

The YMCA logo is rendered in a bold, white, blocky font. It is positioned on the left side of the page, set against a background of overlapping geometric shapes in shades of light blue, yellow, and green. A vertical white line is placed to the right of the logo, separating it from the tagline text.

Here for young people
Here for communities
Here for you

YMCA Fairthorne Housing Performance Report 23-24

July 2024

Performance Report

1. Introduction

This report includes our performance against the Housing Regulator's requirements for management of housing and tenant satisfaction for the period 1st May 2023 to 30th April 2024.

2. Complaints

We received 6 complaints in the year. 100% of complaints were responded to within the Housing Ombudsman's Complaint Handling Code. All complaints were resolved at Stage 1.

Our complaints policy was self-assessed against the Code and we are satisfied that our processes are aligned to the Code. The complaints policy is available from our website and is provided to every resident.

3. Anti-Social Behaviour

We recorded 14 incidents of anti-social behaviour in the year with 2 of these relating to hate incidents.

4. Tenant Satisfaction

We participated in a pilot alongside over 100 other small providers to undertake the Housing Regulator's standard Tenant Satisfaction Survey. During May 2024 we provided a survey to all 139 residents and 98 completed surveys were returned. A summary of results is below. Of those who responded:

87% said they were satisfied with the overall service from their landlord.

68% of residents who received a repair in the last 12 months said they are satisfied with the overall repairs service.

60% of residents who received a repair in the last 12 months said they are satisfied with the time taken to complete their most recent repair.

74% said they are satisfied their home is well maintained.

70% said they are satisfied their home is safe.

78% said they are satisfied their landlord listens to their views and acts upon them.

80% said they are satisfied their landlord keeps them informed about things that matter to them.

87% said they agree their landlord treats them fairly and with respect.

72% of residents who report making a complaint in the last 12 months are satisfied with their landlord's approach to complaints handling.

68.3% said they are satisfied their landlord makes a positive contribution to the neighbourhood.

73.2% said they are satisfied with their landlord's approach to handling anti-social behaviour.

5. Repairs and Maintenance

100% of emergency repairs were made within target timescales. However, we found during the pilot that we do not yet have sufficiently reliable data to report non-emergency repairs against target because each of our housing sites has a dedicated maintenance person on-site. This means we are highly responsive and many minor repairs are undertaken rapidly but not always recorded on the central system. Our processes are being updated to make it easier and quicker to report every repair and we will be reporting performance against targets for non-urgent repairs in next year's report.

All properties have current fire risk assessment, gas safety checks, asbestos management (where relevant) and water safety/legionella checks.

