

Tenant Satisfaction Measures 2025

54 responses

Keeping properties in good repair

48.1% had a repair carried out by YMCA Humber in the last 12 months

92.3% were either highly satisfied or satisfied with the overall repair service

92.3% were either highly satisfied or satisfied with the time taken to complete the repair after it was reported

94.4% were either highly satisfied or satisfied that YMCA Humber provides a home that is well maintained

Maintaining building safety

94.4% were either highly satisfied or satisfied that YMCA Humber provides a home that is safe

Respectful and helpful engagement

88.9% were either highly satisfied or satisfied that YMCA Humber listens to their views and acts upon them

92.6% were either highly satisfied or satisfied that YMCA Humber keeps them informed about things that matter to them

94.4% strongly agreed or agreed that YMCA Humber treats them fairly and with respect

Effective handling of complaints

18.5% made a complaint in the last 12 months

80% were either highly satisfied or satisfied with YMCA Humber's approach to complaints handling

Responsible neighbourhood management

All that responded live in a building with communal areas, either inside or outside that YMCA Humber is responsible for maintaining

83.3% were either highly satisfied or satisfied that YMCA Humber keeps these communal areas clean and well maintained

87.0% were either highly satisfied or satisfied that YMCA Humber makes a positive contribution to the neighbourhood

85.2% were either highly satisfied or satisfied with YMCA Humber's approach to handling anti-social behaviour

Support services

96.3% were either highly satisfied or satisfied with the support they receive from YMCA Humber

90.7% were either highly satisfied or satisfied with the frequency of support they receive

87.0% were either highly satisfied or satisfied with the progress they are making at YMCA Humber

Overall satisfaction

94.4%

were either highly satisfied or satisfied with the overall service provided by YMCA Humber