



# ReSI Homes

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## Tenant Satisfaction Measures – Summary of Approach 2024/25

**ReSI Homes**

**Acuity**   
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## Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers collect and report TSMs in accordance with the guidelines set by the Regulator of Social Housing (RSH). As part of this requirement, it is necessary for ReSI Homes to inform its residents about its approach to conducting the TSM Perception survey and collecting data.

This document details ReSI Homes's methodology and outlines the criteria specified in the RSH's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires that all registered providers conduct tenant perception surveys and report performance annually, as specified by the RSH. TSMs are intended to make landlords' performance more visible to residents so that residents can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

## Summary of Achieved Sample & Sample Method



ReSI Homes works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our residents feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, ReSI Homes used a census approach to complete TSM surveys, whereby all residents were invited to participate in the survey exercise, either digitally or through telephone interview. The sample size was chosen to ensure that the level of statistical accuracy set out by the RSH was met. For ReSI Homes, we need to ensure that we survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, ReSI Homes completed (or partially completed) 274 TSM surveys with residents in Low-Cost Home Ownership (LCHO) properties. ReSI Homes have 1,078 LCHO properties which means that a statistical accuracy level of +/- 5.11% was achieved. This is slightly outside the minimum guideline, despite our best efforts to achieve this target by employing a multi-mode methodology and census sampling approach.

No resident was removed from the sample frame.

To boost participation, we incentivised the survey, whereby all residents who took part were entered into a draw to receive one £100 Amazon gift voucher. The winner was randomly selected by Acuity and communicated to the ReSI Homes to award prizes.

## Timing of Survey



ReSI Homes carried out a total of 274 surveys between 10 February 2025 and 22 March 2025.

## Collection Method(s)



The TSM surveys were completed via a combination of digital surveys and telephone interviews. All residents with a telephone number were contacted by an Acuity interviewer and invited to participate in a telephone interview. Residents were contacted up to 5 times on different days and times of the week. If a resident requested, the Acuity interviewer would send a unique survey link for the resident to complete online at a time that was more convenient for them. Following this, all non-respondents with an email address were sent an email invitation by Acuity to complete the survey online.

The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** By using a combination of survey methodologies, we wanted to ensure accessibility for residents with differing communication preferences and needs. This approach supports our commitment to reaching a broad and representative sample of our resident population.
- ✓ **Engagement and Data Quality:** Offering both indirect (online) and direct (telephone) modes of participation increases resident engagement. Telephone interviews, in particular, allow for clarification of questions in real time, leading to richer and more accurate responses. This is especially important when exploring nuanced satisfaction metrics.
- ✓ **Customer recovery in real-time:** The inclusion of telephone interviews enabled ReSI Homes to respond in real time to flags or alerts raised during the survey process, supporting a more agile and responsive approach to customer service and recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Partnering with Acuity, an independent research agency, ensures impartiality in the survey process. This independence helps residents feel more comfortable sharing honest feedback, and it enhances the credibility of the data collected.

## Sample Method



A census approach was used, whereby all residents were invited to participate in the survey through one of two channels. First, residents with a telephone number were contacted by Acuity and invited to participate in a telephone interview with an Acuity interviewer. Following this, all non-respondents with an email address were sent an email invitation with a link to complete the survey online.

The survey was carefully scripted to ensure a professional and consistent process. All surveys were confidential. However, residents were asked at the end of the survey whether they would like to provide consent to be identifiable in their survey responses. Residents were also asked whether they were happy to be contacted by ReSI Homes to discuss any issues raised within the survey.

Following the conclusion of the fieldwork, the survey responses were shared with ReSI Homes, who then managed a follow up and review process. This included both responding to feedback as necessary and analysing the feedback to understand how we can improve.

## Representativeness



Representativeness checks were carried out at the end of the survey to ensure that the survey was representative of the resident population as a whole.

The characteristics by which representativeness was determined were:

### Property Type

Bungalow  
Flat  
House

Population	Sample
0%	0%
27%	24%
73%	76%

### Portfolio

Ocean Housing  
Persimmon  
Swan - Oculus House  
Stanford-le-Hope  
Swan - Hutton Court  
Swan - Hale Point  
Swan - Basildon  
Gleeson - Widdrington  
Tilia Homes  
Mandale  
Chancery Park

Population	Sample
50%	51%
19%	20%
11%	10%
6%	8%
5%	4%
4%	3%
2%	1%
1%	1%
1%	1%
0%	0%
0%	0%

## Property Manager

Ocean  
Touchstone  
Swan Housing

Population	Sample
50%	51%
29%	31%
22%	18%

## Questionnaire & Introductory Text



The introductory script and questionnaire that residents received are shown below.

