



ReSI Homes

Annual Report 2025/26

May 2026

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Good Economy

NPS

Value for Money

Further Insight

Summary

Demographics

Introduction

ReSI Homes has 1,306 properties, and the survey aimed to achieve around 284 responses to achieve a suitable margin of error. The survey was conducted as a census of all residents using both an online survey and telephone interviews carried out by Acuity's in-house telephone team. The fieldwork took place in February and March 2026, and at the close, a total of 267 responses had been received, 247 complete plus a further 20 incomplete. Of these, 136 are online, and 131 by telephone interview. A prize draw was included as an incentive to complete the survey, with a prize of a £100 Amazon voucher.

The report is, therefore, based on the results from the 267 responses and apart from the headline figures, the report includes an analysis of the comments made by residents and a comparison with other social housing providers. The results from this survey are also shown against those from a similar survey completed at a similar time last year to show trends in satisfaction over this period. The results have been checked against the characteristics of the population and have been weighted by region to ensure representativeness.

The survey is confidential, and the results are sent back to ReSI Homes anonymised unless residents give their permission to be identified – 63% of residents did give permission to share their name, and 94% of these are happy for ReSI Homes to contact them to discuss any issues they raised.

This survey aims to provide data on residents' satisfaction, which will allow ReSI Homes to:

- Provide information on residents' perceptions of current services
- Compare the results against previous surveys
- Compare the results with other landlords (where appropriate)
- Report to the Regulator, as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For ReSI Homes, 261 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 5.43\%$, just outside the recommended figure, but still an excellent response from a relatively small resident population (1,306). Using a census approach does allow all who wish to take part the opportunity to do so.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

38%

Overall Satisfaction

Satisfaction with the nine TSMs is summarised to the right. Over a third of residents are satisfied with the overall service provided by Resi Homes (38%).

The highest levels of satisfaction are for the safety of the home (56%), treating residents fairly and with respect (43%) and being kept informed (37%).

On the other hand, satisfaction is lowest for the neighbourhood contribution (23%), Approach to ASB (16%) and complaints handling (10%). However, these metrics are typically amongst the lowest-performing for landlords.

This report will focus on the headline figures from the survey, as well as satisfaction by tenure type. The demographics section further breaks down the results by different subgroups, such as age, response method, and area, to give a better understanding of what is driving satisfaction.

TSM Key Metrics

The Home & Neighbourhood



Safe Home

56%



Communal Areas

24%



Neighbourhood Contribution 23%



Approach to ASB

16%

Respectful & Helpful Engagement



Listens & Acts

25%



Kept Informed

37%



Fairly & with Respect

43%



Complaints Handling

10%



Overall Satisfaction



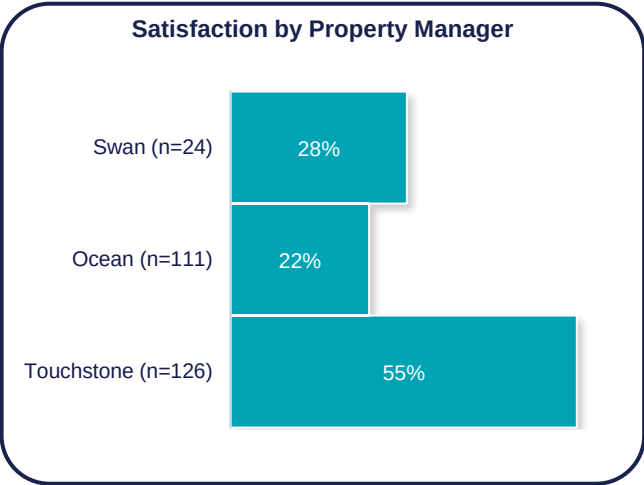
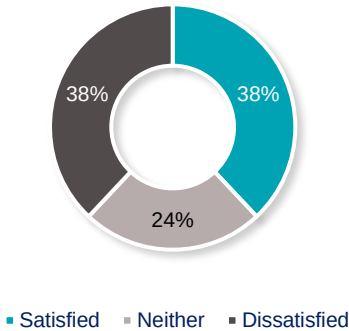
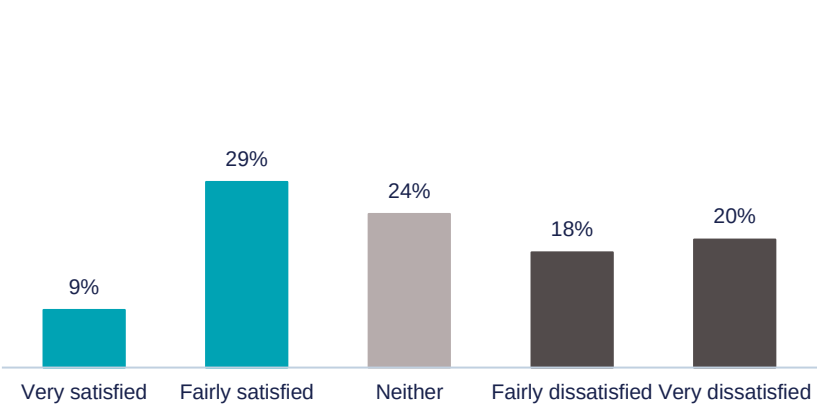
Overall Satisfaction

Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by ReSi Homes?” This is the key metric in any resident perception survey.

Just 38% of residents are satisfied overall, with just 9% very satisfied and 29% fairly satisfied. However, a similar number (38%) are dissatisfied with the service, and a quarter are neither one nor the other.

When looking at the regions, those in the South East are far more satisfied than many of the other areas, particularly the South West, where just 26% are satisfied.

The results are also split here by property manager, with 55% of residents managed by Touchstone satisfied overall, but just 22% with Ocean.



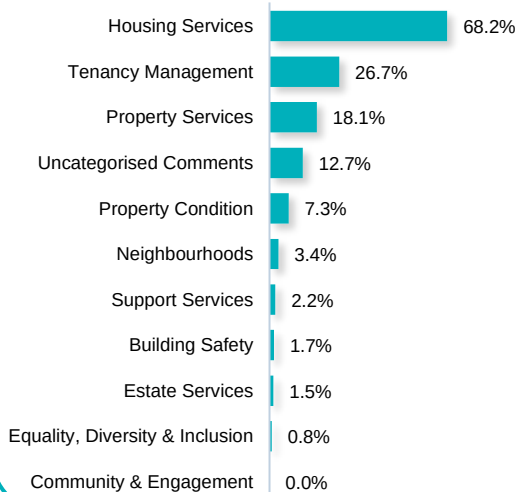
Overall Satisfaction

Please describe your specific experiences that have shaped your view of ReSI Homes' service.

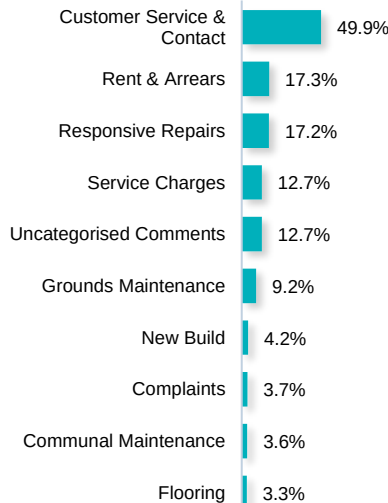
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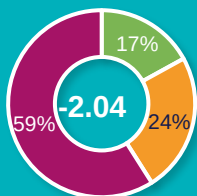
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	59	33.7%	-2.94
Communication / Transparency	51	29.4%	-3.25
Subcategory, no attribute (yet)	50	28.9%	-1.53
Resolution	25	14.6%	-3.87
Quality of Work / Service	25	14.5%	-2.78
Staff Conduct	13	7.3%	+1.11
Effort	12	6.6%	-4.67
Listening / Acting	10	5.5%	-3.94
Satisfaction	9	5.4%	+0.91
No Comments	8	4.4%	+0.71
Accountability	7	4.1%	-5.00
Empathy	5	3.0%	-4.59
Fairness	2	1.0%	-5.00
Consistency	2	1.0%	-4.05
Safety	2	1.0%	-5.00
Trust	1	0.5%	-5.00
Accessibility			-
Appointments / Convenience			-
Worker Conduct			-



Responses show widespread dissatisfaction driven by poor communication, unclear responsibilities between ReSI, Ocean and managing agents, and slow or absent responses to repairs and complaints. Many shared-owners report paying rising rents, increased service and newly introduced management fees without seeing corresponding services or value; multiple comments describe minimal maintenance (grass cutting only), unfinished communal areas, unresolved snagging and long-standing defects (heating, hot water, balcony/doors, drains, structural issues). Build quality and workmanship are frequently criticised.

