

Resident Satisfaction Survey 2026

About the Survey

Between March and April 2026, 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.

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

This report contains key survey results regarding residents' opinions about the services received.



267

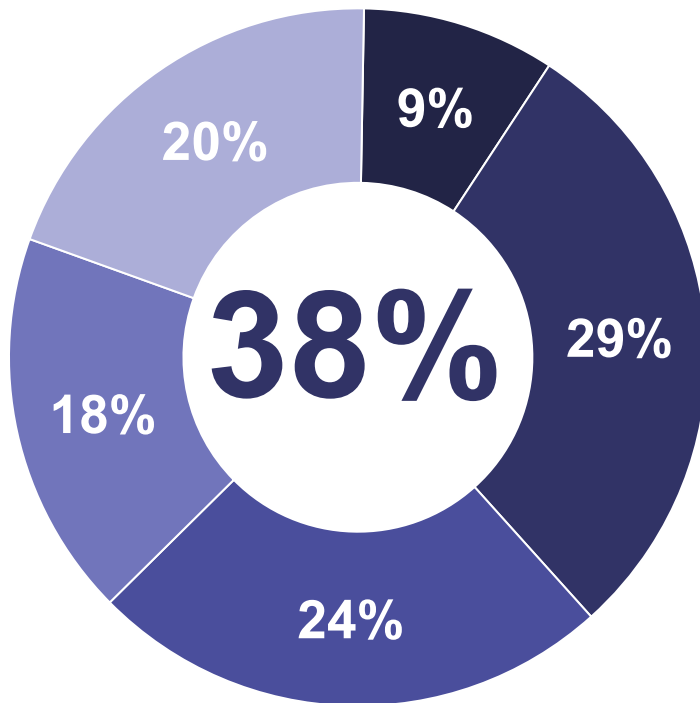
residents took part
out of a total of
1,167 (136 online
and 131 by
telephone)

A big thank you to everyone who took part!

Overall Service



Around four out of ten residents are satisfied with the overall service provided by ReSI Homes (**38%**).



