ReSI Housing TSM Survey

2024 Report
October 2024
Prepared by: Acuity Research & Practice

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Contents

Introduction

ReSI Housing is a landlord providing shared ownership homes in England. It works in partnership with national and regional property managers and housebuilders to deliver and manage quality affordable housing.

Acuity has been commissioned to undertake annual, independent satisfaction surveys of the residents of ReSI Housing to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported for the first time this year and are required annually from now on.

Following the successful completion of a similar survey in 2023, Acuity has been commissioned to undertake a further survey in 2024. The survey is a census of all 756 shared owners using a mixed-mode approach of telephone interviews and an accompanying online survey. The aim was to complete at least 255 responses, although this was always going to be difficult.

The fieldwork began on 9 September with the start of the telephone interviews, this ending on 24 September. From then Acuity ran the online survey and the survey eventually closed on 30 September. At the close of the survey 147 responses had been received, 45 online and 102 telephone interviews. This is a little below the aim but still giving good accuracy of results for the relatively small resident population.

The survey is confidential, and the results are sent back to ReSI Housing anonymised unless residents give their permission to be identified – 72.9% of residents did give permission to share their name and 92.1% of these residents are happy for ReSI Housing to contact them to discuss any issues they raised.

The aim of this survey is to provide data on residents' satisfaction, which will allow ReSI Housing to:

- Provide information on residents' perceptions of current services
- Compare the results with the previous survey of 2023
- Compare the results with other landlords (where appropriate)
- Publish the results as required by the Regulator from April 2024 onwards.

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 ±5% at the 95% confidence level. For ReSI Housing, 147 responses were received, and this response is high enough to conclude that the findings are accurate to within ±7.3%; a little outside the recommended margin of error but using a census has, at least, given all residents the opportunity to respond if they wished.

The majority of figures throughout the report show the results as percentages and shown throughout the report to one decimal place. These figures are rounded up or down to the nearest decimal place but sometimes when adding two figures together they can show results a little different from that expected.

ReSI Housing

Key Metrics Summary 2024

40.5%
Overall Satisfaction

The range of satisfaction is moderate only but quite expected given that these are shared owners and satisfaction among this group is generally well below that of social housing tenants.

There are now 40.5% of residents satisfied with the services provided by ReSI Housing, this having increased a little since last year.

The highest satisfaction is for the provision of a safe home at 64.6% but three measures fall below 20% satisfaction, the handling of anti-social behaviour and complaints and the value for money of the service charges.

The survey also included the Net Promoter question and shows that whilst 11.9% of residents would recommend ReSI Housing to other people, 70.7% wouldn't, giving an NPS of -58.8.

64.6%	Safe home
46.0%	Communal areas clean & well maintained
24.7%	Positive contribution to neighbourhood
12.0%	Anti-social behaviour
29.7%	Listens & Acts
37.4%	Keeps you informed
46.4%	Treats fairly & with respect
16.4%	Complaints handling
42.1%	Rent - Value for money
13.7%	Service charge - Value for money
11.9%	Promoters

Overall Satisfaction

Overall Satisfaction

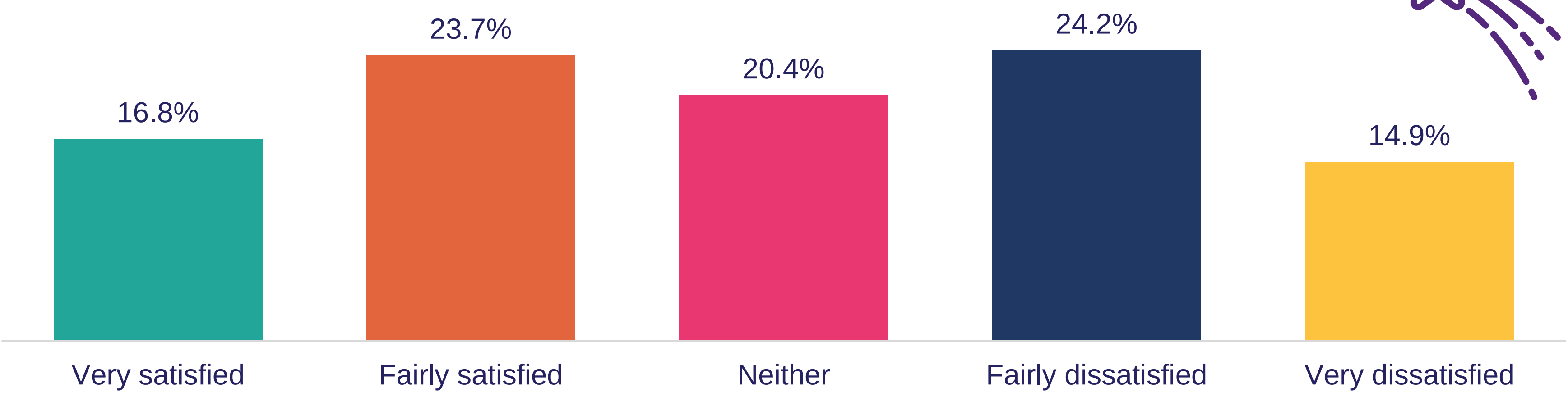
Firstly, residents were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by ReSI Housing?”* This is the key metric in any resident perception survey.

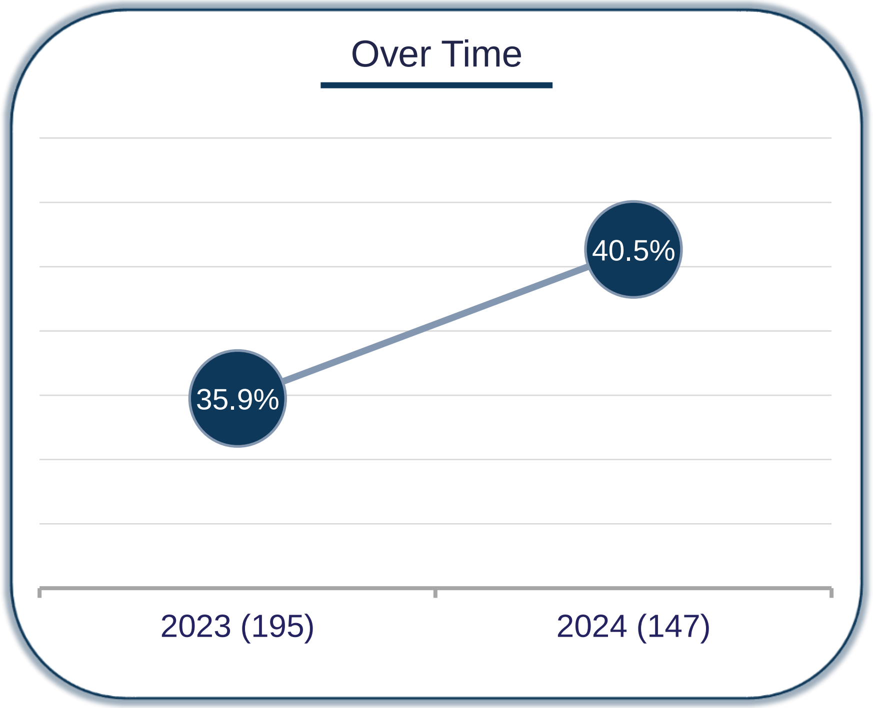
Four out of ten residents (40.5%) are satisfied with the overall services they receive from ReSI Housing, although fewer are very satisfied than fairly satisfied, 16.8% compared with 23.7%.