Several respondents feel shared owners receive poorer treatment than social tenants and note unfair charges (fly-tipping, duplicated admin fees) and opaque invoicing. Handovers, documentation and administration (title deeds, EWS1 impacts on sales, misspelled correspondence) are recurring problems that cause delay and financial stress. A minority praise quick, helpful responses from ReSI, but most experiences are dominated by repeated chasing, blamed handoffs between organisations, and perceptions of profiteering through unexplained increases. Overall sentiment: frustrated, distrustful residents experiencing service gaps, unclear accountability, and value-for-money concerns.



Well Maintained, Safety & Communal Areas



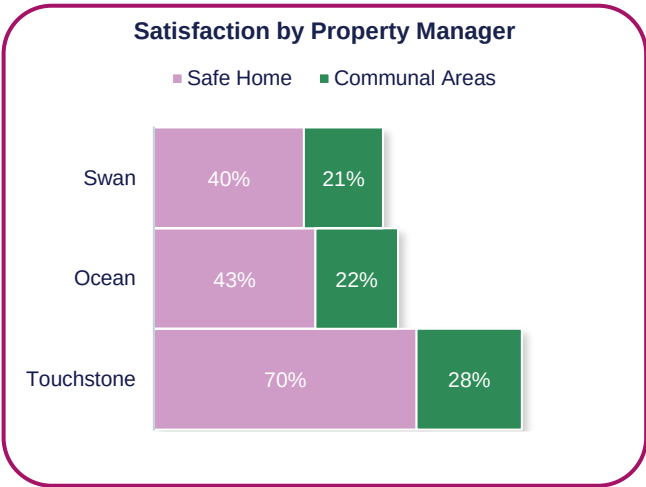
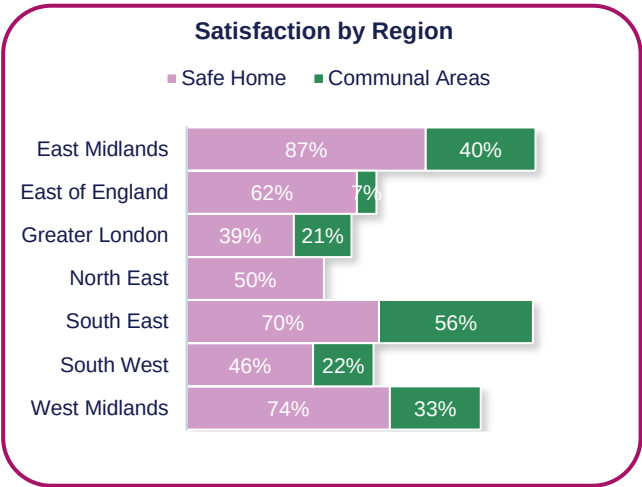
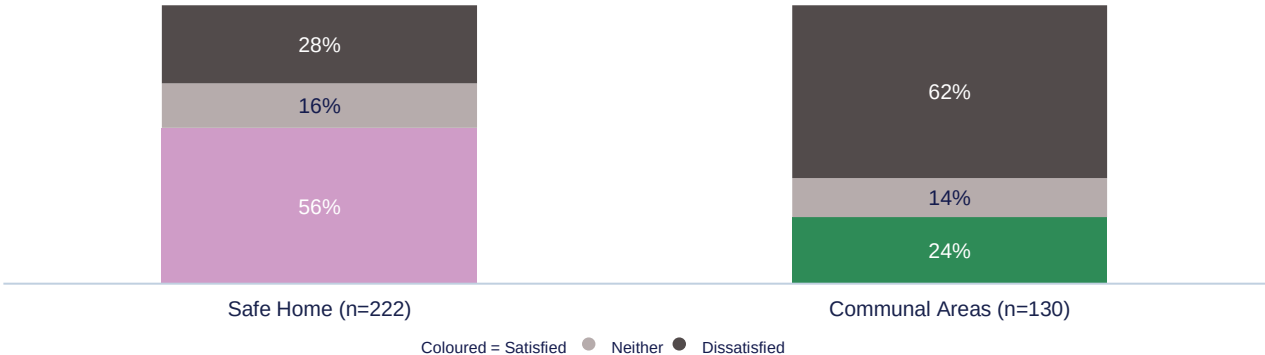
Well Maintained, Safety & Communal Areas

Just over half of the residents (56%) are satisfied that their homes are safe. There are now 28% dissatisfied.

Just over half of the residents (52%) said they live in a building with communal areas that ReSI Homes is responsible for maintaining, although 10% are not sure. Just 24% of these are satisfied that these areas are kept clean and well-maintained, but over twice as many (62%) are dissatisfied.

Again, residents in the South East report the highest satisfaction, although 87% in the East Midlands are satisfied with their homes' safety. Just 7% of those in the East region are satisfied with the maintenance of the communal areas.

Those with Touchstone have the highest satisfaction with the safety of the home, but just 40% in Swan Housing are satisfied. Touchstone residents are also the most satisfied with their communal areas.





Contribution to the Neighbourhood



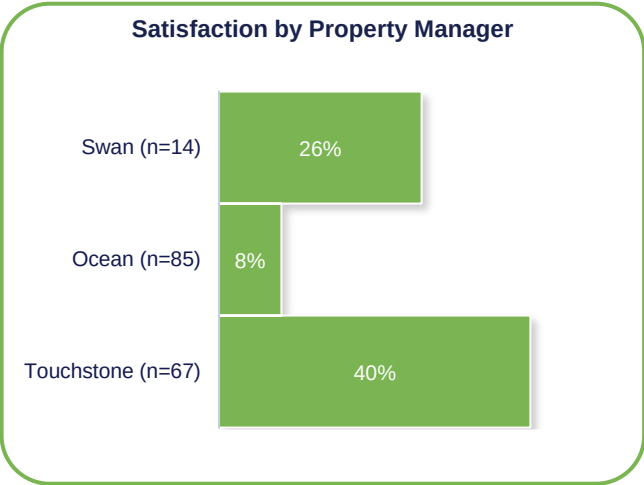
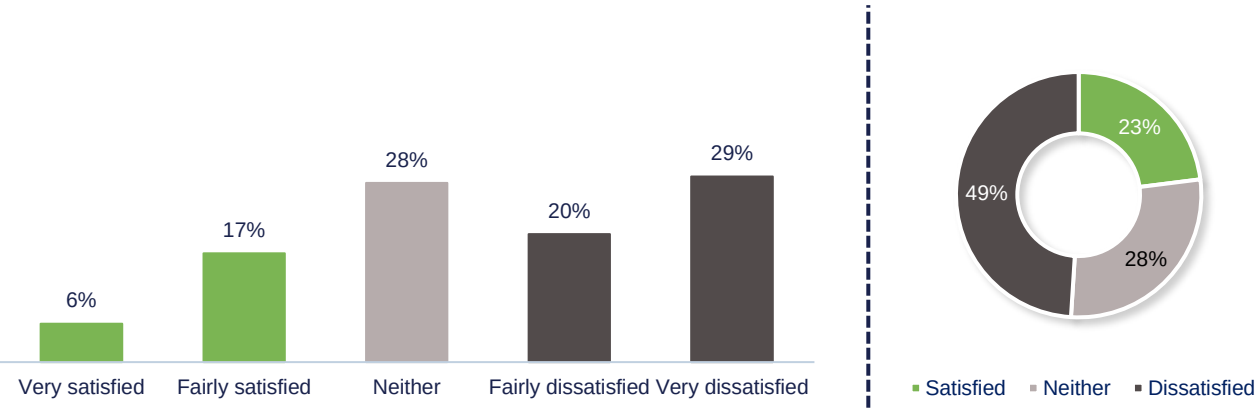
Contribution to the Neighbourhood

Just 23% of residents are satisfied that ReSi Homes makes a positive contribution to their neighbourhood.

