

# Tenant Satisfaction Measures (TSMs) 2025-2026



Yardley Great Trust

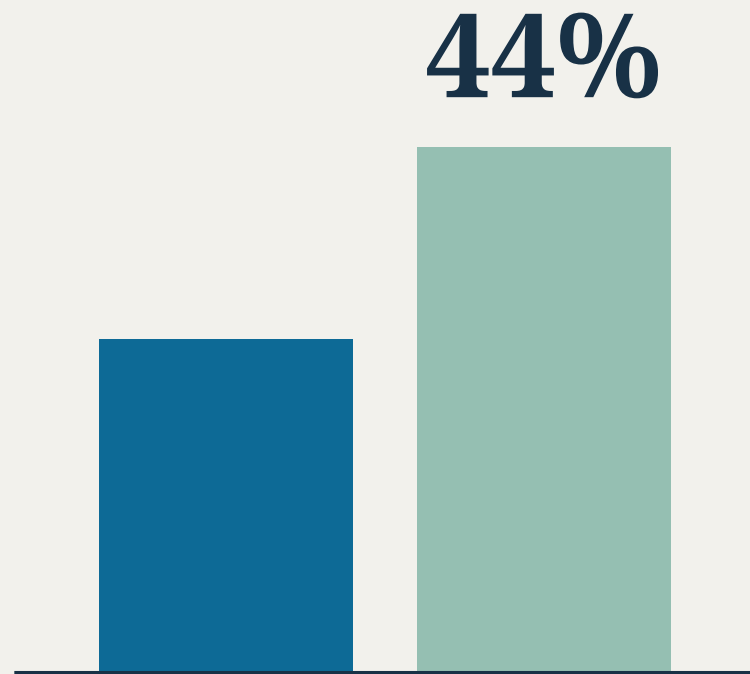


# General Summary



## 97% overall satisfaction

97% of residents were satisfied with the overall service provided by YGT. This is a 4% improvement compared to last year.



## 44% of residents responded

91 residents (44%) of residents responded to the Survey. That is a decrease of 15% on 2025. This year we also provided even more ways of responding to the Survey including over the phone and online.

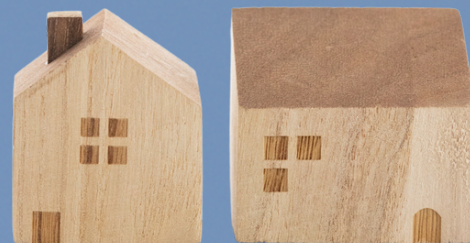


## 96% of residents feel that we treat them fairly & with respect

96% of residents agreed that YGT treats them fairly and with respect. This was a 3% increase on last year.



# Property Services

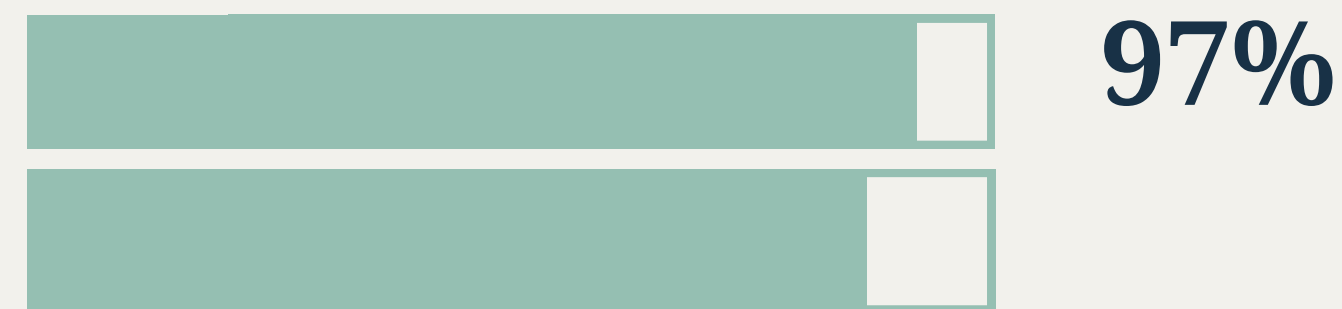


62% of respondents reported that they has received a repair to their home in the last 12 months. Of these:

## Satisfaction

**97% were satisfied with the repair received**

This is a increase of 10% on 2025.



## Time taken



**93% were satisfied**

with the time taken to complete the most recent repair after they reported it. This is a 12% increase on last year.



## A safe home



**98% of residents**

felt that we provide a safe home. This is an increase of 3% 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

**99.8% of non-emergency repairs**

were completed within the target timescale of 97%

## Gas Safety



**100%**

of Gas Safety Checks complete. The 2% not completed relates to one property where the resident was not in. This has since been rectified.

## Water Safety



**100%**

of Legionella Risk Assessments complete

## Fire Safety



**100%**

of Fire Risk Assessments complete

## Asbestos Safety



**100%**

of Asbestos Surveys complete

# Building Safety

## Providing a safe home

98% of residents felt that we provide a safe home. This is an increase of 3% compared to last year.



↑  
**98%**



## Lift Safety



**100%**

of Lift Assessments complete

# Community Management

99% of respondents reported that they live in a building that has communal areas

**95%** ↑

**Satisfaction with communal areas**

95% of residents felt that our communal areas are clean and well-maintained. This is a 3% increase in satisfaction compared to last year.

**90%** ↑

**Anti-social behaviour**

90% of residents were happy with how YGT managed anti-social behaviour. An increase of 8% compared to 2024/25.

