

YMCA St Helens Satisfaction Survey 2025

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Satisfaction Survey Report 2025

Thank you to everybody who completed the Satisfaction Survey this year
- 60 people took part!!

Every year, we will be carrying out surveys to find out how happy our customers are with the way YMCA St Helens delivers its housing services and maintains their homes. These surveys also collect the Tenant satisfaction measures (TSMs) as required by the Regulator of Social Housing.

The TSMs were introduced by the RSH in April 2023. Every social housing provider must collect and publish the same information on important services like repairs, safety, and complaints. This allows customers to understand how their landlord is performing.

How we're performing!

The results of this report highlight how well we are operating against performance indicators set by the Regulator for Social Housing. The information is used by YMCA St Helens to ensure we continue to deliver a quality service and identify areas for improvement.

The survey was conducted by Letter (QR Code) and was undertaken independently by service users, a small amount of service users were supported to understand the questions based on their level of understanding and where it was necessary to enable them to take part.

The results and the feedback give us a clear understanding of what customers think of the services we provide and highlighted where we must focus more attention on improvement. The results were collated by the use of Microsoft Forms.

What do our customers think? (independent survey)

Keeping properties in good repair. (percentages)

	Very Satisfied	Satisfied	Neither Satisfied or Unsatisfied	Unsatisfied	Very Unsatisfied
How satisfied you are with our repairs service	48.3	25	6.7	8.3	11.7
How satisfied you are with time taken to complete your most recent repair	50	21.7	6.7	8.3	13.3
How satisfied you are that the home is well maintained	51.7	28.3	3.3	8.3	8.3

Maintaining Building Safety. (percentages)

	Very Satisfied	Satisfied	Neither Satisfied or Unsatisfied	Unsatisfied	Very Unsatisfied
How satisfied you are that your home is safe	51.7	28.3	5	6.7	8.3

Respectful and helpful engagement. (percentages)

	Very Satisfied	Satisfied	Neither Satisfied or Unsatisfied	Unsatisfied	Very Unsatisfied
How satisfied you are that we listen to tenant views and act upon them	48.3	26.7	6.7	1.7	16.7
How satisfied you are that we keep tenants informed about things that matter to them	48.3	28.3	6.7	3.3	13.3
If you think we treat tenants fairly and with respect	55	26.7	6.7	3.3	8.3

Complaints Handling. (percentages)

	Very Satisfied	Satisfied	Neither Satisfied or Unsatisfied	Unsatisfied	Very Unsatisfied
How satisfied you are with our approach to handling complaints	51.2	24.4	22	2.4	0

Responsible Neighborhood management. (percentages)

	Very Satisfied	Satisfied	Neither Satisfied or Unsatisfied	Unsatisfied	Very Unsatisfied
How satisfied you are that we keep communal areas clean and well maintained	60	20	3.3	8.3	8.3
How satisfied you are that we make a positive contribution to the neighborhood	48.3	25	11.3	3.3	10

Management Reporting

There are 22 tenant satisfaction measures, covering 5 areas. As well as surveying our customers to gain their views to see how satisfied they are with us as a landlord we also need to measure other data.

Some measures take data we have, like how many gas safety checks we have completed or how many of our homes do not meet the Decent Home Standard

Keeping properties in good repair

0 number of our homes do not meet the Decent Homes Standard.

110 repairs reported in this period, 83% were completed in target timescale.

Maintaining Building Safety

100% of our homes have had a Gas safety check in the last 12 months

100% of our homes have had a Fire safety check in the last 12 months and our Supported Accommodation is currently completed twice per year last done in May 2025

100% of our homes have had an Asbestos safety check in the last 12 months

100% of our Supported Accommodation homes have Water safety checks and this is currently monitored 4 times per year.

100% of lifts within the scope of the services have had a safety check in the last 12 months and is currently monitored 4 times a year

Complaints handling

Due to being a small Registered provider information below is exact and not relative to every 100 properties.

We have received 4 complaints during the last 12 months, 2 of which were Appeals against termination of licence or tenancy and all were resolved at stage 1.

All 4 complaints were assessed and settled at stage 1 and within the procedural time frame (Code of Handling).

Responsible Neighborhood Management

Due to being a small Registered provider information below is exact and not relative to every 100 properties.

We have received 21 ASB concerns in this time period.

What we intend to do next

12 Month Actions

- Develop a Tenant Involvement Panel
- Establish new ways to communicate service information
- Establish new lines of feedback
- Develop a service user voice group (supported service only)
- Establish new maintenance recording system