



YMCA Lincolnshire

Resident Satisfaction Survey Results and Analysis

December 2025

Executive Summary

- YMCA Lincolnshire is a Registered Housing Provider with the Regulator of Social Housing. The charity owns and manages over 170 units of accommodation split into three areas; The Nomad Centre, Hostel and Outreach Accommodation.
- In 2023, the Regulator for Social Housing introduced the Tenant Satisfaction Measures (TSM) Standard as a way to assess the quality of services and homes provided by social housing landlords.
- There are 22 TSM's, 12 of which are measured via a tenant perception survey. YMCA Lincolnshire named this as the Resident Satisfaction Survey.
- Residents were given the options of completing the survey online or on a paper survey. If residents were happy to provide their name, a £5 gift card incentive was offered to complete the survey. All results were anonymised.
- In total, 55 out of 177 residents completed the survey, with an overall response rate of 31%. This is comparable to the 30% response rate YMCA Lincolnshire received from the survey completed in 2023.
- 92% (51) of respondents were satisfied with the overall service provided by YMCA Lincolnshire, with no respondents stating they were dissatisfied.
- 92% (51) of respondents were satisfied that YMCA Lincolnshire provides a home that is well maintained.
- 90% (50) of respondents were satisfied that YMCA Lincolnshire provide a home that is safe.
- 89% (49) of respondents were satisfied that YMCA Lincolnshire listens to their views and acts upon them.

- 94% (52) of respondents agreed that YMCA Lincolnshire treats them fairly and with respect.
- 80% (44) of respondents were satisfied that YMCA Lincolnshire keeps communal areas clean and maintained.

Quantitative Overview

Group	Responses
Outreach (O)	28 (37%)
Hostel (H)	21 (26%)
Nomad (N)	6 (27%)
Total	55 (31%)

Average satisfaction scores (1 = Very Dissatisfied, 5 = Very Satisfied)

Category	Hostel	Outreach	Nomad
Overall satisfaction	4.33	4.39	4.83
Repairs – time taken	4.12	3.96	5.00
Home well maintained	4.24	4.46	5.00
Home safety	4.29	4.50	5.00
Listens and acts on views	4.10	4.39	4.50
Keeps residents informed	4.29	4.36	5.00
Communal areas clean/well maintained	4.41	4.08	5.00
Positive contribution to neighbourhood	4.24	4.21	4.83
Handling of anti-social behaviour	4.29	4.54	4.83

Hostel Ratings

Hostel residents were asked additional questions, asking residents to rate areas of the Hostel Service out of 5. The average scores are shown below.

Average Scores

Area	Score
RA Support	4.71
Night Support	4.71
Reception Service	4.76
Resident Engagement Activities	4.10

Overall trend

- **Nomad residents** consistently scored the highest across all measures (4.8–5.0).
- **Hostel residents** are mostly positive (4.1–4.4) but slightly less so on repairs and listening to views.
- **Outreach residents** report slightly lower satisfaction with *repairs* (3.96) and *communal area maintenance* (4.08).

Qualitative Insights

Common themes from open ended questions asked in the RSS:

Hostel

- Suggestions for **more comfort/support items** available in the residents rooms (chairs, kitchen utensils).
- Generally **positive feedback** about staff support:
“Had a lot of great guidance since being here 10/10, I have found the hostel team great in all areas.”

Outreach

- Requests for better involvement of outreach residents in activities.
- Comments not as frequent, but a few indicate challenges accessing support or follow-up.
- Some appreciation for help given, though less community connection than residents in either Nomad or the Hostel.