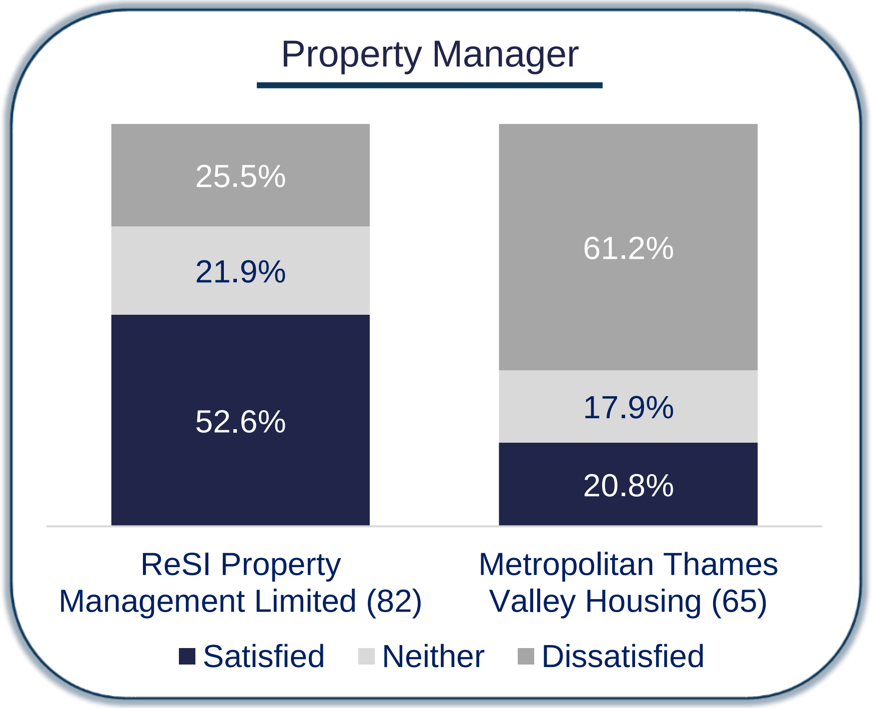
However, similar numbers of residents (39.0%) are dissatisfied with the services than satisfied, 14.9% being very dissatisfied.

The good news is that satisfaction is up a little in 2024 compared with last year, changing from 35.9% to 40.5%.

The properties are managed by two separate management companies, ReSI Property Management Limited (RPML) and Metropolitan Thames Valley Housing (MTVH). Of these, the residents managed by RPML are considerably more satisfied than those managed by MTVH, 52.6% compared with 20.8%. Around three times as many residents in the MTVH areas are dissatisfied than satisfied.







Keeping Properties in Good Repair

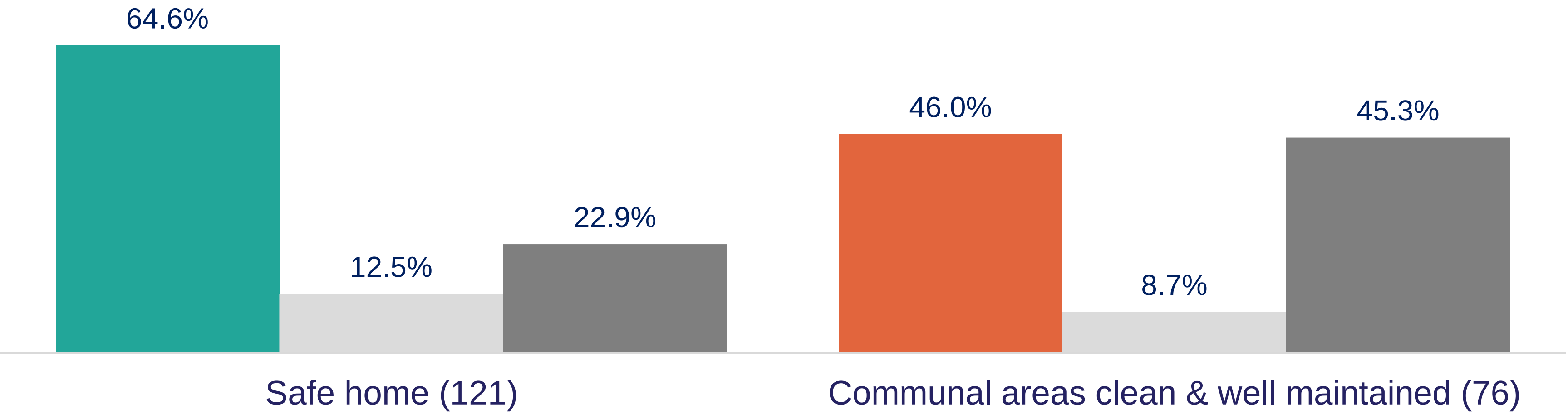
Keeping Properties in Good Repair

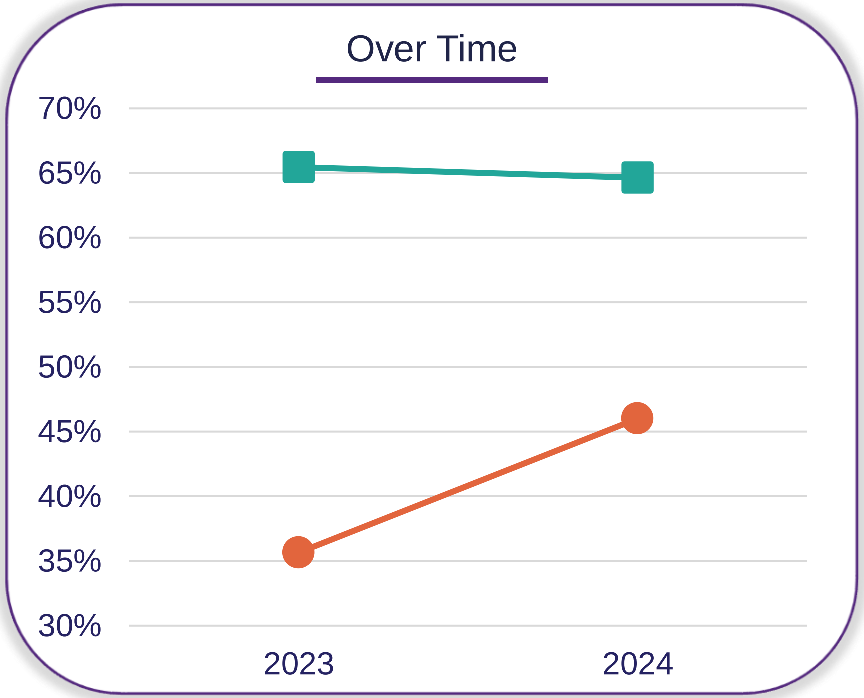
An important aspect for any landlord is keeping its residents safe and the survey asked residents, *"Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ReSI Housing provides a home that is safe?"*

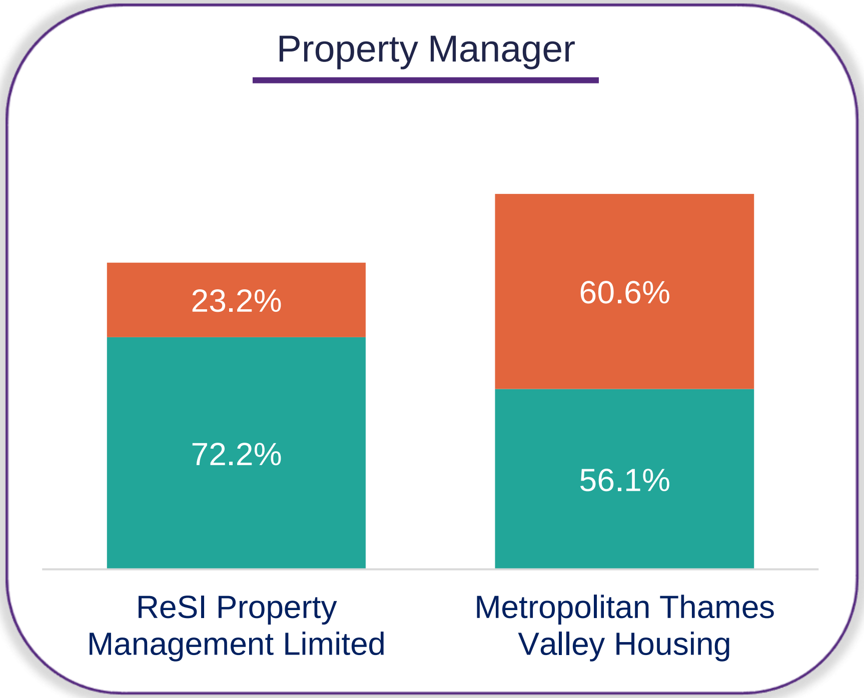
Around two-thirds of residents are satisfied that their home is safe, this being the highest scoring measure in the survey. In contrast, 22.9% said they are dissatisfied with their homes' safety. Whilst this survey didn't ask residents why they had responded this way, other surveys suggest that residents take a wider view of safety than just the structure and condition of their homes; this is also likely to be the case here.

