

Tenancy Satisfaction Measures

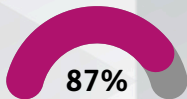


Overall Satisfaction

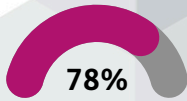
When asked about their overall satisfaction with YMCA Heart of England as their landlord, 85% of the tenants responded positively.

Tenant Perception Data

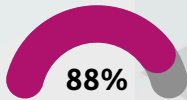
01 Satisfaction with Repairs.



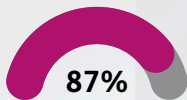
02 Satisfaction with time taken to complete most recent repair.



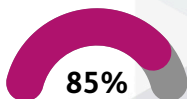
03 Satisfaction that the home is well maintained.



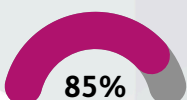
04 Satisfaction that the home is safe.



05 Satisfaction that the landlord listens to tenant views and acts upon them.

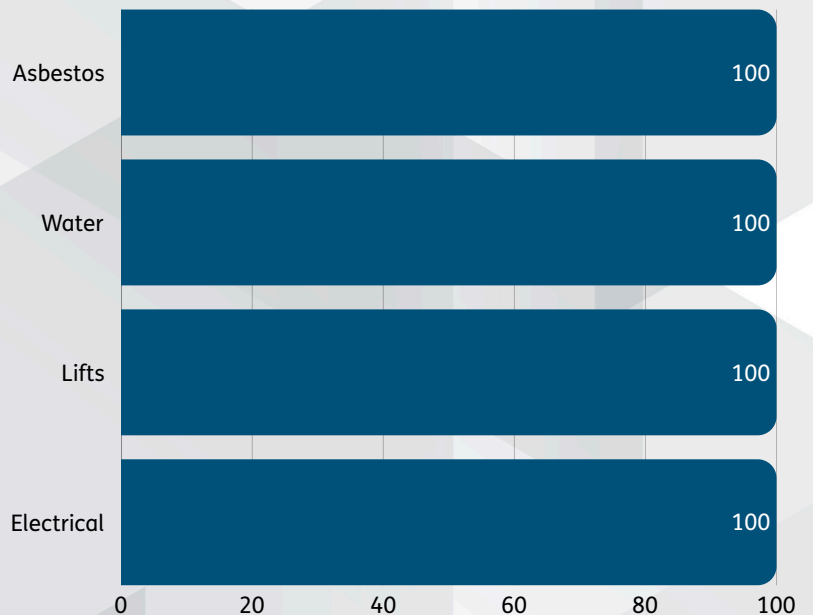


06 Satisfaction that the landlord keeps tenants informed about things that matter to them.



Landlord System Data - Safety Checks

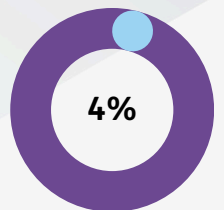
- **Asbestos:** This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections
- **Water:** This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments
- **Lifts:** This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks
- **Electrical:** This measure will be based on the percentage of homes in buildings where the electrical installation condition report have been completed (where due) (due every 5 x years)



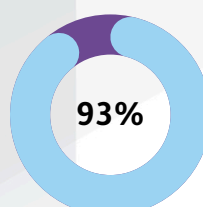
Complaints

Complaints relative to the size of the landlord:

This measure is based on the number of complaints the landlord receives for each 1,000 homes they own and manage

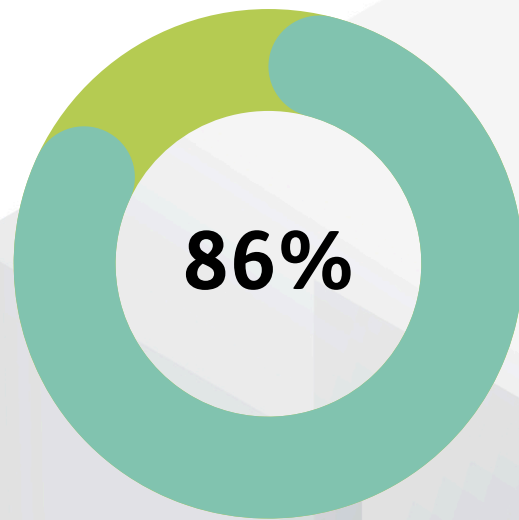


Complaints responded to within Complaint Handling Code timescales:



This measure is based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords must follow this Code.

Tenancy Perception Data



86% of YMCA Heart of England tenants believe that they are treated fairly and with respect, an increase of 2% compared to the previous year.