Nomad

- No additional comments added

Trends and Problem Areas

Group	Strengths	Areas for Improvement
Hostel	Good scores for safety, cleanliness, and fairness	Repairs speed and communication
Outreach	Fair satisfaction overall	Lowest repair satisfaction (3.96), and communal upkeep seen as weaker
Nomad	Good average scores (4.8–5.0) across all categories	Very small sample size (6 responses) — may skew positive

Key Observations

1. Overall satisfaction is high — all averages exceed 4.0, showing general contentment across YMCA housing services.
2. Repairs remain the most common weak spot, especially for Outreach and Hostel respondents.
3. Communication & engagement (listening to residents' views) show room for improvement in the Hostel.
4. Nomad Centre's consistently high scores suggest strong staff-resident relationships and a well-managed environment.

Background

YMCA Lincolnshire has been supporting vulnerable and disadvantaged people across the county for more than 150 years. The purpose of YMCA Lincolnshire is to ensure that people and communities across the county have the opportunity to belong, contribute and thrive so that they feel safe, valued and fulfilled. The charity provides accommodation and support for single adults aged 18 and over who are experiencing, or have previously experienced, homelessness. Many residents present with multiple and complex needs, and YMCA Lincolnshire delivers tailored support to help them achieve stability, independence, and long-term wellbeing.

As a Registered Housing Provider regulated by the Regulator of Social Housing, YMCA Lincolnshire owns and manages more than 170 units of accommodation across the City of Lincoln. These units operate across three key areas: the Nomad Centre, the Hostel, and Outreach Accommodation.

In 2023, the Regulator of Social Housing introduced the Tenant Satisfaction Measures (TSMs) Standard to evaluate the quality of homes and services provided by social housing landlords. The TSM framework aims to:

- Demonstrate how landlords comply with consumer standards
- Enable tenants to hold landlords to account
- Increase transparency around landlord performance
- Ensure properties are kept in good repair

The system comprises of 22 measures in total. Ten are collected directly by landlords, while the remaining twelve—TP01 to TP12—are based on tenant perception surveys, which YMCA Lincolnshire have named the Resident Satisfaction Survey.

As YMCA Lincolnshire manages fewer than 1,000 housing units, it is required to complete the Tenant Satisfaction Measures survey every one to two years.

Methodology

YMCA Lincolnshire conducted its Resident Satisfaction Survey over a four-week period between September and October 2025. The purpose of the survey was to gather resident perceptions in line with the Tenant Satisfaction Measures (TSMs) required by the Regulator of Social Housing.

Survey Administration

Residents were offered two options for completing the survey:

1. **Electronic Submission** - Posters displaying a QR code were placed across the Nomad Centre, Hostel, and Outreach Accommodation. Residents could scan the QR code using a mobile device and complete the survey online.
2. **Paper-Based Submission** - Resident Advisors provided paper copies of the survey to residents who preferred or required a non-digital option. Completed paper surveys were collected by the advisors and later transferred into the electronic system to ensure all responses were consolidated in a single dataset.

Incentives

To encourage participation and increase response rates, residents were offered a £5 voucher upon completion of the survey, regardless of whether they completed it electronically or on paper.

Data Handling and Anonymity

All paper survey responses were electronically uploaded to the survey platform by staff members. To maintain confidentiality and comply with data protection standards:

- No personal identifiers such as Room Number or Address were collected as part of the survey.
- If residents were happy to provide their name to receive the incentive, responses were anonymised before analysis.
- Electronic and manually uploaded data were stored securely and combined into a single dataset for the purpose of reporting the Tenant Satisfaction Measures.

Analysis

Once the survey window closed, responses from all formats were collated and analysed collectively. This ensured consistency across the dataset and enabled YMCA Lincolnshire to produce comparable, reliable results in accordance with the expectations of the Regulator of Social Housing.

Findings

Response Rates

YMCA Lincolnshire currently operates with 3 areas of housing accommodation: the Nomad Centre, Hostel, and Outreach Accommodation.

The overall response rate was 31%, comparable to the survey conducted in 2023. However, the response rates were extremely skewed in the 2023 report, with far fewer Outreach residents responding in 2023, which we have not found to be the case in the current 2025 survey.