Around half the residents said they live in a building with communal areas, inside and outside, that ReSI Housing is responsible for maintaining. Of these 46.0% are satisfied that these areas are kept clean and well-maintained, although almost as many (45.3%) are dissatisfied.

More in the RPML managed properties are satisfied than their home is safe, although this is reversed for the upkeep of the communal areas.







Responsible Neighbourhood Management

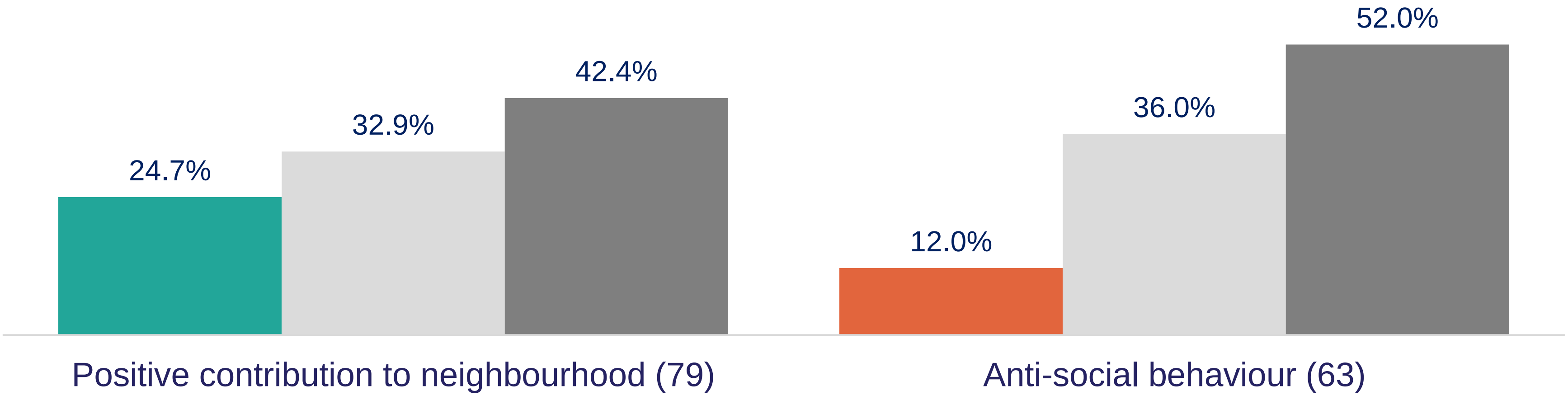
Responsible Neighbourhood Management

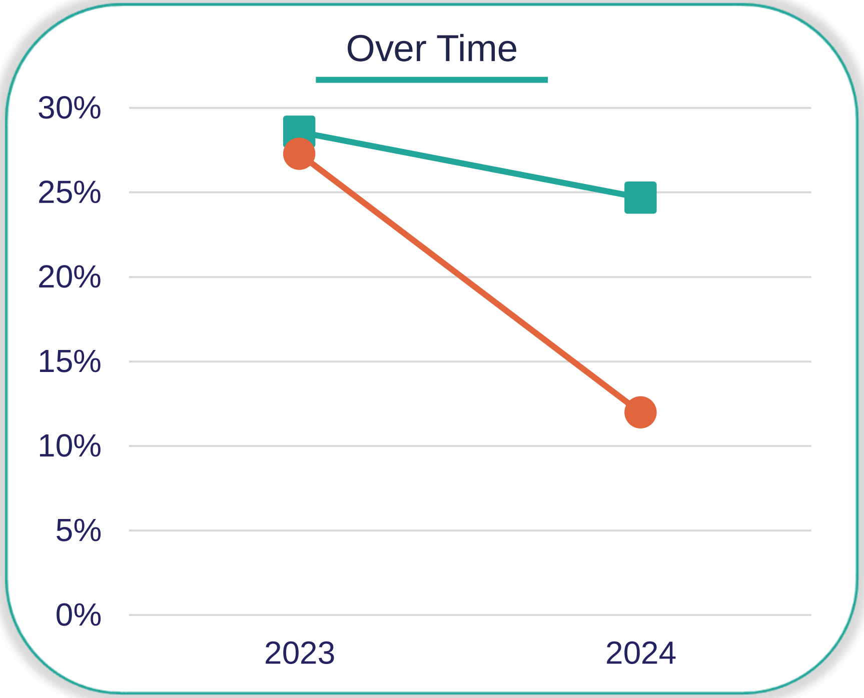
There are more who are dissatisfied that ReSI Housing makes a positive contribution to the neighbourhood than are satisfied, 42.4% compared with 24.7%. Of these, just 3.7% of residents are very satisfied with the impact ReSI Housing has in their area. Satisfaction has fallen from 28.6% in 2023 to its current level. Satisfaction with this aspect is highest in the MTVH managed area.

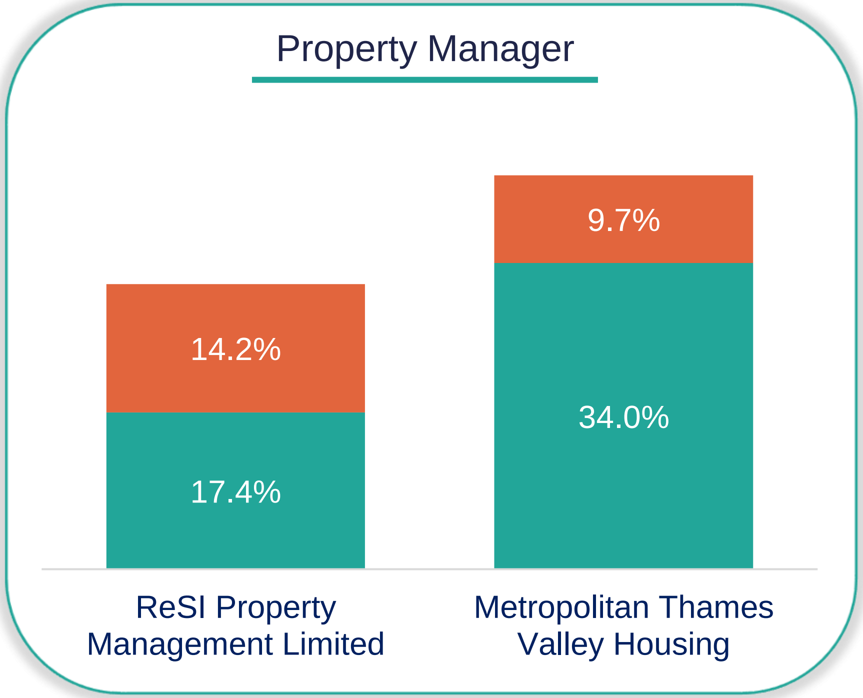
In addition, there are 32.9% who are neither satisfied nor dissatisfied. Perhaps these are unaware of the contribution made, which suggests ReSI Housing should do more to promote the activities it has across its areas of operation.

The handling of anti-social behaviour has only 12.0% of residents satisfied, with far more (52.0%) dissatisfied; satisfaction has fallen from 27.3% in 2023. Again, a significant number are neither one nor the other, perhaps not having experienced ASB directly.

With this aspect of service, those in the RPML managed properties are a little more satisfied than their counterparts managed by MTVH.







Respectful & Helpful Engagement

Just under half the residents feel that ReSI Housing treats them fairly and with respect, 23.6% disagree and a further 29.9% are unsure. Similar numbers agree with this in 2024 as in 2023, this falling by just 1.6 percentage points (p.p).

Fewer (37.4%) are satisfied that they are kept informed about things that matter to them, with more dissatisfied (44.2%), this has fallen from 43.4% in 2023.

