

## Shared Ownership Customer Satisfaction Report 2024/25

### About the Survey

Between February and March 2025, 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 2024 to March 2025.



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

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The findings 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.

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

## DISCLAIMER

*When reading this report, it is important to note that most of 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.*

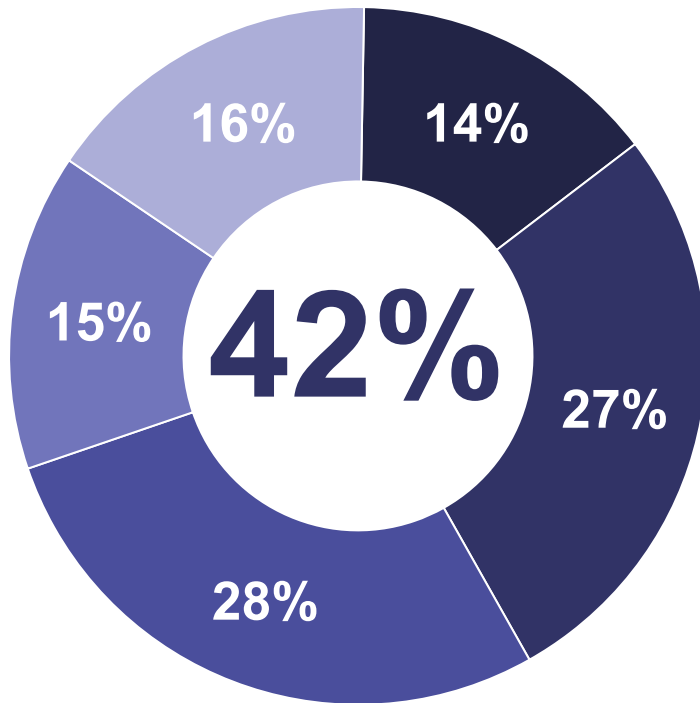
274

Customers took part out of a total of 930 (140 online and 134 by telephone)

# Overall Service



Around four out of ten customers are satisfied with the overall service provided by ReSI Homes (**42%**) <sup>(1)</sup>.



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



(1) For properties solely maintained by ReSI Homes, 71% of customers are satisfied with the overall service provided by ReSI Homes.