Accommodation Type	Total Number of Residents	Number of Respondents	2025 Response Rate	2023 Response Rate
Nomad	22	6	27%	78%
Hostel	80	21	26%	40%
Outreach	75	28	37%	5%
TOTAL	177	55	31%	30%

Results of the Survey

The overall findings are presented below, followed by a breakdown for each site. The results are reported in accordance with the TSM's guidance (percentage satisfied). Where possible, we have also included the 2023 results for comparison.

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Lincolnshire?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	92% (51)	8% (4)	0% (0)
2023	92%	6%	2%

TP02 – Satisfaction with Repairs

Has YMCA Lincolnshire carried out a repair to your home in the last 12 months?

	Yes	No
2025	78% (43)	22% (12)
2023	37%	63%

If yes, how satisfied or dissatisfied are you with the overall repair service provided by YMCA Lincolnshire over the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	61% (26)	32% (14)	7% (3)
2023	87.5%	0%	12.5%

TP03 - Satisfaction with time taken to complete most recent repair

How satisfied were you with the time taken to complete the most recent repair after it was reported?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	77% (33)	14% (6)	9% (4)
2023	75%	6%	19%

TP04 - Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	92% (51)	4% (2)	4% (2)
2023	87%	9%	0%

TP05 - Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is safe?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	91% (50)	4% (2)	5% (3)
2023	83%	6%	11%

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that YMCA Lincolnshire listens to your views and acts upon them?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	89% (49)	9% (5)	2% (1)
2023	91%	2%	7%

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that YMCA Lincolnshire keeps you informed about things that matter to you?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	89% (49)	9% (5)	2% (1)
2023	67%	24%	9%

TP08 - Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following “YMCA Lincolnshire treats me fairly and with respect”?

	Agree	Neither Agree Nor Disagree	Disagree
2025	95% (52)	5% (3)	0% (0)
2023	92%	4%	4%

TP09 - Satisfaction with the landlord’s approach to handling complaints

Have you made a complaint to YMCA Lincolnshire in the last 12 months?

	Yes	No
2025	36% (20)	64% (35)
2023	15%	85%

If yes, how satisfied or dissatisfied are you with YMCA Lincolnshire approach to complaints handling in the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	85% (17)	10% (2)	5% (1)
2023	57%	29%	14%

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Do you live in a building with communal areas, either inside or outside, that YMCA Lincolnshire is responsible for maintaining?

	Yes	No
2025	89% (49)	11% (6)
2023	97%	3%

If yes, how satisfied or dissatisfied are you that YMCA Lincolnshire keeps communal areas clean and well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	89% (44)	0% (0)	11% (5)
2023	95%	2.5%	2.5%

TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that YMCA Lincolnshire makes a positive contribution to your neighbourhood?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	87% (48)	11% (7)	0% (0)
2023	64%	28%	8%

TP12 - Satisfaction with the landlords approach to handling antisocial behaviour

How satisfied or dissatisfied are you with YMCA Lincolnshire's approach to handling anti-social behaviour?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	89% (49)	9% (5)	2% (1)
2023	64%	29%	7%

Nomad Findings

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Lincolnshire?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	79%	21%	0%

TP02 – Satisfaction with Repairs

Has YMCA Lincolnshire carried out a repair to your home in the last 12 months?

	Yes	No
2025	50% (3)	50% (3)
2023	10%	90%

If yes, how satisfied or dissatisfied are you with the overall repair service provided by YMCA Lincolnshire over the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	66% (2)	0% (0)	33% (1)
2023	87.5%	0%	12.5%

TP03 - Satisfaction with time taken to complete most recent repair

How satisfied were you with the time taken to complete the most recent repair after it was reported?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (3)	0% (0)	0% (0)
2023	100%	0%	0%

TP04 - Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	86%	14%	0%

TP05 - Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is safe?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	64%	7%	29%

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that YMCA Lincolnshire listens to your views and acts upon them?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	79%	7%	14%

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that YMCA Lincolnshire keeps you informed about things that matter to you?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	54%	23%	23%

TP08 - Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following “YMCA Lincolnshire treats me fairly and with respect”?

