



**YMCA**

Here for young people  
Here for communities  
Here for you

YMCA EAST SURREY

## Tenant Satisfaction Measures

2025



Here for young people  
Here for communities  
Here for you

YMCA EAST SURREY

**We are a charity  
with up to 75 places  
to help vulnerable children,  
young people and adults with  
a safe home and support services.**



# What are the Tenant Satisfaction Measures (TSM's)?

---

The Tenant Satisfaction Measures (TSM's) have been designed by the Regulator for Social Housing to assess the quality of homes and services that social housing landlords in England are providing. This helps to ensure landlords are held to account for the services they deliver, and tenants can see and understand their performance.

## There are 22 factors that make up the Tenant Satisfaction Measures (TSM's).

- 12 factors are Tenant Perception scores collected in a tenant survey.
- 10 factors are management information from YMCA East Surrey

## The 22 factors are split into five themes:

- Overall satisfaction
- Repairs and Maintenance
- Building Safety
- Complaints and Engagement
- Neighbourhood and Anti-Social Behaviour

[Results ›](#)



# Results

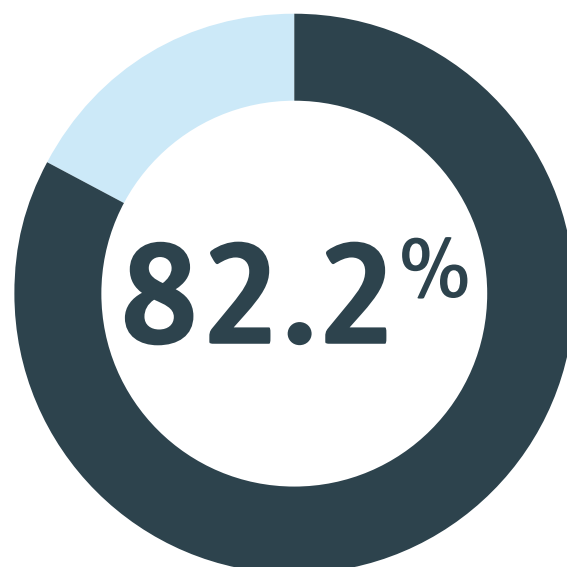
## Overall Satisfaction

YMCA East Surrey asked tenants to score them for Overall Satisfaction.

### Tenant Perception scores

Chart shows the % of tenants that are satisfied

**TP01.** Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



82.2% of tenants are satisfied with  
YMCA East Surrey



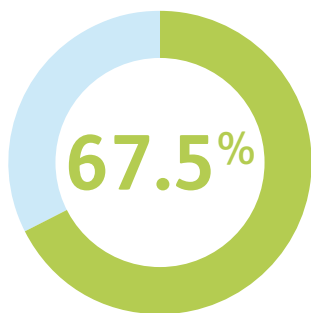
# Repairs and Maintenance

Repairs and maintenance are a fundamental part of landlord services, YMCA East Surrey asked tenants to score their satisfaction for repairs and property maintenance, and we track if repairs are competed in a good time and that homes meet the standard required.

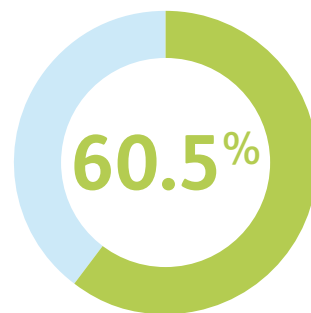
## Tenant Perception scores

Charts show the % of tenants that are satisfied

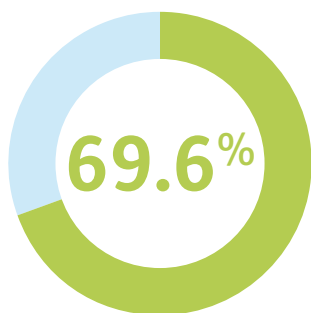
**TP02.** How satisfied or dissatisfied are you with the overall repairs service from your landlord over the past 12 months?



**TP03.** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



**TP04.** How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?



Management Information		
RP01	Proportion of homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	82%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	91%

# Results

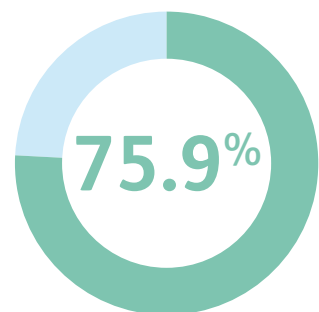
## Building safety

Tenants scored how satisfied they are with the safety of their property and YMCA East Surrey monitor that properties have had the required safety checks.

### Tenant Perception scores

Chart shows the % of tenants that are satisfied

**TP05.** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provide a home that is safe?



### Management Information

BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

# Results

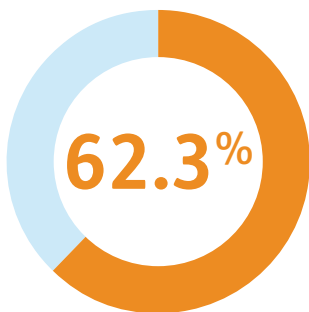
## Complaints and Engagement

Measuring complaints allows YMCA East Surrey to understand in more detail the volume of problems and how well tenants believe YMCA East Surrey respond to their complaints.

