

TSM Survey YMCA Trinity 2023-24 Results



Here for young people
Here for communities
Here for you

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.

There are 22 measures, 12 come directly from surveys completed by our residents, 10 come from operational information we hold on our systems.

The 22 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 1stApril 2023 – 31st March 2024. We are now sharing our first year results with our residents, stakeholders, and the regulator. We will continue to report annually for each financial year.

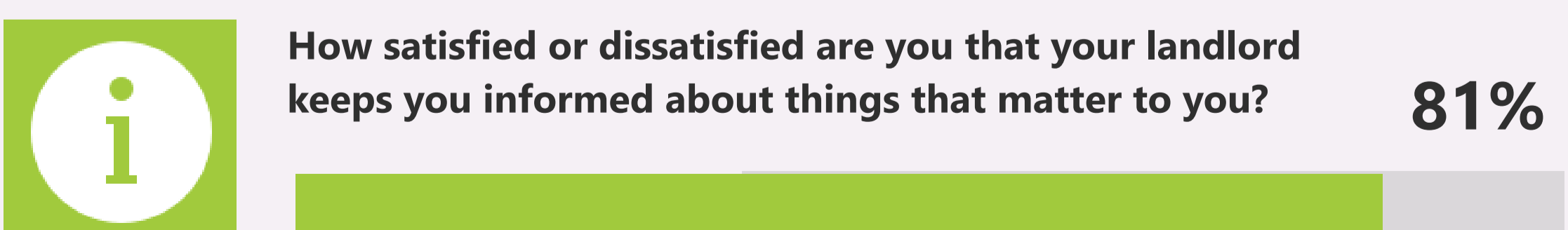
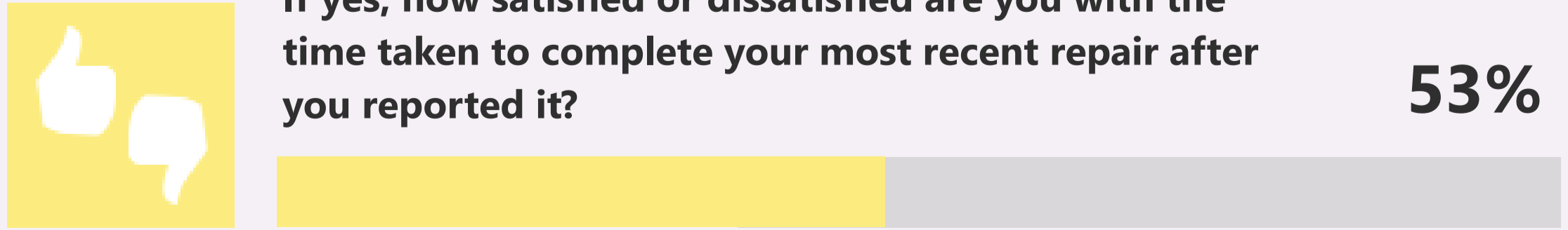
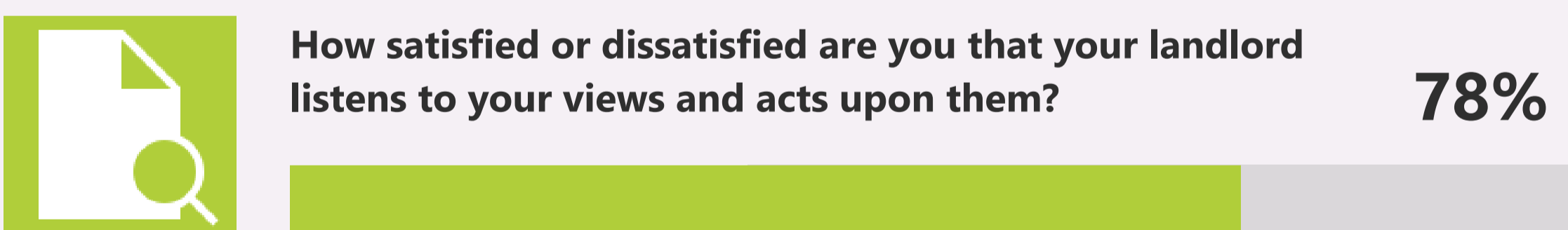
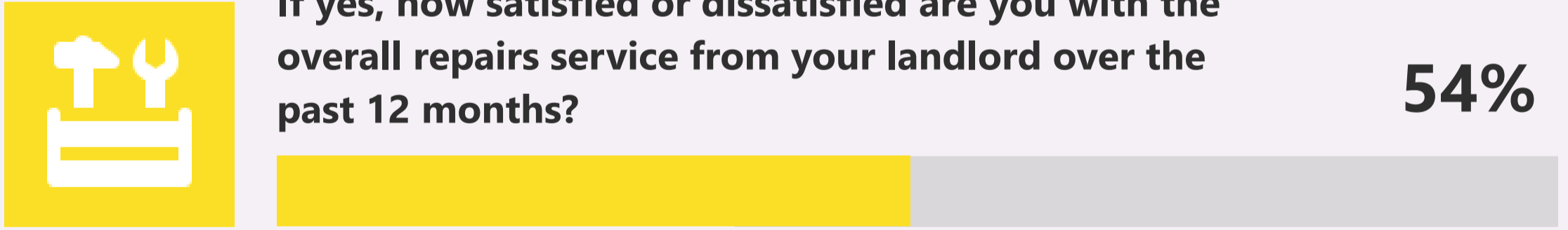
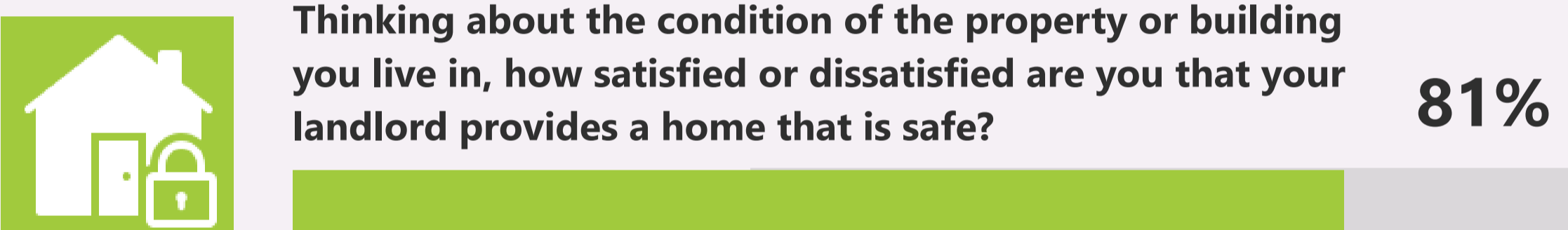
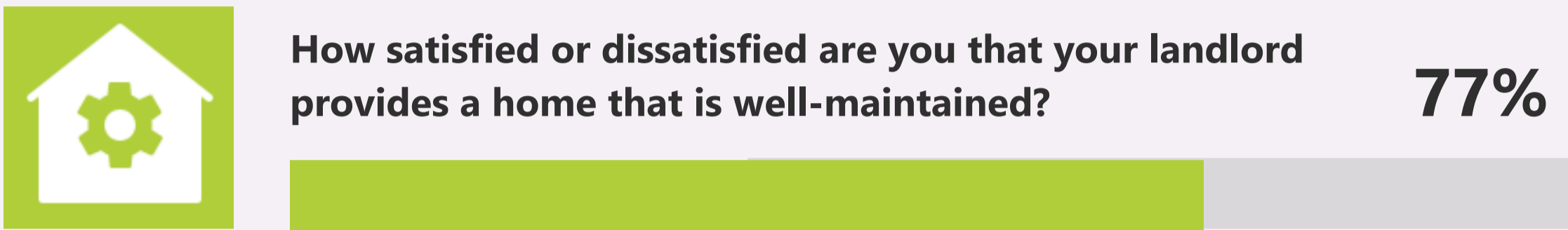
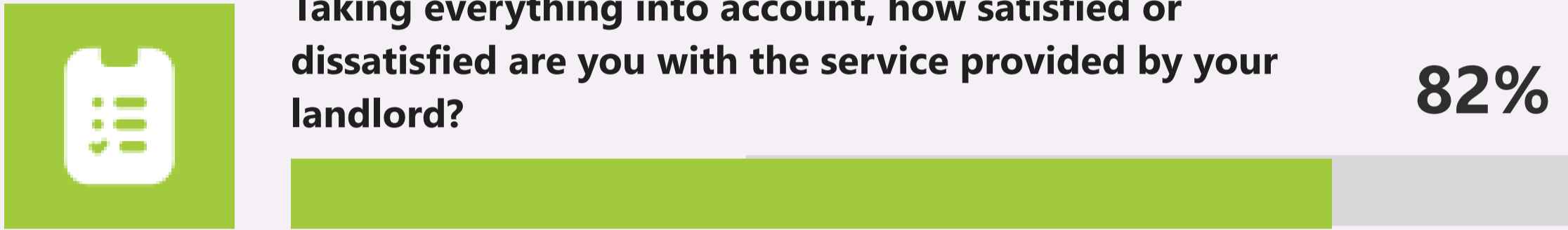
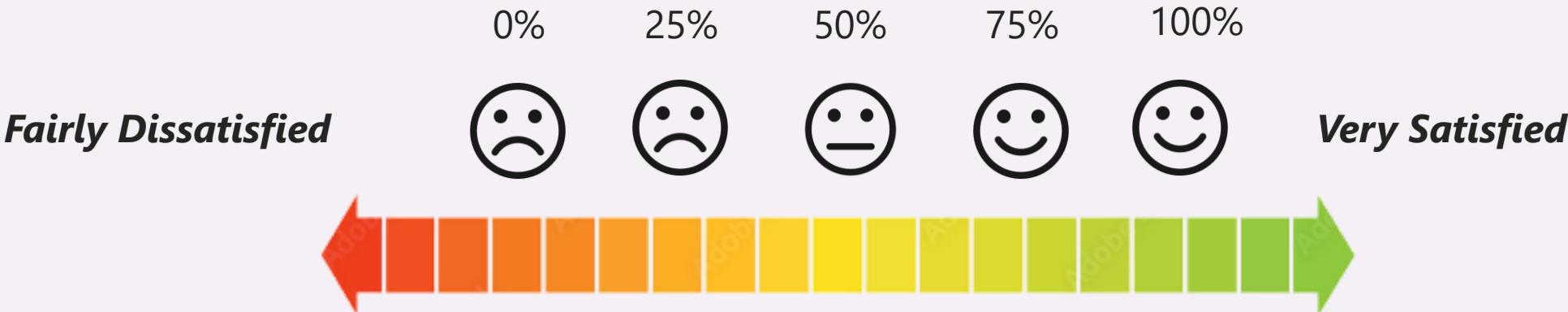
The regulator will publish national league tables showing how we compare to all social landlords and local authorities across the country.