	Agree	Neither Agree Nor Disagree	Disagree
2025	100% (6)	0% (0)	0% (0)
2023	86%	7%	7%

TP09 - Satisfaction with the landlord’s approach to handling complaints

Have you made a complaint to YMCA Lincolnshire in the last 12 months?

	Yes	No
2025	33% (2)	66% (6)
2023	31%	69%

If yes, how satisfied or dissatisfied are you with YMCA Lincolnshire approach to complaints handling in the last 12 months?

	Agree	Neither Agree Nor Disagree	Disagree
2025	100% (2)	0% (0)	0% (0)
2023	25%	50%	25%

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Do you live in a building with communal areas, either inside or outside, that YMCA Lincolnshire is responsible for maintaining?

	Yes	No
2025	100% (6)	0% (0)
2023	100%	0%

If yes, how satisfied or dissatisfied are you that YMCA Lincolnshire keeps communal areas clean and well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	92%	8%	0%

TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that YMCA Lincolnshire makes a positive contribution to your neighbourhood?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	73%	27%	0%

TP12 - Satisfaction with the landlords approach to handling antisocial behaviour

How satisfied or dissatisfied are you with YMCA Lincolnshire's approach to handling anti-social behaviour?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (6)	0% (0)	0% (0)
2023	54%	31%	15%

Hostel Findings

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Lincolnshire?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	90% (19)	10% (2)	0% (0)
2023	97%	0%	3%

TP02 – Satisfaction with Repairs

Has YMCA Lincolnshire carried out a repair to your home in the last 12 months?

	Yes	No
2025	81% (17)	19% (4)
2023	45%	55%

If yes, how satisfied or dissatisfied are you with the overall repair service provided by YMCA Lincolnshire over the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	82% (14)	18% (3)	33% (1)
2023	69%	8%	23%

TP03 - Satisfaction with time taken to complete most recent repair

How satisfied were you with the time taken to complete the most recent repair after it was reported?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	83% (14)	11% (2)	6% (1)
2023	69%	8%	23%

TP04 - Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	86% (18)	9% (2)	5% (1)
2023	86%	7%	7%

TP05 - Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is safe?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	86% (18)	5% (1)	9% (2)
2023	89%	7%	4%

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that YMCA Lincolnshire listens to your views and acts upon them?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	81% (17)	14% (3)	5% (1)
2023	96%	0%	4%

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that YMCA Lincolnshire keeps you informed about things that matter to you?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	90% (19)	5% (1)	5% (1)
2023	68%	29%	3%

TP08 - Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following “YMCA Lincolnshire treats me fairly and with respect”?

	Agree	Neither Agree Nor Disagree	Disagree
2025	86% (18)	14% (3)	0% (0)
2023	94%	3%	3%

TP09 - Satisfaction with the landlord’s approach to handling complaints

Have you made a complaint to YMCA Lincolnshire in the last 12 months?

	Yes	No
2025	33% (7)	66% (14)
2023	100%	0%

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Do you live in a building with communal areas, either inside or outside, that YMCA Lincolnshire is responsible for maintaining?

	Yes	No
2025	81% (17)	19% (4)
2023	100%	0%

If yes, how satisfied or dissatisfied are you that YMCA Lincolnshire keeps communal areas clean and well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	88% (15)	12% (2)	0% (0)
2023	96%	0%	4%

TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that YMCA Lincolnshire makes a positive contribution to your neighbourhood?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	86% (18)	14% (3)	0% (0)
2023	59%	30%	11%

TP12 - Satisfaction with the landlords approach to handling antisocial behaviour

How satisfied or dissatisfied are you with YMCA Lincolnshire's approach to handling anti-social behaviour?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	81% (17)	19% (4)	0% (0)
2023	68%	29%	3%

Additional Questions

Hostel residents were asked additional questions, asking residents to rate areas of the Hostel Service out of 5. The average scores are shown below.

