

Tenant Satisfaction Measures (TSM) 2024-2025



**Yardley
Great
Trust**

HOUSING | CARE | SUPPORT SINCE 1355

General Summary



93% overall satisfaction

93% of residents were satisfied with the overall service provided by YGT. This is a 2% reduction compared to last year, however, it is worth noting that only 3% of residents expressed dissatisfaction with the remaining 4% being neither satisfied or dissatisfied.



59%



59% of residents responded

121 residents (59%) of residents responded to the Survey. That is the same as last year.



93% of residents feel that we treat them fairly & with respect

93% of residents agreed that YGT treats them fairly and with respect. This was a 5% decrease on last year. Again, only 3% (4 residents) disagreed within this statement.



Property Services

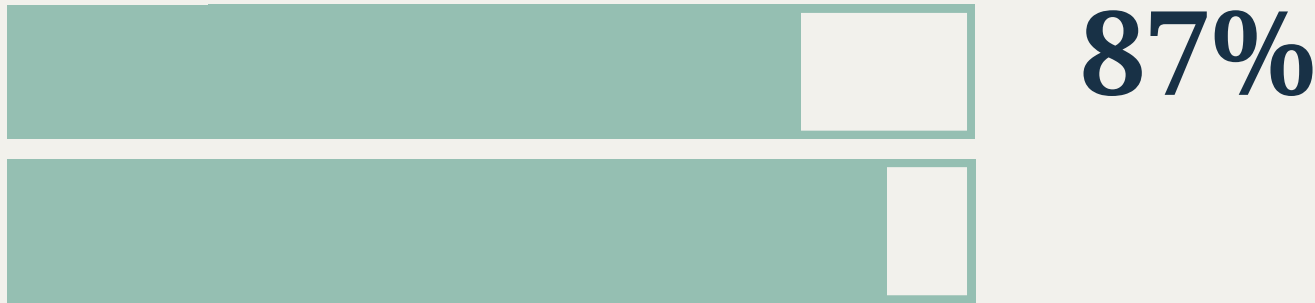


64% (77 respondents) residents reported that they has received a repair to their home in the last 12 months. Of these:

Satisfaction

87% were satisfied with the repair received

This is a decrease of 9% on 2024.



Time taken



81% were satisfied

with the time taken to complete the most recent repair after they reported it. This is a 11% decrease on last year.



A safe home



95% of residents

felt that we provide a safe home. This is an increase of 1% compared to last year.



Decent Homes Standard



100% of our homes

meet the Decent Homes Standard

Repairs



100% of emergency repairs

were completed within the target timescale.

96.5% of non-emergency repairs

were completed within our target timescale.

Gas Safety



100%

of Gas Safety Checks complete

Water Safety



100%

of Legionella Risk Assessments complete

Fire Safety



100%

of Fire Risk Assessments complete

Asbestos Safety



100%

of Asbestos Assessments complete

Building Safety

Providing a safe home

95% of residents felt that we provide a safe home. This is an increase of 1% compared to last year.



↑
95%

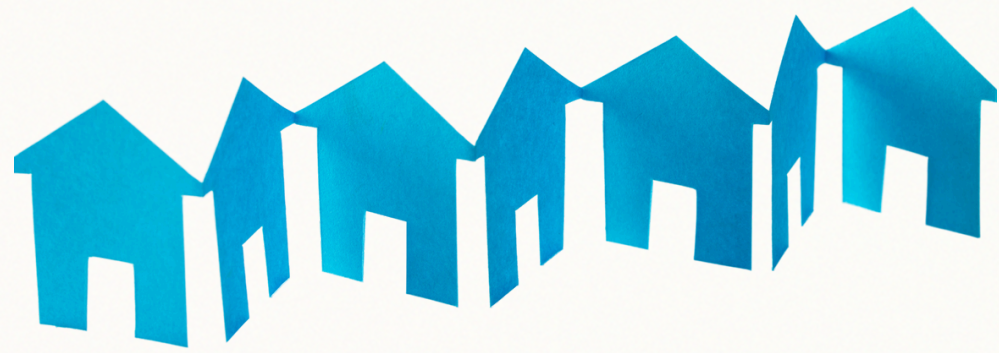


Lift Safety



100%

of Lift Assessments complete



Community Management



93% of respondents reported that they live in a building that has communal areas

92%



Satisfaction with communal areas

92% of residents felt that our communal areas are clean and well-maintained. This is a 2% decrease in satisfaction compared to last year.



82%



Anti-social behaviour

82% of residents were happy with how YGT managed anti-social behaviour. A decrease of 10% compared to 2023/24. However, only 5% were dissatisfied, with the remaining 13% being neither satisfied or dissatisfied.

3 cases of anti-social behaviour cases opened which equates to 1.5% of total current homes provided.

0 anti-social behaviour cases involving hate incidents

There were a number of incidents of antisocial behaviour reported on numerous sites over the year which related to non-residents including thefts and use of Trust car parks/grounds, as well as incidents affecting older people off-site in local neighbourhoods.



83%



contribution to the local community

83% of residents were satisfied with how YGT contributes to the local community. This is an 10% decrease on last year. However, 17% did not know and less than 1% said they were dissatisfied in this area.

Managing Complaints

8%

of respondents (10 residents) reported that they had made a complaint in the past 12 months.

4.4%

There were actually 9 complaints (4.4% of total homes provided) made during the year which related to our Housing Services. Of these, all were managed within the required timeframe, 100% were upheld or partially upheld (67% partially and 33% upheld). One first-stage complaint decision/response was appealed, and this was partially upheld. More information about complaints can be found in our Annual Complaints Report.



Of the 8% of respondents that reported that they had made a complaint:

80% were satisfied with how they felt the complaint was handled.

