

# Tenants Satisfaction Measures (TSM)

**Period Covered:** April 2023 – March 2024  
**Service:** YMCA Housing

**Department:** Estates & Compliance Team  
**Manager Submitting Report:** Mark Crane

Tenants Satisfaction Measures (TSM): The TSMs are a core set of performance measures against which the YMCA Robin Hood Group will publish their performance to both residents’ & local authority on a consistent basis.

The central aims of the TSMs are to provide residents with greater transparency about the YMCA Robin Hood Group performance and inform the regulator about how a landlord is complying with consumer standards.

Based on the tenant perception questionnaire (TP1 – TP12), the Estates & Compliance Team over the 5 x TP questionnaire scored on average 83%, see summary table below.

YMCA Robin Hood Group will report each TSM using the specific description and calculation of each TSM as set out in Section 2, of the Tenants Satisfaction Measures, Technical Requirements (dated Apr 24), see appendix A for full breakdown.

See appendix A for description & calculation matrix.

Tenant Satisfaction Measure (TP1-TP12)	% Score
TP.02: How satisfied or dissatisfied are you with the overall repairs service from the YMCA Robin Hood Group over the last 12 months?	81%
TP.03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	73%
TP.04: How satisfied or dissatisfied are you that the YMCA Robin Hood Group provides a home that is well-maintained?	86%
TP.05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the YMCA Robin Hood Group provides a home that is safe?	88%
TP.10: How satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps these communal areas clean and well maintained?	87%

## Tenants Satisfaction Measures (TSM) Generated from Management Information:

All YMCA Robin Hood Group homes are aligned to the decent home standards, HHSRS and local authority amenity standards. Where homes or individual dwellings fall below the standards, an immediate decant and relocation of the resident to alternative accommodation is processed until such repairs or defects have been completed to satisfaction standards.

Our scoring matrix is based off units of accommodation that being at the time of this report 688.

**Reactive Repairs:** The YMCA Robin Hood Group migrated all reporting procedures from AMIS onto Inform as a live reporting database. The analytical data is only referenced from 1 Apr 24 to present date, we have identified through analytical data the requirement of additional staff to support the existing backlog of repairs and have commenced recruitment of such.

See appendix B for description & calculation matrix.

Tenant Satisfaction Measure (TP1-TP12)	% Score
RP.01: Proportion of homes that do not meet the Decent Homes Standard for which the residents have been relocated until such time as the repairs are completed?	0.4%
RP.02: Proportion of non-emergency and emergency responsive repairs completed within the landlord’s target timescale	
Emergency (Priority A)	92%
Urgent (Priority B)	76%
Routine (Priority C)	58%

Building Safety Tenant Satisfaction Measures: We are 100% regulatory & statutory compliant across all our portfolio, the action points identified, will further enhance our reporting, knowledge, and communications to our residents.

See appendix C for description & calculation matrix.

Building Safety Tenant Satisfaction Measure (BS01 – BS05)	% Score
<b>BS.01:</b> Proportion of homes for which all required gas safety checks have been carried out.	100%
<b>BS.02:</b> Proportion of homes for which all required fire risk assessments have been carried out.	100%
<b>BS.03:</b> Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
<b>BS.04:</b> Proportion of homes for which all required legionella risk assessments have been carried out.	100%
<b>BS.05:</b> Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