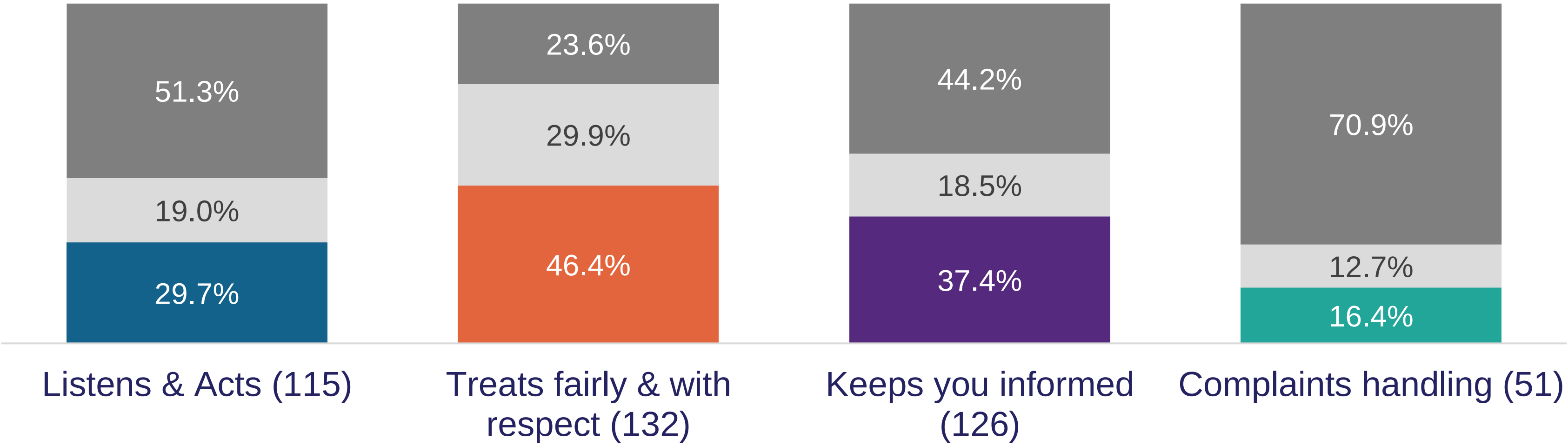
Fewer still are satisfied that ReSI Housing listens to their views and acts upon them, 29.7% with again more dissatisfied, this time 51.3%. Although satisfaction is up marginally since last year from 29.0%.

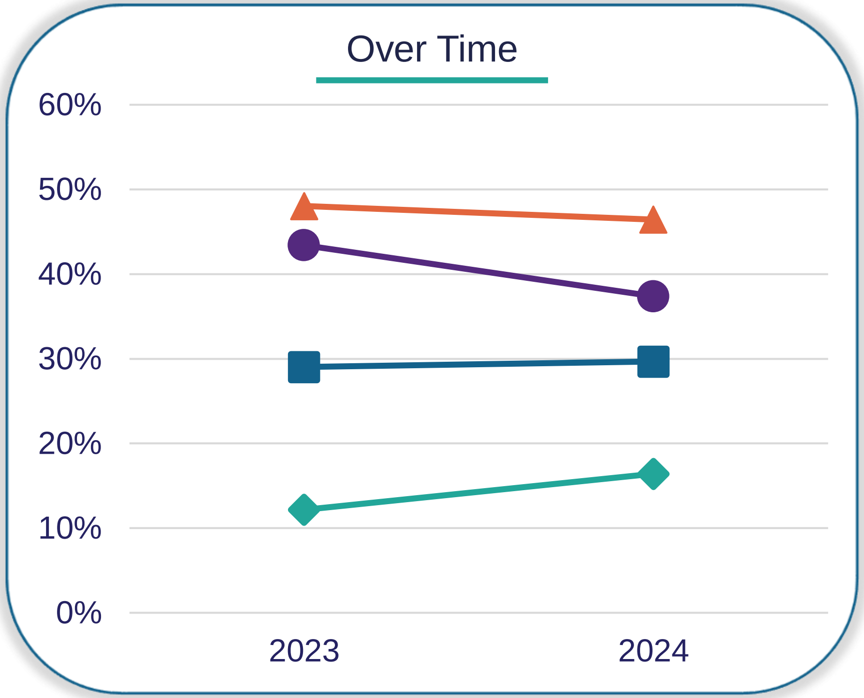
A third of residents said they had made a complaint to their landlord in the last 12 months, although it is impossible to tell how many are genuine complaints following a failure of service or service requests yet to be fully actioned; an issue faced by many since the introduction of these TSM questions. Nevertheless, satisfaction with the handling of these complaints is very low, just 16.4% being satisfied and over four times as many dissatisfied (70.9%), over half the residents said they are very dissatisfied (51.2%).

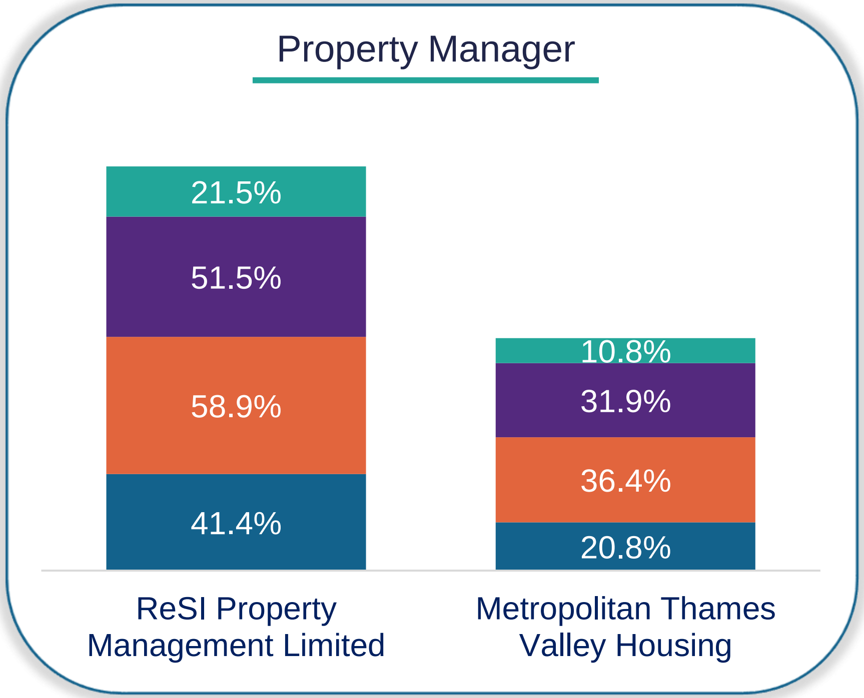
On all these engagement measures, those managed by RPML are more satisfied than those in the MTVH managed homes.

The good news is that 32.4% of residents are willing to join the online service improvement panel giving ReSI Housing a great opportunity to increase its resident involvement

Respectful & Helpful Engagement







Value for Money

Although not in the suite of TSM questions, ReSI Housing chose to include two questions about the value for money of their rent and service charges.

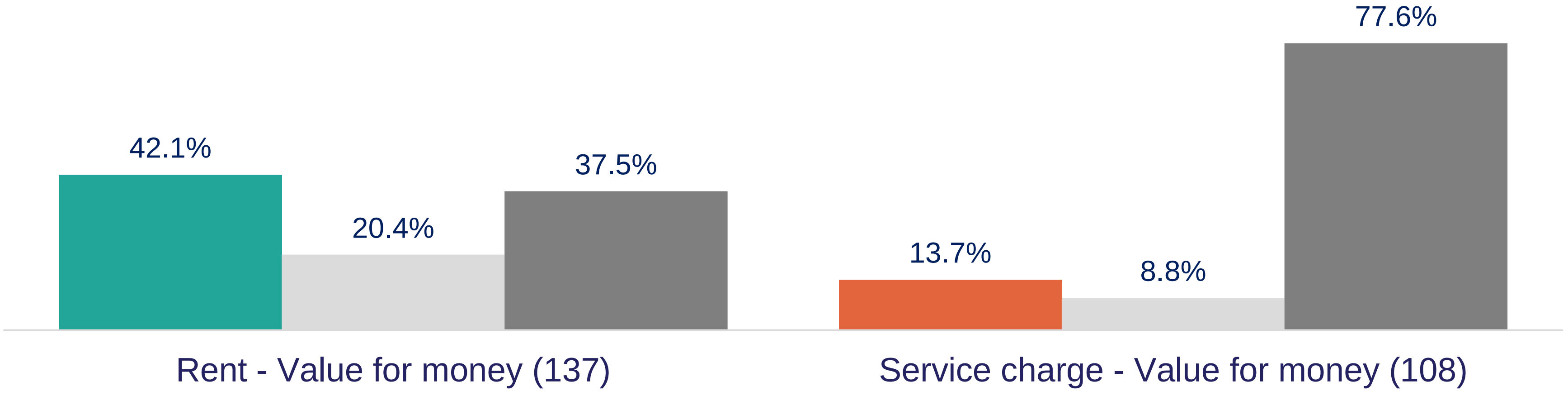
There is quite a difference between the two with residents expressing considerable dissatisfaction with their service charges.