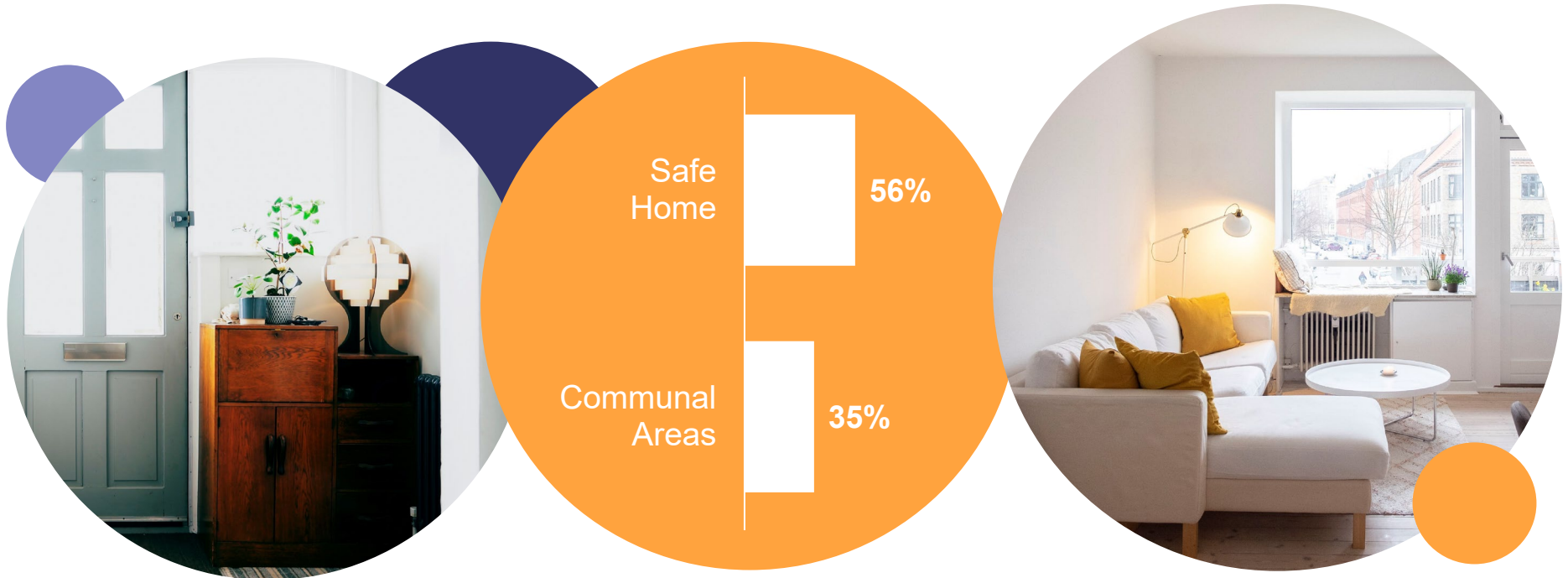
# The Home and Communal Areas



Over half of customers are satisfied that ReSI Homes provides them with a home that is safe **(56%)** <sup>(1)</sup>.



Around one-third of Customers are satisfied that their communal areas are kept clean and well maintained **(35%)** <sup>(1)</sup>.



(1) For properties solely maintained by ReSI Homes, 72% of customers are satisfied that ReSI Homes provides them with a home that is safe 30% of customers are satisfied that their communal areas are kept clean and well maintained.