**Appendix A TSM Description & Calculation Matrix**

<b>TP.02: How satisfied or dissatisfied are you with the overall repairs service from the YMCA Robin Hood Group over the last 12 months?</b>	
Very satisfied	70 (A)
Fairly satisfied	105 (B)
Neither satisfied nor dissatisfied	24
Fairly dissatisfied	12
Very dissatisfied	4
<b>Total responses</b>	<b>215 (C)</b>
TP02 calculation: $(A) + (B) / (C) \times 100 =$	<b>81%</b>
<b>TP.03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</b>	
Very satisfied	64 (A)
Fairly satisfied	88 (B)
Neither satisfied nor dissatisfied	34
Fairly dissatisfied	12
Very dissatisfied	9
<b>Total responses</b>	<b>207(C)</b>
TP02 calculation: $(A) + (B) / (C) \times 100 =$	<b>73%</b>
<b>TP.04: How satisfied or dissatisfied are you that the YMCA Robin Hood Group provides a home that is well-maintained?</b>	
Very satisfied	46 (A)
Fairly satisfied	191 (B)
Neither satisfied nor dissatisfied	19
Fairly dissatisfied	11
Very dissatisfied	10
<b>Total responses</b>	<b>277(C)</b>
TP02 calculation: $(A) + (B) / (C) \times 100 =$	<b>86%</b>
<b>TP.05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the YMCA Robin Hood Group provides a home that is safe?</b>	
Very satisfied	128 (A)
Fairly satisfied	125 (B)
Neither satisfied nor dissatisfied	17
Fairly dissatisfied	13
Very dissatisfied	4
<b>Total responses</b>	<b>287(C)</b>
TP02 calculation: $(A) + (B) / (C) \times 100 =$	<b>88%</b>
<b>TP.10: How satisfied or dissatisfied are you that the YMCA Robin Hood Group keeps these communal areas clean and well maintained?</b>	
Very satisfied	23 (A)
Fairly satisfied	199(B)
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	9
Very dissatisfied	2
<b>Total responses</b>	<b>256(C)</b>
TP02 calculation: $(A) + (B) / (C) \times 100 =$	<b>87%</b>

### Appendix B RP Description & Calculation Matrix

<b>RP.01: Proportion of homes that do not meet the Decent Homes Standard</b>	
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end for which the resident has been vacated until such repairs have been completed.	3 (A)
Number of dwelling units owned to which the Decent Homes Standard applied at year end.	688 (B)
RP.01 calculation: (A) / (B) x 100 =	0.4%
<b>RP.02: Proportion of non-emergency and emergency responsive repairs completed within the landlord's target timescale</b>	
<b>Emergency (Priority A)</b>	
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year.	155(A)
Number of emergency responsive repairs completed during the reporting year.	168(B)
<b>Urgent (Priority B)</b>	
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year.	286(A)
Number of non-emergency responsive repairs completed during the reporting year.	375(B)
<b>Routine (Priority C)</b>	
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year.	189(A)
Number of non-emergency responsive repairs completed during the reporting year.	325(B)
<b>RP.02 Priority A calculation: (A) / (B) x 100 =</b>	92%
<b>RP.02 Priority B calculation: (A) / (B) x 100 =</b>	76%
<b>RP.02 Priority C calculation: (A) / (B) x 100 =</b>	58%

### Appendix C Building Safety Description & Calculation Matrix

<b>BS.01:</b> Proportion of homes for which all required gas safety checks have been carried out.	
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.	101(A)
Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.	101 (B)
BS.01 calculation: (A) / (B) x 100 =	100%
<b>BS.02:</b> Proportion of homes for which all required fire risk assessments have been carried out.	
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.	112 (A)
Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.	112 (B)
BS.02 calculation: (A) / (B) x 100 =	100%
<b>BS.03:</b> Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.	112 (A)
Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.	112 (B)
BS.03 calculation: (A) / (B) x 100 =	100%
<b>BS.04:</b> Proportion of homes for which all required legionella risk assessments have been carried out.	
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.	112 (A)
Number of dwelling units owned for which an LRA was required to have been carried out as at year end.	112 (B)
BS.04 calculation: (A) / (B) x 100 =	100%
<b>BS.05:</b> Proportion of homes for which all required communal passenger lift safety checks have been carried out.	
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.	2 (A)
Number of dwelling units owned within properties with communal passenger lifts as at year end.	2 (B)
BS.05 calculation: (A) / (B) x 100 =	100%