During the last financial year, we have been collecting surveys from residents. Due to GDPR and privacy laws we did not collect any identifying data from people completing the survey, but to ensure a fair sample was collected, the survey is available to any and all residents that would like to provide feedback available online and paper copies. Surveys were collected across all locations Ipswich, Bury, Cambridge and Peterborough, from a mix of resident's young people and adults across all of our projects.

For any residents that missed out of last years survey we encourage you to take part this year. Please speak to a member of staff who will advise you on how to access it.

We were not able to collect feedback from all 335 residents housed at the time the survey was conducted, and so have used a sampling method to report our feedback. 232 people responded to the TSM survey, providing 69% completion. Please see the results of this year's TSM from Page 2 onwards.

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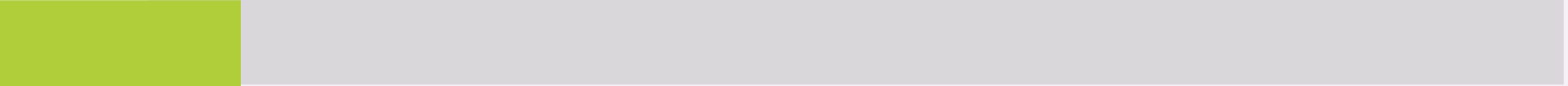
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Complaints relative to the size of the landlord - Number of stage one complaints received per 1,000 homes: **78**



Number of anti-social behaviour cases opened per 1,000 homes. **67**



Complaints relative to the size of the landlord - Number of stage two complaints received per 1,000 homes: **31**



Number of anti-social behaviour cases that involved hate opened per 1,000 homes. **9**



Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales **100%**



Proportion of homes that meet the Decent Homes Standard **100%**



Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales **100%**



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Proportion of non-emergency repairs completed within the landlord's target timescale **99%**



Asbestos safety checks **100%**



Proportion of emergency repairs completed within the landlord's target timescale **99%**



Water safety checks **100%**



Gas safety checks **100%**



Lift safety checks **100%**



Fire safety checks **100%**



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Future Improvements: Enhancing Resident Satisfaction

Dear Residents,



Thank you for your valuable feedback. After reviewing your feedback, we have noticed the following areas need improving by us, for you.

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, we will review complaints every 3 months, discuss ways to improve as well as learn new lessons.

Contribution to Your Neighbourhood

- **Our Mission :** 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 improve how 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.