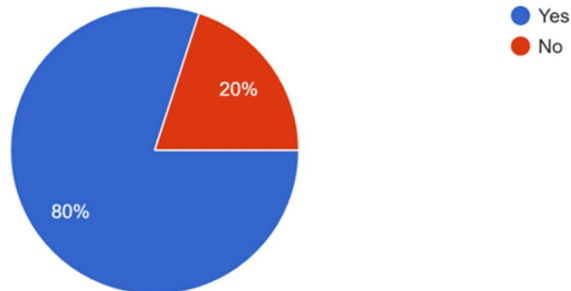


**- YMCA Doncaster -
Tenant Satisfaction Measures
2025/2026**

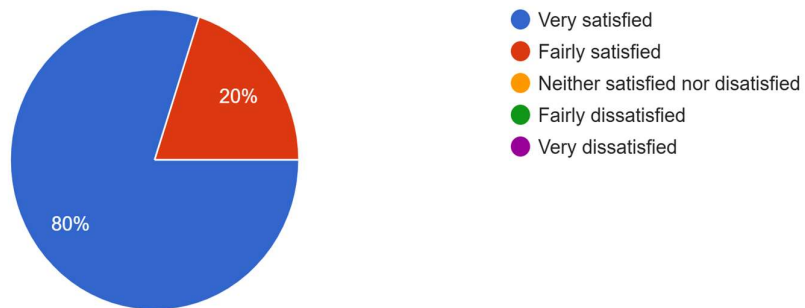
Have YMCA Doncaster carried out a repair to your room in the last 12 months?

5 responses



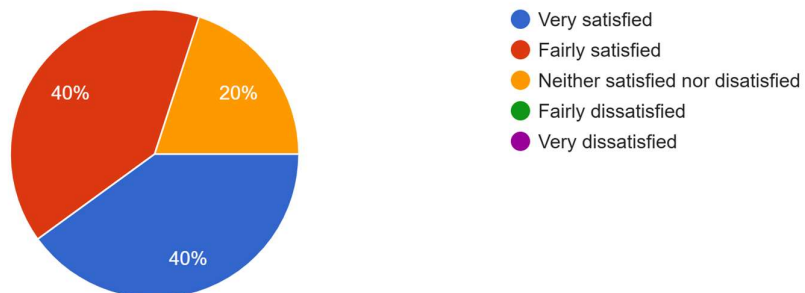
If yes, how satisfied were you with the overall repairs service?

5 responses



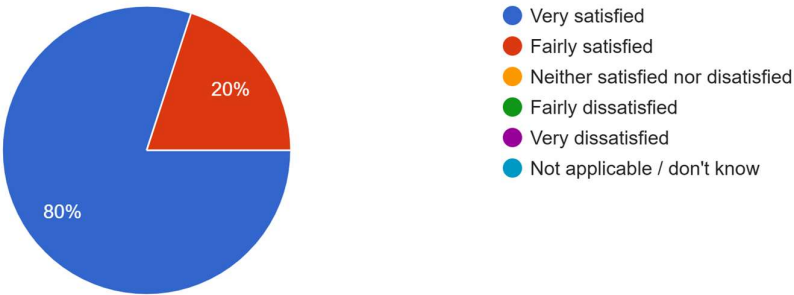
How satisfied are you that YMCA Doncaster provides a home that is well maintained?

5 responses



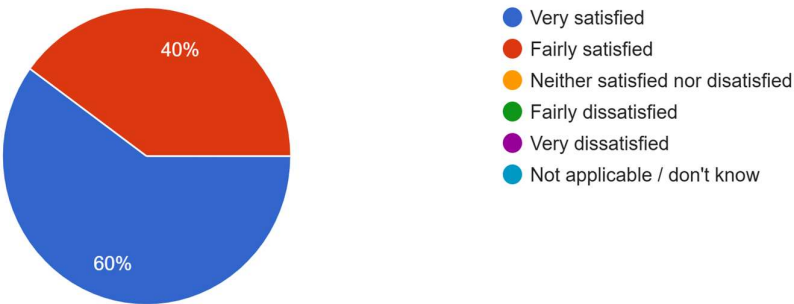
Thinking about the condition of the property or building you live in, how satisfied are you that YMCA Doncaster provides a home that is safe?

5 responses



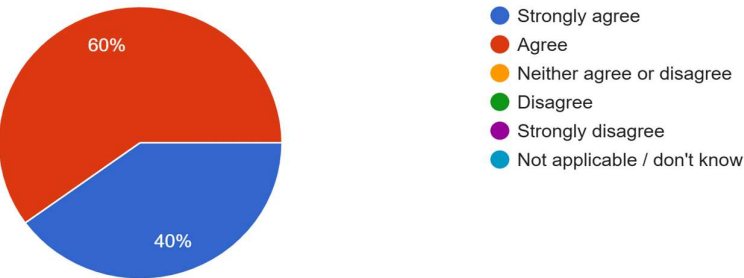
How satisfied or dissatisfied are you that YMCA Doncaster listens to your views and acts upon them?

5 responses



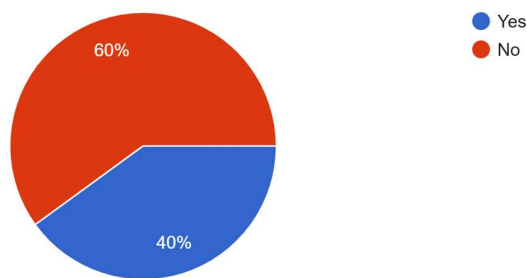
To what extent do you agree or disagree with the following 'YMCA Doncaster treats me fairly and with respect.'