However, 49% of residents are dissatisfied, with 28% neither satisfied nor dissatisfied. This may be because residents are unaware of the contribution ReSi Homes makes to their neighbourhood, and more needs to be done to promote and publicise this.

Again, there is some variation across the regions ranging from 88% in the East Midlands to just 10% in the South West.

Those managed by Touchstone are also again the most satisfied.





Approach to ASB



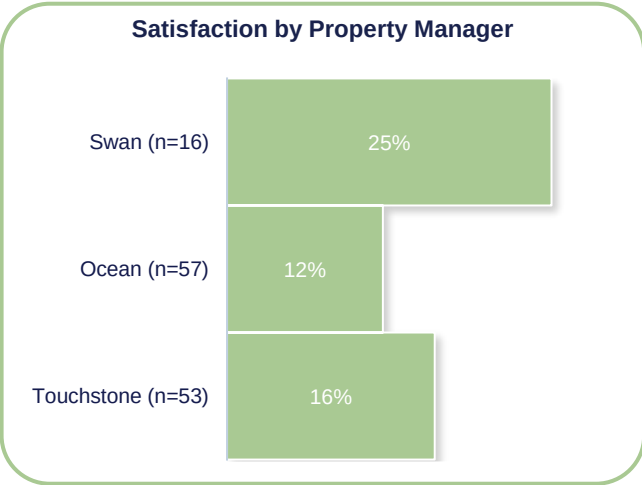
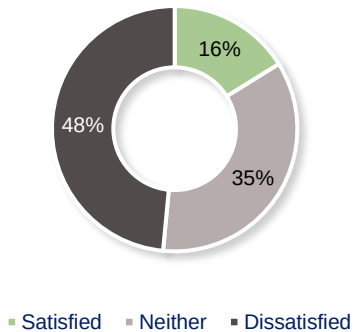
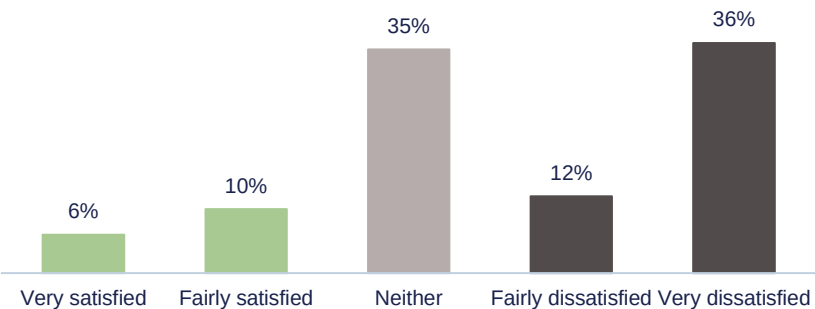
Approach to ASB

Just 16% of residents are satisfied with ReSi Homes' approach to handling anti-social behaviour. Nearly half of the residents are dissatisfied (48%), including 36% who are very dissatisfied. The remaining 35% are neither satisfied nor dissatisfied, perhaps as they are unaware of how their landlord handles cases of ASB.

Satisfaction with this metric can be influenced by residents' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood. It should be noted that all residents are asked about their perception of how the ReSi Homes handles ASB, not just those who have reported a case in the last twelve months. This means effective communication with all residents is important, not just those who have experienced ASB.

Again, satisfaction varies wildly across the regions, from 67% in the East Midlands to 11% in both the East of England and the West Midlands.

On this occasion, it is those managed by Swan who are the most satisfied (25%).





Respectful & Helpful Engagement



Respectful & Helpful Engagement

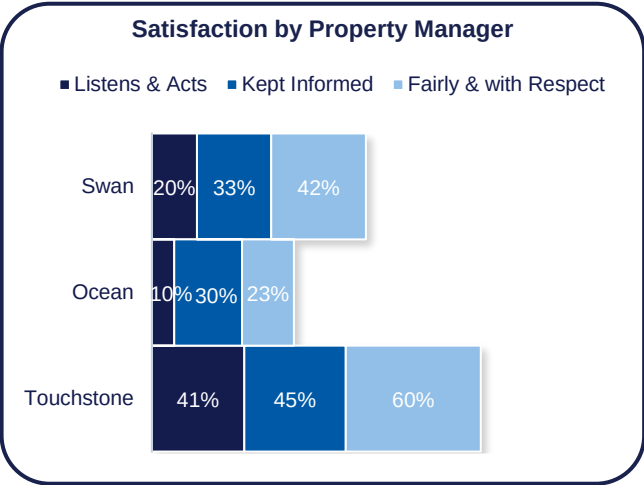
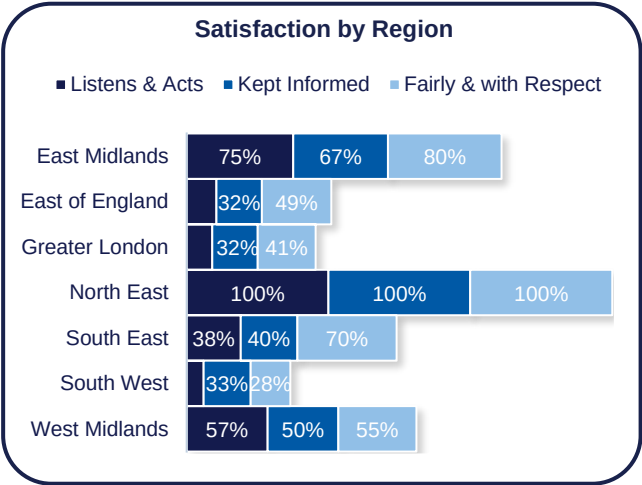
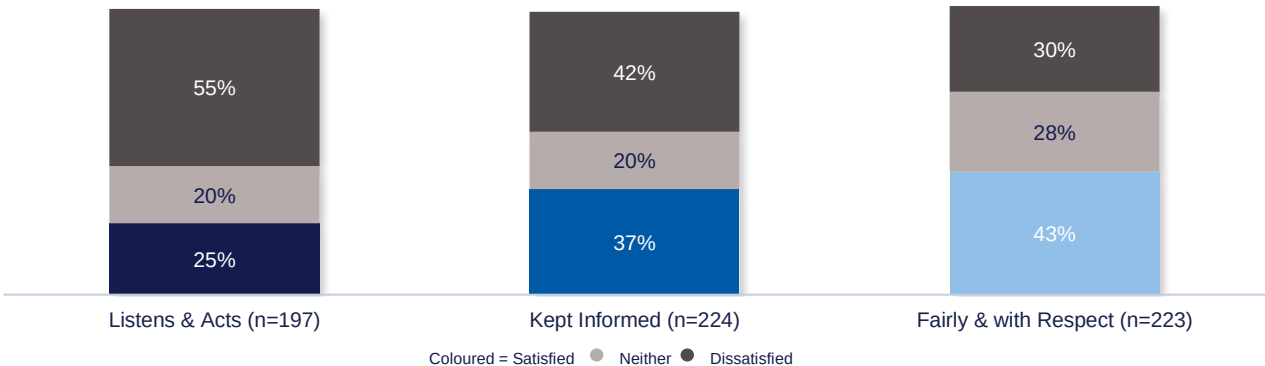
Over four out of ten residents agree that they are treated fairly and with respect by ReSi Homes (43%).

Slightly fewer residents are satisfied that they are kept informed about things that matter to them (37%).

