

# TSM Survey YMCA Trinity 2024-25 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 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025. 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.

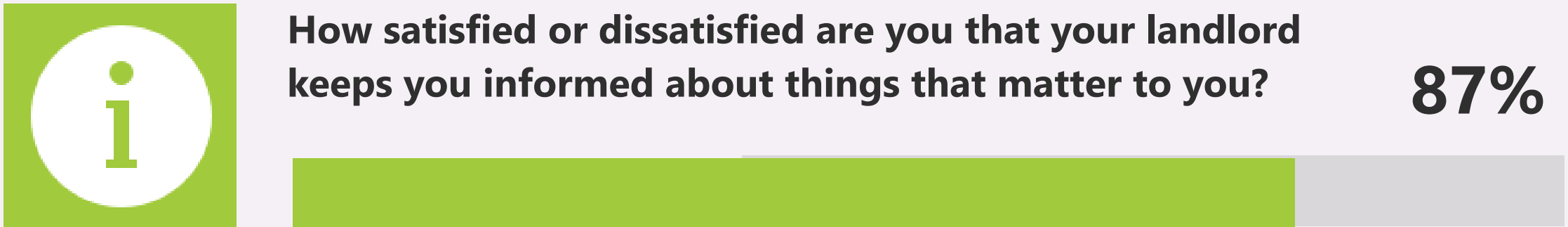
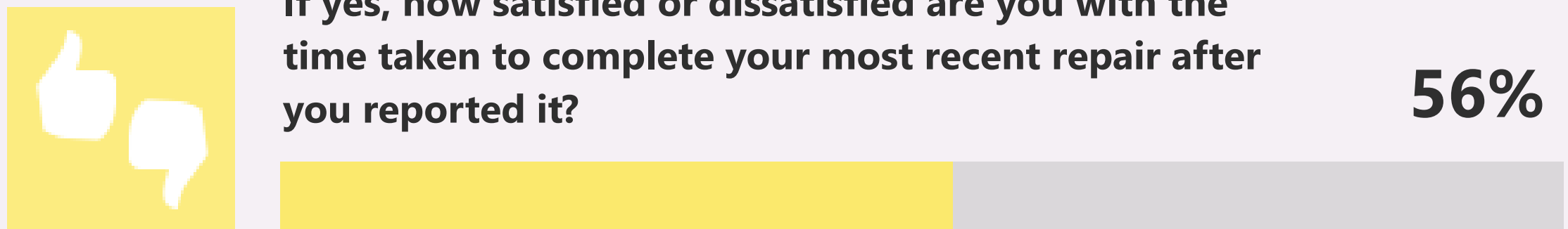
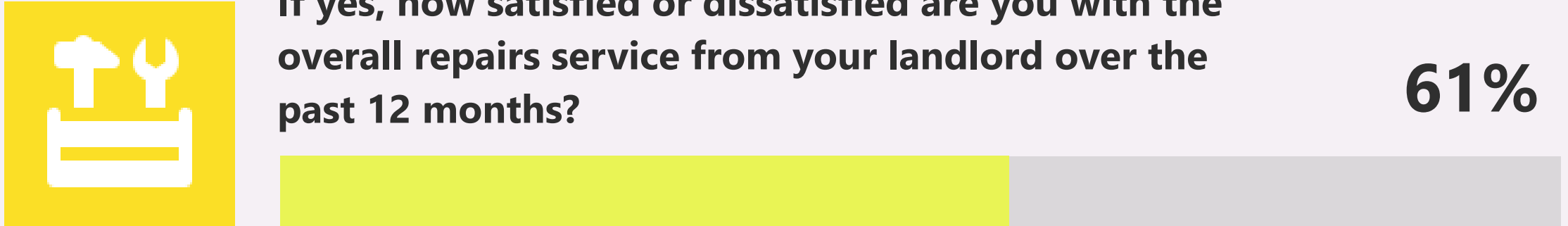
