

RESIDENT EXPERIENCE

Annual Survey - Summary Report

YMCA London City and North Resident Survey 2026

Monarch Court and LandAid House

42	19	23
Total responses	Monarch Court	LandAid House

Overview

The survey presents a broadly positive picture of residents' experiences across Monarch Court and LandAid House. Safety, staff support, repairs and communal facilities are recognised strengths. The clearest opportunities are to improve communication, accommodation storage, participation in education, training and employment, digital connectivity, and confidence in housing progression.

Headline Findings

- 29 respondents ranked "Satisfied" first for building security.
- 22 respondents ranked "Satisfied" first for communal areas.
- 27 respondents ranked "Satisfied" first for staff support.
- 33 residents said they meet their Housing Options Officer frequently enough; 3 said no and 6 were unsure.
- 26 residents knew how to contact the Rents Team about a payment plan; 4 did not and 12 were unsure.
- Employment was limited, with 30 residents reporting no employment in one survey section and 32 in the repeated section.
- ETE participation was low: 6 had attended in one section and 3 in the repeated section; 7 and 5 respectively expressed interest.

Monarch Court

Accommodation, safety and environment

- Maintain the strong focus on building safety and visible staffing.
- Address noise, shared-living etiquette and the cleanliness of kitchens and laundry areas.

- Review practical storage options for bedrooms and shared kitchens.

Repairs, maintenance and connectivity

- Residents generally described maintenance as fast, accessible and good.
- Monitor communication and response times where residents experience delays.
- Review recurring concerns about Wi-Fi and internet quality.

Resident support and housing pathways

- Housing Options support is generally valued as helpful, professional and structured.
- Strengthen communication where residents report difficulty making contact.
- Make move-on pathways, next steps and review milestones more visible.

Employment, education and training

- Increase promotion of ETE activity and connect participation to move-on and independence goals.
- Prioritise pathways into ESOL, social care, apprenticeships, college, barista training and administration.
- Use targeted engagement for residents who are unemployed or interested but have not attended.

Wellbeing

- Continue supportive staff practice and access to guidance.
- Strengthen responses to anxiety, depression, PTSD, stress and social isolation.
- Use regular wellbeing check-ins and accessible group activities.

LandAid House

Accommodation, safety and environment

- Sustain effective security arrangements and the welcoming communal environment.
- Address limited bedroom and kitchen storage where feasible.
- Reinforce shared-space responsibilities and resident-led standards.

Repairs, maintenance and connectivity

- Maintenance feedback is generally positive, with services described as good, fast and responsive.
- Review Wi-Fi and internet provision as a digital inclusion issue.

Resident support and housing pathways

- Build on positive feedback about helpful and supportive staff.
- Provide clearer, structured guidance about independence, future planning and move-on.

Skills, employment and resident development

- Increase visibility and accessibility of ETE opportunities.
- Link residents with qualifications, apprenticeships and employment pathways.
- Track interest through to attendance and outcomes.

VYBZ Youth Club

- Feedback was notably positive, describing VYBZ as welcoming, fun, meaningful and impactful.
- Consider VYBZ as a strong engagement model and explore which elements could be adapted elsewhere.

Wellbeing and social issues

- Continue community-based and staff-led wellbeing support.
- Respond to anxiety, depression, cost pressures, housing affordability, isolation and distance from family networks.

Conclusion

Residents are generally positive about their YMCA experience, particularly safety, staff support and day-to-day service delivery. The strongest improvement opportunities are employment and skills engagement, housing progression, mental wellbeing, resident communication and digital connectivity.