5 responses



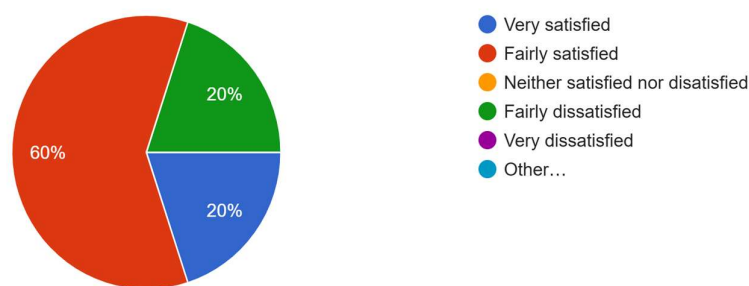
Have you made a complaint to YMCA Doncaster within the last 12 months?

5 responses



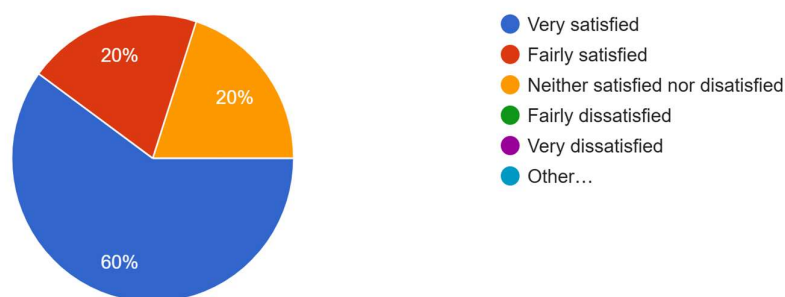
If yes, how satisfied or dissatisfied were you with YMCA Doncaster's approach to complaints handling?

5 responses



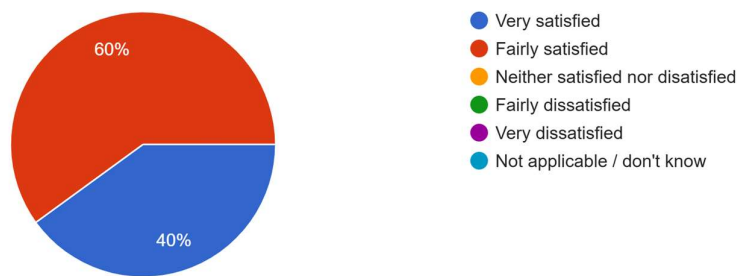
How satisfied or dissatisfied are you that YMCA Doncaster keeps communal areas clean and well maintained?

5 responses



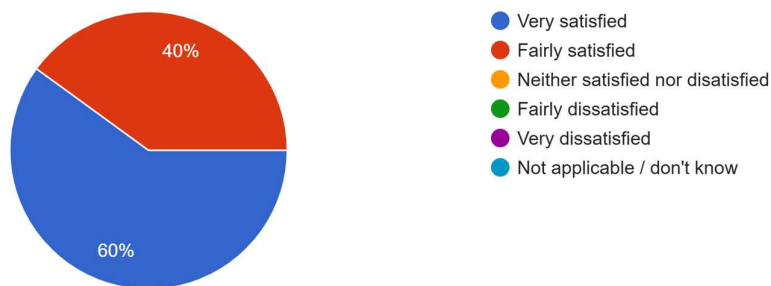
How satisfied or dissatisfied are you that YMCA Doncaster makes a positive contribution to your neighbourhood?

5 responses



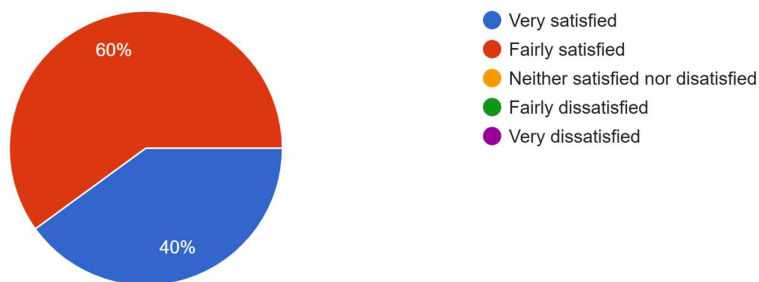
How satisfied or dissatisfied are you with YMCA Doncaster's approach to handling anti-social behaviour?

5 responses



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

5 responses



Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within the landlord's target timescale.

Emergency Repairs (TSM)	Repair Classification	Number of Repairs	Completed on Time	Percentage on Time
	Emergency (24 hr)	7	2	28.57%
	Total Repairs	7	2	28.57%
Non-Emergency Repairs (TSM)	Repair Classification	Number of Repairs	Completed on Time	Percentage on Time
	Urgent (7 days)	165	123	74.55%
	Routine (28 days)	120	115	95.83%
	Total Repairs	285	238	83.51%

Proportion of homes for which all required gas safety checks have been carried out.
100%

Proportion of homes for which all required fire risk assessments have been carried out.

100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%

Proportion of homes for which all required legionella risk assessments have been carried out.

100%