



ReSI Homes

Annual Report 2025/26

Prepared by: Acuity Research & Practice



Introduction

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

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



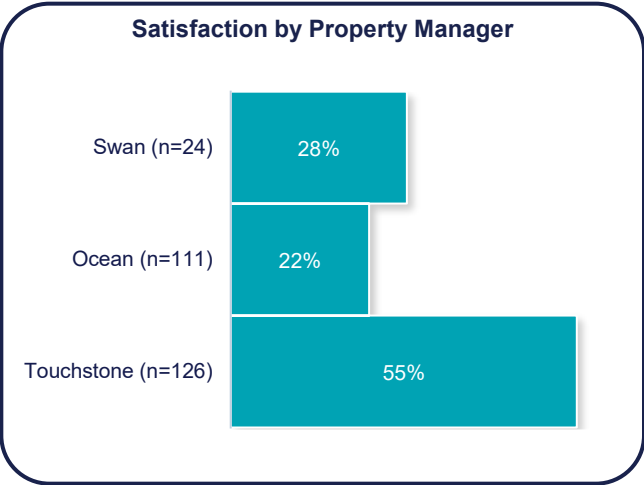
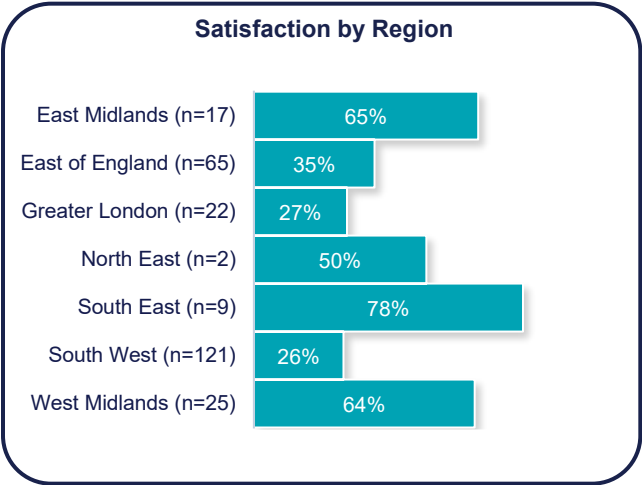
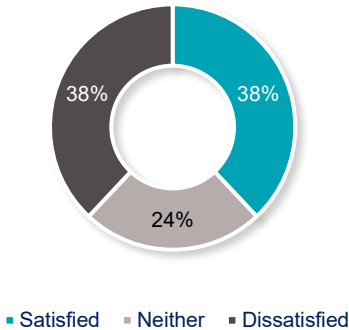
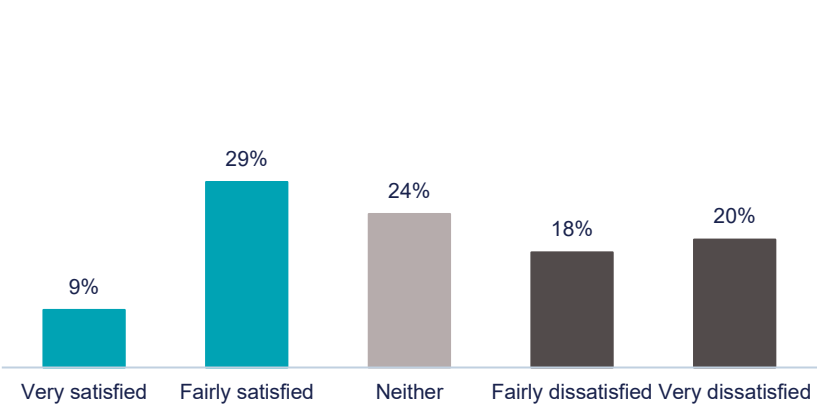
Overall Satisfaction

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.



