

The Regulator for Social Housing has created a system for addressing how well social landlords in England are doing at providing good quality homes and services.

They have introduced a set of Tenant Satisfaction Measures (TSM's) that social housing landlords must report on. Residents will be able to use these measures to understand how well YMCA Lincolnshire is performing as a landlord. The data will also give the Regulator an understanding of which landlords need to improve.

In April 2023, it became mandatory for all regulated providers of social housing to start carrying out TSM surveys. Here is the data we collected for the period April 2025 to March 2026.

Compliance	Target	Achieved
Proportion of homes for which all required gas safety checks have been carried out.	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	N/A	N/A
Complaints	Target	Achieved
Number of stage 1 complaints received	N/A	36
Number of stage 2 complaints received	N/A	1
Stage 1 complaints responded to within the Housing Ombudsman's timescales	100%	72%
Stage 2 complaints responded to within the Housing Ombudsman's timescales	100%	100%
Anti-social behaviour	Target	Achieved
Number of anti-social behaviour complaints received	N/A	41
Number of anti-social behaviour cases received involving hate crime	N/A	0
Repairs	Target	Achieved
Number of non-emergency repairs completed within identified timescales	100%	93%
Number of emergency repairs that were completed within identified timescales	100%	93%
Homes that did not meet the decent homes standard	0%	6.3%

Resident Satisfaction @ October 2025	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied
Overall Satisfaction	92%	8%	0%
If you have had a repair carried out in the previous 12 months how satisfied are you with the overall service provided?	61%	32%	7%
How satisfied were you with the time taken to complete the most recent repair after it was reported?	77%	14%	9%
How satisfied or dissatisfied are you that YMCA Lincolnshire provides a home that is well maintained?	92%	4%	4%
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?	91%	4%	5%
How satisfied or dissatisfied are you that YMCA Lincolnshire listens to your views and acts upon them?	89%	9%	2%
How satisfied or dissatisfied are you that YMCA Lincolnshire keeps you informed about things that matter to you?	89%	9%	2%
To what extent do you agree or disagree with the following “YMCA Lincolnshire treats me fairly and with respect”?	95%	5%	0%
If yes, how satisfied or dissatisfied are you with YMCA Lincolnshire approach to complaints handling in the last 12 months?	85%	10%	5%
how satisfied or dissatisfied are you that YMCA Lincolnshire keeps communal areas clean and well maintained?	89%	0%	11%
How satisfied or dissatisfied are you that YMCA Lincolnshire makes a positive contribution to your neighbourhood?	87%	11%	0%
How satisfied or dissatisfied are you with YMCA Lincolnshire's approach to handling anti-social behaviour?	89%	9%	2%

A full copy of our 2025 resident satisfaction report can be found by clicking on this link [Tenant Satisfaction Measures - YMCA Lincolnshire](#)