

Tenant Satisfaction measures 2025/6

The Regulator of Social Housing requires all Registered Providers to generate and publish the Tenant Satisfaction Measures as part of the consumer standards framework. These consist of the tenant perception measures and the landlord performance indicators. These are defined measures to help tenants see how well their landlord is performing. Each year we will undertake a survey with our tenants to ask about their perception of our services, and we use this information to make improvements. The measures are aimed at helping improve standards for people living in social housing, by;

- Providing visibility, letting tenants see how well their landlord is doing, and letting tenants hold their landlord to account
- Giving the regulator insight into which landlords might need to improve things for their tenants.

You can find our more information about the TSMs here; [Regulatory standards for landlords - GOV.UK](#)

1. Who responded

	2023/24	2024/25	2025/26
Number of responses	40 (7% residents)	93 (16% residents)	165 (34%)

Over time we have been working to increase our responses to the survey, and are pleased to report that 34% residents responded this year. The survey is not weighted.

2. Results

As a result of our last years survey, we updated our residents with a newsletter to outline the improvements we were working on. We were pleased to see residents improvements in complaints handling this year, with more work planned here, including the updating of our policy in 2026.

This year we have implemented a Housing Improvement plan being led across our organisation. The results from this years survey will be fed into this plan, prioritising our actions, and provide detailed feedback for our service improvement plans, which will be put in place at a local level.

We are working across housing and asset management to review improvements to our asset management service, including repair completion times, and communication relating to repair completion works.

The results indicate the number of residents who responded who said they were very of fairly satisfied with the question.

Our Landlord performance data is from our management data, and internal systems.

See below for the complete results of our 2025-26 Tenant Satisfaction Measures (TSM) survey.

Tenant perception measures results;

Indicator	YMCA DLG 2024	YMCA DLG 2025	YMCA DLG 2026	Trend	Benchmark National 'median' (2024/5)
TP01 Overall satisfaction	73%	81%	73%		71.8%
TP02 Satisfaction with repairs (92 responses)	74%	68%	78.3%		73.6%
TP03 Satisfied with time taken to complete repair (92 responses)	61%	63%	76%		69.5%
TP04 Satisfied home is well maintained	68%	77%	72.7%		71.9%
TP05 Satisfied home is safe	63%	80%	79.3%		77.6%
TP06 Satisfied landlord listens and acts on views	70%	76%	70.9%		61.6%
TP07 Satisfied Landlord keeps them informed about things that matter to them	63%	76%	68.4%		72.0%
TP08 Satisfied Landlord treats fairly and with respect	82%	84%	81.2%		77.9%
TP09 Satisfaction with approach to complaints handling (51 responses)	60%	32%	47%		35.5%
TP10 Satisfied communal areas are kept clean and well maintained	72%	75%	76%		66.7%
TP11 Satisfied Landlord makes positive contribution to neighbourhood	60%	68%	67.2		64.6%
TP12 Satisfied with Landlord's approach to anti-social behaviour	63%	72%	69%		59.5%

*[Tenant Satisfaction Measures 2024/25: Headline Report - GOV.UK](#) – this is the source for 'median' data

Landlord performance measures results;

Indicator	YMCA DLG 2024	YMCA DLG 2025	YMCA DLG 2026	Trend	Benchmark national 'average' (2024/5)
CH01 Stage 1 complaints per 1000 homes	52	40	41.4	↑	53.5
CH01 Stage 2 complaints per 1000 homes	4.8	3.4	5.1	↑	8.3
CH02 Stage 1 complaint responses within timescales	96.5%	96.97%	97%	↑	89.9%
CH02 Stage 2 complaint responses within timescales	86%	100%	100%	↔	88.9%
NM01 ASB cases per 1000 homes	255	277	236	↑	36
NM01 ASB cases (hate incidents) per 1000 homes	16.2	8.7	15	↑	0.7
RP01 Percentage of homes that fail to meet the decent home standard	0%	0%	0%	↔	0.5%
RP02 Emergency – Percentage of emergency repairs completed within target time	Not available	85.5%	30%	↓	94.9%
RP02 non-emergency- percentage of non-emergency repairs completed within target time	Not available	76.5%	66%	↓	82.5%
BS01 – Percentage of gas safety checks completed within target	100%	100%	100%	↔	100%
BS02 – Fire safety checks	96.77%	100%	100%	↔	100%
BS03 – Asbestos safety checks	100%	100%	95.29%	↓	100%
BS04 – Water safety checks	94.34%	100%	95%	↓	100%
BS05 – Lift safety checks	100%	100%	100%	↔	100%

Calculation for 1000 home basis based on Q4 unit numbers 579 (2025 – 572, and 2024 – 614)