Just a quarter of residents are satisfied that their views are listened to and acted upon (25%), with 55% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions residents have with their landlords, including how repair requests, anti-social behaviour cases, and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys.

On these engagement measures, it is those in the North East who are the most satisfied, and again, those in the South West are the least.

Touchstone-managed residents are more satisfied, particularly compared with those managed by Ocean.





Effective Handling of Complaints



Effective Handling of Complaints

When asked if they had made a complaint to ReSi Homes in the last 12 months, 30% of residents said they had, which equates to 76 responses. However, it is hard to tell how many of these are genuine complaints or service requests which have yet to be fully actioned. At the same time, a high proportion of complaints alone is not necessarily a negative – it can indicate an easily accessible and transparent complaints process.

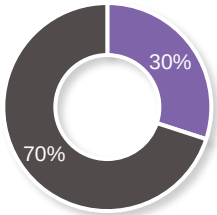
Of the residents who said they made a complaint, just 10% are satisfied with the approach to complaint handling, with considerably more dissatisfied (79%).

Complaint handling is usually the lowest-performing TSM for Registered Providers, so this result is not unexpected; however, it does suggest that improvements can be made to the process.

Dissatisfaction with complaints can be caused by the outcome, i.e. if residents got the resolution they wanted (notoriously difficult), as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with.

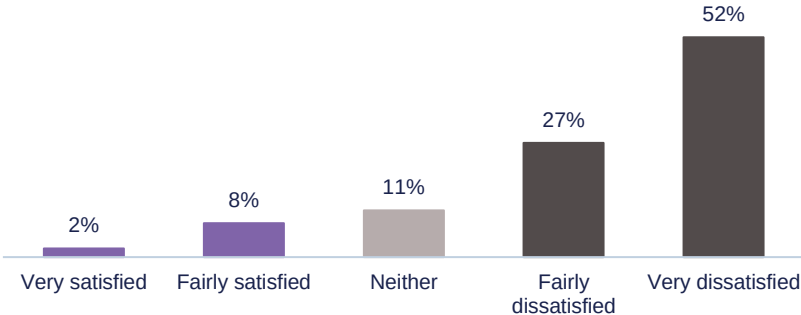
Just 6% of those in the South West are satisfied and also 6% with Ocean.

Complaint in last 12 months

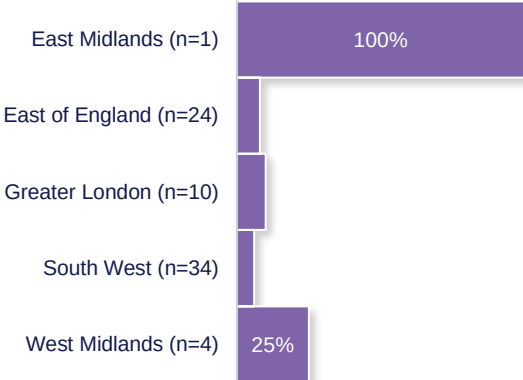


■ Yes ■ No

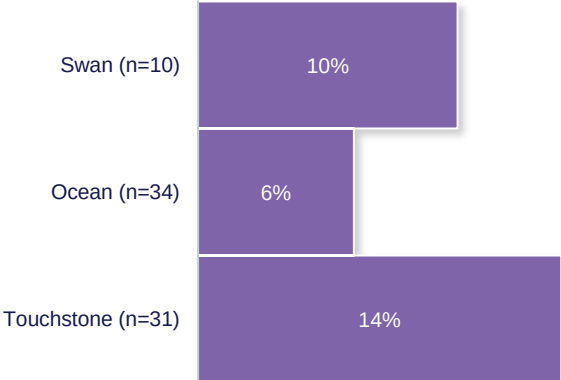
Satisfaction with Complaints Handling



Satisfaction by Region



Satisfaction by Property Manager





Good Economy



Good Economy

ReSi Homes included a few questions about the economic aspects of ownership, and the results are shown here.

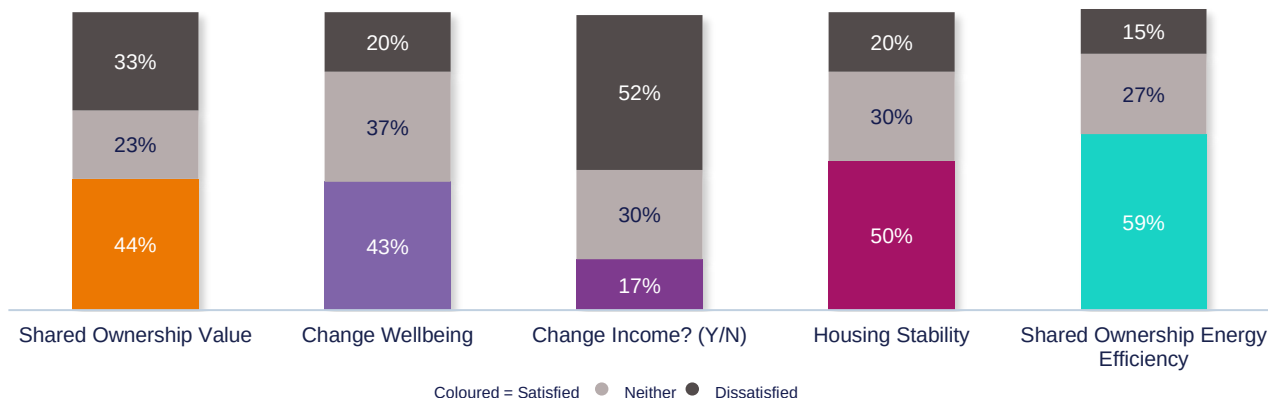
When asked about the value of their shared ownership homes, 44% are satisfied, but 33% are dissatisfied.

There are 43% who feel their wellbeing has improved in their new home, although 20% disagree. Only 17% feel they have more disposable income than they had previously; 52% disagree with this, which is something seen across housing, with cost of living concerns continuing to put pressure on households.

More positively, 50% feel their stability has improved since moving to their new home, and 59% recognise improved energy efficiency where they are now.

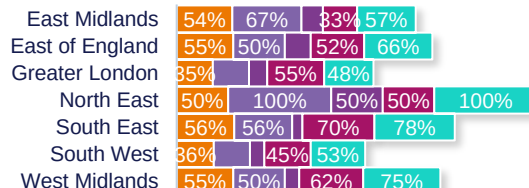
For all these measures, there is a significant number giving a neutral response, suggesting they are unsure how to respond.

Those in the North East are, this time, the most satisfied, and Touchstone managed residents are again the most satisfied.



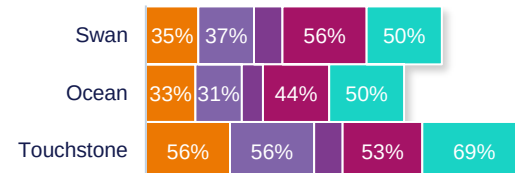
Satisfaction by Region

- Shared Ownership Value
- Change Wellbeing
- Change Income? (Y/N)
- Housing Stability
- Shared Ownership Energy Efficiency



Satisfaction by Property Manager

- Shared Ownership Value
- Change Wellbeing
- Change Income? (Y/N)
- Housing Stability
- Shared Ownership Energy Efficiency





Net Promoter



Residents were asked, “How likely would you be to recommend ReSi Homes to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

Just 14% of residents are promoters, very loyal and happy to promote ReSi Homes to other people, with 9% of residents giving a score of 10 out of 10. A fifth of residents are currently passive and could be persuaded either way (20%), whilst two-third are detractors (65%), and likely to have negative views about the organisation.

Some 20% of residents gave a score of 8 or 7, and it would be interesting to know how this group could be converted into promoters.

