



ReSI Homes

Tenant Satisfaction Measures – Summary of Approach 2025/26



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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for ReSI Homes to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details ReSI Homes methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Responsible neighbourhood management
- Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



ReSI Homes works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2025/26, ReSI Homes completed TSM surveys as a census. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. ReSI Homes must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2025/26, ReSI Homes completed 267 TSM surveys. ReSI Homes have 1301 properties which means that a statistical accuracy level of $\pm 5.2\%$ was achieved.

No tenant was removed from the sample frame.

An incentive (1x £100 Amazon voucher) was offered to encourage participation. The winner was randomly selected by Acuity and the prize was administered by ReSI Homes.



Timing of Survey



ReSI Homes carried out a total of 267 surveys between 04/03/2026 and 31/03/2026.

Collection Method(s)



The TSM Surveys were completed via Telephone and Online methodologies. The rationale for using a mixed methodology approach is:

- **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample
- **Engagement and Data Quality:** Indirect though online methods, and direct interaction over the phone tend to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- **Response Rates:** Using a mixed methodology approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Including a telephone aspect also allows ReSI Homes to be reactive to flags and alerts, which improves customer recovery
- **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A census approach was used for ReSI Homes' fieldwork. Acuity contacted all tenants with a telephone number to complete a telephone survey. Any non-respondents or those without a telephone were sent a unique link to an online survey via email and/or SMS. All respondents had the opportunity to complete the survey online by requesting to do so when speaking to an interviewer or via the online link. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with ReSI Homes, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.



Representativeness



The final survey data was weighted on region to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Region	Population	Sample
East Midlands	8%	6%
East of England	19%	24%
Greater London	15%	9%
North East	0.61%	0.75%
North West	0.38%	0%
South East	5%	4%
South West	41%	47%
West Midlands	10%	9%

Age Group	Population	Sample
0 - 24	0.08%	0%
25 - 34	5%	5%
35 - 44	10%	10%
45 - 54	10%	8%
55 - 59	4%	7%
60 - 64	2%	5%
65 - 74	2%	6%



75 - 84	0.38%	0.75%
85 +	0.08%	0%
Unknown	66%	58%

Ethnicity	Population	Sample
Asian or Asian British	0.08%	0%
No Answer	10%	12%
White British	26%	30%
White Irish	0.15%	0.37%
White Other	0.38%	0.37%
Unknown	64%	57%



Questionnaire & Introductory Text



The introduction script read out by Acuity interviewers and question set (as well as response options) are shown below.

Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord’s website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. We will report findings to [Organisation Name] without identifying you, unless you give us permission to do so. Are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No



Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by ReSI Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of ReSI Homes's service.	Open ended
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ReSI Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Listens to views & acts upon them	How satisfied or dissatisfied are you that ReSI Homes listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Keeps you informed	How satisfied or dissatisfied are you that ReSI Homes keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Fairly and with respect	To what extent do you agree or disagree with the following 'ReSI Homes treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that ReSI Homes is responsible for maintaining?	Yes / No / Don't Know
Communal Area satisfaction	How satisfied or dissatisfied are you that ReSI Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Contribution to neighbourhood	How satisfied or dissatisfied are you that ReSI Homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know



Approach to ASB	How satisfied or dissatisfied are you with ReSI Homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Complaints in last 12 months?	Have you made a complaint to ReSI Homes in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with ReSI Homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Shared Ownership Value	How satisfied or dissatisfied are you that your shared ownership home is better value for money than your previous residence?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Change Wellbeing	Has moving into your current home made any difference to your physical and mental wellbeing?	Yes – got much better, Yes – got slightly better, No change, Yes – got slightly worse, Yes – got much worse
Change Income	Do you think you have more disposable income in your current home than you would have if you'd stayed in your previous home?	Yes – much more, Yes – slightly more, No change, No – slightly less, No – much less
Housing Stability	How would you rate the stability of your current housing situation compared to your previous housing situation? Hint: Think of stability in terms of the length of your lease and your financial status	Much more stable, Somewhat more stable, The same as before, Somewhat less stable, Much less stable
Shared Ownership Energy Efficiency	How satisfied or dissatisfied are you that your shared ownership home is more energy efficient than your previous residence?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
VFM Rent	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
VFM Service Charge	If you pay a service charge, how satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know, I do not pay a service charge



NPS	Based on your experience to date, on a scale from 0 - 10, where 0 is not at all likely and 10 is extremely likely, how likely are you to recommend ReSI Homes to a friend or colleague?	0 - Not very likely at all, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 - Very likely
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to ReSI Homes with your name attached so that they have better information to help them improve services?	Yes / No
Promotional Consent	ReSI Homes may want to use your feedback for internal and promotional purposes. Therefore would you provide consent for the following:	I consent for ReSI Homes to use my feedback along with my first name for internal purposes only, I consent for ReSI Homes to use my feedback along with my first name for internal purposes and external materials (which may include social media or publicity materials), I do not consent
Permission 2 - Follow up	Are you happy for ReSI Homes to contact you regarding any information you have provided in this survey?	Yes / No

If you are dissatisfied with the service provided by ReSI Homes they do have a complaints process you can access by calling 020 7843 3980 or complaints@resi-homes.com and you can find more information on their website <https://resi-homes.com/complaints/>

We have now come to the end of the survey. Just to confirm my name is ^GetCatInterviewerName()^ and I've been calling from Acuity on behalf of ReSI Homes thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



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