

## Shared Ownership Customer Satisfaction Report 2023

### About the Survey

In December 2023, many of you took part in an important survey.

The survey was carried out via telephone and online questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way ReSI Homes delivers key services.



The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing for the reporting year April 2023 to March 2024.

**A big thank you to everyone who took part!**

# ReSI Homes

The findings included in this report will provide a view of the main drivers behind satisfaction levels and the issues customers are most concerned about, informing ReSI Homes' future strategic and operational planning.

This report contains key survey results regarding customers' opinions about the services received. Furthermore, within this report as part of the TSM reporting, we have included our performance against other metrics.

## DISCLAIMER

*When reading this report, it is important to note that the survey questions were designed in line with the Regulator of Social Housing Tenant Satisfaction Survey Standard requirements. As a result, some of the questions didn't differentiate between the services offered by ReSI Homes and those provided by other responsible parties, like the building or estate landlords. This means that customers considered all services they received, not just those from ReSI Homes, when responding to the survey. Where applicable we have provided separate findings based on the feedback received from customer who live in properties solely maintained by ReSI Homes.*

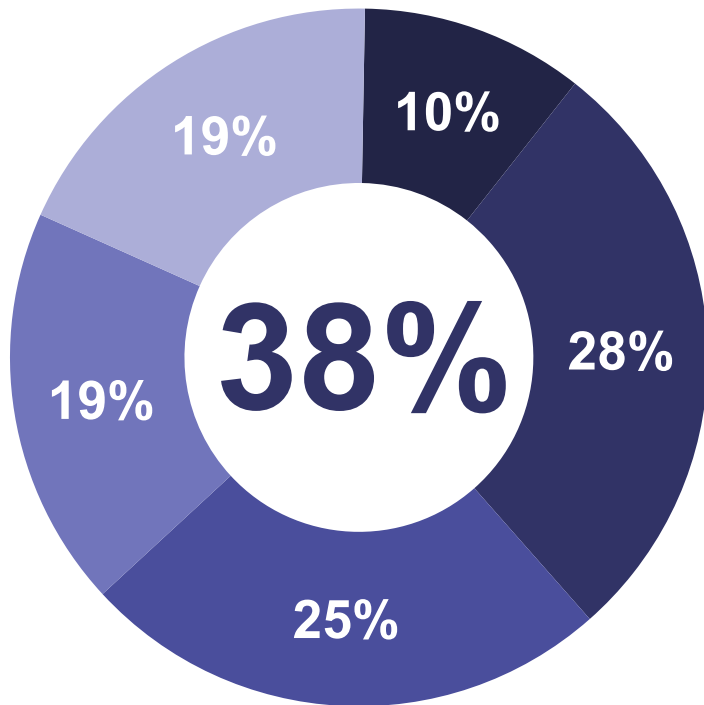
282

customers took part out of a total of 795 (217 by telephone and 65 online)

# Overall Service



Around four out of ten customers are satisfied with the overall service provided by ReSI Homes (**38%**)<sup>(1)</sup>.



**46% of customers are satisfied with the overall service provided by ReSI Homes, where they are the sole property manager**

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

(1) Refers to properties that are maintained by ReSI Homes and other property managers.

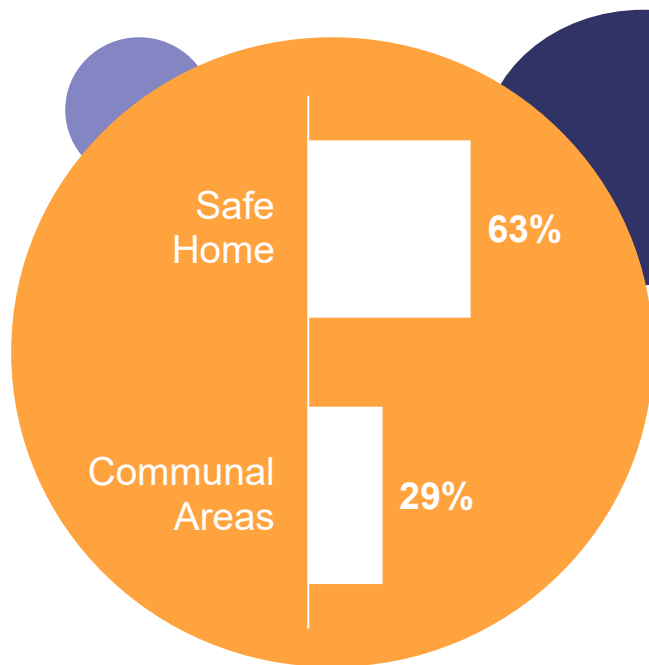
# The Home and Communal Areas



Over three-fifths of customers are satisfied that ReSI Homes provides them with a home that is safe **(63%)**.