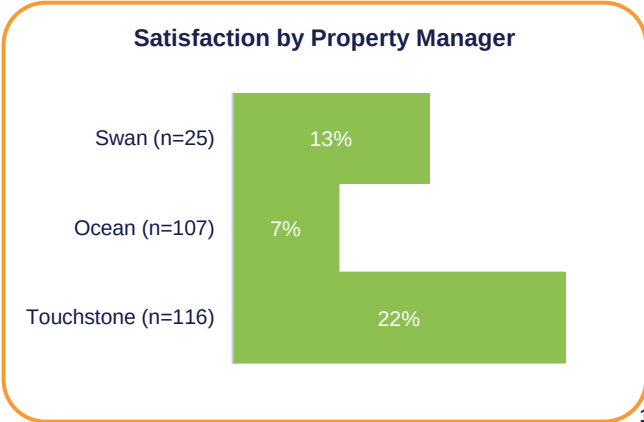
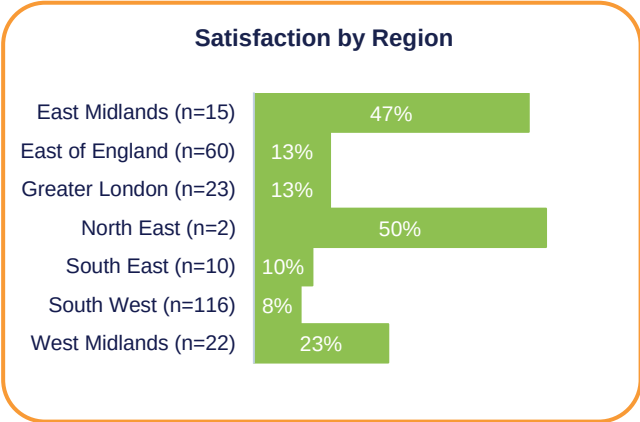
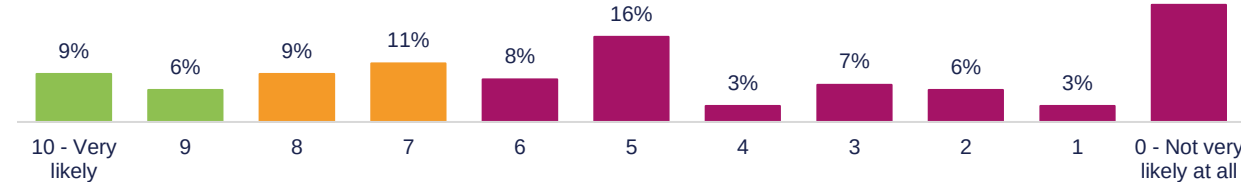
The Net Promoter Score (promoters minus detractors) is -51.

Again, there is regional variation, with 50% in the North East and 47% in the East Midlands being promoters, but falling to just 8% in the South West.

As expected, more would recommend ReSi Homes from those managed by Touchstone (22%), with 13% with Swan and just 7% with Ocean.

-51
NPS

Net Promoter





Value for Money



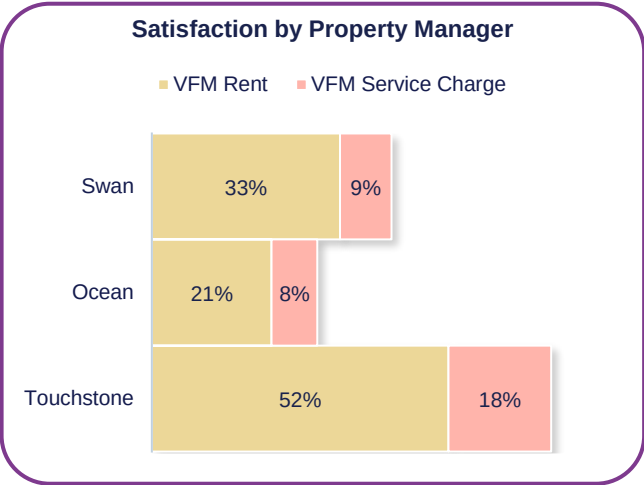
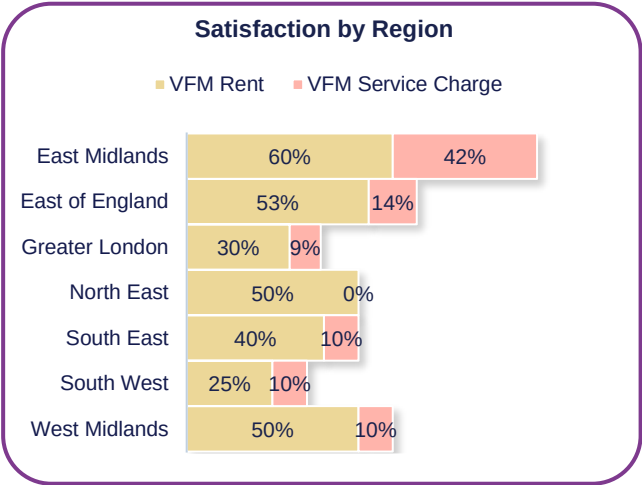
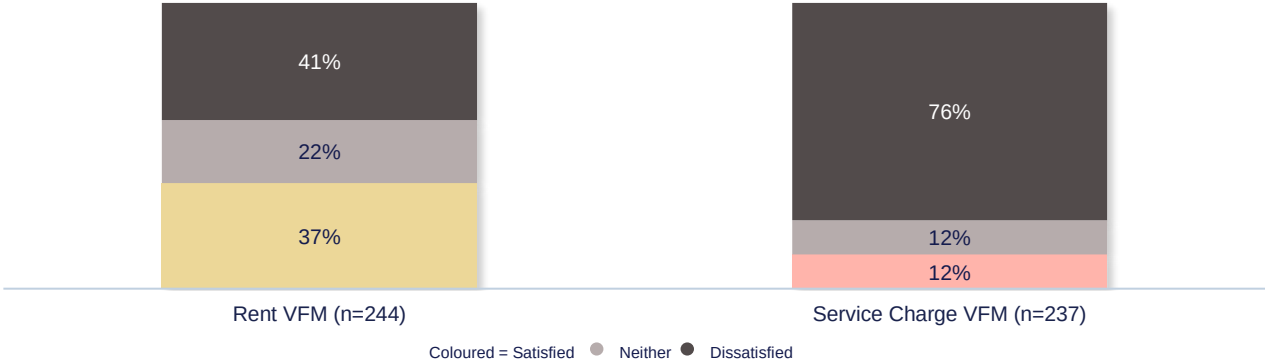
Value for Money

Just over a third of residents (37%) find the rent they pay good value for money, but slightly more (41%) are dissatisfied; 22% are neutral.

This varies from 60% satisfied in the East Midlands to 25% in the South West. There is also the usual split by managing agent, Touchstone residents again the most satisfied (52%).

Commonly, satisfaction with the value for money of the service charges is lower and for ReSi Homes just 12% are satisfied, considerably more (76%) being dissatisfied. This appears to be a major issue among residents.

None of the residents in the North East are satisfied, and just 8% of those managed by Ocean.





Further Insight



Annual Satisfaction & Dissatisfaction

The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

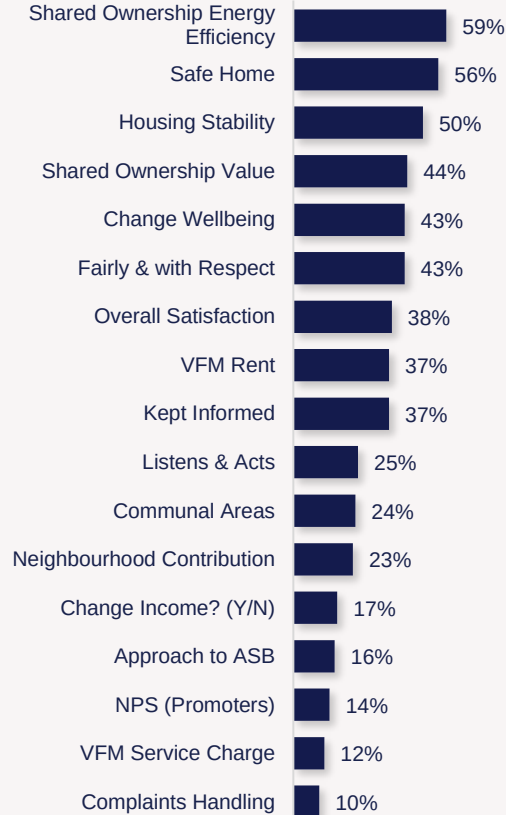
Although satisfaction may appear low, there is sometimes a significant number of residents who have no opinion either way, selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

For example, whilst just 38% of residents are satisfied with the overall service (in the top 10), 38% are dissatisfied (in the bottom 10), with 24% neither satisfied nor dissatisfied.