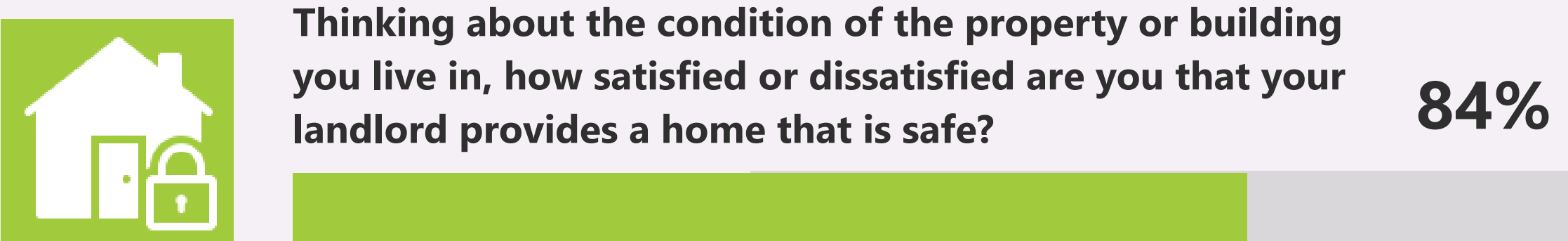
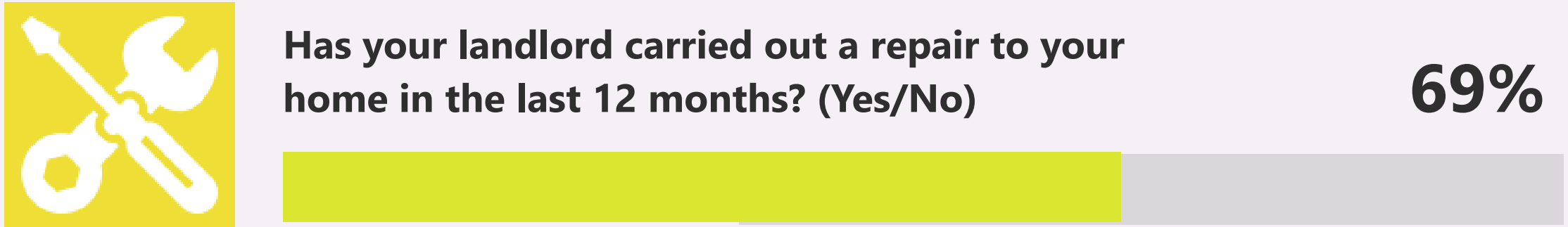
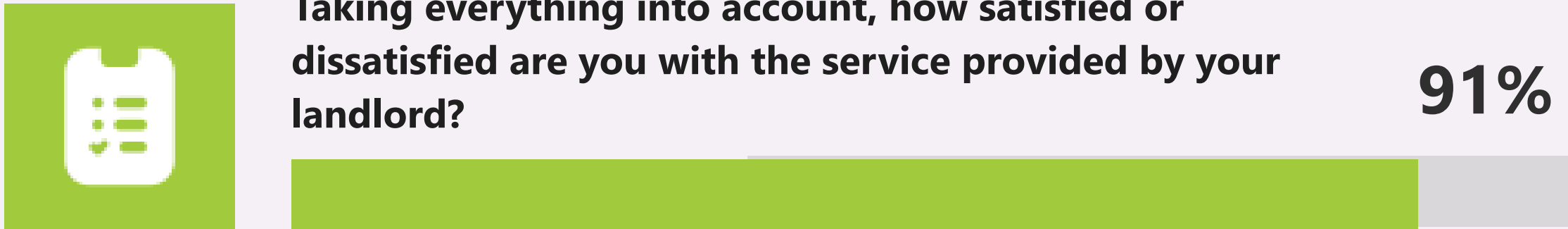
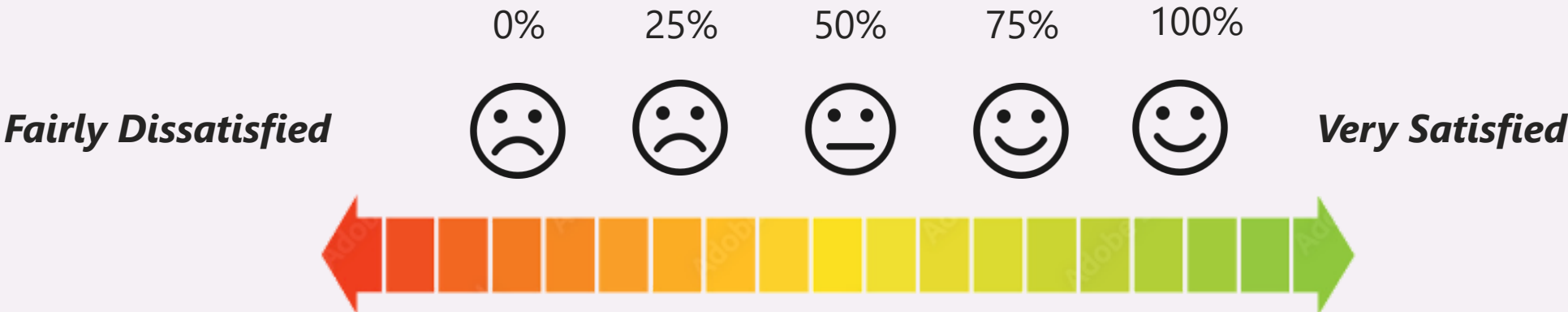
The regulator will publish national league tables showing how we compare to all social landlords and local authorities across the country.

