A black and grey logo

Description automatically generated

**Introduction**

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

In January 2024, we began circulating the tenant satisfaction questionnaires across our services. Questionnaires were accessible to Tenants through Microsoft forms links circulated via email and text alongside paper copies made available also. 54 responses were received, this equates to a 50% reduction in responses we received in the previous year. YMCA Blackburn have considered reason for Tenant response reduction and have determined the response period requested over the 24/25 financial year had reduced with the collection period shortened over the final quarter as opposed to a collection period of 2 quarters in the previous year. As such YMCA Blackburn will open data collection over the course of the year in future with continued efforts to obtain a greater sample size.

It is considered that whilst it is important to enable all Tenants the opportunity to respond to the tenant satisfaction measures many of the questions require a period of accommodation to have been satisfied before Tenants are able to accurate respond it is felt a minimum of 3 months accommodation would be required in order for tenants to be able to report on landlord responses to repairs and landlord responses. Whilst we feel this is best practice for appropriate data collection no Tenants will be refused the opportunity to be able to respond to the satisfaction questionnaire.

As much of our accommodation delivers short-term accommodation some Tenants may not reside at the accommodation beyond 3 months as such agents are actively given the opportunity to engage

.

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 84%,** which is within the higher range of the national average of 67-89% by other housing associations. Whilst this is a positive response, YMCA Blackburn strives to further increase satisfaction amongst our Tenants 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:**  **Responses received exceed the benchmarking figures collected in 2024-2025, whilst this is positive continued performance improvement is at the forefront of YMCA Blackburn’s ongoing improvement plan.** | | | |
|  | **Benchmarking** | | | |
|  | Satisfaction with repairs | **80%** | 65-80% |  |
|  | Satisfaction with the time taken to complete the most recent repair | **79%** | 58-77% |  |
|  | Satisfaction that the home is well maintained | **86%** | 60-85% |  |
|  | Satisfaction that the home is safe | **83%** | 70-91% |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Action** | | **By when?** | | **Lead** | | **How will Tenants be involved?** | |
| 1.1 | **Clear communication of anticipated timescales**  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 Tenants is required to ensure they are aware of these timescales at the point of notification. | | December 2025 | | Managing agents | | Tenant feedback forms to be reviewed by Tenants within services. Tenants will be asked how their scoring relates to the repairs policy and response timescales outlined within the policy. | |
| 1.2 | **Review how Tenants can feel safer in their homes**  To continue to improve upon these scores and learn how more Tenants can feel safe in their homes, identify further what elements are impacting on the scores is it repairs and maintenance, neighbours, the community. | December 2025 | | YMCA Blackburn | | Managing agents to work with Tenants further explore the reasons behind these answers. Whilst there were very few low responses it is important to ensure all Tenants are having a positive experience in their accommodation. | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Informed, Respected and Listening to Tenants**  **Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:** | | | |
|  | **Benchmarking** | | | |
|  | Satisfaction that the landlord listens to tenant views and acts upon them | **82%** | 51-79% |  |
|  | Satisfaction that the landlord keeps tenants informed about things that  matter to them | **85%** | 66-84% |  |
|  | Agreement that the landlord treats tenants fairly and with respect | **86%** | 73-90% |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Action** | **By when?** | **Lead** | **How will Tenants / stakeholders be involved?** |
| 2.1 | Increase tenant engagement with surveys to increase the sample for responses. | April 2026 | YMCA Blackburn and managing agents | Increasing accessibility further to the TSM to encourage a greater number of responses. Acknowledging Tenants may not wish to complete large surveys in one sitting and allow for feedback to be collated over a greater period of time.  Reinforce the policy to managing agents to ensure data collection is incorporated within their support sessions at key points of Tenant tenure. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Complaints**  **Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:** | | | |
|  | **Benchmarking** | | | |
|  | Satisfaction with the landlords approach to handling complaints | **75%** | 33-56% |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Action** | **By when?** | **Lead** | **How will Tenants be involved?** |
| 3.1 | **Improve information for tenants about complaints**  Improve the information given to tenants on how to complain, including on our website and in our offices and schemes. | December 2025 | Managing agents | Tenant engagement opportunities to be identified within each service so that Tenants understand the complaints process and escalation steps if necessary. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.4 | **Make it easier to report complaints online**  New reporting software being developed allowing for app access to make complaints.  Contacts for YMCA Blackburn shared on the website to make complaints directly however further access required such as a make a complaint button. | April 2026 | YMCA Blackburn- compliance officer | Engagement with Tenants’ experiences during the roll out. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **How we manage Neighbourhoods**  **Satisfaction ratings identified through the Tenant Satisfaction Measure Survey:** | | | |
|  | **Benchmarking** | | | |
|  | Satisfaction that the landlord keeps communal areas clean and well  maintained | **85%** | 69-82% |  |
|  | Satisfaction that the landlord makes a positive contribution to  neighbourhoods | **80%** | 66-79% |  |
|  | Satisfaction with the landlord’s approach to handling anti-social  behaviour | **80%** | 60-79% |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Action** | **By when?** | **Lead** | **How will Tenants be involved?** |
| 4.2 | **Work with Tenants to further improve upon these scores in delivering a greater sense of community and reduction in anti-social behaviour.**  In consultation with tenants, develop and implement policies which set out how we will respond to increase presence and sense of belonging in the community. | April 2026 | Managing agents | Engage in feedback to improve upon the positive contribution that can be made in the neighbourhoods, and how Tenants feel ASB approaches can be improved. Greater discussion and understanding of ASB limitations and timescales to be shared with Tenants but can also be incorporated with work in ensuring Tenants feel safe in their homes. |