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



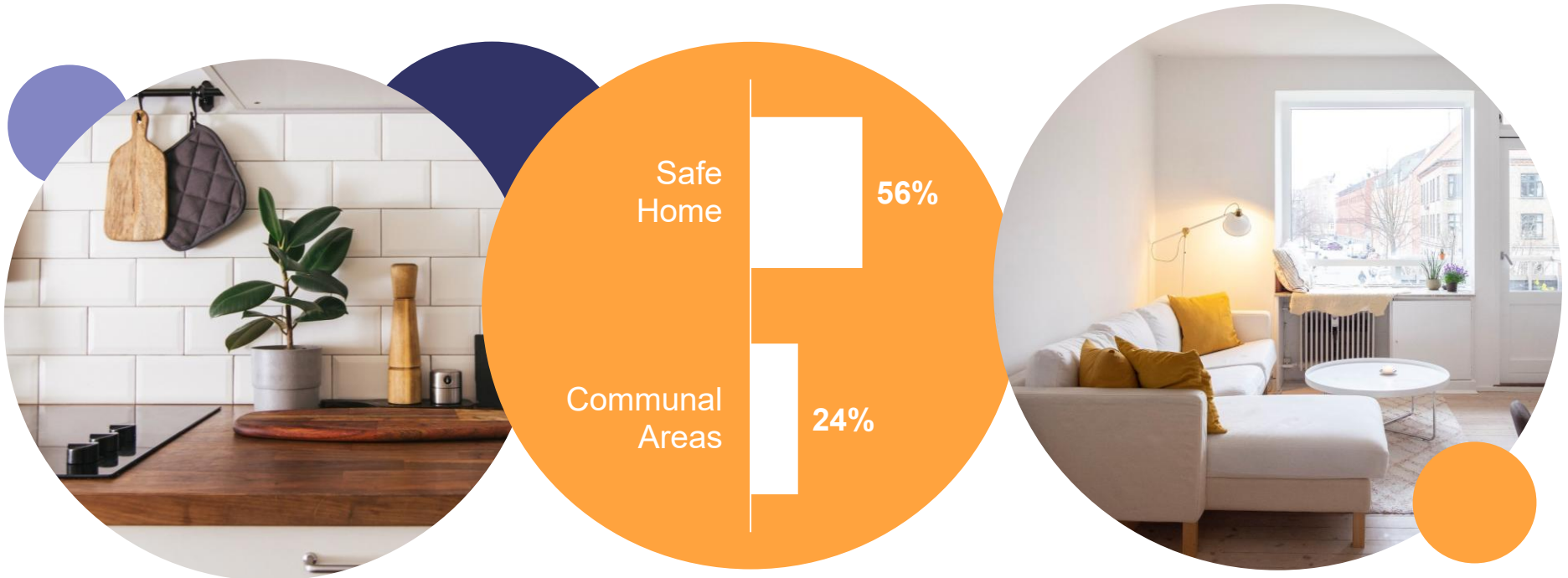
The Home and Communal Areas



Over half of residents are satisfied that ReSI Homes provides them with a home that is safe **(56%)**.



One-quarter of residents with communal areas are satisfied that these areas are kept clean and well maintained **(24%)**.



Communications and Resident Engagement



One-quarter of residents are satisfied that ReSI Homes listens to their views and acts upon them **(25%)**.



Around four out of ten residents are satisfied that they are kept informed about things that matter to them **(37%)**.



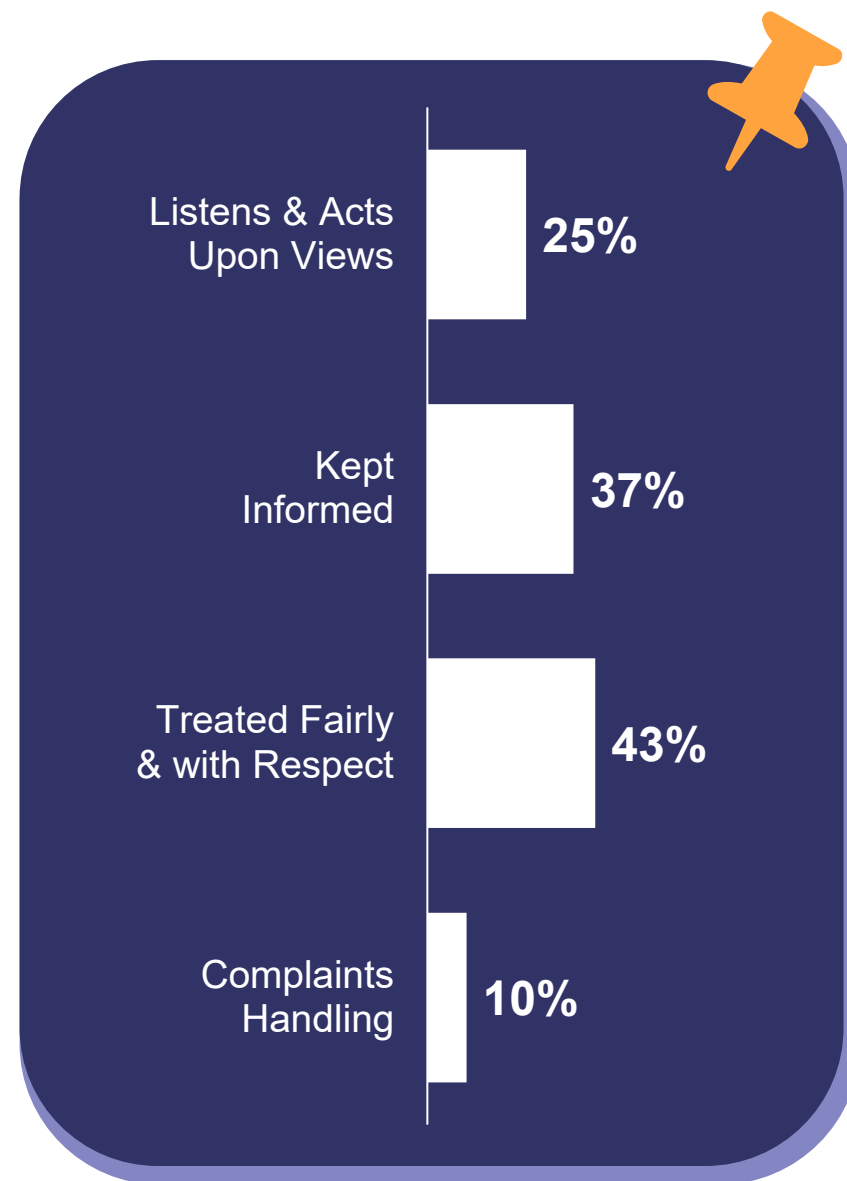
Slightly more residents agree that ReSI Homes treats them fairly and with respect **(43%)**.