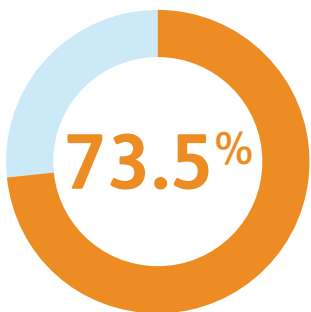
### Tenant Perception scores

Charts show the % of tenants that are satisfied

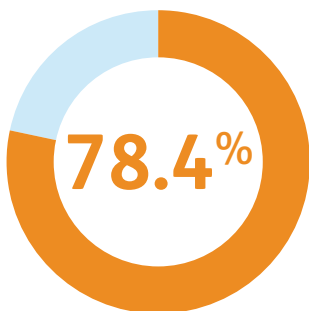
**TP06.** How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



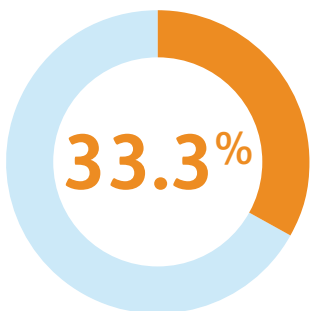
**TP07.** How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



**TP08.** To what extent do you agree or disagree with the following “My landlord treats me fairly and with respect”?



**TP09.** How satisfied or dissatisfied are you with your landlord’s approach to complaints handling?



## Management Information

CH01 (1)	Number of stage one complaints received per 1,000 homes	15
CH01 (2)	Number of stage two complaints received per 1,000 homes	0
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	N/A





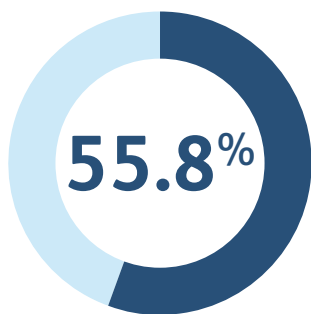
# Neighbourhood and Anti-Social Behaviour

Tenants have scored how satisfied they are with the property communal areas, YMCA East Surrey’s role in the neighborhood and how they manage anti-social behaviour. We also monitor the number of anti-social behavior incidents we have had.

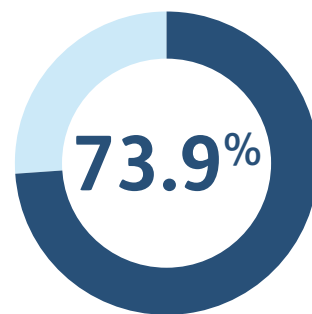
## Tenant Perception scores

Charts show the % of tenants that are satisfied

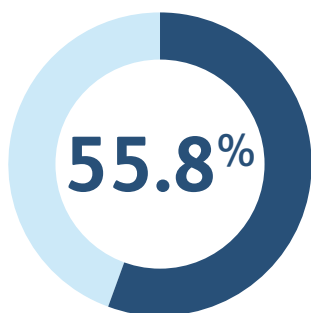
**TP10.** How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?



**TP11.** How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?



**TP12.** How satisfied or dissatisfied are you with your landlord’s approach to handling anti-social behaviour?



## Management Information

NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes	11
----------	---	----

NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0
----------	--	---

# Next Steps

---

YMCA East Surrey would like to say a big thank you to everyone who took part in the survey. The feedback provided by our residents has been very useful.

Overall, 82.2% of residents are satisfied with YMCA East Surrey, residents explained their satisfaction was often down to the help and support received from YMCA East Surrey colleagues. Dissatisfaction was often down to the repairs and maintenance experience.

There are plans in place to help improve our residents' experiences living at YMCA East Surrey and these include:



## Our new IT Platform called 'Log-It'

**Repairs:** The Log-It system will make reporting repairs or maintenance issues easier for residents; there will be more communication for residents about the repair and the time frame for when the repair will be carried out.

**Complaints:** The Log-It system will make reporting a complaint or concern easier for residents. Having the new system will provide more transparency around the complaint process and YMCA East Surrey's response.



## ASB Management

In Autumn 2025 colleagues at YMCA East Surrey will receive additional training around the key areas of ASB management and resident support. Next year we will look to introduce new ways for how residents can raise ASB issues and improve security.



## Wi-fi

Although not a major problem, Wi-Fi is a part of our everyday lives and YMCA East Surrey are investigating what improvements can be made for residents' access to good Wi-Fi.

# Methodology

---

## Approach to collecting Tenant Perception Scores

The tenant perception scores are collected as part of a survey. The survey was sent by email to ALL tenants from 7th March 2025 to 31st March 2025.

The survey was carried out by an independent research company, TLF Research.

This email included instructions on how to change the language of the survey to help those whose first language is not English take part.