# Communications and Customer Engagement



Three out of ten customers are satisfied that ReSI Homes listens to their views and acts upon them **(29%)** <sup>(1)</sup>.



Around four out of ten customers are satisfied that they are kept informed about things that matter to them **(42%)**.



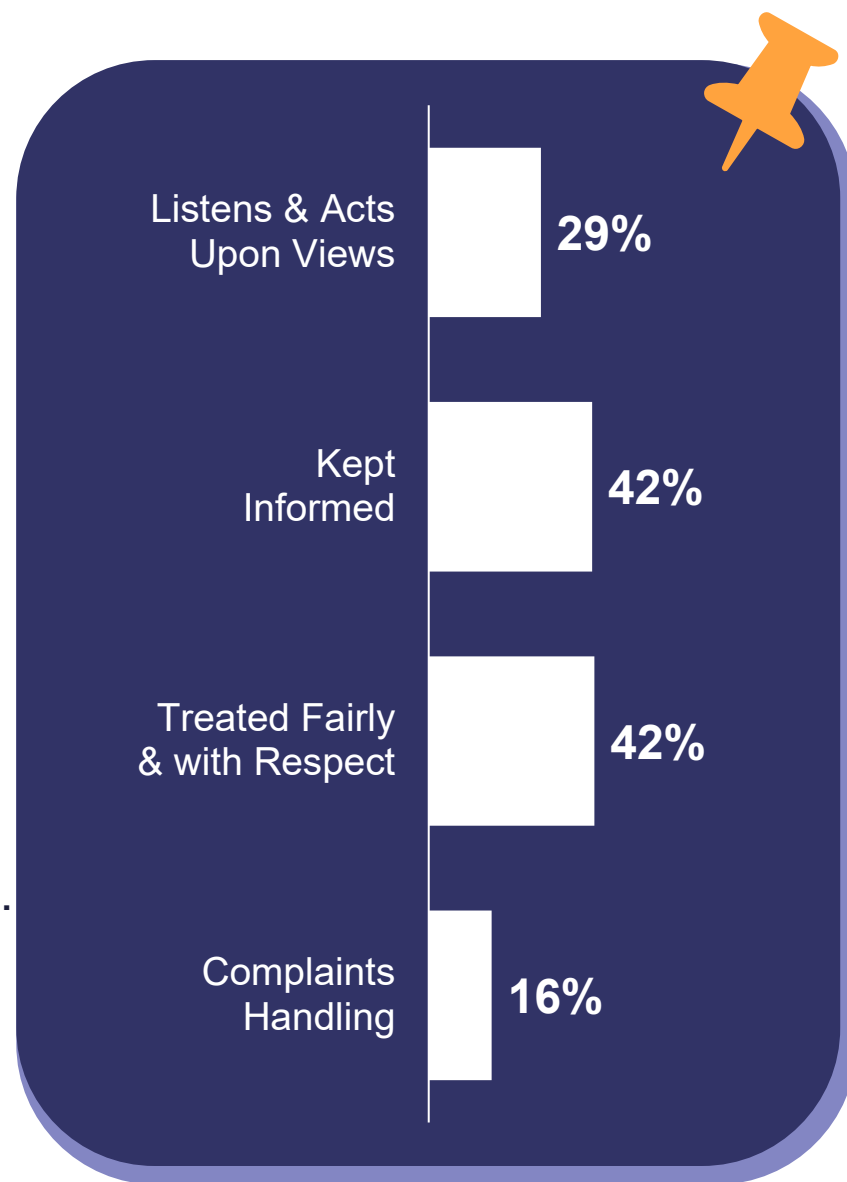
Around four out of ten customers also agree that ReSI Homes treats them fairly and with respect **(42%)** <sup>(1)</sup>.



