 The biggest improvements since last year were around:

- i) Complaint handling (increased by 27 points to 48%)
- ii) Keeping tenants informed about things that matter to them (increased by 23 points to 64%)
- iii) Approach to handling anti-social behaviour (increased 19 points to 56%)

These improvements align with areas that YMCA MK & N has worked hard on during this year – in April 2024 we significantly improved our complaint handling process. To improve communication with residents we have Discord, digital screens and Youth Ambassadors. Since the Director and Manager of Housing changed in summer 2023 MK Campus has become a much calmer space – which will have reduced the perception of anti-social behaviour.

However, we recognise we still have some way to go – two of the areas with the biggest improvement remain areas with the lowest score.

4.3 Key areas for improvement:

- i) Satisfaction with the landlord's approach to handling complaints (48%)
- ii) Satisfaction with the landlord's approach to handling anti-social behaviour (56%)
- iii) Satisfaction with time taken to complete most recent repair (60%)

4.4 We have made further improvements to our complaint handling process this year, and are currently in the process of making significant changes to how we manage repairs. These include allowing residents to report repairs via an online form and setting up email alerts for upcoming complaint response and repair deadlines and will continue to review these processes. We also note that these are commonly the areas needing most improvement across the housing sector.

5. PERCEPTION MEASURES – SUMMARY OF APPROACH

- 5.1 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.
- 5.2 At YMCA Milton Keynes, in 2024-25 we increased from 206 to 257 properties, spread across our Milton Keynes Campus, dispersed properties in Whitehouse Milton Keynes and a 13 bed care leaver project in Derngate, Northampton. For the purposes of the Regulator of Social Housing, we are classed as a small Low Cost Rental Accommodation provider.
- 5.3 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. This means that the survey was open to residents at our MK Campus and our Derngate project, the Whitehouse project had not yet opened in November 2024.
- 5.4 The survey was run in-house, Survey Monkey was our data collection platform.
- 5.5 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. Our Community Development Lead and Keyworkers reminded residents of the survey, although they did not require survey completion during 1:1s so no one felt pressured in their responses.
- 5.6 The questions were asked exactly as written by the Regulator, with the addition of our name (YMCA Milton Keynes). No additional questions were added.
- 5.7 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.
- 5.8 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.



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