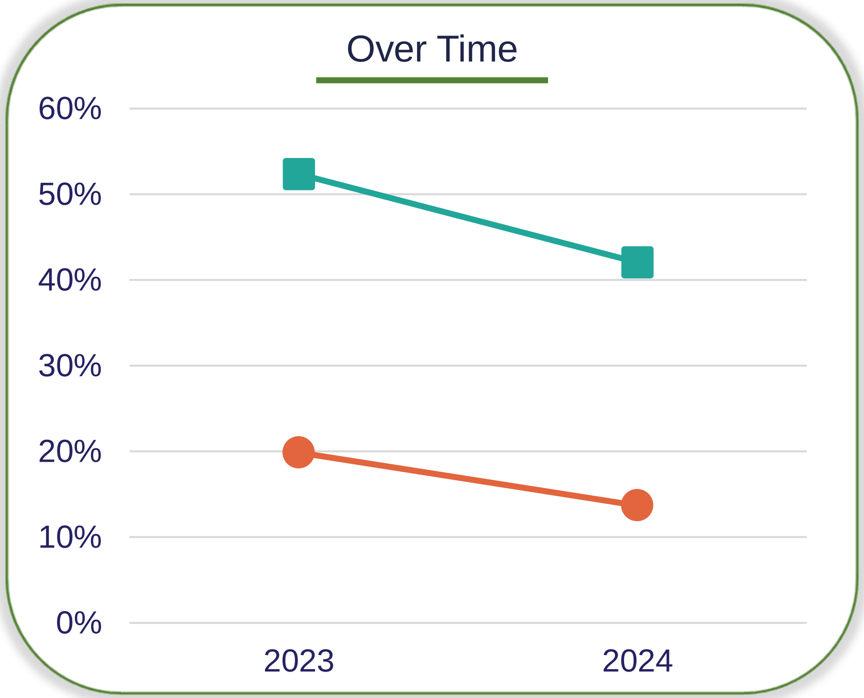
On the rental element paid, 42.1% of residents are satisfied, with a few less (37.5%) dissatisfied and a further 20.4% sitting on the fence. However, this has seen a fall in satisfaction from 52.4% in 2023, perhaps not surprising given the cost-of-living crisis over the last couple of years.

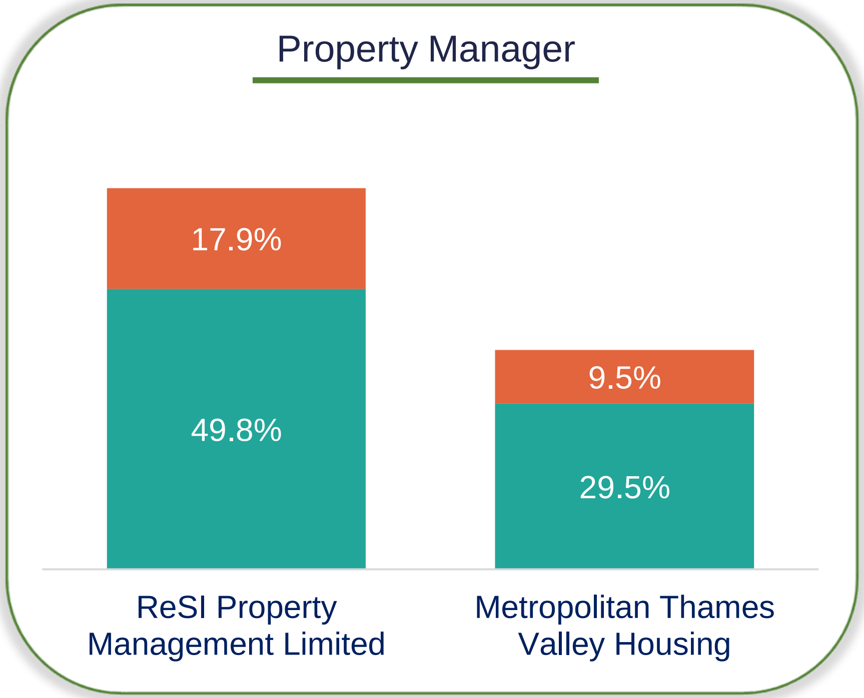
Three-quarters of residents pay service charges, and just 13.7% of these are satisfied with the value for money these represent, over three-quarters of those responding saying they are dissatisfied (77.6%).

Again, those in the RPML managed properties are more satisfied, just 9.5% of those managed by MTVH saying they are happy with their service charge payments.

Keeping Properties in Good Repair







Recommending & Improvements

Residents were asked, "*How likely would you be to recommend ReSI Housing to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?*"

Just 11.9% of residents are promoters, very loyal and happy to promote ReSI Housing to other people, with 8.7% giving a score of 10 out of 10.

Just under a fifth of residents are currently passive and could be persuaded either way (17.3%). However, 70.7% are detractors, and likely to have negative views about ReSI Housing. There are 21.4% of residents who gave a score of 0 out of 10, these obviously very unhappy with the service they receive.

The Net Promoter Score (promoters minus detractors) is -58.8. this having fallen a little from the previous survey, down 7.3 points.

There is some difference between the management groups with those managed by RPML with a NPS of -43.9 but for those managed by MTVH their score is -83.5, just 2.0% would recommend ReSI Housing to other people.

