

Tenant Satisfaction Measures - Report 2024-25

The Regulator for Social Housing has created a system for addressing how well social landlords in England are doing at providing good quality homes and services. They have introduced a set of Tenant Satisfaction Measures (TSM's) that social housing landlords must report on. Residents will be able to use these measures to understand how well YMCA North Tyneside is performing as a landlord. The data will also give the Regulator an idea of which landlords need to improve. In April 2023, it became mandatory for all regulated providers of social housing to start carrying out TSM surveys. Here is the data we collected for the period April 2024 to March 2025.

Guide to interpretation:

Figures in red

We're below target

Figures in amber

We're slightly below target

Figures in green

We're at or above target

Management Information Measures			
Measure	Target	Achieved	Last Year
Number of stage 1 complaints received per 1000 properties	N/A	28.1	40
Number of stage 2 complaints received per 1000 properties	N/A	4.7	9.6
Stage 1 complaints responded to within the Housing Ombudsman's timescales	100%	100%	100%
Stage 2 complaints responded to within the Housing Ombudsman's timescales	100%	100%	100%



Anti-social behaviour cases per 1000 properties	N/A	49.1	<i>13.3</i>
Anti-social behaviour cases involving hate crime per 1000 properties	N/A	None Reported	<i>None reported</i>
Non-emergency repairs completed within target timescale	90%	88.9%	<i>94.3%</i>
Emergency repairs completed within target timescale	95%	99.1%	<i>87.8%</i>
Homes that did not meet the Decent Home Standard as at 31st March	0%	0.6%*	<i>1.4%</i>
Homes that have had all necessary gas safety checks	100%	100%	<i>100%</i>
Homes that have had all necessary fire safety checks	100%	100%	<i>100%</i>
Homes that have had required asbestos surveys or re-inspections	100%	90%#	<i>90%</i>
Homes that have had all necessary	100%	100%	<i>100%</i>

legionella risk assessments			
Buildings where communal passenger lifts have had necessary safety checks	100%	100%	100%
<p>Notes:-</p> <p>* As of 16th June 2025 these properties are no longer part of our portfolio and, at the time of writing, we are running at 0% in line with out target.</p> <p># A substantial volume of inspections and management plans have been put in place in the last 12 months however the portfolio has grown and we have yet to achieve the target of 100%</p>			
Tenant Perception Measures			
Measure	Target	Achieved	Last Year
Overall satisfaction	N/A	82.8%	63.1%
Satisfaction with repairs	N/A	79.4%	63.1%
Satisfaction with time taken to complete most recent repair	N/A	73.0%	67.7%
Satisfaction that the home is well maintained	N/A	81.5%	63.1%

Satisfaction that the home is safe	N/A	83.4%	66.1%
Satisfaction that YMCA listens to tenant views and acts upon them	N/A	82.2%	69.2%
Satisfaction that YMCA keeps tenants informed about things that matter to them	N/A	79.7%	61.5%
Agreement that YMCA treats tenants fairly and with respect	N/A	89.0%	73.8%
Satisfaction with YMCA's approach to handling complaints	N/A	66.7%	41.7%
Satisfaction that YMCA keeps communal areas clean and well maintained	N/A	82.2%	58.2%
Satisfaction that YMCA makes a positive contribution to neighbourhoods	N/A	72.7%	50%
Satisfaction with YMCA's approach to handling anti-social behaviour	N/A	58.6%	50%

Meeting the Regulators methodological requirements of surveying and publishing tenant perception measures

The following table contains details of YMCA's approach to collecting data and our response to the requirements of the Regulators requirements:-

Requirement	Response
Required sample size to attain required level of statistical accuracy (+/- 5%)	Estimated at 203 (which is calculated based on 427 total residents as at 31st August 2024)
What was the achieved sample size?	227 face-to-face surveys attempted 177 of those engaged with the survey On average 148 there were respondents per question (range 87 to 174)
What was the timing of the survey?	April 2024 to April 2025
What data collection methods were employed?	In-person surveys conducted during Compliance Officer property visits.
What sample method was employed?	Census i.e. every resident was included in the sample.
What is the representativeness of the survey sample?	The survey achieved <ul style="list-style-type: none"> • 43% of those adults in Supported Exempt Accommodation • 35% of those in Specialised Supported Exempt Accommodation.
Has any weighting been applied when presenting the survey results?	None.
Were any external contractors involved in data collection? What was their role?	No.

Number of households not included due to 'exceptional circumstances'	No households were excluded from sampling. However we do have a number of residents who are in specialised supported accommodation and some of those lack capacity to respond effectively.
Reasons for failure to meet the required sample size	We only used face-to-face surveying due to the number of residents with learning difficulties, autism, limited english and other support needs. 50 residents declined the opportunity to respond.
Type and amount of incentives used to encourage survey completion	None.
Other methodological issues likely to have a material impact on the	None.
What is the confidence level?	Less than 95% as the required sample size was not met due to residents declining to respond.

Conclusion and learning points

- This year we got much closer to statistical significance. The 50 residents that declined to respond to a face-to-face survey were the main reason for not reaching the target.
- We continue to work on ways to enhance data collection from those individuals with learning difficulties, limited english, autism or other support needs and have recently started to draw upon regular support workers to help deliver the questions and interpret responses.
- In 2025-26 we need to offer paper and on-line survey options in order to help boost the responses from those that do not need high levels of support in order to answer the survey effectively.

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