



Tenant Satisfaction Measures (TSMs)

**How we've performed
April 2023 - March 2024**



We've split the 12 TSMs measured by you into three areas in line with our values, vision and priorities.

- We care
- Service improvements
- Safe homes and communities

This year is the first year that housing associations such as us have had to report their Tenant Satisfaction Measures (TSMs) to the Regulator of Social Housing (RSH).

The TSMs are exactly how they sound – they measure all the services and main aspects of how a social housing provider is performing, taking into account both the feedback of its residents and against its own performance expectations.

There are 22 in total; 12 that are measured by you and known as Tenant Perception (TP) TSMs and 10 that are measured by us and known as Technical TSMs.

As you will see as you read through the next few pages, we have made improvements in the majority of areas, and we are also in line with many of our fellow housing associations.

We are proud to have once again achieved a 100% compliance figure as this means we are doing everything we should be doing by law to keep your homes safe. Ultimately, we feel these results are a fair reflection of where we currently are and we absolutely take into account that there is still work to be done. And we are rising to these challenges.

Thank you to all 1,874 residents who completed a survey for our Tenant Perception TSMs as this allowed us to fairly and accurately report our data.

Congratulations to our survey winners

Everyone who completed the tenant survey was also entered into a prize draw to win a £50 Love2Shop vouchers.

We care

How we've performed
April 2023 - March 2024

- Our **overall customer satisfaction has increased for the fifth year in a row** which reflects the changes we have and continue to make with our services, systems and day-to-day contact with you.
- We continue to listen and over the last 12 months we have spoken to, met with, and engaged with around 10,000 residents.
- We have held meetings, both online and in person, supported social activities and provided community funding through our It's In Your Hands programme.
- Through our ongoing home improvements programme, we have installed hundreds of new windows, doors, bathrooms and kitchens, all of which help to ensure that we continue to meet the Decent Homes Standard.

TP01

Overall
Satisfaction

74%



TP06



We listen to your
views and act
upon them

71%

TP07



We keep you
informed about
things that
matter to you

80%

TP08



We treat you
fairly and with
respect

86%

Service improvements

How we've performed
April 2023 - March 2024

- You told us you wanted someone to handle your complaint personally so we now have a dedicated Customer Resolution Team who deal specifically with complaints and are able to provide a more personal service.



TP09



We approach
complaints
satisfactorily

40%



CH01

Complaints received
based on landlord size

Stage one (per 1,000 homes) _____ 76

Stage two (per 1,000 homes) _____ 7

CH02

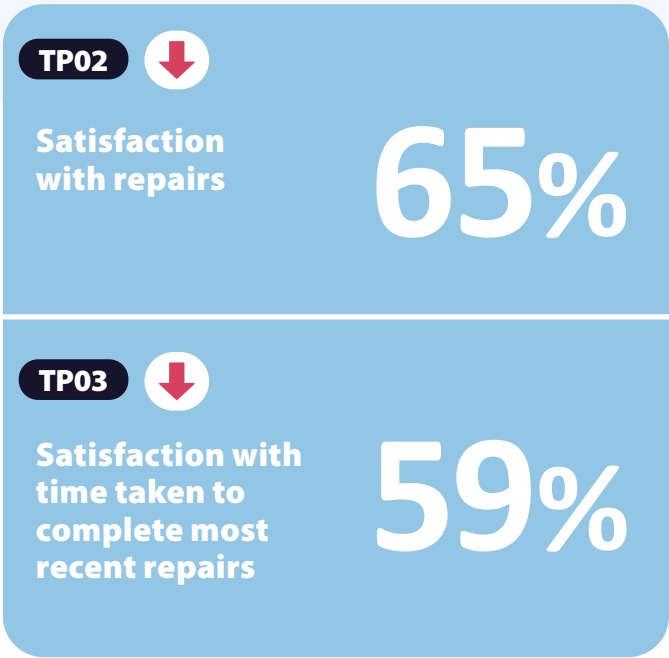
Complaints responded to
within Complaint Handling
Code timescales