Three out of ten residents said they made a complaint to ReSI Homes in the last 12 months **(30%)**.



Of these residents, **10%** are satisfied with ReSI Homes' approach to handling complaints.



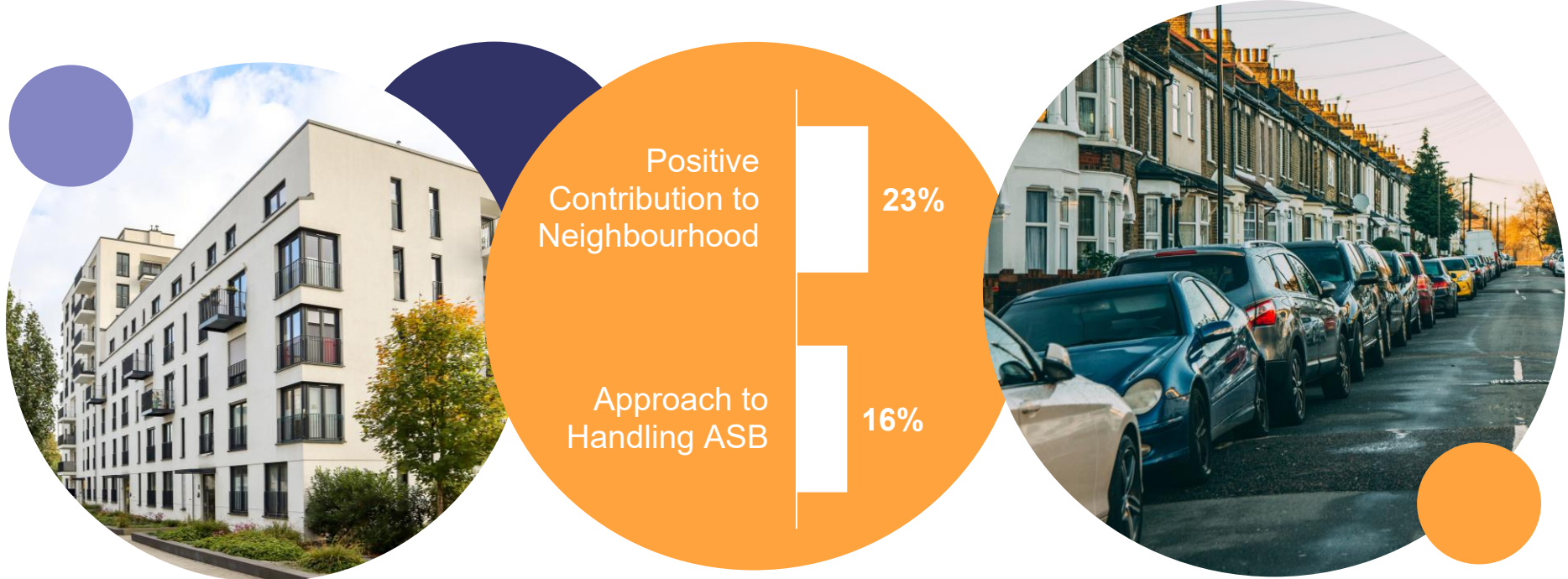
The Neighbourhood



Around one-quarter of residents are satisfied that ReSI Homes makes a positive contribution to their neighbourhood **(23%)**.



Slightly fewer residents are satisfied with ReSI Homes' approach to handling anti-social behaviour **(16%)**.



Value for Money and Affordability



Almost half of residents are satisfied that their shared ownership home is better value for money than their previous residence **(44%)**.