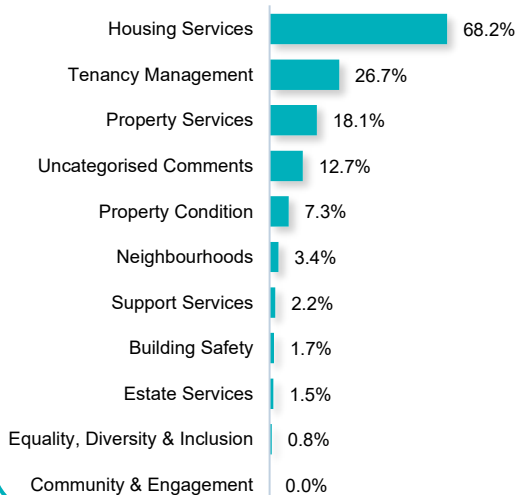
Overall Satisfaction

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

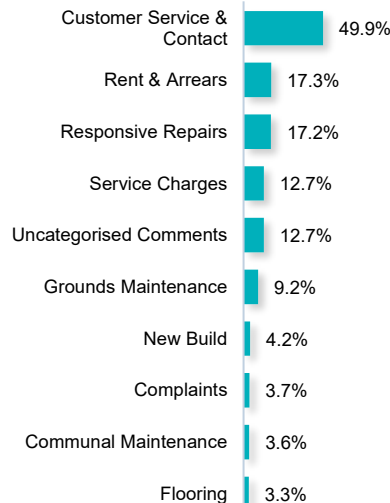
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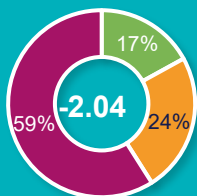
Categories



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



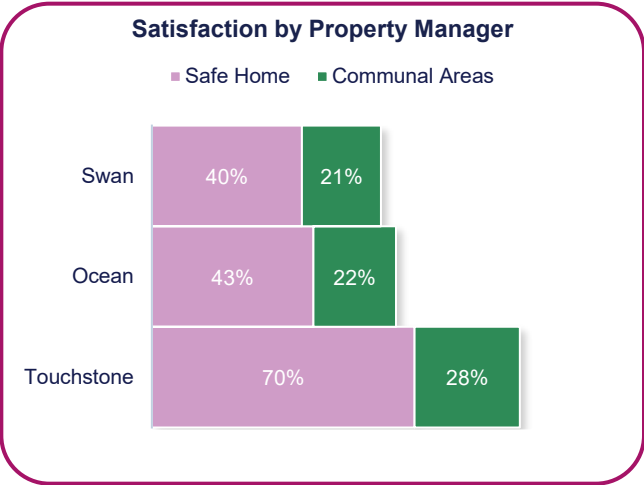
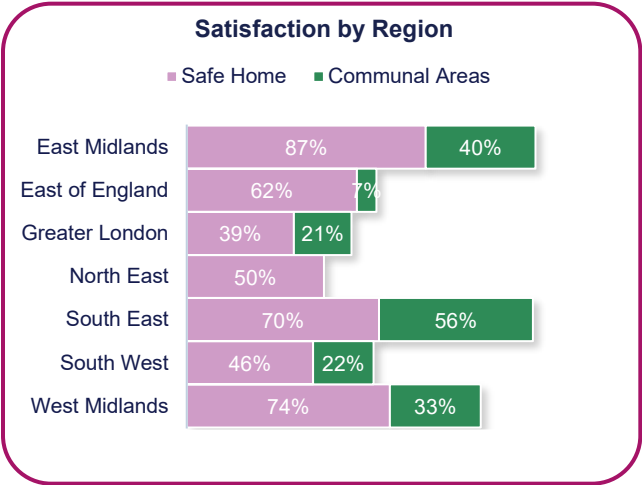
Well Maintained, Safety & Communal Areas