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.

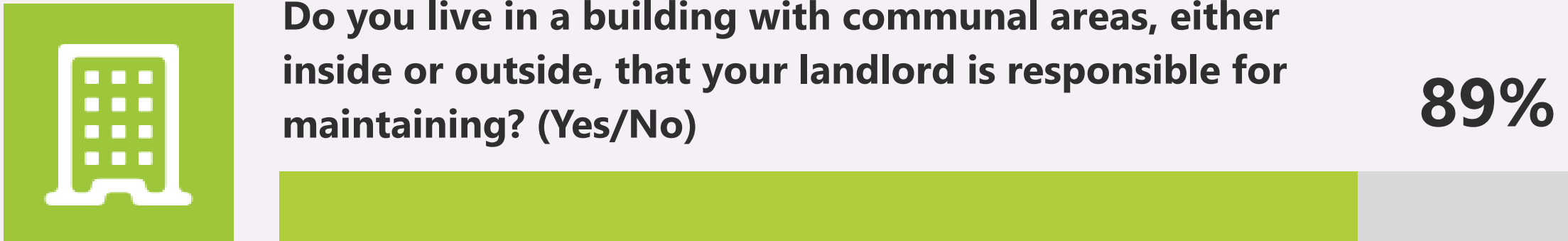
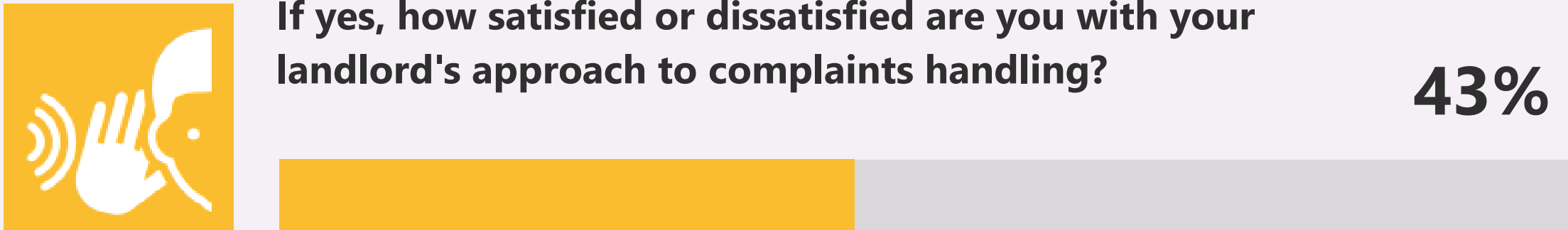
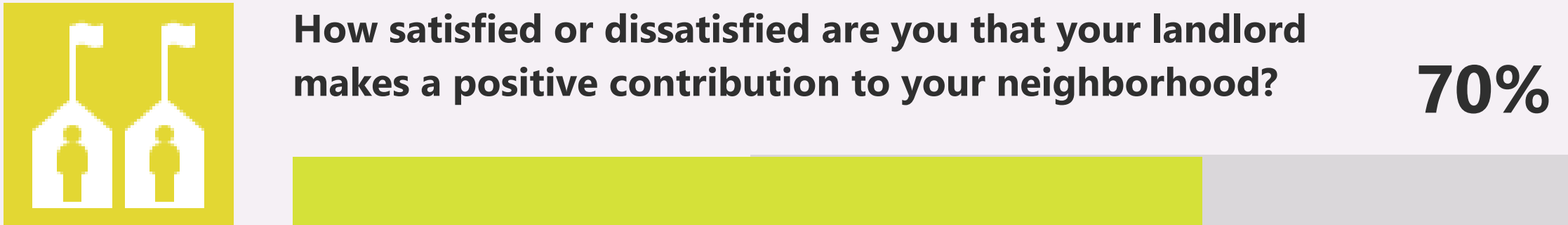
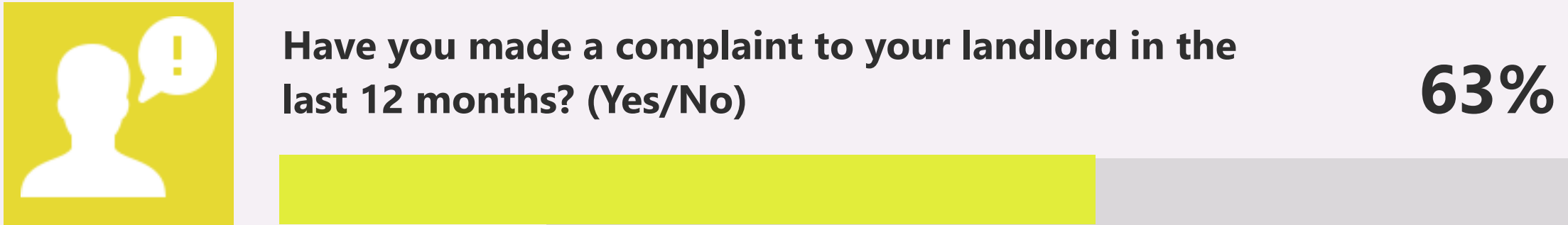
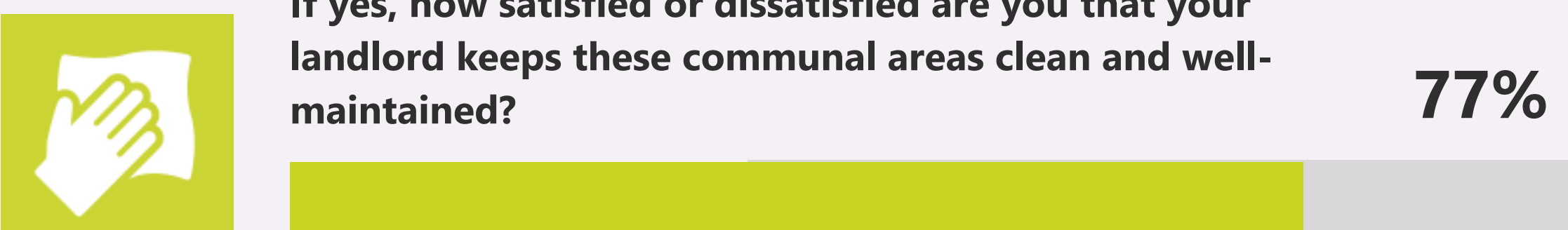