Stage one _____ 86.4%

Stage two _____ 86.7%

Safe homes and environments

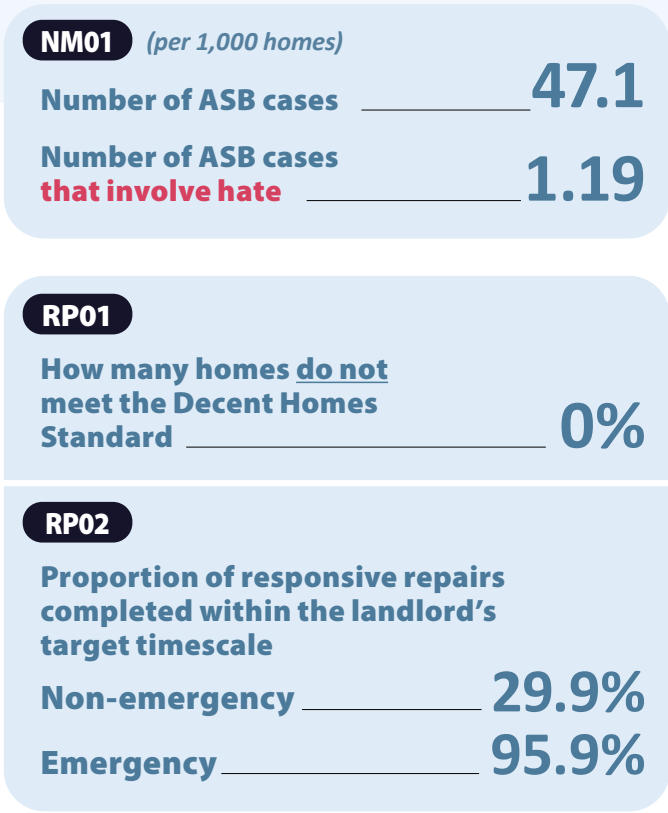
- We've grown our antisocial behaviour team and ensured our response time is quicker when you first get in touch (within two days).
- We've also trialled mediation and will continue the use of a noise recording app.
- We've carried out high-rise safety visits to all 15 of our blocks of flats over seven storeys/ 18 metres in height and held sessions for residents whilst there.
- All our homes reach the current Decent Homes Standard and we will continue to ensure this is the case.
- We're proud to have once again completed all our legal compliance requirements, with all hitting the 100% target.



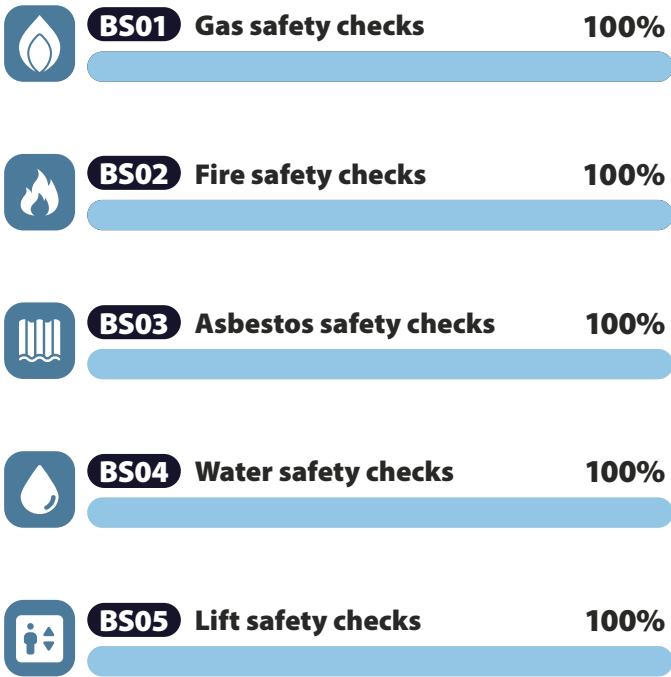
Repairs

We know we have work to do in this area and we accept that these figures, whilst not where we want to be nor should be, are reflective of where we are.

We have been affected by system issues and recruitment, but there is no excuse and we already have a service improvement plan approved, with work underway.



One thing to note is that we carry out almost all (95.9%) of our emergency repairs within the 24 hours we promise.



Summary

We are pleased to have seen...

- 20 out of the 22 TSMs areas improved
- Overall customer satisfaction increased year-on-year for the past five years!
- 100% compliant in all five areas (BS01-BS05)



Code	Measure	2023	2024	Change
These are metrics that are customer responses				
TP01	Overall Satisfaction	72%	74%	↑
TP02	Satisfaction with repairs	66%	65%	↓
TP03	Satisfaction with time taken to complete most recent repairs	61%	59%	↓
TP04	Home is well maintained	73%	76%	↑
TP05	Home is safe	79%	83%	↑
TP06	We listen to your views and act upon	64%	71%	↑
TP07	We keep you informed about things that matter to you	73%	80%	↑
TP08	We treat you fairly and with respect	80%	86%	↑
TP09	We approach complaints satisfactorily	32%	40%	↑
TP10	We keep communal areas safe, clean and maintained	74%	78%	↑
TP11	We make a positive contribution to your neighbourhood	65%	76%	↑
TP12	We approach antisocial behaviour satisfactorily	65%	73%	↑
These are metrics based on the performance of YHG				
NM01	Number of ASB cases (per 1,000 homes)	-	47.1	-
NM01	Number of ASB cases which involves hate (per 1,000 homes)	-	1.19	-
RP01	How many homes do not meet Decent Homes Standard	-	0%	-
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	-	29.9%	-
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale	-	95.9%	-
BS01	Gas safety checks	-	100%	-
BS02	Fire safety checks	-	100%	-
BS03	Asbestos safety checks	-	100%	-
BS04	Water safety checks	-	100%	-
BS05	Lift safety checks	-	100%	-
CH01	Complaints received based on landlord size (Stage one , per 1,000 homes)	-	76	-
CH01	Complaints received based on landlord size (Stage two , per 1,000 homes)	-	7	-
CH02	Complaints responded to within Complaint Handling Code timescales (Stage one)	-	86.4%	-
CH02	Complaints responded to within Complaint Handling Code timescales (Stage two)	-	86.7%	-