

Introduction

Our aim is to deliver excellent customer services which achieve high levels of tenant satisfaction.

In April 2023, we began circulating the tenant satisfaction questionnaires across our services. Questionnaires were accessible to residents through Microsoft forms links circulated via email and text alongside paper copies made available also. 114 responses were received, this equates to 20%. We are grateful to everyone who took part.

For clarity, the Regulator of Social Housing defines a 'tenant' as anyone who pays rent to a housing association.

The results showed that **overall satisfaction amongst our tenants is at 82.5%**, which is higher than the average of 72% by other housing associations. Whilst this number is higher than the average satisfaction, YMCA Blackburn strives to further increase satisfaction amongst our residents and continually improve the services and opportunities for the people we serve.

This action plan sets out what we will do to further improve services as a result of this feedback.

The action plan covers four key areas:

- Repairs and home safety
- Informing, respecting and listening to tenants
- Complaints
- How we manage neighbourhoods

Repairs and Home Safety

Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:

Satisfaction with repairs	81.6%
Satisfaction with the time taken to complete the most recent repair	73.4%
Satisfaction that the home is well maintained	84.8%
Satisfaction that the home is safe	85%

	Action	By when?	Lead	How will residents be involved?
1.1	<p>Clear communication of anticipated timescales</p> <p>Further analysis of the repair's satisfaction- currently repairs timescales are reported on KPI information collated amongst managing agents showing repairs are completed within designated timescales for routine, emergency and urgent. Clear communication with residents is required to ensure they are aware of these timescales at the point of notification.</p>	December 2024	Managing agents	Resident feedback forms to be reviewed by residents within services.
1.2	<p>Replacement IT system for repairs and asset management</p> <p>To implement a new computer system that will provide better data and information on each home.</p>	December 2024	YMCA Blackburn	Let us know if you want to be involved.

Informed, Respected and Listening to Tenants

Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:

Satisfaction that the landlord listens to tenant views and acts upon them	84.7%
Satisfaction that the landlord keeps tenants informed about things that matter to them	85.1%
Agreement that the landlord treats tenants fairly and with respect	88.3%

	Action	By when?	Lead	How will residents / stakeholders be involved?
2.1	Increase tenant engagement with surveys to increase response percentages to 40%	April 2025	YMCA Blackburn and managing agents	Increasing accessibility further to the TSM to encourage a greater number of responses. Acknowledging residents may not wish to complete large surveys in one sitting and allowing for feedback to be collated over a greater period of time.

Complaints

Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:

Satisfaction with the landlords approach to handling complaints	78.5%
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	Action	By when?	Lead	How will residents be involved?
3.1	<p>Improving how we manage complaints</p> <p>Following the Housing Ombudsman Complaint handling code, complaints procedures have been reduced to 2 stage process ensuring a reduction in complicated processes for residents.</p>	October 2024	YMCA Blackburn-compliance officer	Resident engagement opportunities to be identified within each service.
3.2	<p>Improve information for tenants about complaints</p> <p>Improve the information given to tenants on how to complain, including on our website and in our offices and schemes.</p>	October 2024	YMCA Blackburn-compliance officer	Review of policy to be circulated amongst residents for feedback opportunities.
3.3	<p>Review of complaint letter templates and the guidance given to complaints investigators.</p> <p>Improve our letters and provide bespoke training to staff on complaint handling</p>	October 2024	YMCA Blackburn-compliance officer	

3.4	Make it easier to report complaints online New reporting software being developed allowing for app access to make complaints.	Oct 2024	YMCA Blackburn- compliance officer	Engagement with residents' experiences during the roll out.
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How we manage Neighbourhoods

Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:

Satisfaction that the landlord keeps communal areas clean and well maintained	84.4%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	83.2%
Satisfaction with the landlord's approach to handling anti-social behaviour	81.9%

	Action	By when?	Lead	How will residents be involved?
4.2	<p>Review Anti-Social Behaviour (ASB), Equality and Diversity Policy</p> <p>In consultation with tenants, develop and implement policies which set out how we will respond to and work with partners to address ASB, to be inclusive staff, third parties and residents on acceptable behaviour and how we will respond to ASB towards any party.</p>	October 2024	YMCA Blackburn- Compliance officer	Policy produced using feedback from residents and engagement with resident groups