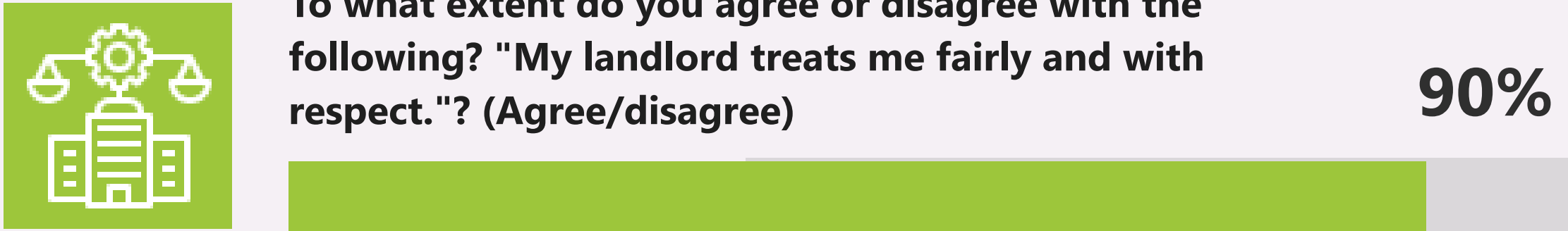
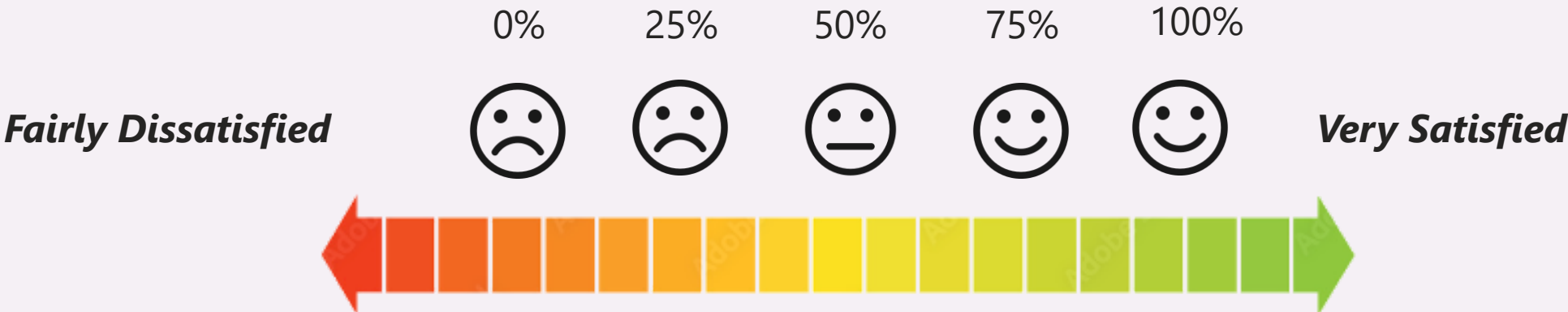
For any residents that missed out of last years survey we encourage you to take part this year. Please speak to a member of staff who will advise you on how to access it.