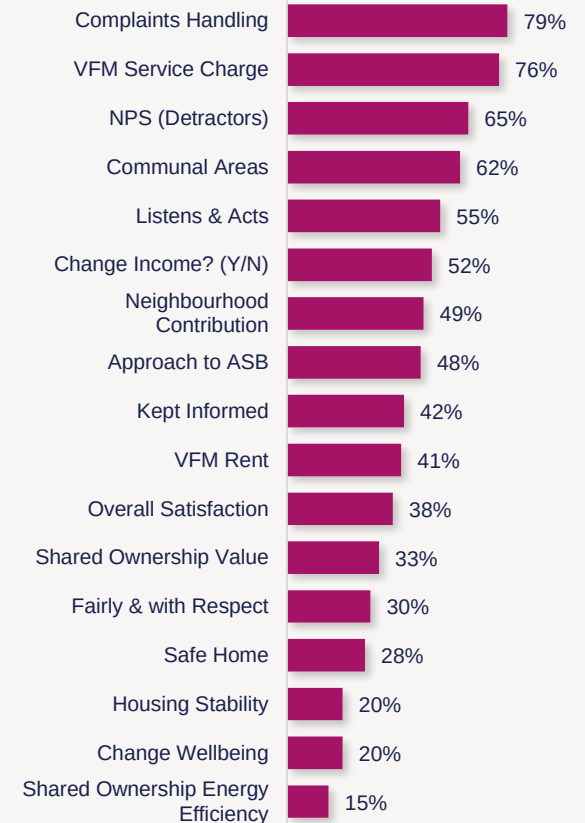
Satisfaction with the ReSi Homes' approach to complaint handling has both the lowest level of satisfaction (10%) and the highest level of dissatisfaction (79%).

The fewest 'neither' responses are for the handling of complaints (11%), with residents generally having a strong opinion on this either way.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26



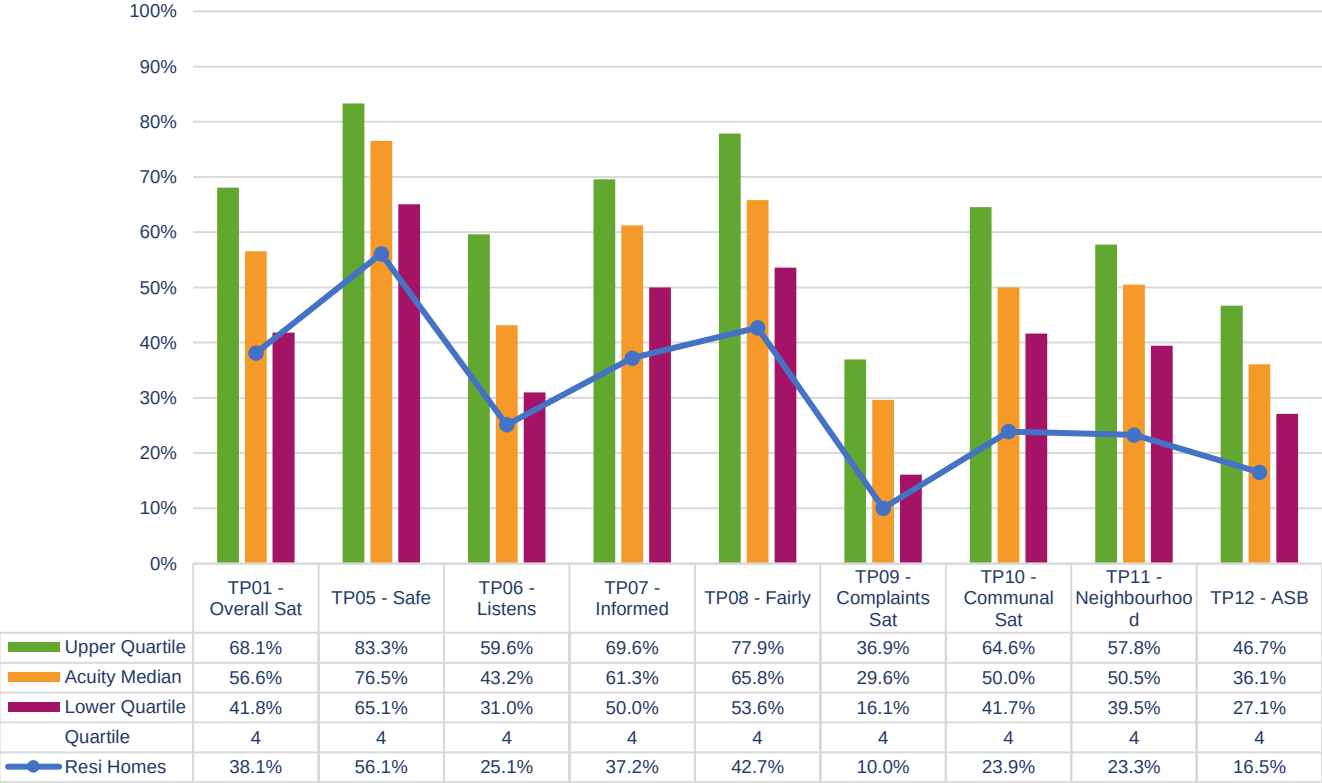


Benchmarking – Acuity Clients (LCHO)

Acuity collects LCHO TSM data for 46 clients across the country. The charts to the right compares the results for 2025/26 against ReSi Homes data.

ReSi Homes benchmarks poorly against similar providers with all indicators below the lower quartile limit. Overall satisfaction is 3.7 percentage points (p.p) below with communal areas the furthest away from the limit at 17.8 p.p below.

All the landlords will be a little different in terms of the characteristics, but this does help to provide some context to the results and does suggest that ReSi Homes has some way to go to compete with other providers of LCHO homes.





Top 30 Comments

The table to the right presents the top 30 comment areas from residents for the overall satisfaction sentiment question used in the survey.

The most commonly mentioned area is around communication from customer service and contact related to housing services, with a negative score of -3.05. This shows that this aspect of service is of the utmost importance to residents and could be improved, with more residents reporting negative experiences of this, which have shaped their perception of the services provided.

Timeliness and responsiveness from both property services and housing were also looked at in a negative light, with scores of -3.59 and -1.65.

On the other hand, staff conduct is viewed in a positive manner with a score of +2.21.

The full text of these comments is available to view on the Acuity dashboard and can help ReSi Homes identify those areas of most concern to residents.