The survey was also shared with Support Workers at YMCA East Surrey who then visited properties and helped residents to complete the survey if they needed support.

YMCA East Surrey has 75 places, a total of 61 people completed the survey, everyone was invited to complete the survey. A population size of 75 requires a margin of error equal to or less than  $\pm 5\%$ , we achieved  $\pm 4.7\%$ .

The results are unweighted and are representative by age and ethnicity across our 5 houses (Hillbrook, Springwood, Lynwood Road, London Road, and Shrewsbury Road).

# Questionnaire

Parts in blue used by the Support Worker to help tenants complete the survey if required.

Please enter your name (open text box)

Which house do you live in?

(Dropdown of the following options; Hillbrook, London Road, Lynwood Road, Shrewsbury Road, Springwood)

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA East Surrey?

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied

If very satisfied probe "Why would you say you are satisfied?"

If fairly satisfied or neither satisfied nor dissatisfied probe

"What could YMCA East Surrey do to make you satisfied?"

If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

Q2. Has YMCA East Surrey carried out a repair to your home in the last 12 months? [LCRA only]

Yes (Go to Q3)                      No (Go to Q5)

Q3. How satisfied or dissatisfied are you with the overall repairs service from YMCA East Surrey over the last 12 months? [LCRA only]

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied

Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? [LCRA only]

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied

Q5. How satisfied or dissatisfied are you that YMCA East Surrey provides a home that is well maintained? [LCRA only]

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA East Surrey provides a home that is safe?

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied  
Not applicable/don't know

Q6a. Thinking about your home and how safe you feel, can you please give examples or reasons for your scores?

Q7. How satisfied or dissatisfied are you that YMCA East Surrey listens to your views and acts upon them?

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied  
Not applicable/don't know

Q8. How satisfied or dissatisfied are you that YMCA East Surrey keeps you informed about things that matter to you?

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied  
Not applicable/don't know

Q9. To what extent do you agree or disagree with the following "YMCA East Surrey treats me fairly and with respect"?

Strongly agree                      Agree  
Neither agree nor disagree  
Disagree                              Strongly disagree  
Not applicable/don't know

Q10. Have you made a complaint to YMCA East Surrey in the last 12 months?

Yes (Go to Q11 and then Q13)  
No (Go to Q12)

Q11. [tp09\_comphand] How satisfied or dissatisfied are you with YMCA East Surrey's approach to complaints handling?

Very satisfied                      Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied                  Very dissatisfied

Q12. Do you know how to make a complaint?

Q13. Do you live in a building with communal areas, either inside or outside, that YMCA East Surrey is responsible for maintaining?

Yes (Go to Q14)                      No (Go to Q15)  
Don't know (Go to Q15)



Q14. How satisfied or dissatisfied are you that YMCA East Surrey keeps these communal areas clean, and well maintained?

Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	
Fairly dissatisfied	Very dissatisfied

Q15. How satisfied or dissatisfied are you that YMCA East Surrey makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	
Fairly dissatisfied	Very dissatisfied
Not applicable/don't know	

Q16. How satisfied or dissatisfied are you with YMCA East Surrey's approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	
Fairly dissatisfied	Very dissatisfied
Not applicable/don't know	

Q17. Have you accessed any of the free activities or support that we offer?

- 121 support form a keyworker
- Sports activity
- Y Focus
- Fitness Gym at Princes RD
- Exercise Classes at Princes Rd
- Challenge Events
- Counselling or emotional wellbeing services
- Volunteering
- I have never accessed any of these

Q18. How satisfied or dissatisfied are you with the support you receive from YMCA East Surrey?

Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	
Fairly dissatisfied	Very dissatisfied
Not applicable/don't know	

Q19. Why would you give that score?

Q20. How satisfied or dissatisfied are you with YMCA East Surrey's leadership and management?

Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	
Fairly dissatisfied	Very dissatisfied
Not applicable/don't know	

Q21. Why would you give that score?

Q22. Is there anything else you would like to mention or is there anything else you would like us to do?

Q23. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with YMCA East Surrey. Would this be okay?

If you have completed this survey with the help of a support worker, only they will know which answers you have given and your name won't be attached to your answers when the responses are shared with anyone else at YMCA East Surrey unless you agree. Would you be happy for your name to be attached to your answers when they are shared with other people at YMCA East Surrey or would you prefer to be anonymous?

Yes, I agree to my name being attached to my responses (Go to Q24)

No, I would like to remain anonymous (Go to close)

Q24. Are you happy for YMCA East Surrey to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

Yes	No
-----	----

Thank you very much for taking part in the survey. Your answers have been most helpful.

If you would like to make a complaint to YMCA East Surrey, please visit Contact Us - YMCA East Surrey

If you would like our telephone number to check our credibility regarding this interview or our website address to read more information about how we process your personal data: (TLF = 01484 599610 and Website= [www.tlfresearch.com](http://www.tlfresearch.com)).



Here for young people  
Here for communities  
Here for you