10% were dissatisfied with how they felt the complaint was handled.

The remaining 10% were neither satisfied or dissatisfied.



Communication & Engagement



88% of residents were satisfied that YGT listens to residents' views and acts on them. ↓

This is a 5% decrease on 2023/2024. However, only 4% reported that they were dissatisfied, with the remaining 8% stating they were neither satisfied or dissatisfied.



91% of residents were satisfied we keep them informed about things, that matter to them. ↓

This was 1% decrease on last year.



93% of residents agreed that YGT treats them fairly and with respect. ↓

This was a 5% decrease on last year. However, only 3% (4 residents) disagreed within this statement.

Recommendations & additional comments

Residents were asked if they had any other comments they would like to share with us and they said...

Do I think that this is value for money? No!
(Resident at Colehaven Cottages)

The gardening is in poor condition and requires attention. The seating benches is in a poor state and need urgent attention.
(Resident at Carrs Lane)

Large trees and shrubs outside cause additional mess and block light to ground floor flats. Also, they interfere with the WIFI signal.
(Resident at Carrs Lane)

I am disappointed that the hedges at the front aren't kept tidy. Only cut twice last year.
(Resident at Carrs Lane)

Constant comings and goings of cars . Parked in driveway. Rubbish left. Cameras needed. (Resident at Old Brookside)

Unsolicited vehicles, parking, using public areas, loitering, littering, and drug taking is an ongoing problem and unsettling.
(Resident at Old Brookside)

Residents that are not of age group living here causing social behaviour not appropriate to our area. (Resident at Foliot Fields)

Having to complain when radio is on loud. Bathroom and living room windows blown, been reported before.
(Resident at Carrs Lane)

Having cameras all around and you can see the TV screen not very clear, and have pot plants being pinched which you can see. Nothing done, even Police not interested.
(Resident at Carrs Lane)

I absolutely love living here. The only thing I would say is the grounds aren't as well kept as they used to be.
(Resident at Old Brookside)

Gardeners not very good.
(Resident at Old Brookside)

Thank you to everyone who left us a comment or compliment. We have already picked up some of these issues with individual residents.

All good, no complaints.
(Resident at Yardley Gardens)

Scheme Manager is very efficient and friendly. Lovely lady.
(Resident at Yardley Gardens)

All is good. (Resident at Foliot Fields)

I love living here. I could not ask for anything more. (Resident at Foliot Fields)

I love my home. It is safe and warm. The Scheme Manager is really caring. (Resident at Foliot Fields)

Just to say a happy and contented tenant. (Resident at Carrs Lane)

The staff have always been very helpful. (Resident at Carrs Lane)

Nothing is too much for the staff.
(Resident at Old Brookside)

Staff are excellent, always willing to help. (Resident at Old Brookside)

I am extremely happy in my home and the Scheme Manager is very helpful if you have any problems... (Resident at Greswold Gardens)

Very pleased with everything.
(Resident at Greswold Gardens)

I am housebound...I am kept informed of all events and meetings and works being done on site. The Manager pops into see me on a regular basis which I am very pleased about.
(Resident at Foliot Fields)

I'm very satisfied with YGT. I am very happy to be a tenant here. (Resident at Carrs Lane)

I've lived here for 6 years and the residents are all friendly and the Wardens...
(Resident at Carrs Lane)





You said | **We did**



Last year 92% of residents were satisfied with the time taken to complete a repair. We said we would review the service and aim to achieve 95% satisfaction this year.

A full review of how we manage maintenance requests was scheduled for 2024/25. Unfortunately, a full review did not take place. This year, we have seen a further, and more significant decrease in satisfaction in this area (11%). We commenced a full review starting in April 2025 and we plan to share our initial proposals with residents in the Summer of 2025.

Last year we said we would improve how we communicate with residents, including launching a Resident Forum

This year, we have seen a decrease in satisfaction in how we communicate once again. Whilst this is only a slight decrease (1%), we had hoped to achieve an improvement in this area. We have tried to launch a Resident Forum on a number of occasions during the year, but we have not managed to engage any volunteers. This continues to be a priority. We have however invested in resurrecting our Resident Scrutiny Panel which was hugely successful pre-Covid. This project launch's in April 2025 and we do have resident volunteers. We have also shared various communications during the year, but these have not led to an improving in satisfaction. In 2025, we will introduce a quarterly Resident Newsletter.

Last year, residents at Carrs Lane told us that they were not satisfied with grounds maintenance. We said that we would review the contract.

We increased the hours provided on site during late 2024 and a new contractor was instructed. Whilst there has been some concerns raised about the grounds maintenance in this Survey, this was during the winter months. We will continue to review this contract and satisfaction during the summer months.

We will ensure that our ASB processes are embedded with staff.

We have familiarised staff with processes and embedded good practice across housing services. Despite this, we have seen a decrease in satisfaction of 10% this year. There have however been a number of challenging cases on a number of sites, some of which have not been resolved to the satisfaction of all, and one which is ongoing. In addition, residents have reported that they have concerns about anti-social behaviour on sites from non-residents which may have contributed to this decrease in satisfaction.





More about this report

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 the Tenant Satisfaction Measures (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.

Thank you to all of our residents who took part in this Survey.

In 2025-2026 we will

- **Re-launch our Resident Scrutiny Panel**
 - **Review our Property Services & Grounds Maintenance offer**
 - **Explore how we can improve the services we provide to residents**
 - **Explore further financial efficiency savings**
 - **Explore how our homes can be more efficient**
 - **Identify why there has been a decrease in satisfaction with communal areas at some schemes**
 - **Identify why there has been a decrease in satisfaction with management of anti-social behaviour.**
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