Average Scores

Area	Score
Quality of Resident Advisor Support	4.71
Quality of Night Support	4.71
Quality of Reception Service	4.76
Resident Engagement Activities	4.10

Key Points

- Overall performance is very strong — three areas score 4.7+, showing consistently high satisfaction with staff support and the reception service.
- The Hostel reception service is the highest-rated area, indicating excellent first-point-of-contact service.
- Resident Engagement Activities is the area with the lowest satisfaction rating (4.10), with lower scores suggesting some residents have issues with activity choice, frequency, or accessibility.

Recommendations

- Improve the activities offer (more variety, co-design with residents).
- Improve the repairs process to increase satisfaction scores.
- Work with residents to gauge their opinions and find solutions to issues within the hostel.

Outreach Findings

No comparable data from as the data sample from 2023 was too small to accurately analyse alongside 2025 data

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Lincolnshire?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	93% (26)	7% (2)	0% (0)

TP02 – Satisfaction with Repairs

Has YMCA Lincolnshire carried out a repair to your home in the last 12 months?

	Yes	No
2025	82% (23)	18% (5)

If yes, how satisfied or dissatisfied are you with the overall repair service provided by YMCA Lincolnshire over the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	43% (10)	48% (11)	9% (2)

TP03 - Satisfaction with time taken to complete most recent repair

How satisfied were you with the time taken to complete the most recent repair after it was reported?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	70% (16)	17% (4)	13% (3)

TP04 - Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	96% (27)	0% (0)	4% (1)

TP05 - Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is safe?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	93% (26)	3.5% (1)	3.5% (1)

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that YMCA Lincolnshire listens to your views and acts upon them?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	93% (26)	7% (2)	0% (0)

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that YMCA Lincolnshire keeps you informed about things that matter to you?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	86% (24)	14% (4)	0% (0)

TP08 - Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree with the following “YMCA Lincolnshire treats me fairly and with respect”?

	Agree	Neither Agree or Disagree	Disagree
2025	100% (28)	0% (0)	0% (0)

TP09 - Satisfaction with the landlord’s approach to handling complaints

Have you made a complaint to YMCA Lincolnshire in the last 12 months?

	Yes	No
2025	39% (11)	61% (17)

If yes, how satisfied or dissatisfied are you with YMCA Lincolnshire approach to complaints handling in the last 12 months?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	100% (11)	0% (0)	0% (0)

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Do you live in a building with communal areas, either inside or outside, that YMCA Lincolnshire is responsible for maintaining?

	Yes	No
2025	93% (26)	7% (2)

If yes, how satisfied or dissatisfied are you that YMCA Lincolnshire keeps communal areas clean and well maintained?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	88% (23)	0% (0)	12% (3)

TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that YMCA Lincolnshire makes a positive contribution to your neighbourhood?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	86% (24)	14% (4)	0% (0)

TP12 - Satisfaction with the landlords approach to handling antisocial behaviour

How satisfied or dissatisfied are you with YMCA Lincolnshire's approach to handling anti-social behaviour?

	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
2025	93% (26)	3.5% (1)	3.5% (1)

Key Findings

Across the full organisation, the following areas performed exceptionally well:

Resident Respect and Fairness

- 95% agree YMCA treats them fairly and with respect — an increase from 92% in 2023.
- No respondents disagreed.

Overall Satisfaction

- 92% overall satisfaction, unchanged from 2023.
- No resident expressed dissatisfaction.

Communication Improvements

- Satisfaction with being kept informed rose from 67% (2023) → 89% (2025).
- A major improvement and key standout result.

Neighbourhood Contribution

- Increase from 64% → 87% satisfied.
- Shows improved perception of YMCA presence within communities.