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

0 anti-social behaviour cases involving hate incidents

**87%** ↑

**contribution to the local community**

87% of residents were satisfied with how YGT contributes to the local community. This is an 4% increase on last year.



# Managing Complaints

**6.6%**

of respondents (6 residents) reported that they had made a complaint in the past 12 months.

**3%**

There were actually 6 complaints (3% of total homes provided) made during the year which related to our Housing Services. Of these, all were managed within the required timeframe, 90% were upheld or partially upheld and 10% were not upheld. One complaint was appealed, and the appeal was not upheld. More information about complaints can be found in our Annual Complaints Report.



Of the 6.6% of respondents that reported that they had made a complaint:

**100%** were satisfied with how they felt the complaint was handled.

**0%** were dissatisfied with how they felt the complaint was handled.



# Communication & Engagement



**90% of residents were satisfied that YGT listens to residents' views and acts on them.**

This is a 2% increase on 2024/2025.



**92% of residents were satisfied we keep them informed about things, that matter to them.**

This was 1% increase on last year.



**96% of residents agreed that YGT treats them fairly and with respect.**

This was a 3% increase on last year.



# Recommendations & additional comments

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

I have always been happy living here  
(Resident at Colehaven Cottages)

Warden is very good. If you need her or anyone there is always the phone or pullcord.

(Resident at Colehaven Cottages)

More than happy with everything. Manager superb, everything done punctually & perfectly. It is my pleasure to be given the opportunity to live here.

(Resident at Old Brookside)

Credit must go to Monica Feguson who works hard as Scheme Manager

(Resident at Old Brookside)

I think everything is good here. I have no worries as everything is on hand when needed

(Resident at Old Brookside)

Old car must be moved  
(Resident at Old Brookside)

Disappointed with the window cleaning service & I feel the gardeners could optimise & do a bit better. This being said YGT offer safe, warm homes & Dean the maintenance man is first class, we couldn't wish for a better team at Old Brookside.

(Resident at Old Brookside)

Remove rotting car from residents parking space

(Resident at Old Brookside)

Dawn the Warden – fantastic helpful person

(Resident at Greswold Gardens)

I am so happy & safe living in Greswold Gardens. All my needs are met by Dawn McAllister. She is amazing, nothing is too much trouble.

(Resident at Greswold Gardens)

I have nothing bad to say. I just love living here, thank you.

(Resident at Yardley Gardens)

Need to be informed in advance of any workman or visitors coming, not just turn up at the door

(Resident at Yardley Gardens)

I am very satisfied with staff & their work.

(Resident at Carrs Lane)

Still very contented. Thank you.

(Resident at Carrs Lane)

It's a lovely place to live

(Resident at Carrs Lane)

Outstanding

(Resident at Carrs Lane)

I am happy & pleased to be living in my flat, thank you

(Resident at Carrs Lane)

I feel safe & love living in my flat. No complaints.

(Resident at Carrs Lane)

Very happy with all services

(Resident at Folliot Fields)

I would prefer an independent complaints & repair system/procedure – would this be possible?

(Resident at Folliot Fields)

My Scheme Manager Marie has helped me a lot & is always pleasant.

(Resident at Folliot Fields)

Decorating, carpet & windows need repair

(Resident at Folliot Fields)

Very happy

(Resident at Folliot Fields)

No problems

(Resident at Folliot Fields)

Very happy with all

(Resident at Folliot Fields)

**Thank you to everyone who left us a comment or compliment. We have already picked up some of these issues with individual residents and we will discuss other comments with the resident Forum.**



# *You said* | **We did**

**Last year residents were less satisfied with the repairs service and told us that repairs took longer to complete than they or we would expect.**

This year, there has been a 10% increase in satisfaction with the service when compared to last year, and there has been a 12% increase in satisfaction on the time taken to complete a repair. During the year, we have introduced some new contractors and we now we have a shared contractor list with SJMT. The Housing Manager & the team have worked closely with contractors on the time taken to complete repairs & have explored alternative options/contractors if they unable to complete works on time.

**Last year, many residents told us that they were not satisfied with grounds maintenance on some sites.**

This year, 95% of residents were satisfied with communal areas which is an increase of 3%. The Grounds Maintenance Contracts were due to be reviewed in the year, and after a successful procurement process, the contract has been awarded to different provider.

**Last year, only 82% of residents were satisfied about how we managed anti-social behaviour.**

This year, 90% of residents were satisfied overall with how we manage anti social behaviour, which is an increase of 8%. During the past 12 months, we have used resident meetings to discuss what constitutes ASB, we have prompted open & honest communication about action taken as well as introduced initiatives such as cuppa with a copper at Old Brookside, where the biggest dissatisfaction was reported last year.



# *In 2025-2026* **we also....**

- **Re-launched our Resident Scrutiny Panel**
- **Asked residents how we could improve our services.**
- **Created a Volunteer Coordinator role.**
- **Introduced new systems to respond to damp and mould issues.**
- **Converted an old office space into an additional property at Old Brookside**

# *In 2026-2027* **we will**

- **Aim to increase response rate to this Survey.**
- **Relaunch the Residents Newsletter**
- **Review and relaunch Resident Forum**
- **Commence plans to make our homes more efficient.**
- **To review how we address and resolve anti-social behaviour and disputes.**
- **Commence work on converting further office space into an additional 2 flats at Old Brookside**
- **Commence planning (and possibly conversion) of Greswold House**

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

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