Three out of ten customers are satisfied that their communal areas are kept clean and well maintained **(29%)<sup>(1)</sup>**.



**42% of customers are satisfied that their communal areas are kept clean and well maintained, where ReSI Homes are the sole property manager**

(1) Refers to properties that are maintained by ReSI Homes and other property managers.

# Communications and Customer Engagement



One-quarter of customers are satisfied that ReSI Homes listens to their views and acts upon them **(25%)**<sup>(1)</sup>.



Over two-fifths of customers are satisfied that they are kept informed about things that matter to them **(45%)**.



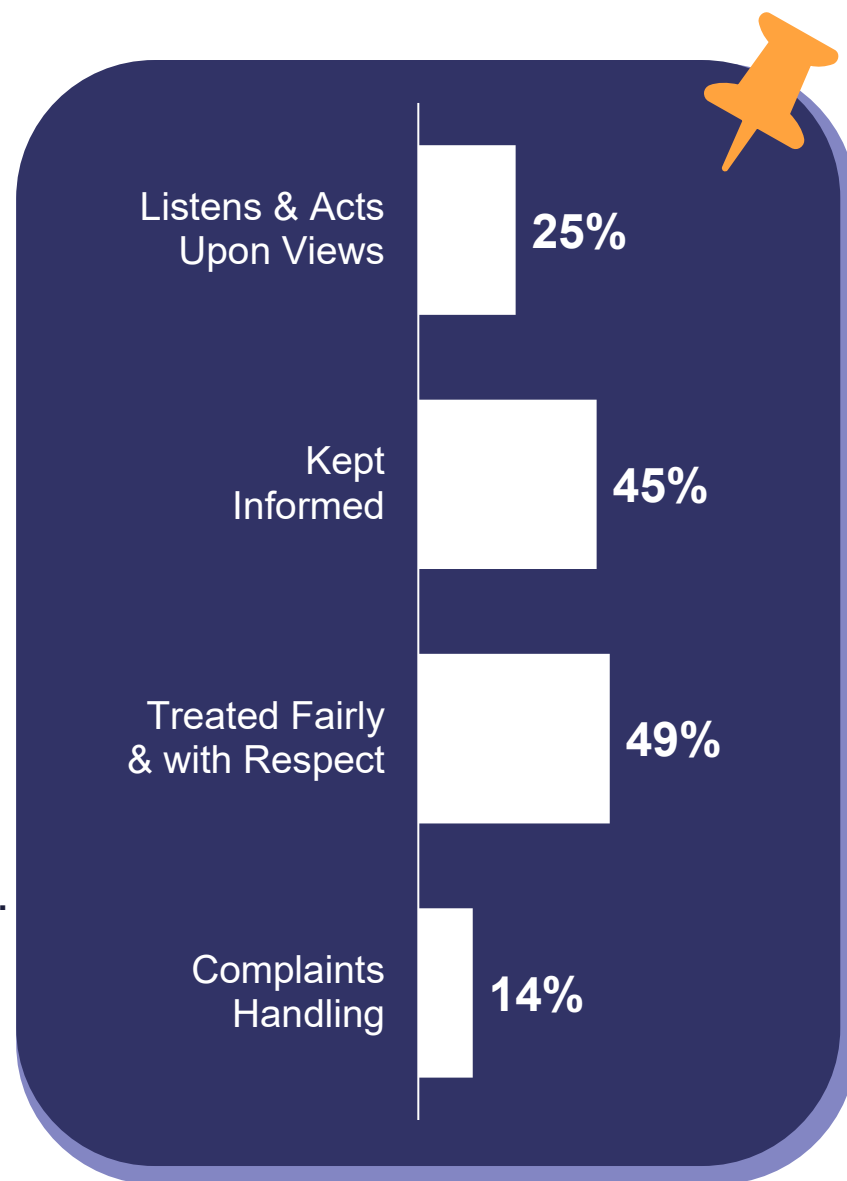
Half of customers agree that ReSI Homes treats them fairly and with respect **(49%)** <sup>(1)</sup>.



