

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.

72 responses were received during the year 25-26, this equates to 10% of our total residents/tenants. It is recognized that this is 10% less response rate than the previous year.

We are grateful to everyone who took part but strive to increasing our responses from tenants to ensure we are portraying an accurate picture of tenant satisfaction.

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 90%**, which is higher than the average of 70-75% 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	91%
Satisfaction with the time taken to complete the most recent repair	91%
Satisfaction that the home is well maintained	91%
Satisfaction that the home is safe	91%

	Action	By when?	Lead	How will residents be involved?
1.1	<p>Further clarification from residents required relating to satisfaction-</p> <p>Repair timescales are monitored and in line with regulatory requirements. It must be recognized that such timescales may not be favorable by tenants and how to manage expectations.</p> <p>Clarification needed to why 9% of the cohort surveyed 6 people felt unsafe and if it is within the scope of the landlord to support them in feeling safer in their homes.</p>	April 2027	Managing agents	<p>Resident feedback forms to be reviewed by residents within services.</p> <p>Residents to be supported to express their views in line with the tenant empowerment policy to make suggestions for service improvement.</p>

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	89
Satisfaction that the landlord keeps tenants informed about things that matter to them	90%
Agreement that the landlord treats tenants fairly and with respect	92%

	Action	By when?	Lead	How will residents / stakeholders be involved?
2.1	Increase tenant engagement with surveys to increase response percentages to 40% (repeated from previous action plan as response rates have declined)	April 2027	YMCA Blackburn and managing agents- YMCA Blackburn will increasingly monitor managing agents engagement with accessing and supporting completion of the TSM surveys.	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	86%
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Action	By when?	Lead	How will residents be involved?
<p>3.1</p> <p>Improve information for tenants about complaints and service requests alongside ensuring data collection. It is recognized that the surveys report 19 people reporting they had made complaints. Whilst the tenant may be reporting a complaint reported in the previous year it is acknowledged that complaints relating to landlord and support are to be carefully monitored as reporting discrepancies may occur due to tenant complaints not being recorded as landlord complaints but recognized by the tenant as a complaint regardless.</p>	April 2027	YMCA Blackburn-compliance officer	Managing agents to communicate with residents to ensure they are aware of complaints procedures for both landlord or support and escalation procedures for both through the appropriate stages.
<p>3.3</p> <p>Understand why tenants aren't satisfied with the complaints handling</p> <p>Increase awareness about the reasons for dissatisfaction and understand whether this is due to the outcome or whether they feel it hasn't been handled appropriately. Increasing awareness why that wasn't raised at the time.</p>	April 2027	YMCA Blackburn-compliance officer Managing agents	Tenants to be engaged regarding their satisfaction response and how they feel it could be improved to identify if patterns or performance issues exist as very few complaints in 25/26 reached stage 2.

3.4	<p>Make it easier to report complaints online</p> <p>More agents are accessing the Housing management software Arthur that allows tenants to engage directly with their managing agent on all issues. Whilst not all agents have adopted this software as they operate alternate systems it may be considered whether there is options to include this without a revised website hosting.</p>	April 2027	YMCA Blackburn-compliance officer	Engagement with tenants to understand their preferences for communication. As our tenants are predominantly young people it is observed online interaction is favoured.
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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	94%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	90%
Satisfaction with the landlord's approach to handling anti-social behaviour	90%

	Action	By when?	Lead	How will residents be involved?
4.2	<p>Review how residents feel contributions to neighborhoods could be improved</p> <p>Engage managing agents to discuss neighbourhood activities to improve the positive contribution the YMCA makes and increase shared learning and adoption.</p>	April 2027	YMCA Blackburn- Compliance officer	Engagement within tenant forums to support and propose ideas.