



Yardley Great Trust

Tenant Satisfaction Measures

How did we do?

2023-2024



59% response rate
(122 residents)

95% of residents are satisfied
with the overall service provided

As a registered social landlord, YGT is governed and regulated by the Regulator of Social Housing (RSH) and under the new Social Housing Regulatory Act, from 2024 onwards, we must record performance against TSM's.

The TSM's are a set of standardised perception questions to find out how satisfied residents are with the services YGT provide. They also provide excellent information on how and where we need to focus any improvements, allowing us to prioritise our services to ensure our homes remain of a high-quality standard for our residents to live in.



Would you
recommend us to
friends & family?

95%

of residents said
they would!

This is the first year that we have presented the 12 perception-based Tenant Satisfaction Measures. The table below shows how satisfied residents are with us in each of the 12 areas. It is worth noting that the results of smaller providers is often much higher than that of social housing providers as a whole, particularly those providing housing to older people, who often score some 15-20 points higher. Satisfaction with social housing providers has been declining in recent years, at a time when satisfaction at YGT remains very high.

	YGT 2023/2024	How we compare	
		All Housing Providers 2023	Small Housing Providers 2023
Overall satisfaction	93%	75%	89%
Repairs satisfaction	96%	74%	84%
Repair time taken satisfaction	92%	66%	77%
Home well-maintained satisfaction	93%	69%	84%
Home is safe satisfaction	94%	79%	88%
Listens and acts satisfaction	93%	61%	74%
Keep informed satisfaction	92%	69%	85%
Satisfaction treated fairly/with respect	98%	76%	86%
Satisfaction with complaint handling	*	38%	58%
Communal areas satisfaction	88%	67%	76%
Contribution to neighbourhood satisfaction	93%	64%	73%
ASB handling satisfaction	91%	57%	69%

The only area where there was less than 90% satisfaction was communal areas including grounds. The highest area of dissatisfaction was at Carrs Lane. We are aware of issues at this scheme and the grounds maintenance contract is due to be renewed in July/August 2024.

ASB stands for antisocial behaviour.

Overall satisfaction is still however high at 95% and is above that of other housing providers, including small providers.

How likely residents would be to recommend us to family and friends was also high at 95%,

*Complaints: this section does not have any figures, as of the 122 participants in the Survey, all stated that they had not made a complaint within the year.



Value for Money

This year, 94% of residents told us that they are very or fairly satisfied with their rent & 93% were satisfied that their service charge represented value for money.

94%

Maintenance Contribution (rent)

93%

Service Charge

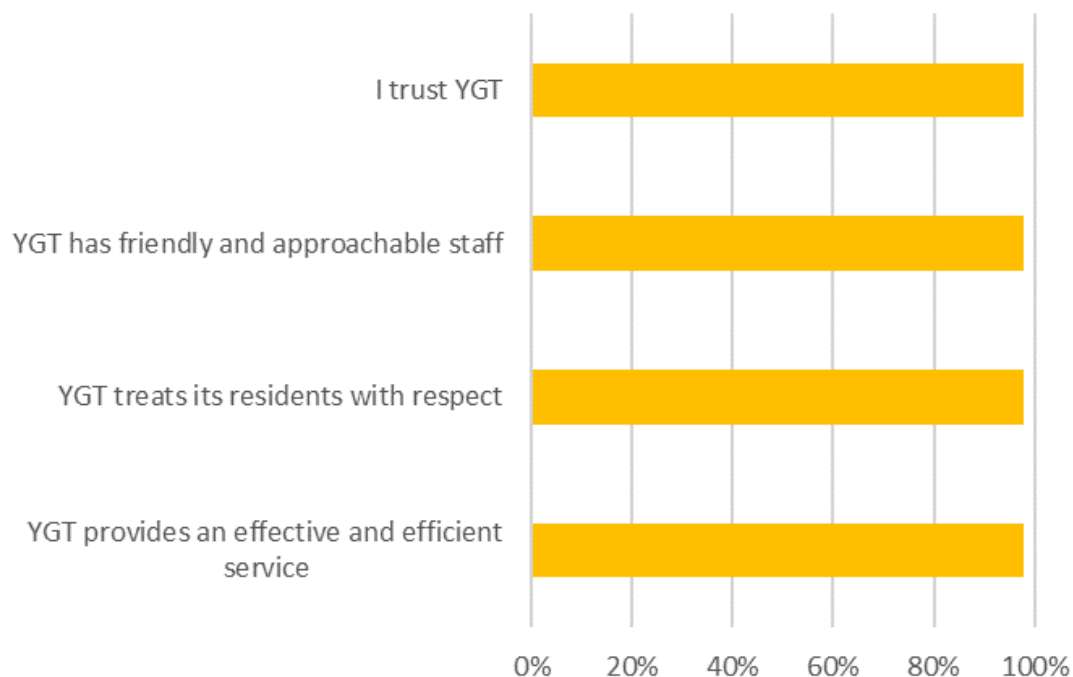
Residents top three priorities

Residents told us that the following three service areas were the top three priorities for them this year:



Residents Perceptions

The chart to the right presents residents' perceptions about YGT and its staff in a range of areas. We were thrilled to see that 98% of residents agreed or strongly agreed with these statements in every area.



