

Tenant Satisfaction Measures (TSMs) have been designed by the Regulator for Social Housing to raise standards and improve the quality of social housing by ensuring providers are accountable for the services they deliver.

A key part of the TSM is the tenant perception survey. There are 12 specific questions that we are required to ask as part of these surveys.

The 12 TSM's are split across 5 themes:

- Keeping properties in a good state of repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management



The survey results are for the time period 1-30 November 2024. We are now sharing our first year results with our residents and stakeholders. Due to our size, we are only required to do the survey every 2 years, however, we will continue to survey annually. The survey results will form part of the wider Tenant Satisfaction Measures reporting, but we wanted to share the survey results with you now.

The opportunity to complete the survey was given to all residents. Due to GDPR and privacy laws we did not collect any identifying data from people completing the survey, unless they wanted to provide it to us.

15% of our residents responded to the TSM survey and surveys were received from all our sites- Romford, Brentwood, West Kent, Dartford, Woolwich and Ashford, including those in move-on accommodation.

For any residents who didn't complete this year's survey, we encourage you to take part next year.



TSM Survey

YMCA Thames Gateway Group - 2024 Results

Fairly
dissatisfied



Very
satisfied

0% 25% 50% 75% 100%



Taking everything into account, how satisfied are you with the service provided by YMCA TGG?

71%



Has YMCA TGG carried out a repair to your home in the last 12 months? If yes, how satisfied are you with the overall repairs service from YMCA TGG over the last 12 months?

55%



If YMCA TGG has carried out a repair to your home in the last 12 months, how satisfied are you with the time taken to complete your most recent repair after you reported it?

56%



How satisfied are you that YMCA TGG provides a home that is well maintained?

64%



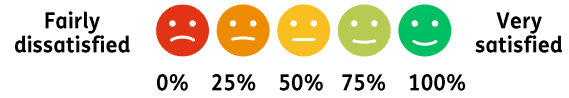
Thinking about the condition of the property or building you live in, how satisfied are you that YMCA TGG provides a home that is safe?

62%



TSM Survey

YMCA Thames Gateway Group - 2024 Results



How satisfied are you that YMCA TGG listens to your views and acts upon them?

71%



How satisfied are you that YMCA TGG keeps you informed about things that matter to you?

77%



To what extent do you agree with the following - YMCA TGG treats me fairly and with respect?

73%



Have you made a complaint to YMCA TGG in the last 12 months? If yes, how satisfied are you with YMCA TGG's approach to complaints handling?

64%



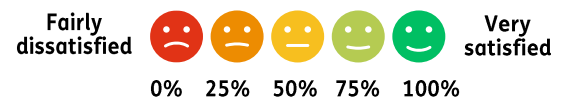
Do you live in a building with communal areas, either inside or outside, that YMCA TGG is responsible for maintaining? How satisfied are you that YMCA TGG keeps these communal areas clean and well maintained?

61%



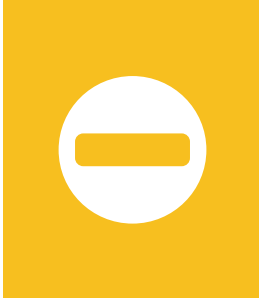
TSM Survey

YMCA Thames Gateway Group - 2024 Results



How satisfied are you that YMCA TGG makes a positive contribution to your neighbourhood?

52%



How satisfied are you with YMCA TGG's approach to handling anti-social behaviour?

67%



Future Improvements: enhancing resident satisfaction

Dear Residents

Thank you for your valuable feedback.



It was great to see from the survey that many of you were very complimentary about our staff and the service you receive from them.

From the survey, we have noticed the following areas need improving:

Repairs

Consultation with residents: we will talk to you around the repair process, setting realistic timeframes, scheduling appointment, and how would you like to communicate with us.

Staff training: all staff will have the correct training in place so they know how to report repairs on the system for you. This will make things easier for both you and staff.

Complaints

Staff Training: all housing staff will complete training on our processes, how to handle complaints (The complaints handling code), and the importance of treating each resident as a unique individual.

Review our Complaints: to ensure we are providing a fair complaint process where you feel heard, on a quarterly basis we will review the complaints received to identify any themes and trends and seek to put in place any corrective action. We will also discuss with you ways to improve, as well as learn new lessons.

Contribution to Your Neighbourhood: our mission is "Inspiring communities, transforming young lives". The feedback we received shows that we need to be communicating our community work to you better.

Enhanced communication: we will look to broaden the range of ways that we communicate our work, events, fundraising efforts, and new projects by collaborating with you, this will help to develop better ways of enhanced communication.

We appreciate your feedback and look forward to making these improvements together.