83%

Satisfaction with the landlord's approach to handling of complaints.

86%

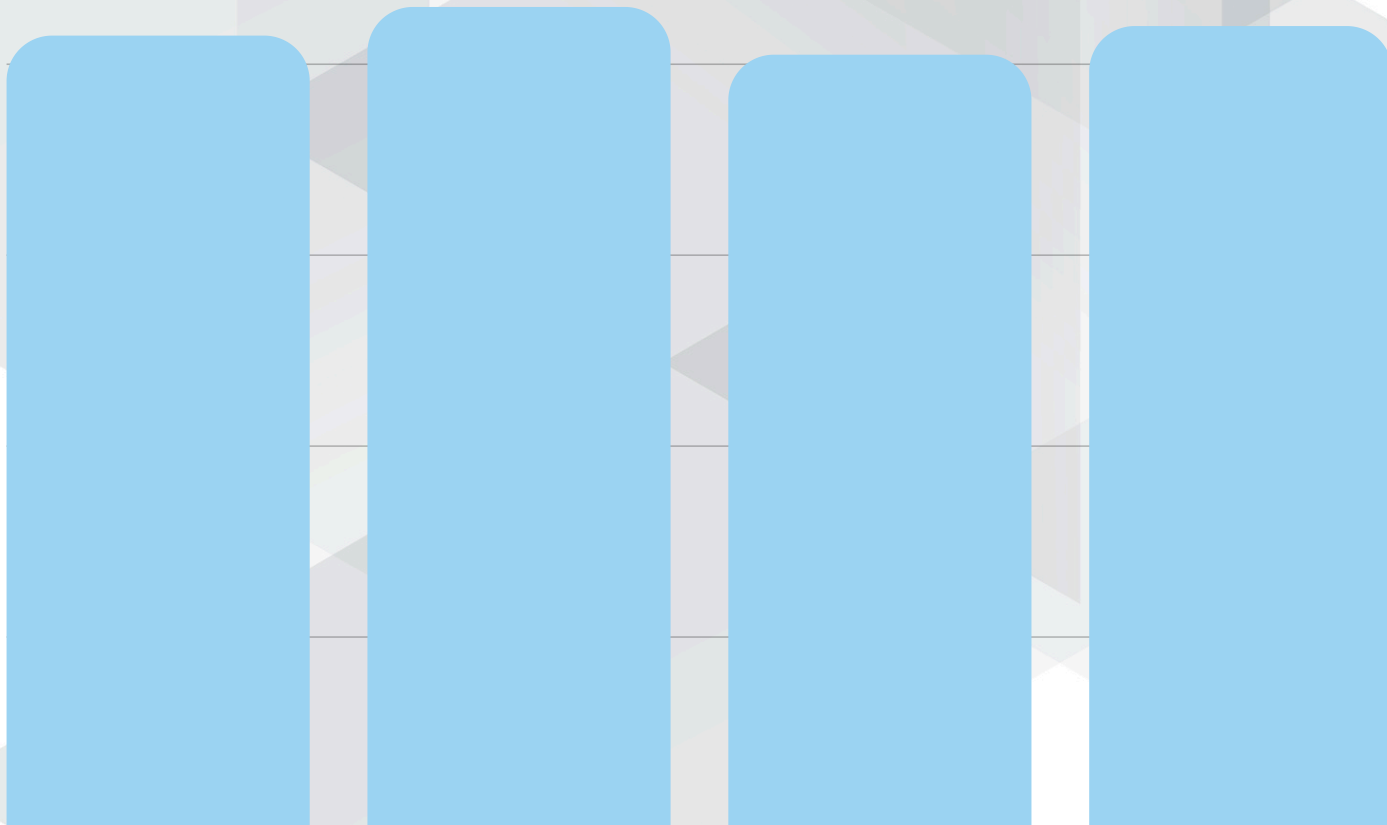
Satisfaction that the landlord keeps communal areas clean and well-maintained.

81%

Satisfaction that the landlord makes a positive contribution to neighbourhoods.

84%

Satisfaction with the landlord's approach to handling antisocial behaviour.



Tenancy Satisfaction Measures (TSM)



100%

Repairs completed within target timescale (Emergency)

Based on percentage of emergency repairs the landlord has done within the target time they have set for themselves.



97%

Repairs completed within target timescale (non-emergency)

Based on percentage of non-emergency repairs the landlord has done within the target time they have set for themselves.



100%

Gas safety checks

This measure will be based on the percentage of homes that have had all the necessary gas safety checks



100%

Fire safety checks

This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments



0%

Percentage of homes that do not meet the Decent Homes standard