Handling Antisocial Behaviour

- Increased from 64% → 89%.
- Reflects stronger ASB response and transparency.

Areas of Concern / Improvement Opportunities

Repairs Satisfaction – Declining Trend

Across all areas combined:

- Satisfied: 61% (down from 87.5% in 2023)
- Neutral: 32%
- Dissatisfied: 7%

Outreach is the lowest area:

- Satisfied: 43%
- Neutral: 48%
- Dissatisfied: 9%

Issues likely include:

- Response times inconsistent
- Communication during repairs not always clear
- Possibly varying contractor quality across sites
- Higher volume of repairs reported (78% had a repair in last year vs only 37% in 2023)

Complaints Handling – Mixed

Organisation-wide satisfaction has improved but with pockets of low scores:

- Overall satisfied: 85%
- Hostel satisfied: 57%
- Outreach satisfied: 100%
- Nomad satisfied: 100%

Hostel clearly needs targeted focus due to:

- Higher complaint volume (33% reported having complained)
- Lower satisfaction with outcomes

Communal Area Cleanliness – Slight Decline

Overall:

- Satisfied: 89% (down from 95% in 2023)
- Dissatisfied: 11% (up from 2.5%)

Area-by-Area Summary

Nomad Centre - Strong Performance

Nomad shows 100% satisfaction in nearly every TSM, including repairs timeliness, safety, communication, and ASB handling.

Key Strengths:

- Consistent 100% satisfaction across most measures
- Significant improvement on 2023 figures, particularly safety (64 → 100%)

Risks:

- Very small sample size (n=6) could overstate performance

Hostel – Generally Positive but With Key Pressure Points

Strengths:

- 90% overall satisfaction
- Strong improvements in communication (68% → 90%) and neighbourhood contribution (59% → 86%)

Weaknesses:

- Repairs satisfaction moderate: 82% satisfied
- Complaints handling lower: only 57% satisfied
- Residents feel slightly less safe compared with 2023 (89% → 86%)

Likely causes:

- Larger building = more repairs and communal area wear
- More frequent complaints due to building size/occupancy levels

Outreach – High Satisfaction Overall but Repairs Are a Major Pain Point

Strengths:

- High satisfaction across most areas:
 - Respect: 100%
 - Safety: 93%
 - Overall satisfaction: 93%
 - Communication: 86%
 - ASB handling: 93%

Risks / Issues:

- Repairs satisfaction is far below other findings:
 - 43% satisfied
 - 48% neutral (indicates uncertainty or mixed experience)

This aligns with a dispersed property model and likely logistical challenges:

- Longer timescales between report and repair completion
- Communication gaps between property, contractors, and central team

Trends and Comparative Insights

Positive Movements Since 2023

- Communication, ASB handling, neighbourhood contribution all saw significant increases in satisfaction
- Safety satisfaction increased from 83% → 91%
- Complaints handling improved substantially (57% vs 2023's 10%)

Emerging Challenges

- Repairs satisfaction is the only area showing a clear downward trend
- Outreach repairs performance is disproportionately poor
- Communal area standards need consistency across sites
- Hostel complaints handling lags behind other areas

Action Plan

- Create a QR code for complaints reporting to enable residents to more easily report complaints
- Create a QR code for repairs reporting to enable residents to more easily report repairs
- Hold quarterly house meetings in the smaller shared houses and include areas for improvement on the agenda
- Include resident satisfaction within each Service Improvement Group meetings
- Have a Member Responsible for Complaints
- Re-introduce residents reps at The Hostel, 99 High Street, Rasen House and Sheridan House and then hold a focus group with residents to enable us to specifically look at how we can ensure that:
 - Homes are safe
 - We treat residents with respect
 - improvement in cleanliness for communal areas to enable us to understand areas for improvement
 - repairs reporting to enable us to understand areas for improvement