-58.8
NPS ↓ 7.3

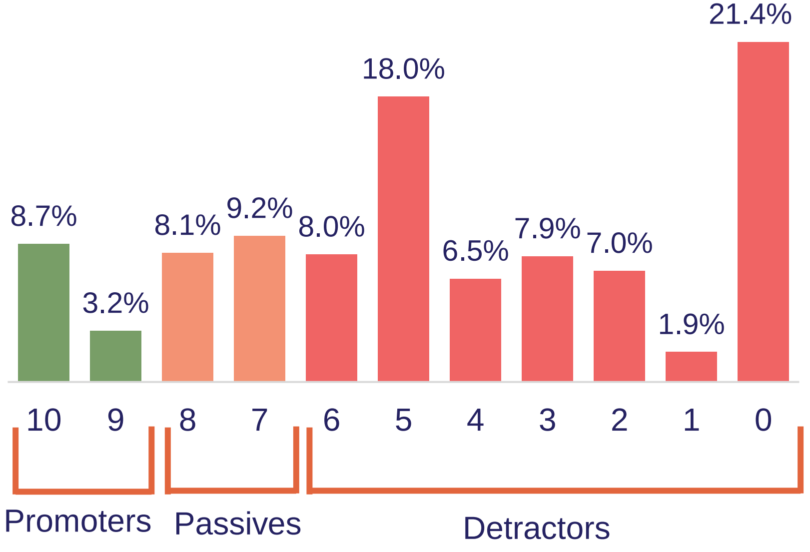
Recommending ReSI Housing

11.9%
Promoters
↓ 3.5%

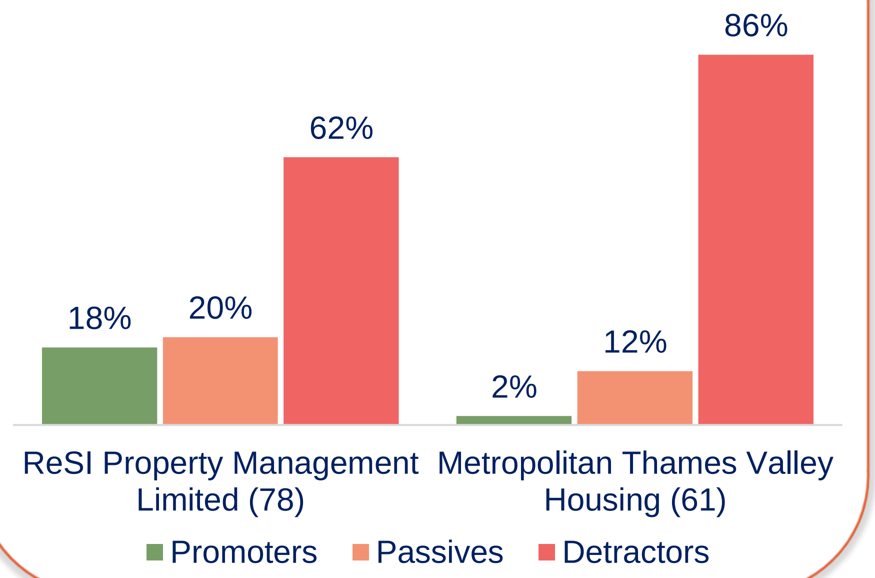
17.3%
Passives
↓ 0.2%

70.7%
Detractors
↑ 3.7%

How likely would you be to recommend ReSI Housing to other people?



Property Manager



Improvement Suggestions

Residents were asked *“Do you have any feedback on service improvements?”* and 115 residents gave comments.

The biggest issue raised by far is that of the value for money of the rent and service charges, accounting for 40% of the comments made.

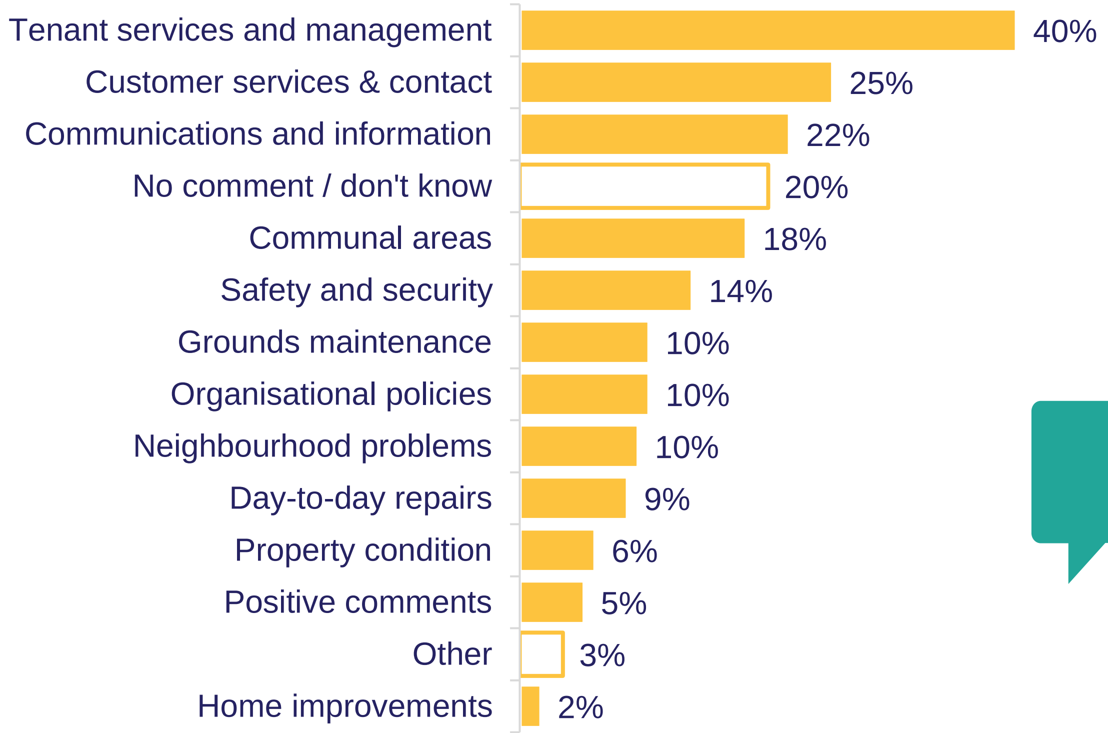
Customer services is next, in particular, the time taken to resolve issues and not returning calls when promised.

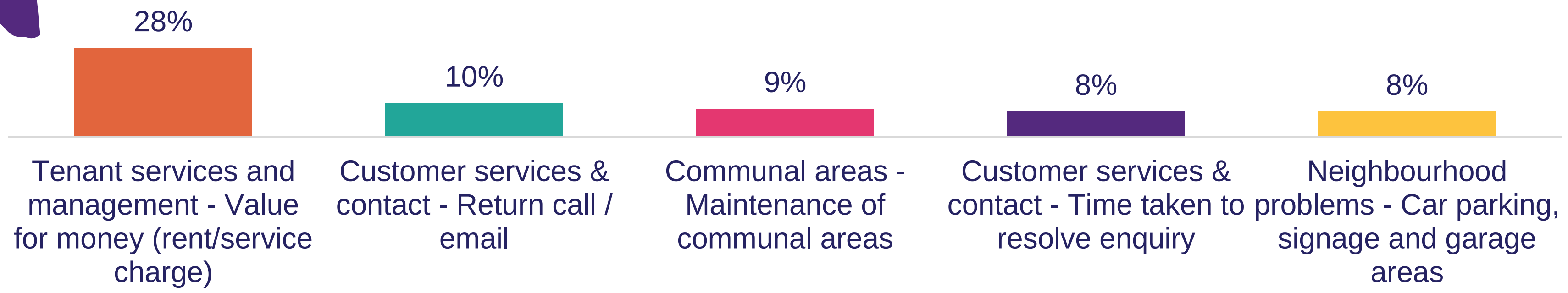
This is followed by issues around the communications residents receive from ReSI Housing.

Further comments mention the upkeep of the communal areas, neighbourhood problems such as parking and grounds maintenance.

Overleaf shows examples of these comments arranged into the main subject areas. These make interesting reading and help to provide a little more insight into the ratings residents have given. These comments should also help ReSI Housing identify those areas in need of improvement.

Categories





Number of respondents: 115

Feedback on Service Improvements

Value for money

"They can be more open to the service charges like how much they are spending and what they are sending on. They can change the management in the estate, the one that handles the service charge and the CCTV for our safety."

"The only thing I am not happy about is how much the rent is going up every year. I used to be in a different housing association and compared to them the house increase in ReSI is ridiculous considering we are going through cost-of-living crisis."

"I still don't really understand what I contribute towards as I don't have any communal areas."

"Not really just that they need to lower the rent and us paying ridiculous service charges."

"Stop putting the rent up so much."

"They keep raising the rent. House insurance has also risen."

Customer services & contact

"I have tried to contact ReSI Homes several times to ensure that if anything happens to me that everything is referred to my husband. We are waiting to hear to see if this has been approved. We have phoned and they say they will ring you back but never do. My husband has emailed them 4 times and heard nothing back."

"They have caused me a lot of problems. They are the worst housing association I have been with. They took over from a charitable housing association. The Ombudsman called it maladministration. If you phone them, you can't get a hold of them."

"They need to respond quicker and be a bit more proactive and helpful, they are quite dismissive."

"Still waiting to get back to me for an inquiry I have put in been some time now. Sent an email back asking for further information that I have provided still waiting for a response."

Communications & information

"My main comment would be around service delivery and communication between the service provider and tenants, in particular the service provider is uncommunicative."

"I think they need to improve the remortgaging and also the value for the service charge, I cannot see any value in that. The safety concerns from the residents have not been addressed. I feel that not all the residents are treated fairly, and this is in relation to the service charge calculation."

"I think that the management companies should be vetted more. I don't think they are good value for money. I think the online staircasing should be updated or the website needs revamping."

"More communication. I never receive any communication. A package or an email will be helpful. To buy a flat with ReSI."

"The only thing I would say is to communicate more with things that is Going on in the building, keep us updated."

Other issues

"Residents having to buy locks or throw out homeless that break in. Issues with building that don't get fixed."