### Introductory Script (Telephone)

I'm calling on behalf of ReSI Homes from an independent research agency called Acuity.

We are carrying out telephone surveys with residents to find out how satisfied you are with your home and with the services that you receive from Resi Homes. It should only take 10 minutes, would it be ok to go through the survey with you now?

If no, can we arrange a call back?

Before we start I need to make you aware that I work for an independent research agency called Acuity, working on behalf of ReSI Homes. All calls will be recorded for training and quality purposes and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence, only shared with ReSI Homes and will be used to find ways of improving the service that ReSI Homes provides.

The survey will be used to calculate annual tenant satisfaction measures to be published by ReSI Homes.

IVR NOTE: If the resident would like to check the validity of the survey there is more information on Resi Home's website <https://resi-homes.com/>

Alternatively, you can contact Resi Homes on 01823 793422 or email [enquiries@yourresihome.co.uk](mailto:enquiries@yourresihome.co.uk)

IVR READ OUT: ReSI Homes is the landlord and they select Property Managers (Swan, Ocean Housing) who manage properties on their behalf. Property Managers are part of the 'overall service' provided.

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No



## Question Set

Theme	Label	Question text	Rating scale
TP01	Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by ReSI Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP05	Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ReSI Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP06	Listens and Acts	How satisfied or dissatisfied are you that ReSI Homes listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP07	Keeps you Informed	How satisfied or dissatisfied are you that ReSI Homes keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP08	Fairly and with Respect	To what extent do you agree or disagree with the following 'ReSI Homes treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
TP10	Communal Areas?	Do you live in a building with communal areas, either inside or outside, that ReSI Homes is responsible for maintaining?	Yes, No, Don't know
TP10	Communal Area Satisfaction	How satisfied or dissatisfied are you that ReSI Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP11	Contribution To Neighbourhood	How satisfied or dissatisfied are you that ReSI Homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP12	Approach to ASB	How satisfied or dissatisfied are you with ReSI Homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP09	Complaints in Last 12 Months	Have you made a complaint to ReSI Homes in the last 12 months?	Yes, No
TP09	Complaints Handling	How satisfied or dissatisfied are you with ReSI Homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know





Additional	Previous Housing Tenure	Could you tell me what was the housing tenure of your previous home?	Private tenancy, Housing association or council tenancy, Home ownership, Shared ownership, Living with family or friends, Other (please specify)
Additional	Value for Money	How satisfied or dissatisfied are you that your shared ownership home is better value for money than your previous residence?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Additional	Wellbeing	Has moving into your current home made any difference to your physical and mental wellbeing?	Yes – got much better, Yes – got slightly better, No change, Yes – got slightly worse, Yes – got much worse
Additional	Disposable income	Do you think you have more disposable income in your current home than you would have if you'd stayed in your previous home?	Yes – much more, Yes – slightly more, No change, No – slightly less, No – much less
Additional	Stability	How would you rate the stability of your current housing situation compared to your previous housing situation?	Much more stable, Somewhat more stable, The same as before, Somewhat less stable, Much less stable
Additional	Energy Efficiency	How satisfied or dissatisfied are you that your shared ownership home is more energy efficient than your previous residence?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Additional	Rent - Value for Money	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Additional	Service Charges	Do you pay service charges?	Yes, No
Additional	Service Charges - Value for Money	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Additional	Net Promoter Score	Based on your experience to date, on a scale from 0 - 10, where 0 is not at all likely and 10 is extremely likely, how likely are you to recommend ReSI Homes to a friend or colleague?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
Additional	ReSI Homes' Service Improvement Panel	Would you be willing to join ReSI Homes' Service Improvement Panel? (If yes, your contact details will be sent back separately from your survey response)	Yes, No
Additional	Touchstone	On 1st January, ReSI Homes changed your property manager to Touchstone. Have you been in contact with Touchstone regarding your property?	Yes, No
Additional	Touchstone	How satisfied or dissatisfied were you with Touchstone's handling of your enquiry?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied





Additional	Service Improvements	Do you have any feedback on service improvements?	Free Text
Permissions & Confidentiality	Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to ReSI Homes with your name attached so that they have better information to help them improve services?	Yes, No
Permissions & Confidentiality	Feedback consent - Promotional	ReSI Homes may want to use your feedback for internal and promotional purposes. Therefore would you provide consent for the following:	I consent for org_name to use my feedback along with my first name for internal purposes only, I consent for org_name to use my feedback along with my first name for internal purposes and external materials (which may include social media or publicity materials), I do no consent.
Permissions & Confidentiality	Permission 2	Would you be happy for ReSI Homes to contact you to follow up on any of the comments or issues you have raised?	Yes, No

