

**Henley YMCA Mini Annual Report to Tenants  
1<sup>st</sup> April 2022- 31<sup>st</sup> March 2023**

This report gives some headlines on how Henley YMCA have managed some key areas over the past year as a Registered Social Landlord and owner of the YMCA Lawson Road residential site.

First, I can let you have the summary of how our residents rated Henley YMCA in the Housing Annual Standards Review questionnaires you completed recently. This year 17 out of 31 tenants or 52%, completed the questionnaires this an increase of 13% from last year.

This mini annual report covers information likely to be of most interest to you.

**Involvement and Empowerment - How we give you a voice.**

*Tenants Meetings*

There were only two official tenants meeting held during 2022-2023 which were attended by 13% of tenants. Staff will work on holding more meetings this year.

*Annual Housing Standards Review Survey: Tenant involvement and Empowerment. All scores are out of a maximum of 17.*

Q5. Do you think you get enough information about the services offered by Henley YMCA e.g. maintenance, support, this can be either informal or formal.	<b>9.1</b>
Q6. Are you given the opportunity to meet and discuss issues on a quarterly basis? e.g tenants meetings.	<b>9.7</b>
Q7. Do you think there is an effective process for raising and resolving complaints and also for reviewing fairness and equal treatment for all?	<b>8.8</b>
Q8. Do you think the suggestions you make are considered and looked into?	<b>9.3</b>

**General comments made by tenants:**

**Q5**

- The progression of the YMCA from 10 years ago has been massive
- Emails sent to give notice about things going on
- Can ask anything

**Q6**

- There is someone in the always in the office and individuals always make time to support
- Due to CVOVID meetings were altered however, tenants are notified of meetings

**Q7** One tenant thought the following

- Overall very good, at times a slight level of unfairness depending on who is/has been involved.

However, there were no other comments made reflecting the above views.

**Equality of Opportunity**

- We had 17 new tenants move in during April 2022 to March 2023.
- 47% of tenants moving in were male, down from 50% for 2021-22. 47%were female, up from 39% in 2021-22 and 1 was trans.
- March 2023 48% of our tenants were male, down from 55% compared with the year before. 39% were female, the same as the previous year. 13% were LGBT+. We aim for this to be 50% male 50% female.

- In March 2023 most of our tenants (65%) were in the age category of 18-24 years old, with 25% being in the 25-30 age category and 10% 30-34.
- March 2023, 6% of our tenants in 2022-23 considered themselves to have a disability of some description, either physical or learning. 35% reported having Mental Health issues and 22.5% are neuro diverse.
- 35% of our tenants in March 2023 described their ethnicity as Non White British.

**Home - Maintenance, repairs and improvements (how we have looked after your home)**

Type of repair	Reported	Completed
<b>Emergency</b>	9	9
<b>Urgent</b>	2	2
<b>Routine</b>	122	106

100% of emergency repairs completed within 24 hours.  
 100% of urgent repairs completed with 5 working days.  
 87% of routine repairs completed within 28 days.

The repairs target is 100%. Some minor jobs such as blinds can take longer as those repairs that are more urgent take priority. Some also take a bit longer than Henley YMCA would like as parts have to be ordered and there are still delays due to supply chain issues as a result of Brexit. In addition there issues with staffing and Henley YMCA being able to get a contractor in to complete some jobs. 1 repair reported in March 2023 carried over to April 2023.

Items replaced April 2022- March 2023 included:

- 3 Carpets
- 1 Cooker Hob
- 1 heater thermostat
- 2 Showers
- 2 Studio water heaters
- 1 Bathroom light
- 1 Heater
- 2 sets of bathroom taps
- 2 Bathroom extractor fans
- 6 Kitchen extractor fans
- 1 Bathroom Heater
- 2 Shaver lights
- 3 Booster timers
- 1 Shower surround

Works carried out for 2022-23:

- CCTV upgrade completed in 2022
- 7 flats/studios redecorated

*Annual Housing Standards Review Survey: Home (All scores are out of a maximum of 17)*

Q9. Was your accommodation in good order when you moved in?	<b>9.6</b>
Q10. If there was an issue, was it sorted out within 7 days?	<b>YES 50%</b>
Q11. Do you know what the maintenance response times are for various maintenance issues?	<b>YES 41%</b>
Q12. Are you kept informed if your maintenance problem can not be sorted immediately?	<b>YES 88%</b>
Q13. Are Safety checks carried out and are you given notice of when they will be carried out?	<b>YES 88%</b>
Q14. Do you think the facilities are well maintained?	<b>88% rated above average</b>
Q15. How would you rate the value for money of the product?	<b>40% rated Excellent, 60% above average</b>

**Comments made:**

Q9.

- Staff liaised to ensure it was painted and clean.
- Yes very clean.

Q10.

- No Drainpipe outside of window.
- This was only due to a long list of maintenance issues at the time.
- Most of the time but sometimes things forgotten about.
- Was sorted but no within 7 days.

**Value for money - How we have managed rent & service charges**

Current tenants owed 2.67% of rent and service charges at the end of 2022-23, compared to 4.48% for 2021-22. This equals £ 6,327, our target is 3%. So for the first time in 3 years, we were within our target of 3%.

