

YMCA Derbyshire TSM Measures 2024

Measure	% Satisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by YMCA Derbyshire?	61.9%
How satisfied or dissatisfied are you with the overall repairs service from YMCA Derbyshire over the last 12 months?	61.3%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	55.5%
How satisfied or dissatisfied are you that YMCA Derbyshire provides a home that is well maintained?	80.6%
Thinking about the condition of the property or building that you live in, how satisfied or dissatisfied are you that YMCA Derbyshire provide a home that is safe?	77.2%
How satisfied or dissatisfied are you that YMCA Derbyshire listens to your views and acts upon them?	79.3%
How satisfied or dissatisfied are you that YMCA Derbyshire keeps these communal areas clean and maintained?	83.3%
How satisfied or dissatisfied are you that YMCA Derbyshire makes a positive contribution to your neighbourhood?	70.6%
How satisfied or dissatisfied are you with YMCA Derbyshire's approach to handling anti-social behaviour?	75.5%
How satisfied or dissatisfied are you with the landlord's approach to complaints handling?	50%