

RESIDENT EXPERIENCE

Annual Survey - Summary Report

YMCA London City and North Resident Survey 2026

Crouch End

17

Resident responses

Overview

The Crouch End resident survey indicates a generally positive experience, particularly in relation to staff support, Housing Options services, maintenance responsiveness and safety. The clearest operational concerns relate to communal toilets, catering arrangements, access to amenities, and low participation in education, training and employment opportunities.

Headline Findings

- Staff support is a clear strength: 15 respondents ranked “Satisfied” first.
- 10 residents said they meet their Housing Options Officer frequently enough; 4 said no and 3 were unsure.
- 12 residents knew how to contact the Rents Team about a payment plan; 1 did not and 4 were unsure.
- 14 residents were not employed, compared with 1 in full-time and 2 in part-time work.
- 11 residents were not in education or training; 4 were participating and 2 planned to start.
- 12 residents had not attended YMCA ETE sessions; 4 had attended and 1 was interested.

What Residents Value

Staff support and guidance

- Positive day-to-day support and appreciation for staff guidance.
- Residents generally described support as good or very good.

Safety and security

- Residents generally feel secure in the building.
- Comments recognised the building's safety measures and protection for residents.

Repairs and maintenance

- Repairs were often described as quick and effective.
- Maintenance issues were generally addressed within reasonable timescales.

Housing Options support

- Most respondents felt contact was frequent enough.
- Feedback was broadly appreciative and positive.

Areas Requiring Executive Attention

1. Communal toilets and shared facilities

- Dirty and poorly maintained toilets were the strongest recurring concern.
- Some residents said they avoided the facilities except in emergencies.
- Cleaning standards and maintenance oversight should be prioritised.

2. Catering and food provision

- Breakfast options were described as repetitive, with requests for greater variety and balance.
- Hot meals were appreciated, but residents requested clearer menus, reliable meal times and flexibility for late returners.

3. Tea and coffee provision

- Residents value the provision, but some were frustrated that supplies are removed overnight.
- Shift workers may benefit from a controlled out-of-hours arrangement.

4. Fourth-floor Hub

- The Hub is valued, but restricted opening times limit access for some residents.
- Residents requested greater flexibility and adequate kitchen resources.

Employment, Education and Training

Employment

- Full-time employment: 1 resident.
- Part-time employment: 2 residents.
- Not employed: 14 residents.
- Comments indicate that some residents are actively looking for work.

Education and training

- Currently participating: 4 residents.
- Planning to start: 2 residents.
- Not currently participating: 11 residents.
- Interests included health awareness, physical training, coaching and further study.

ETE engagement

- Attended YMCA ETE sessions: 4 residents.
- Not attended: 12 residents.
- Interested: 1 resident.
- Positive comments referenced jewellery making and Pivot activities.

Wellbeing and Housing Aspirations

Wellbeing feedback was generally positive, with residents describing the environment as quiet and reporting that they felt happy or supported. However, cleanliness and perceived insecurity were identified as factors that could negatively affect wellbeing.

- Renting privately: 8 residents.
- Buying a home: 6 residents.
- Remaining in supported housing: 3 residents.
- Recurring aspirations included stable work, affordable housing, independence and long-term security.

Conclusion

Crouch End is delivering a broadly positive resident experience, with particular strengths in staff support, Housing Options services, repairs and safety. The greatest opportunity to improve satisfaction is to address communal toilet cleanliness and shared facility standards, supported by greater catering flexibility, clearer communication and stronger ETE engagement.