	%	Count	Score
Housing Services - Customer Service & Contact - Communication / Transparency	17.07%	34	-3.05
Housing Services - Customer Service & Contact - Other	16.15%	32	-1.67
Uncategorized Comments	12.69%	25	-2.10
Property Services - Responsive Repairs - Timeliness / Responsiveness	10.83%	22	-3.59
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	10.51%	21	-1.65
Tenancy Management - Rent & Arrears - Other	7.09%	14	-2.71
Property Services - Responsive Repairs - Communication / Transparency	6.41%	13	-3.71
Housing Services - Customer Service & Contact - Staff Conduct	6.36%	13	2.21
Tenancy Management - Rent & Arrears - Timeliness / Responsiveness	6.35%	13	-3.16
Tenancy Management - Service Charges - Other	4.85%	10	-2.55
Housing Services - Customer Service & Contact - Resolution	4.45%	9	-4.38
Housing Services - Grounds Maintenance - Quality of Work / Service	4.30%	9	-3.99
Property Services - Responsive Repairs - Resolution	4.21%	8	-3.92
Tenancy Management - Service Charges - Quality of Work / Service	3.96%	8	-4.50
Housing Services - Customer Service & Contact - No Comments	3.86%	8	0.71
Tenancy Management - Service Charges - Timeliness / Responsiveness	3.84%	8	-5.00
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	3.65%	7	-5.00
Property Condition - Flooring	3.28%	7	-5.00
Housing Services - Customer Service & Contact - Satisfaction	3.24%	6	2.97
Property Services - Responsive Repairs - Quality of Work / Service	3.07%	6	-3.58
Property Services - Responsive Repairs - Other	2.98%	6	-3.60
Housing Services - Customer Service & Contact - Quality of Work / Service	2.90%	6	-2.81
Housing Services - New Build - Timeliness / Responsiveness	2.65%	5	-1.91
Housing Services - Customer Service & Contact - Effort	2.51%	5	-4.25
Housing Services - Complaints - Communication / Transparency	2.42%	5	-5.00
Housing Services - Complaints - Timeliness / Responsiveness	2.31%	5	-5.00
Tenancy Management - Rent & Arrears - Quality of Work / Service	2.30%	5	-0.36
Housing Services - Customer Service & Contact - Listening / Acting	2.25%	5	-5.00
Support Services - Financial Support & Advice	2.23%	4	-5.00
Housing Services - Customer Service & Contact - Empathy	2.21%	4	-5.00



National Context

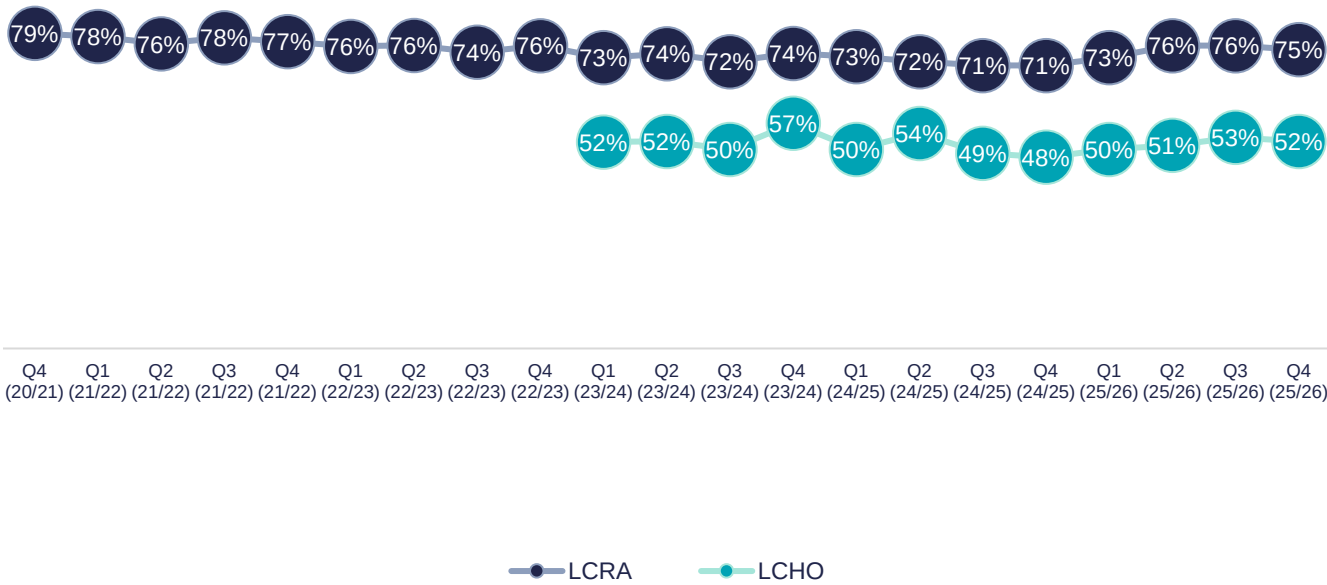
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

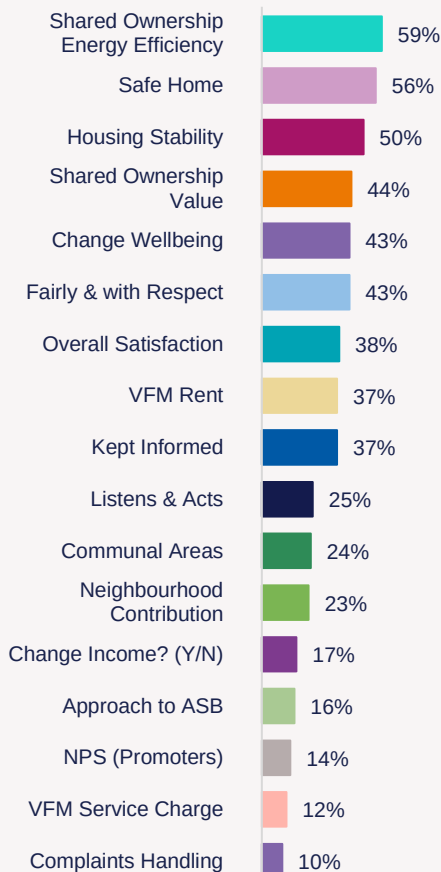
Overall Services (Acuity Clients)





Summary

Satisfaction with Measures



Summary



Acuity has completed a third annual survey for ReSI Homes, and in 2026, a total of 267 responses were received, 136 online and 131 by telephone interview

The range of satisfaction is not particularly high and the results don't compare well with other landlords with significant numbers of shared ownership properties. Satisfaction with the overall service provided by ReSI Homes is at 38%, and this sits in the middle of the range of measures when ordered by satisfaction. The highest satisfaction is for the energy efficiency of the homes and for the homes being safe. Most also feel moving to their new home has been positive, although most say they have less disposable income.

However, just 16% are satisfied with the handling of ASB and just 10% with how complaints are dealt with. Also, satisfaction with the value for money of the service charges is low (12%), and just 14% would recommend ReSI Homes to other people, with a negative Net Promoter Score of -51.

Dissatisfaction is correspondingly high, with a number of measures where dissatisfaction exceeds satisfaction. The highest levels of dissatisfaction are for the handling of complaints (79%), the value of the service charges (76%) and the maintenance of the communal areas (62%). There are 65% of residents who say they wouldn't recommend ReSI Homes to others.

When asked about the service, many residents say there are issues with communications, and there is a difference between managing agents. The maintenance of the communal areas receives some criticism, and some feel that, as shared owners, they receive poorer service than their tenant counterparts. Overall sentiment is for frustrated, distrustful residents experiencing service gaps, unclear accountability, and value-for-money concerns.

The breakdown of results reveals regional differences between residents managed by the different agents. Those responding online are consistently less satisfied than those using the telephone interviews, but age information is sporadic, making strong conclusions difficult



Recommendations

Handling of Complaints

Since the introduction of the TSMs, the handling of complaints has been consistently the lowest-rated service, and it is also the lowest-rated in this survey. Around three out of ten residents said they had made a complaint, but the question of 'what is a complaint?' to residents continues, so it is not clear how many of these are genuine complaints or service requests. Dissatisfaction is high at 79%, and although the survey did not include any follow-up questions, this is often linked to the quality and frequency of communications. ReSi Homes may consider reviewing the process to ensure residents' voices are heard and complaints are actioned promptly.

Resident Information

There is little information about the residents, particularly on age and family make-up. Whilst this is often difficult to obtain from shared owners, ReSi Homes may wish to consider running a profiling survey to find out more about its residents. This can help get a better understanding of what is driving satisfaction and how dissatisfaction can be turned around.

Regional Differences

There are considerable differences in satisfaction across the different regions of operation, particularly in the South West, where just 26% of residents are satisfied with the overall service and just 8% would recommend ReSi Homes to other people. Satisfaction is particularly low for how their views are listened to and how complaints are handled. It is not clear why this area records such low satisfaction, whether this is linked to property type, condition of local facilities, but further investigation could help to unearth the underlying reasons, and action could be targeted to increase satisfaction here.