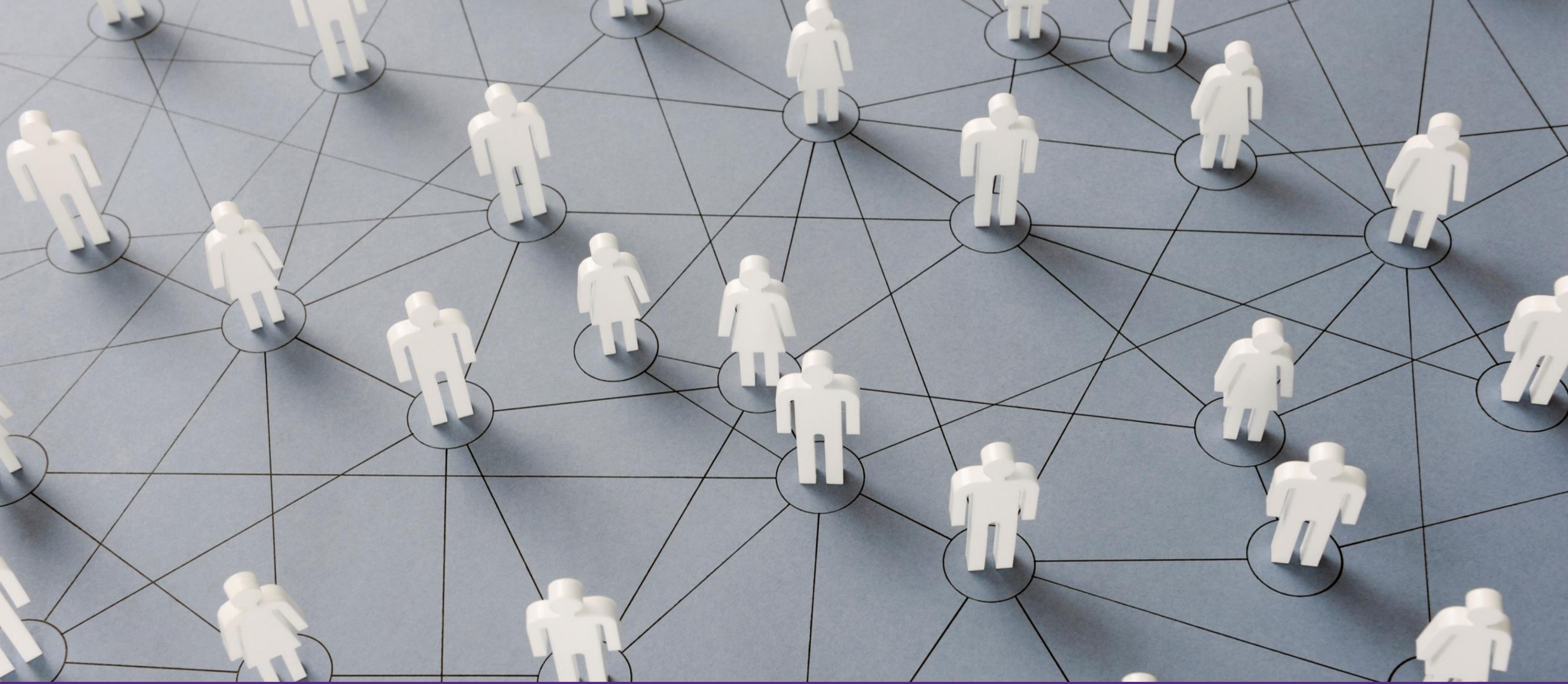
"I think its disgusting it's taken 6 months to fix garage door. Response times improved regarding repairs. We have no property manager. Communication is lacking."

"As a housing management company, they are absolutely fine, no issues."

"We need more support in handling our issues and disputes with the managing company regarding the following the service charges, the energy centre admin charge and tariff, also regarding the maintenances of the Totteridge Place estate and cleaning of the parking area and installing cctv in the communal areas."

"The windows do not open properly from the inside. They did provide a key, but they only open a couple of inches. The bathroom has not been fitted properly and the bath is coming off the wall."

Number of respondents: 115



The Good Economy

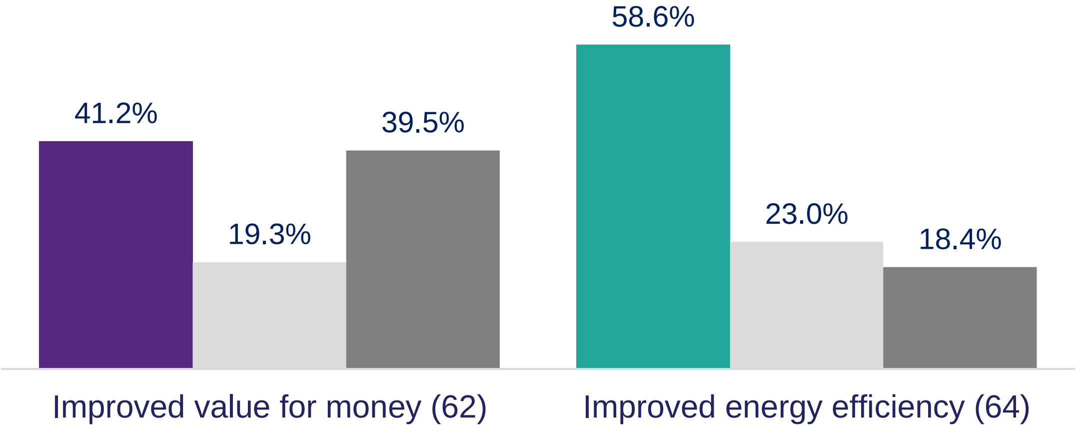
The Good Economy

Most shared owners had been previously in a private tenancy (43%) whilst a fifth were living with family or friends. There are 13% who had previously been in another shared ownership home with just 9% having owned a property outright and 6% had come from a housing association property.

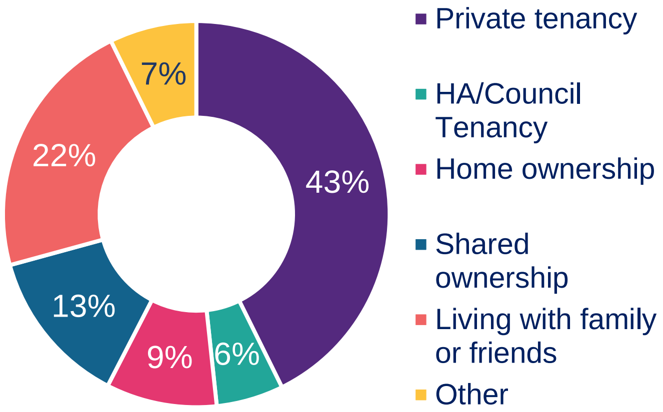
Despite the relatively low scores for the value for money, more (41.2%) feel their shared ownership home provides better value for money than their previous residence than disagree (39.5%). However, this has gone down from 56.6% of residents in 2023.

Residents are also more likely to agree that their new shared ownership home is more energy efficient than their previous home, 58.6% agreeing and just 18.4% disagreeing. Although this is also down a little since last year, from 60.7% in 2023.

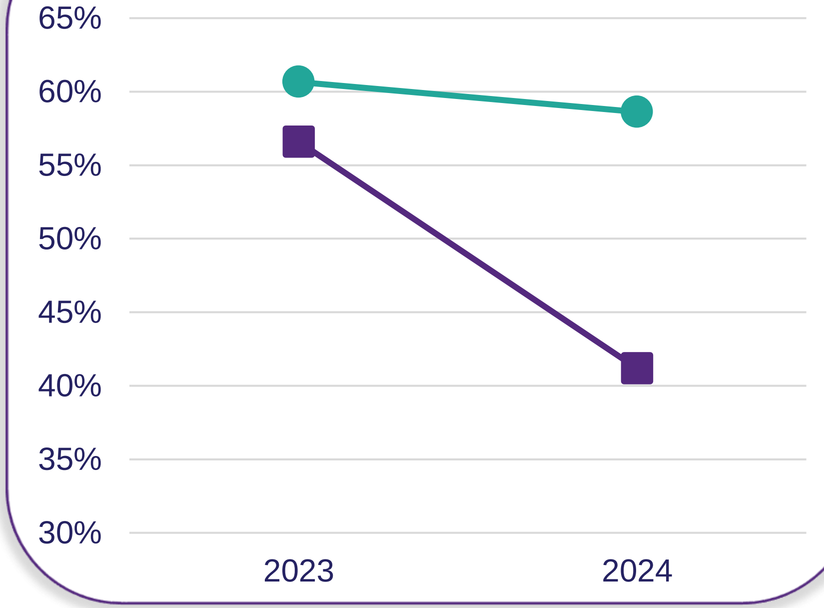
Residents managed by RPML are more likely to feel their home has improved value for money, however, it is those in the MTVH managed homes who are more likely to say the energy efficiency has improved.