Six out of ten residents are satisfied that their shared ownership home is more energy efficient than their previous residence **(59%)**.



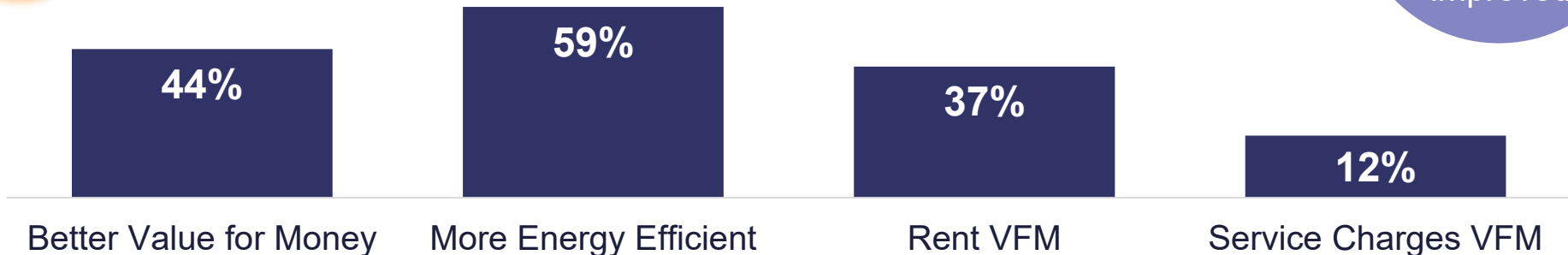
Around four out of ten residents are satisfied that their rent provides value for money **(37%)**.



Fewer residents are satisfied that their service charges provide value for money **(12%)**.



50%
of residents feel
their housing
stability has
improved



Recommending ReSI Homes



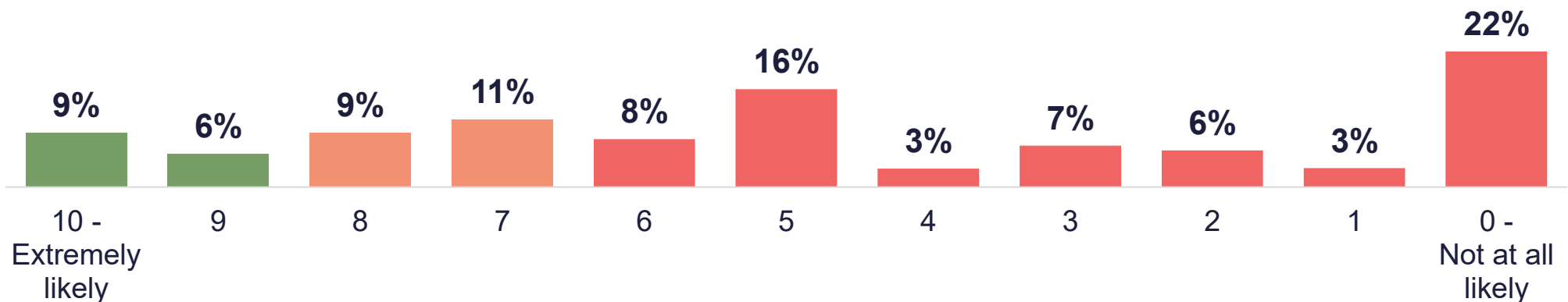
Residents were also asked how likely they would be to recommend ReSI Homes to other people. This is a 0-10 point rating. Those who would recommend ReSI Homes score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around one out of seven residents are very loyal and happy to recommend ReSI Homes to other people (**14%**). However, **20%** of residents are unsure, and **65%** would not recommend them, feeling rather more negative about ReSI Homes.



The 'Net Promoter Score' for ReSI Homes (the percentage of those who would recommend ReSI Homes minus the percentage of those who would not) is **-51**.