Residents who have moved on owed 2.76% of total rent. This equals £6,543 our target is 2.00%. One ex tenant owed £1,526. This figure was higher than last year where the figure was £5,029. Because of these high figures, Henley YMCA has now engaged a debt collector to act on their behalf.

1.43% arrears were lost as 'bad debt' (they will never be paid). This equals £3,324 and our target is 2%. This is up by £912 from last year's figure.

0.50% (£1,175) rent was lost from empty rooms, either because they needed to be decorated or there was a delay in getting a new tenant. Our target is 3%.

*Annual Housing Standards Review Survey: Value for Money*

Q17. Do you think rents are kept affordable for the area?	<b>82% said affordable for area</b>
Q27. Do you think your rent is good value for money?	<b>29% said excellent, 29% Above average value</b>

**Comments made:**

- Yes, for area but for working residents it can become expensive.
- Quite high but cheaper than most places in Henley.
- Extremely affordable for Henley.

*Annual Housing Standards Review Survey: Neighbourhood and Community (All scores are out of a maximum of 17)*

Q19. Are the communal areas cleaned weekly and in a good state?	<b>9.4</b>
Q20. Are the laundry facilities well maintained?	<b>8.9</b>
Q21. Are the grounds generally well maintained throughout the year?	<b>9.2</b>

Q22. Is Anti-Social Behaviour dealt with on a fair and consistent basis?	<b>8.4</b>
Q23. Is Anti-Social Behaviour discussed and addressed when needed?	<b>8.8</b>
Q24. Do you know what to do if there is an out of hours incident?	<b>YES 76%</b>
Q25. Is there an issue with drugs at Henley YMCA?	<b>NO 35%</b>
<b>Comments made:</b>	
Q19.	
<ul style="list-style-type: none"> <li>• Not weekly. Trash in hallways causing dirt and smells.</li> <li>• As best as possible when considering not all tenants follow basic procedure.</li> </ul>	
Q20.	
<ul style="list-style-type: none"> <li>• Filters for washer and dryer not emptied frequently enough.</li> <li>• Not by tenants- tumble drier not de-fluffed, people being lazy.</li> <li>• Facilities are well maintained but other tenants can cause issues.</li> <li>• As best as possible when considering not all tenants follow basic procedure.</li> </ul>	
Q22	When staff get the chance they do all they can. It depends when they see the person.
Q23.	Indirectly yes, without mentioning but trying to engage with them.
<b>Drugs</b>	
<ul style="list-style-type: none"> <li>• Weed is an issue but residents smoke offsite usually.</li> <li>• Nothing more than currently doing.</li> <li>• Do more test on certain tenants.</li> </ul>	

Below shows a breakdown of the 1:1 support meetings accessed by Henley YMCA tenants during this period. However, this does not show the informal support that was given through out the financial year 2022-23. On average 26 of the 31 tenants received support each month. That's 84%.

	Sessions	
Benefits	169	12%
General Advice	185	13%
Emotional & Mental Health	57	4%
Outside Agencies	61	4%
Medical	5	0%
Tenancy Issues	72	5%
Budgeting/Rent arrears	89	6%
Room Inspections		0%
ASB & Drugs	34	2%
Meaningful use of time	73	5%
Various	125	9%
Key worker	206	15%
Move ON	77	6%
Referral to others	3	0%
YMCA Activities	12	1%
Admin	88	6%
Missed	143	10%
<b>Total Number of sessions</b>	<b>1399</b>	
<b>Total number of hours</b>	<b>807</b>	
Food Parcels	17	

10% of meetings booked were missed.

Support with benefits	76%
Food Parcels	65%
Employment support i.e. CVs	53%
Emotional support	88%
Referral to another organisation e.g. NOMAD, Connections etc	47%
General Advice	65%
Money Management, Budgeting	65%
Counselling	41%

The table above shows the support accessed by those who completed the survey.

The following comments were made in answer to “What do you think the YMCA does well?”

- Support with Mental Health
- Offering support and active groups for mental health and wellbeing
- Service is great
- Support and assistance
- Resident engagement
- Supporting with arrears
- Supports residents and helps us when needed
- Providing affordable housing and guidance towards moving young people forwards
- Help their tenants
- Communication with tenants
- Help with advice
- Emotional support
- Keeping YMCA area clean and pretty
- Table tennis

The following comments were made in answer to “What do you think the YMCA could do to improve it’s service?”

- Offering money and finance education
- Dealing with tenant complaints
- Most issues with physical structure that would take a hugh amount of money the YMCA doesn't have to fix
- Nothing
- More activities for residents which can help support mental heath
- Sport events

82% of respondents were either satisfied or very satisfied with Henley YMCA and 88% said that Henley YMCA met their needs either very well or extremely well.

Henley YMCA will produce a full Annual Report covering all of its activities and plans as part of the 2022-23 Annual Accounts. These will be available on the Henley YMCA website following the Annual General meeting in September 2023.

Regards

**Lisa Grant**  
**CEO**  
**Henley YMCA**  
August 2023