One out of seven customers who made a complaint in the last 12 months are satisfied with complaints handling **(14%)** <sup>(1)</sup>.




Over a third of customers would be willing to join ReSI Homes' on-line Service Improvement Panel **(36%)**.



<sup>(1)</sup> Refers to properties that are maintained by ReSI Homes and other property managers.

# Communications and Customer Engagement

Where ReSI Homes are the sole Property Manager:



54% of customers are satisfied that ReSI Homes listens to their views and acts upon them



53% of customers are satisfied with complaint handling



61% of customers agree that ReSI Homes treats them fairly and with respect



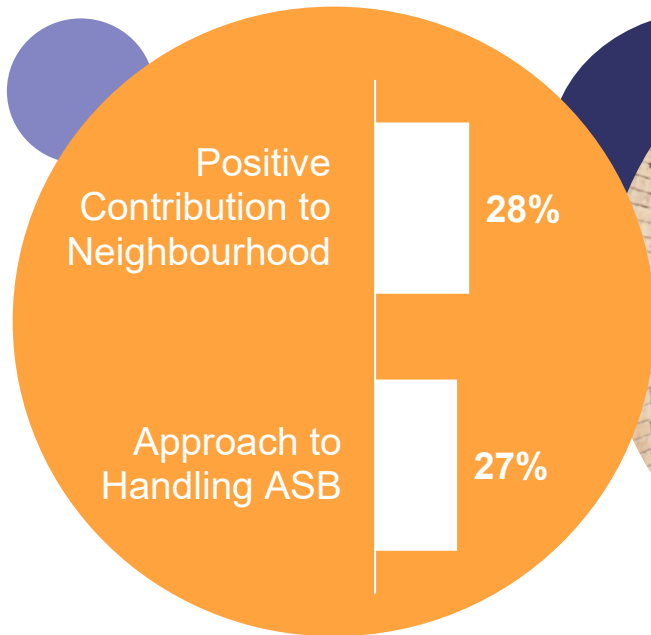
# The Neighbourhood



Around three out of ten customers are satisfied that ReSI Homes makes a positive contribution to their neighbourhood **(28%)**<sup>(1)</sup>.



Over a quarter of customers are satisfied with ReSI Homes' approach to handling anti-social behaviour **(27%)**.



**42%** of customers are satisfied that ReSI Homes makes a positive contribution to their neighbourhood, where ReSI Homes are the sole property manager

(1) Refers to properties that are maintained by ReSI Homes and other property managers.

# Value for Money and Affordability



Six out of ten customers are satisfied that their shared ownership home is better value for money than their previous residence (**59%**).



Two-thirds of customers are satisfied that their shared ownership home is more energy efficient than their previous residence (**66%**).



Over half of customers are satisfied that their rent provides value for money (**53%**).



Fewer customers are satisfied that their service charges provide value for money (**24%**).



**94%**  
of surveyed  
customers  
pay service  
charges



# Complaints and Anti-social behaviour



Between April 2023 and March 2024, ReSI Homes received a total of **6** complaints, which represents **0.62%** of the overall stock. Out of these, only **2** complaints progressed to Stage 2, constituting **0.21%** of the total stock.



All Stage 1 and Stage 2 complaints were responded to within the target timescales (**100%**).



Between April 2023 and March 2024, ReSI Homes received **0** reports of anti-social behaviour cases.