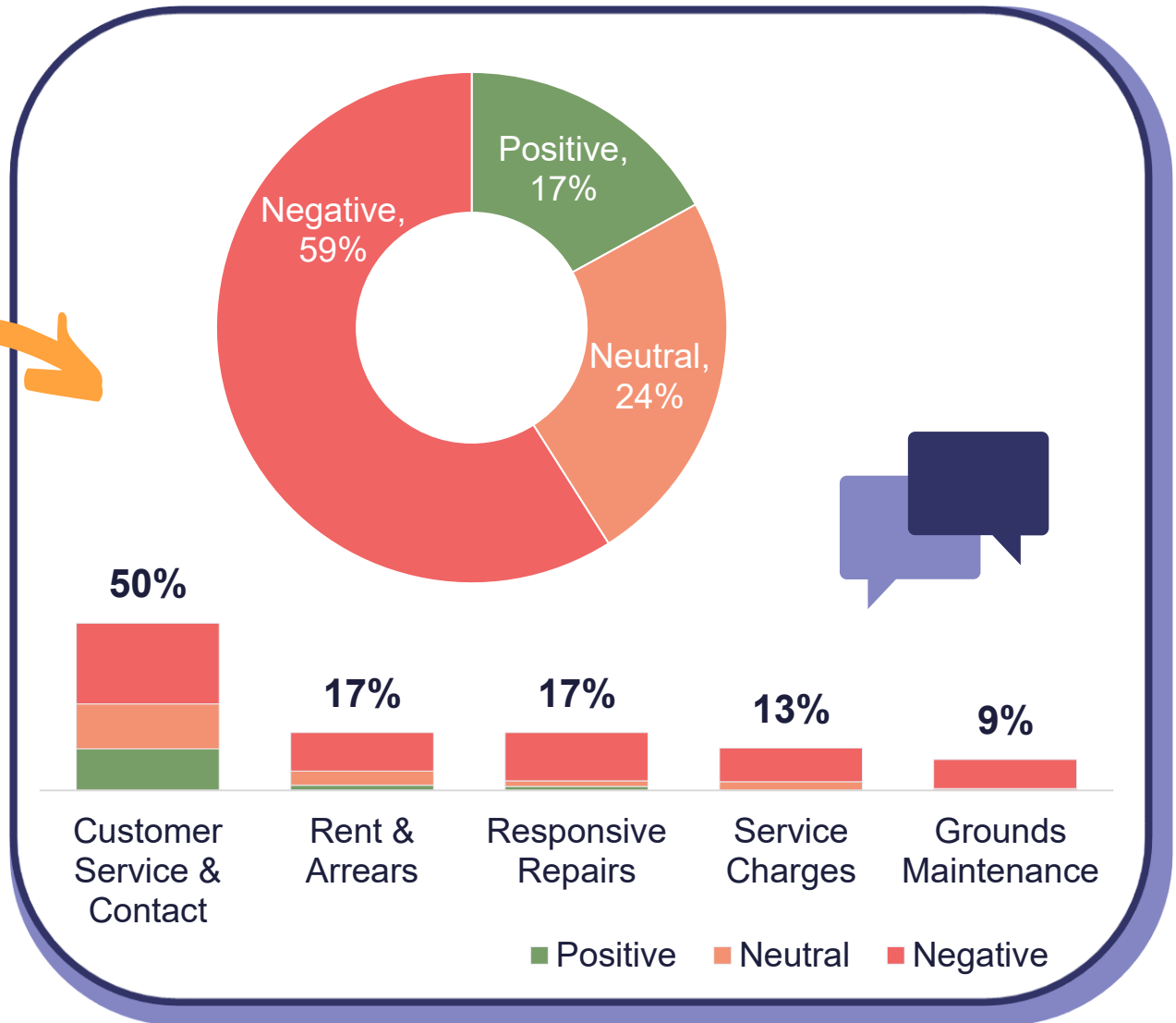


Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of the overall service provided by ReSI Homes, and 201 comments were received.

Around one-fifth of these comments have positive feeling (**17%**), **24%** neutral, and **59%** negative.

The most commonly mentioned category by tenants is customer service and contact (**50%**), followed by rent and arrears (**17%**), responsive repairs (**17%**), service charges (**13%**), grounds maintenance (**9%**) and new builds (**4%**).



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 residents to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
residents



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



Involve residents in
shaping service
improvements