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



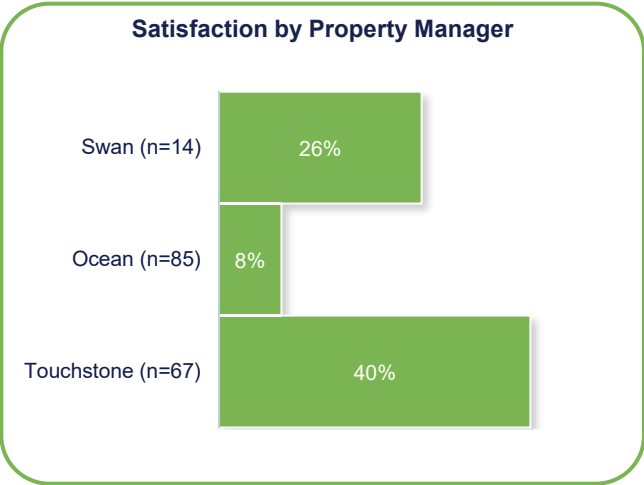
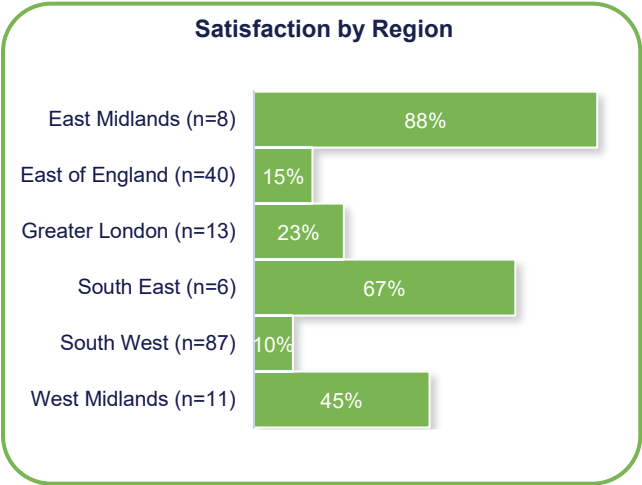
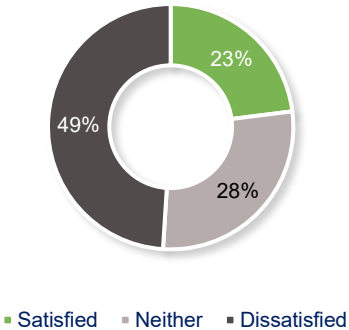
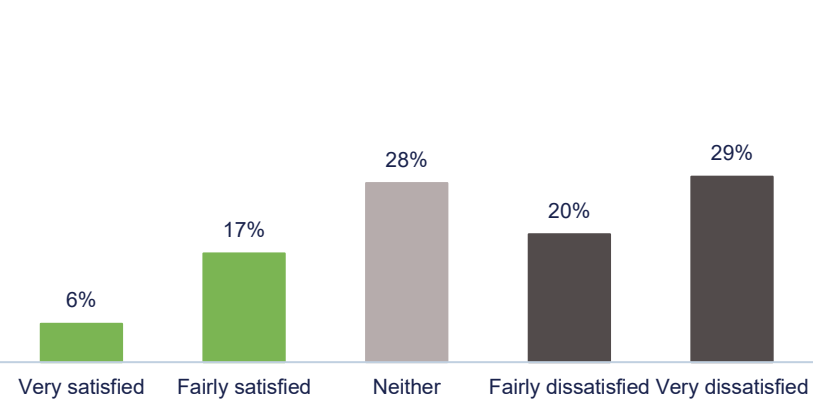
Contribution to the Neighbourhood