One out of six customers who made a complaint in the last 12 months are satisfied with complaints handling **(16%)** <sup>(1)</sup>.



Around three out of ten customers would be willing to join ReSI Homes' online Service Improvement Panel **(28%)**.



(1) For properties solely maintained by ReSI Homes:  
55% of customers are satisfied that ReSI Homes listens to their views and acts upon them  
61% of customers are satisfied that ReSI Homes treats them fairly and with respect  
62% of customers agree that ReSI Homes treated them fairly and with respect  
33% of customers are satisfied with complaints handling.

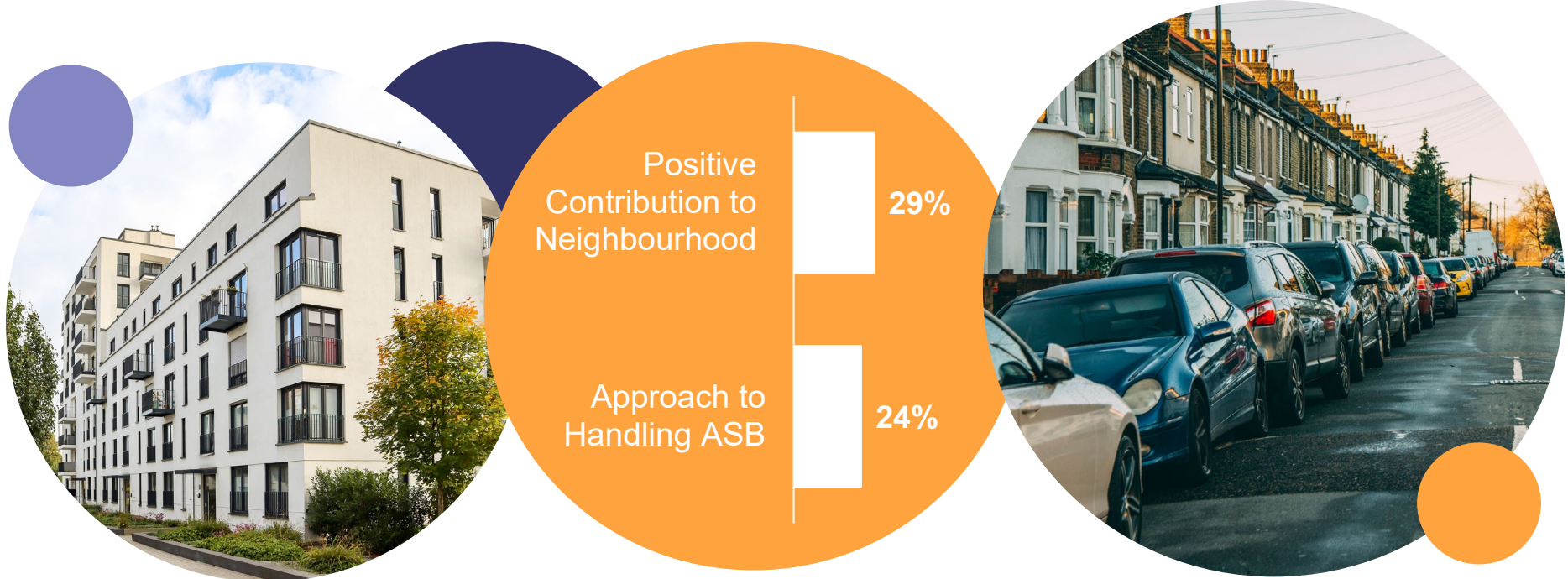
# The Neighbourhood



Three out of ten customers are satisfied that ReSI Homes makes a positive contribution to their neighbourhood **(29%)** <sup>(1)</sup>.



Slightly fewer customers are satisfied with ReSI Homes' approach to handling anti-social behaviour **(24%)**.



(1) For properties solely maintained by ReSI Homes, 52% of customers are satisfied that ReSI Homes makes positive contribution to their neighbourhood.

# Value for Money and Affordability



Over half of customers are satisfied that their shared ownership home is better value for money than their previous residence **(54%)**.



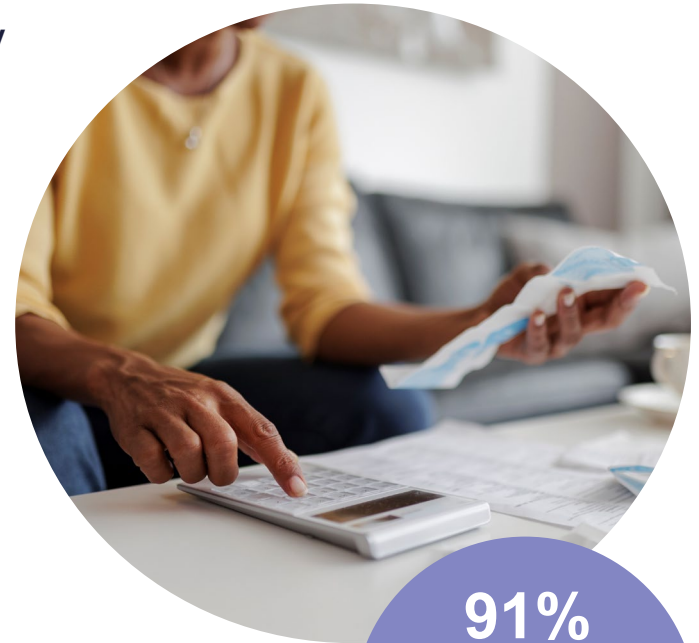
Around six out of ten customers are satisfied that their shared ownership home is more energy efficient than their previous residence **(63%)**.



Almost half of Customers are satisfied that their rent provides value for money **(46%)**.



Fewer customers are satisfied that their service charges provide value for money **(23%)**.



**91%**  
of Customers  
pay service  
charges



# Complaints and Anti-social behaviour



Between April 2024 and March 2025, ReSI Homes received a total of 6 complaints, which represents **0.5%** of the overall stock. Out of these only **2** complaints progressed to Stage 2, constituting **0.17%** of the total stock.



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



Between April 2024 and March 2025, ReSI Homes received **0** reports of anti-social behaviour cases.