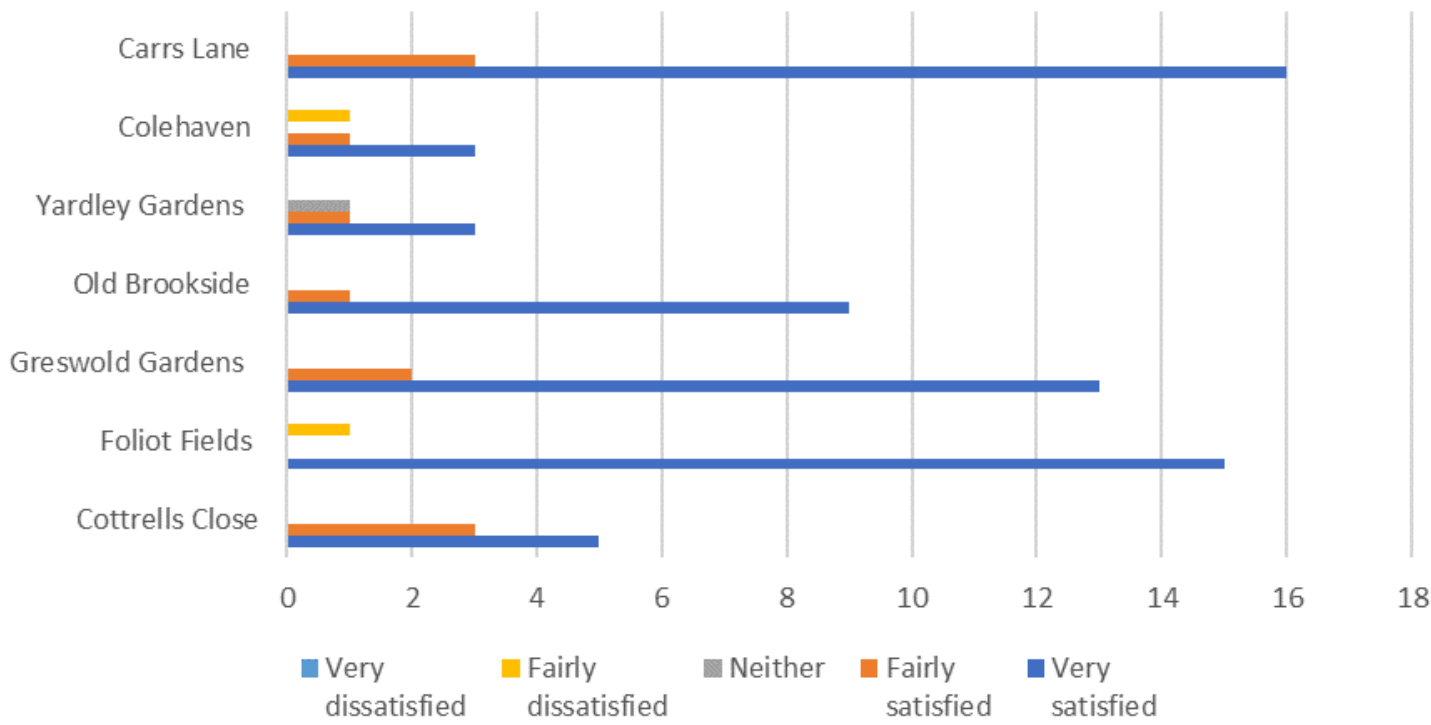
RESPONSIVE REPAIRS

We know that Repairs and Maintenance are extremely important to our residents, and this was one of the top three priorities for residents in our survey.

64% of respondents reported that they had had a repair undertaken in the past 12 months.

96% of respondents were satisfied with the repairs undertaken with 82% of these reporting that they were very satisfied.

Satisfaction by scheme



satisfaction with time taken to start work on a repair



satisfaction with the repairs undertaken



Overall, the satisfaction levels in all areas was very high, and there were improvements in all but two areas. The only area where there was a significant change compared to 2022/23 was contractors showing proof of identity, which is very much welcomed.

Satisfied or
Very Satisfied

	YGT 2023-2024	YGT 2022- 2023
The attitude of workers	99%>	95%
The overall quality of work	<94%	97%
Keeping dirt and mess to minimum	<98%	100%
The repair being done 'right first time'	96%>	91%
The contractors doing the job you expected	98%>	91%
The repairs service you received on this occasion	98%>	97%
Did the contractor show proof of identity?	91%>	72%

Areas we could improve

This years Survey suggests that whilst satisfaction remains high amongst our residents, there are areas where there is a notable decline in satisfaction.



- We will review our responsive repairs provision in order to see a min of 3% improvement in time taken to complete a repair.
- We will review how we communicate with residents in order to ensure that residents feel well informed and connected with the Trust beyond their schemes. This will include the launch of a Resident Forum.
- We will review the grounds maintenance contract at Carrs Lane.
- We will ensure that our ASB processes are embedded with staff.
- We will continue to ensure that contractors present their ID when undertaking works at any schemes.
- To further develop our formal partnership with SJMT, including generating improvements and efficiencies across the partnership.



The **Yardley Great Trust** Group

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Our family of charities include: Yardley Great Trust, Charity of Job Marston, The Colehaven Trust, Grey Gables, The Ellen Stanley Coleman Colehaven Trust, The Ellen Stanley Grey Gables Trust, John Bissell (for Coat).