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



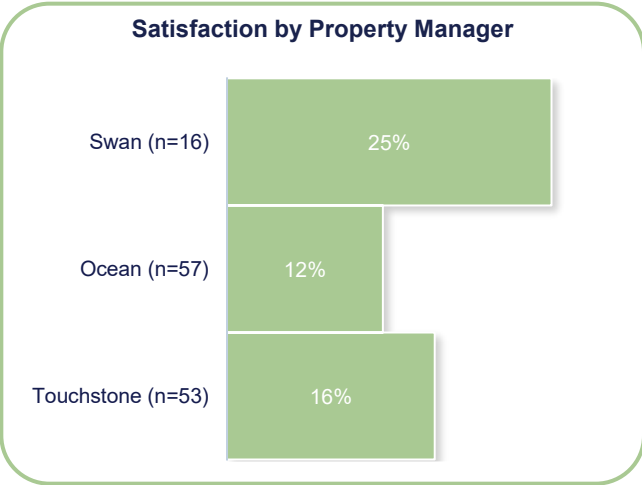
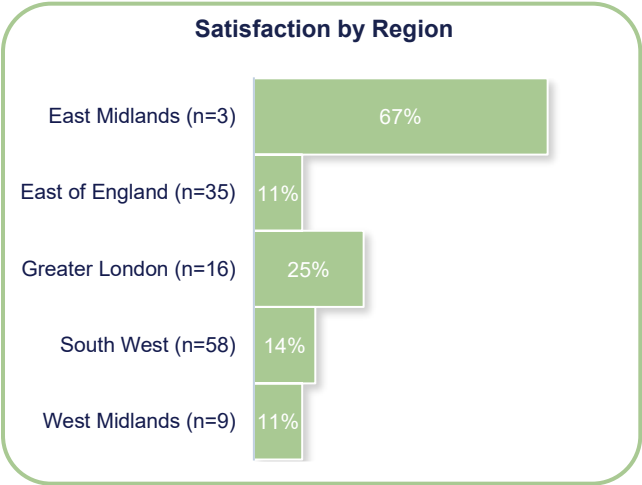
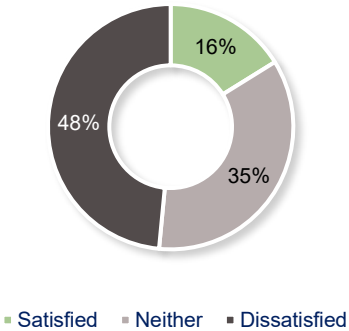
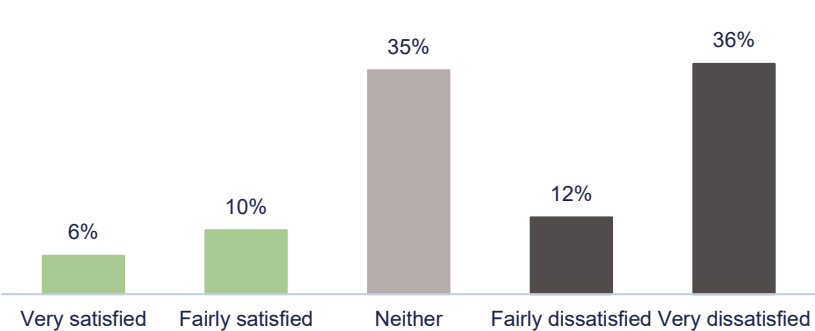
Approach to ASB

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

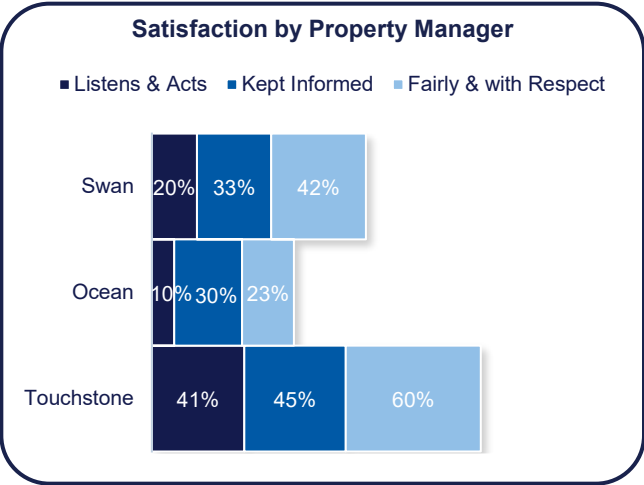
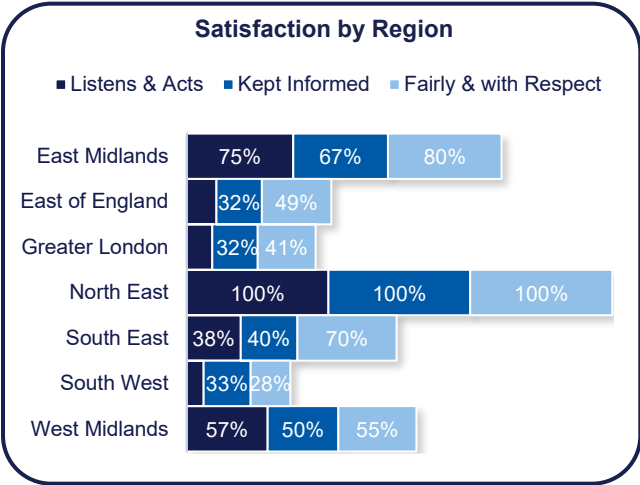
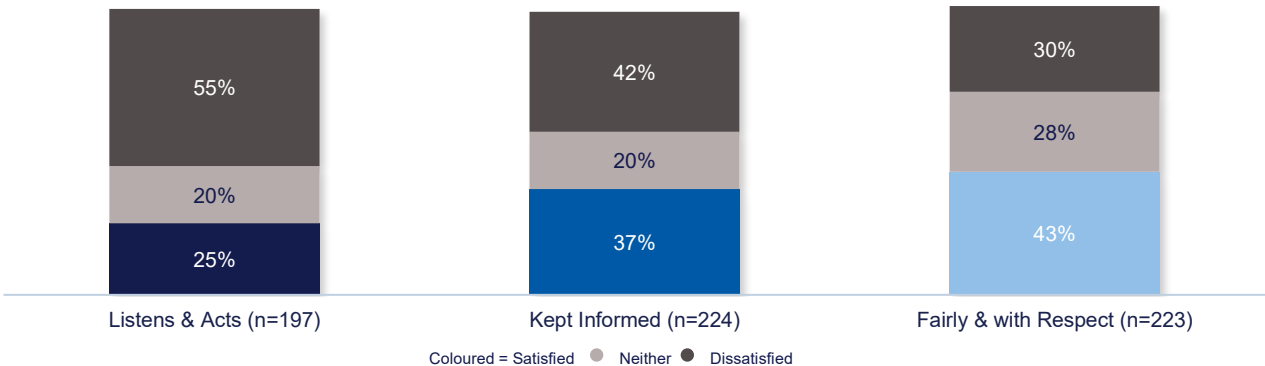
Over four out of ten residents agree that they are treated fairly and with respect by ReSi Homes (43%).