# Customers' Comments

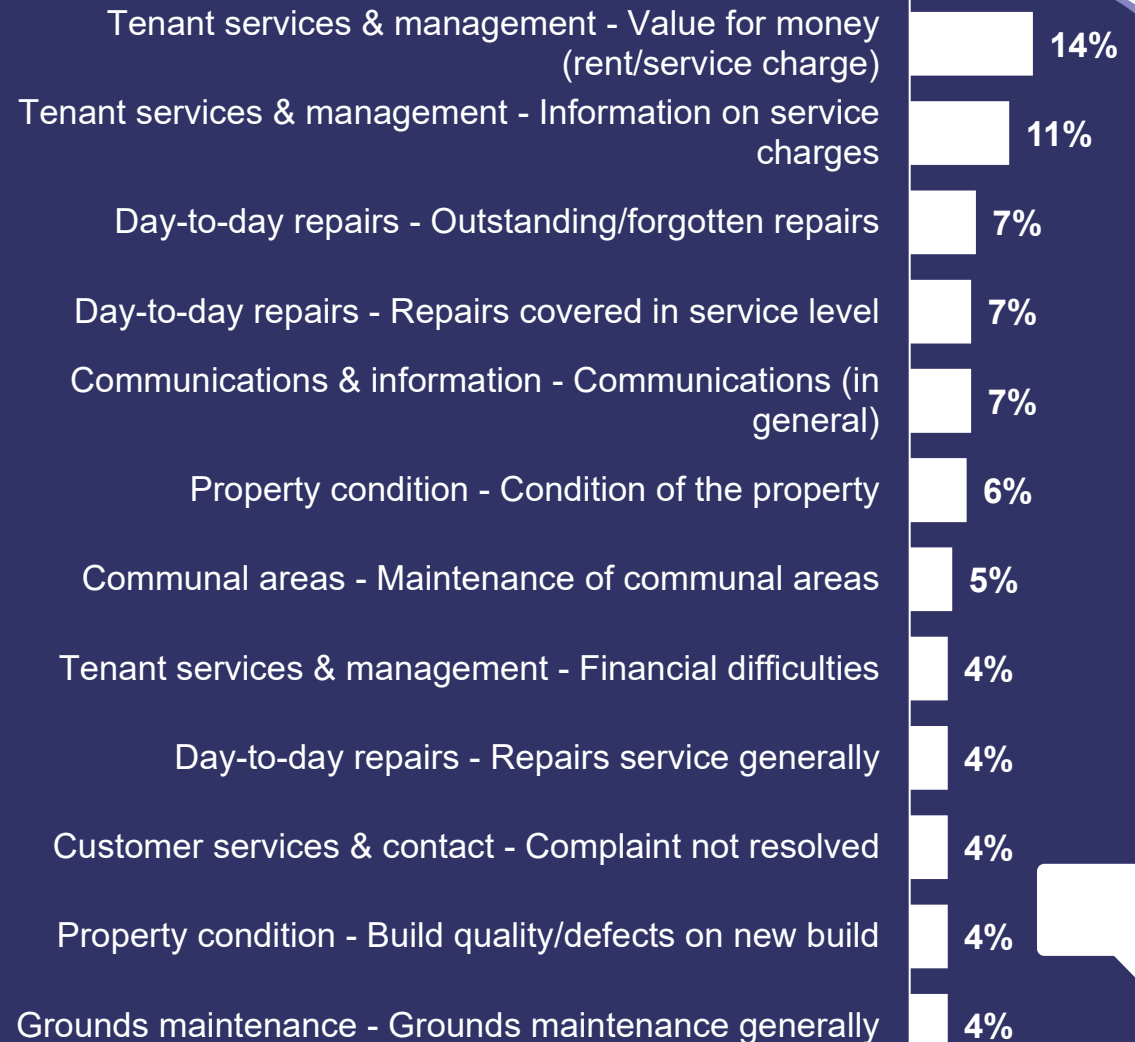
Customers were asked if they have any feedback on service improvements, and 190 Customers gave comments.

Customers most frequently mentioned the value for money provided and the information given on service charges.

Customers would also like improvements to the repairs service and condition of their property, including outstanding repairs that have not been dealt with.

Other comment areas include communications, communal areas, customer service and grounds maintenance.

## Top comments



# Your Views

# 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, including the online 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.



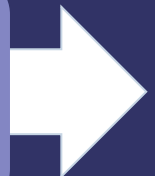
Publish findings to  
Customers



Use findings to plan  
and improve services,  
such as repairs,  
communications, and  
grounds maintenance



Involve customers in  
shaping service  
improvements



# Tenant Satisfaction Measures - Summary of Approach

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

Sample size	274
Timing of survey	14/02/2025 to 27/03/2025
Collection method(s)	Telephone and online surveys
Sample method	Census
Representativeness of the sample	Representativeness checks carried out by property type, portfolio and property manager
Details of any weighting applied to the results	No weighting has been applied
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw with one tenant who responded to the survey randomly selected to win a £100 Amazon voucher
Any other methodological issues likely to have an impact on the reported tenant perception measures	None