

Tenant Satisfaction Measures - Report 2025-26

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 2025 to March 2026.

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	56.1	<i>28.1</i>
Number of stage 2 complaints received per 1000 properties	N/A	2.5	<i>4.7</i>
Stage 1 complaints responded to within the Housing Ombudsman's timescales	100%	100%	<i>100%</i>
Stage 2 complaints responded to within the Housing Ombudsman's timescales	100%	100%	<i>100%</i>



Anti-social behaviour cases per 1000 properties	N/A	127.4	49.1
Anti-social behaviour cases involving hate crime per 1000 properties	N/A	3.8	<i>None Reported</i>
Non-emergency repairs completed within target timescale	90%	96.3%	88.9%
Emergency repairs completed within target timescale	95%	94.8%	99.1%
Homes that did not meet the Decent Home Standard as at 31st March	0%	0%	0.6%
Homes that have had all necessary gas safety checks	100%	100%	100%
Homes that have had all necessary fire safety checks	100%	74.0%*	100%
Homes that have had required asbestos surveys or re-inspections	100%	100%	90%
Homes that have had all necessary	100%	100%	100%

legionella risk assessments			
Buildings where communal passenger lifts have had necessary safety checks	100%	100%	100%

Notes:-

* Internal auditing revealed that the Fire Risk Assessments for 234 units from one Support Provider (managing agent) had physically been performed but the reports were not fully complete. This will be remedied by September 2026.

Tenant Perception Measures

Measure	Target	Achieved	Last Year
Overall satisfaction	80%	94.5%	82.8%
Satisfaction with repairs	80%	91.8%	79.4%
Satisfaction with time taken to complete most recent repair	80%	87.4%	73.0%
Satisfaction that the home is well maintained	80%	91.8%	81.5%
Satisfaction that the home is safe	80%	92.1%	83.4%

Satisfaction that YMCA listens to tenant views and acts upon them	80%	91.8%	82.2%
Satisfaction that YMCA keeps tenants informed about things that matter to them	80%	93.6%	79.7%
Agreement that YMCA treats tenants fairly and with respect	80%	97.5%	89.0%
Satisfaction with YMCA's approach to handling complaints	80%	92.8%	66.7%
Satisfaction that YMCA keeps communal areas clean and well maintained	80%	93.8%	82.2%
Satisfaction that YMCA makes a positive contribution to neighbourhoods	80%	91.5%	72.7%
Satisfaction with YMCA's approach to handling anti-social behaviour	80%	90.8%	58.6%

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 265 (which is calculated based on 850 total residents as at 31st August 2025)
What was the achieved sample size?	614 face-to-face surveys attempted 258 of those engaged with the survey
What was the timing of the survey?	April 2025 to April 2026
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 theoretically included in the sample though we were only able to visit ~60% in practice.
What is the representativeness of the survey sample?	The survey achieved • 28% of those adults in Supported Exempt Accommodation • 33% 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 to these specific questions.
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. The most notable reasons for non-completion included:- • 194 residents were not available, not interested or not in a fit condition • For 34 residents the language barrier was too significant or they lacked capacity to answer effectively
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 were very close to statistical significance. However with a third of face-to-face surveys unable to take place because the resident was out, not interested or not in a fit condition to speak, we did fall short of our target by 7 surveys
- We continue to work on ways to enhance data collection from those individuals with learning difficulties, limited english, autism or other support needs are making better use of regular support workers to help deliver the questions and interpret responses.
- This year the results are Complaints and ASB are more representative. In previous years those that had no experience of either topic were scored '3' which adversely affected our satisfaction score. This year no score was made for questions where the resident had no experience or opinion.

- Overall we are very pleased with the results of the Tenant Perception Measures survey because it demonstrates how effective our support workers are delivering quality and responsive services that meet need.
- Our commitment to face-to-face surveys continues to drive valuable qualitative responses as well, which helps inform our services and indicates where we can continue to improve.
- The increase year-on-year increase in ASB and Hate Crime is due to more accurate reporting from the front line, in some part due to new system implementation. We continue to monitor the level of reports and train workers to spot and report ASB related incidents. It is possible that figures may rise again next year with further investment in staff training.
- We are dissatisfied with the result for Fire Safety Checks and have already taken remedial action to ensure we achieve 100% compliance promptly. The problem was picked up in a routine audit and was highlighted to the relevant Support Provider (managing agent) straight away.
- We need to work harder to ensure that Emergency Repairs exceed the 95% target we have set ourselves in respect of response timelines.
- We remain committed to improvement and to ensuring that residents have a safe place to live, quality support and have their voice heard.

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