Property Manager

Again, the results show quite a difference in satisfaction by the property manager, with those managed by Touchstone generally the most satisfied and those managed by Ocean the least. On the overall service, satisfaction varies between 55% and just 22%, and only 7% of those managed by Ocean would recommend ReSi Homes. Whilst some of the differences may be linked to area and property type, there does appear to be quite a difference in management. ReSi Homes may wish to review its management arrangements to either make changes or to seek to bring the management by Ocean (and Swan) more in line with that of Touchstone.

Value for Money

Another issue which stands out is the satisfaction with the value for money of the service charges, which is at just 12%, with 76% dissatisfied. The issues appear to be with the overall level of charges, but also the service received, measured against what residents pay. Whilst it is not practical to suggest charges should be lower, perhaps more detailed information on how they are calculated may help at least some to better understand what they are paying for and why.

The survey reveals some areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by residents give insight into what they are most concerned about and will help ReSi Homes target services that may need some improvement.

Shown opposite are some recommendations that ReSi Homes may wish to follow up on to help improve satisfaction in the future.

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics



Region

Throughout the report, the results have been shown by region of operation, and this table summarises this. For some regions and on some measures fewer than 10 responses were received, and these are marked with an * and are not included in the commentary.

The most satisfied residents are found in the East Midlands, 65% satisfied overall and 47% would recommend ReSi Homes to others.

In contrast, just 26% are satisfied in the South West and only 8% here would recommend ReSi Homes.

It is not clear from the results alone why these differences exist, but it may be worth carrying out further analysis, particularly with residents in the South West, to find the source of their dissatisfaction.

	All Residents	East Midlands	East of England	Greater London	North East	South East	South West	West Midlands
Overall Satisfaction	38%	65%	35%	27%	50% *	78% *	26%	64%
Safe Home	56%	87%	62%	39%	50% *	70%	46%	74%
Listens & Acts	25%	75% *	21%	18%	100% *	38% *	12%	57%
Kept Informed	37%	67%	32%	32%	100% *	40%	33%	50%
Fairly & with Respect	43%	80%	49%	41%	100% *	70%	28%	55%
Communal Areas	24%	40% *	7%	21%	- *	56% *	22%	33% *
Neighbourhood Contribution	23%	88% *	15%	23%	0% *	67% *	10%	45%
Approach to ASB	16%	67% *	11%	25%	0% *	0% *	14%	11% *
Complaints Handling	10%	100% *	8%	10%	- *	0% *	6%	25% *
Shared Ownership Value	44%	54%	55%	35%	50% *	56% *	36%	55%
Change Wellbeing	43%	67%	50%	35%	100% *	56% *	35%	50%
Change Income? (Y/N)	17%	21%	25%	18%	50% *	10%	14%	14%
Housing Stability	50%	33%	52%	55%	50% *	70%	45%	62%
Shared Ownership Energy Efficiency	59%	57%	66%	48%	100% *	78% *	53%	75%
Rent VFM	37%	60%	53%	30%	50% *	40%	25%	50%
Service Charge VFM	12%	42%	14%	9%	0% *	10%	10%	10%
NPS (Promoters)	14%	47%	13%	13%	50% *	10%	8%	23%

*Base below 10



Property Manager

This table shows the results split by the property manager.

Those with Touchstone and far more satisfied than those managed by the other two agents, particularly Ocean.

On the overall service 55% of residents managed by Touchstone are satisfied compared with just 22% with Ocean, and more would recommend ReSi Homes to other people, 22% compared with just 7%.

Again, it is not clear why these differences exist, whether it is linked to the homes themselves or their location, or if it is linked to service delivery.

It is recommended that ReSi Homes investigate this further as it is a little worrying that satisfaction is so low when managed by Ocean.

	All Residents	Swan	Ocean	Touchstone
Overall Satisfaction	38%	28%	22%	55%
Safe Home	56%	40%	43%	70%
Listens & Acts	25%	20%	10%	41%
Kept Informed	37%	33%	30%	45%
Fairly & with Respect	43%	42%	23%	60%
Communal Areas	24%	21%	22%	28%
Neighbourhood Contribution	23%	26%	8%	40%
Approach to ASB	16%	25%	12%	16%
Complaints Handling	10%	10%	6%	14%
Shared Ownership Value	44%	35%	33%	56%
Change Wellbeing	43%	37%	31%	56%
Change Income? (Y/N)	17%	19%	14%	19%
Housing Stability	50%	56%	44%	53%
Shared Ownership Energy Efficiency	59%	50%	50%	69%
Rent VFM	37%	33%	21%	52%
Service Charge VFM	12%	9%	8%	18%
NPS (Promoters)	14%	13%	7%	22%



Response Method

This table shows the results split by the method used to respond to the survey.

There is an even split between the two methods with 51% responding online and 49% by telephone interview.

However, in terms of satisfaction, those responding to the telephone interviews are consistently more satisfied, with quite a difference on some measures: 55% of telephone respondents are satisfied overall compared with 22% of online responders.

This is quite common, as online responses tend to be less satisfied, possibly because of age differences but also it is, perhaps, easier to be more critical online than when speaking to an interviewer.

However, it is important to note that the different methods generally mean a higher response.

	All Residents	Online	Telephone
Overall Satisfaction	38%	22%	55%
Safe Home	56%	44%	69%
Listens & Acts	25%	15%	38%
Kept Informed	37%	26%	49%
Fairly & with Respect	43%	24%	63%
Communal Areas	24%	16%	34%
Neighbourhood Contribution	23%	16%	36%
Approach to ASB	16%	13%	24%
Complaints Handling	10%	2%	20%
Shared Ownership Value	44%	32%	55%
Change Wellbeing	43%	37%	49%
Change Income? (Y/N)	17%	16%	19%
Housing Stability	50%	44%	56%
Shared Ownership Energy Efficiency	59%	47%	71%
Rent VFM	37%	23%	52%
Service Charge VFM	12%	7%	18%
NPS (Promoters)	14%	9%	20%



Age Group

Finally, the results are split by age group, although for these shared owners this information is not complete; in fact, for 147 of the 267 respondents, their age is unknown; this is not shown here.

Where the age is known, those in the 25 to 34 group are generally the most satisfied, with those aged 55 to 59 the least. However, none of those aged 60 to 64 and 65 to 74 would recommend ReSi Homes to others.

Obtaining age information from shared owners is more difficult than with tenants, but ReSi Homes may wish to consider carrying out a profiling survey to find out more about its residents.

	All Residents	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74
Overall Satisfaction	39%	43%	20%	19%	6%	23%	27%
Safe Home	57%	70%	41%	33%	27%	36%	67% *
Listens & Acts	27%	36%	9%	7%	0%	9%	8%
Kept Informed	38%	55%	35%	33%	7%	18%	43%
Fairly & with Respect	43%	50%	17%	11%	20%	33%	21%
Communal Areas	25%	33% *	21%	18%	18%	0% *	29% *
Neighbourhood Contribution	23%	22% *	10%	7%	0%	18%	0%
Approach to ASB	17%	33% *	15%	10%	0% *	13% *	13% *
Complaints Handling	11%	33% *	0% *	0% *	0% *	0% *	13% *
Shared Ownership Value	45%	36%	37%	28%	25%	23%	47%
Change Wellbeing	44%	64%	26%	28%	13%	23%	53%
Change Income? (Y/N)	17%	17%	11%	16%	13%	23%	13%
Housing Stability	49%	33%	44%	47%	50%	38%	47%
Shared Ownership Energy Efficiency	59%	60%	52%	47%	38%	50%	67%
Rent VFM	39%	25%	22%	16%	7%	33%	33%
Service Charge VFM	12%	25%	4%	5%	0%	17%	7%
NPS (Promoters)	15%	8%	7%	11%	13%	0%	0%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:
Adam Jewitt: adam.jewitt@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