# Customers' Comments

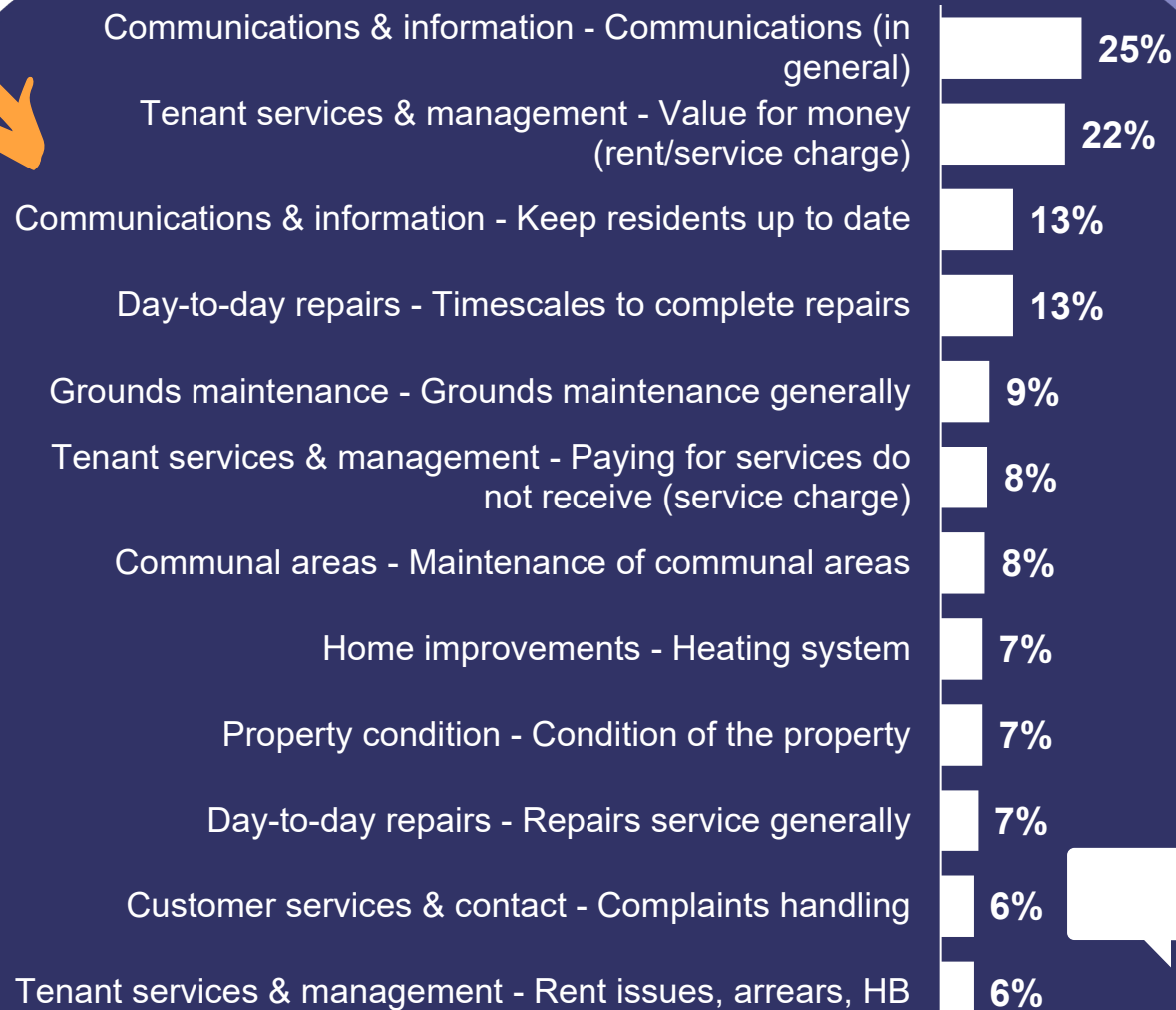
Customers were asked if they have any feedback on service improvements and 243 customers gave comments.

Customers most frequently mentioned the communications they receive, followed by the value for money of their rent/service charges.

Customers would also like improvements to how they are kept up to date, the timescales to complete repairs and the grounds maintenance.

Other comment areas include, communal areas, home improvements and property condition.

## Top comments



# Next steps

# ReSI Homes

ReSI Homes appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss your survey responses, invite you to participate in other feedback events, such including the Service Improvement Panel or ask for more information.

Carrying out this survey is just part of the work ReSI Homes does to involve you in developing services. As well as publishing the results of the survey, ReSI Homes plans to put the findings to good use by working with customers to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



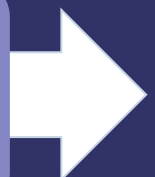
Publish findings to  
customers



Use findings to plan  
and improve services,  
e.g., communications,  
repairs and grounds  
maintenance



Involve customers in  
shaping service  
improvements



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	282
B.	Timing of survey	8 December 2023 to 30 December 2023
C.	Collection method(s)	Telephone interview and online survey
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Portfolio, Property Manager
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	0
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Opportunity to take part in a £100 Amazon voucher raffle.
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None