We were not able to collect feedback from all 423 residents housed at the time the survey was conducted, and so have used a sampling method to report our feedback. 196 people responded to the TSM survey, providing 46% completion. Please see the results of this year's TSM from Page 2 onwards.

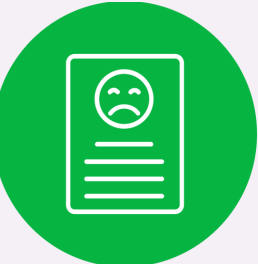
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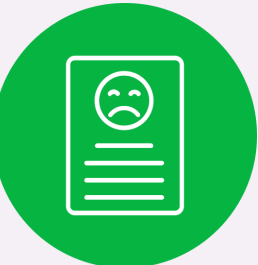
# TSM Survey YMCA Trinity 2024-25 Results



Complaints relative to the size of the landlord - Number of stage one complaints received per 1,000 homes: **116**



Complaints relative to the size of the landlord - Number of stage two complaints received per 1,000 homes: **5**



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



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



Number of anti-social behaviour cases opened per 1,000 homes. **91**



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



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



# TSM Survey YMCA Trinity 2024-25 Results



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



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



Gas safety checks **100%**



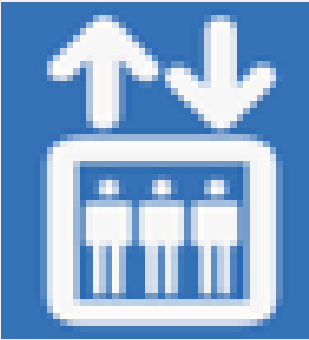
Fire safety checks **100%**



Asbestos safety checks **100%**



Water safety checks **100%**



Lift safety checks **100%**





## Future Improvements: Enhancing Resident Satisfaction



After reviewing the 2024-2025 feedback we realize that we have made improvements in all areas of focus last year. We are extremely happy about this. However, these three areas remain the lowest scoring of the TSM. Therefore will remain the focus for improvement this year

### Repairs

We will ensure our residents are aware and prepared for repairs to take place. Ensuring they understand the expected timeframes, appointment times and that we seek feedback after each repair using the best communication methods for them.

### Complaints

The managers will review complaints quarterly. Assessing whether the complaints handling code and our processes have been followed, and reviewing if any improvements, changes or training would help. Ensuring residents receive a quality and fair response.

### Contribution to your neighbourhood

The feedback shows that residents are not aware of the work we are doing within our communities. We will improve our communication of how we contribute to the neighbourhood by working with our residents to develop improved, relevant and regular communication making use of social media and technology.