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.

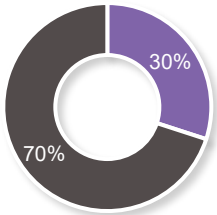
Of the residents who said they made a complaint, just 10% are satisfied with the approach to complaint handling, with considerably more dissatisfied (79%).

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.

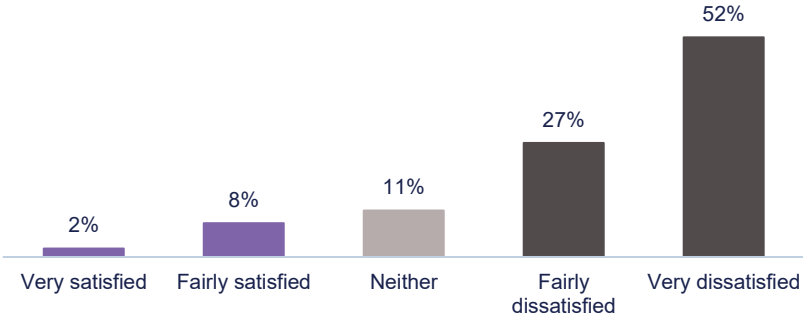
Just 6% of those in the South West are satisfied and also 6% with Ocean.

Complaint in last 12 months

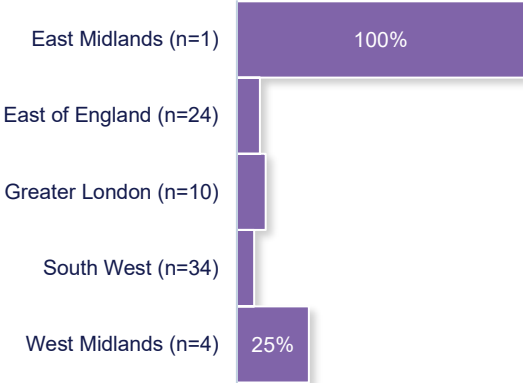


■ Yes ■ No

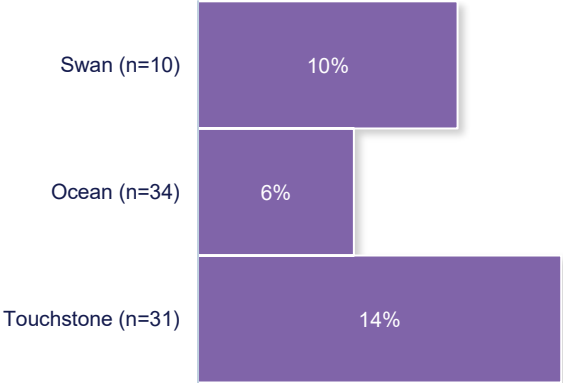
Satisfaction with Complaints Handling



Satisfaction by Region



Satisfaction by Property Manager





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

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