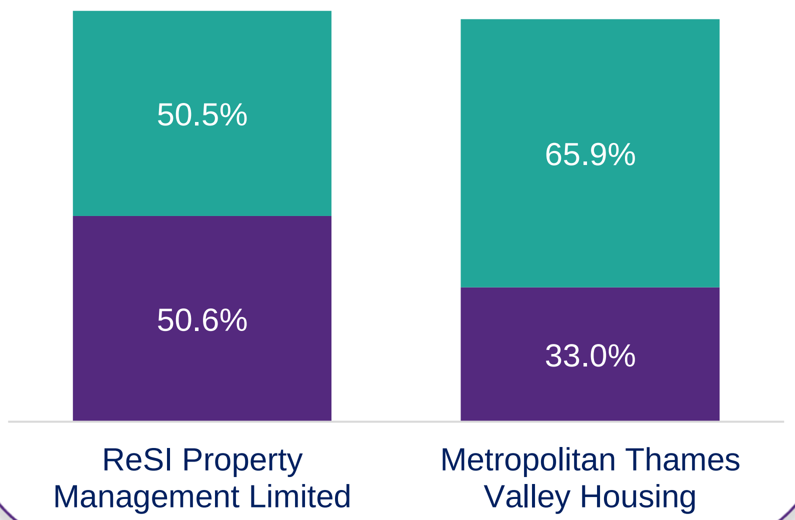
Tenure of Previous Home



Over Time



Property Manager



Trends

ReSI Housing

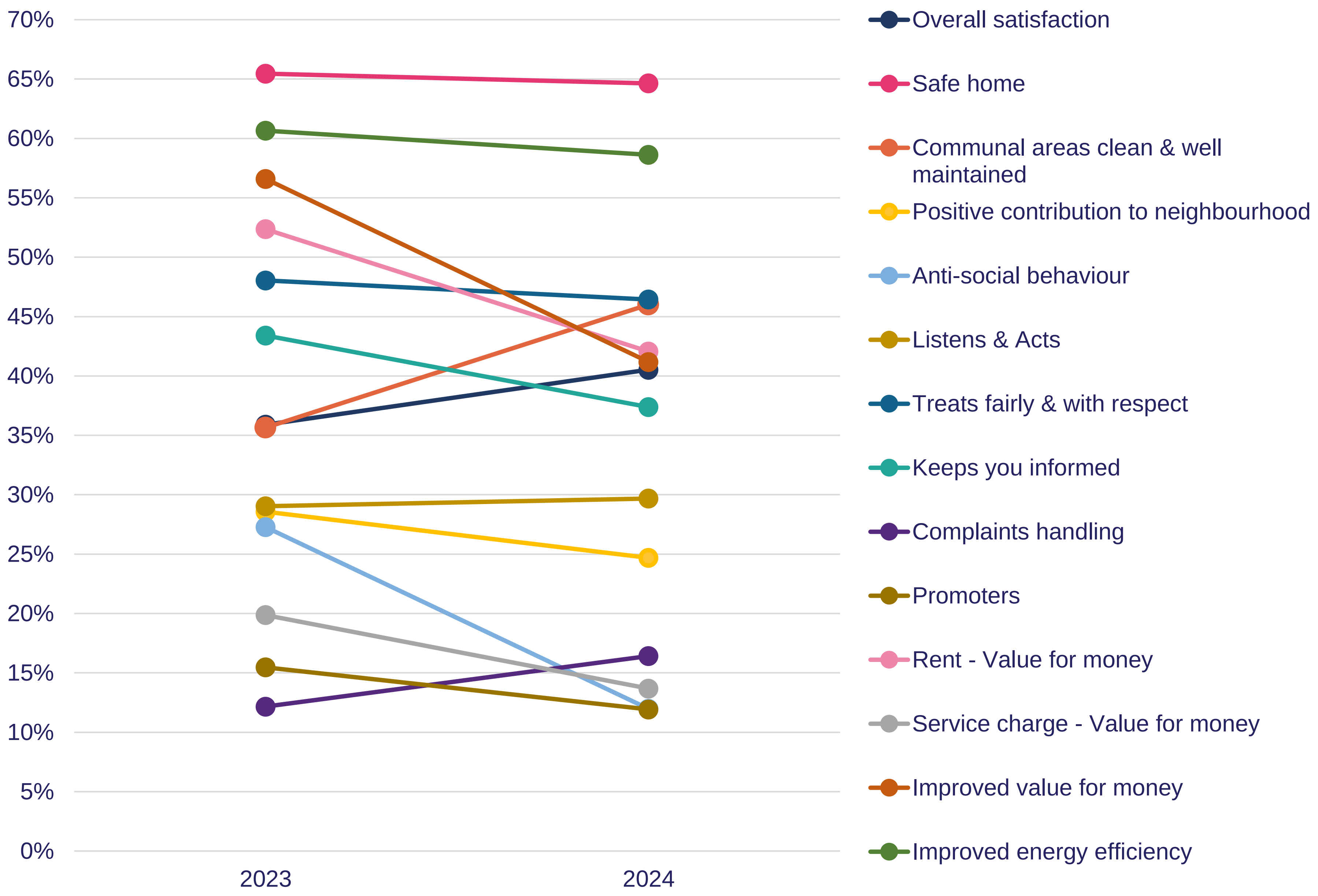
Trend Over Time

The chart opposite shows the differences in satisfaction between the survey conducted in 2023 and the current survey.

This shows that a few measures have increased in satisfaction, including with the overall services, which is up by 4.6p.p, but most have moved in the opposite direction.

The biggest negative changes are for the handling of ASB (down 15.3p.p) and the value for money of the rent (down 10.3p.p). In addition, 15.4p.p fewer feel their home provides better value for money than their previous home in 2024 than in 2023.

To be statistically significant, changes need to exceed the combined margins of error for these two surveys, in this case around 14p.p. Therefore, just a couple of measures meet this threshold, but smaller changes can indicate a direction of travel.



Year on Year Change

The table to the right also illustrates the results for 2024, compared with those from 2023, with positive changes in green and negative changes in pink.

Whilst the general direction is downward, this does fit in with a general fall in satisfaction across the sector, see below.

Many of the changes are quite small and it will be interesting if this continues to fall next year or whether it will pick up again.

One of the main areas of concern is around the value for money of the rent and service charges, both these are down in satisfaction with the value for money of the service charge recording one of the lowest ratings in the survey.

It is also disappointing that the number of promoters has fallen with a reduction of 7.3 points in the Net Promoter Score.

	2023	2024	Change
Overall satisfaction	35.9%	40.5%	4.6%
Safe home	65.5%	64.6%	-0.9%
Communal areas clean & well maintained	35.7%	46.0%	10.3%
Positive contribution to neighbourhood	28.6%	24.7%	-3.9%
Anti-social behaviour	27.3%	12.0%	-15.3%
Listens & Acts	29.0%	29.7%	0.7%
Keeps you informed	43.4%	37.4%	-6.0%
Treats fairly & with respect	48.0%	46.4%	-1.6%
Complaints handling	12.2%	16.4%	4.2%
Rent - Value for money	52.4%	42.1%	-10.3%
Service charge - Value for money	19.9%	13.7%	-6.2%
Promoters	15.5%	11.9%	-3.6%
Improved value for money	56.6%	41.2%	-15.4%
Improved energy efficiency	60.7%	58.6%	-2.1%

Understanding Satisfaction

ReSI Housing

Satisfaction & Dissatisfaction

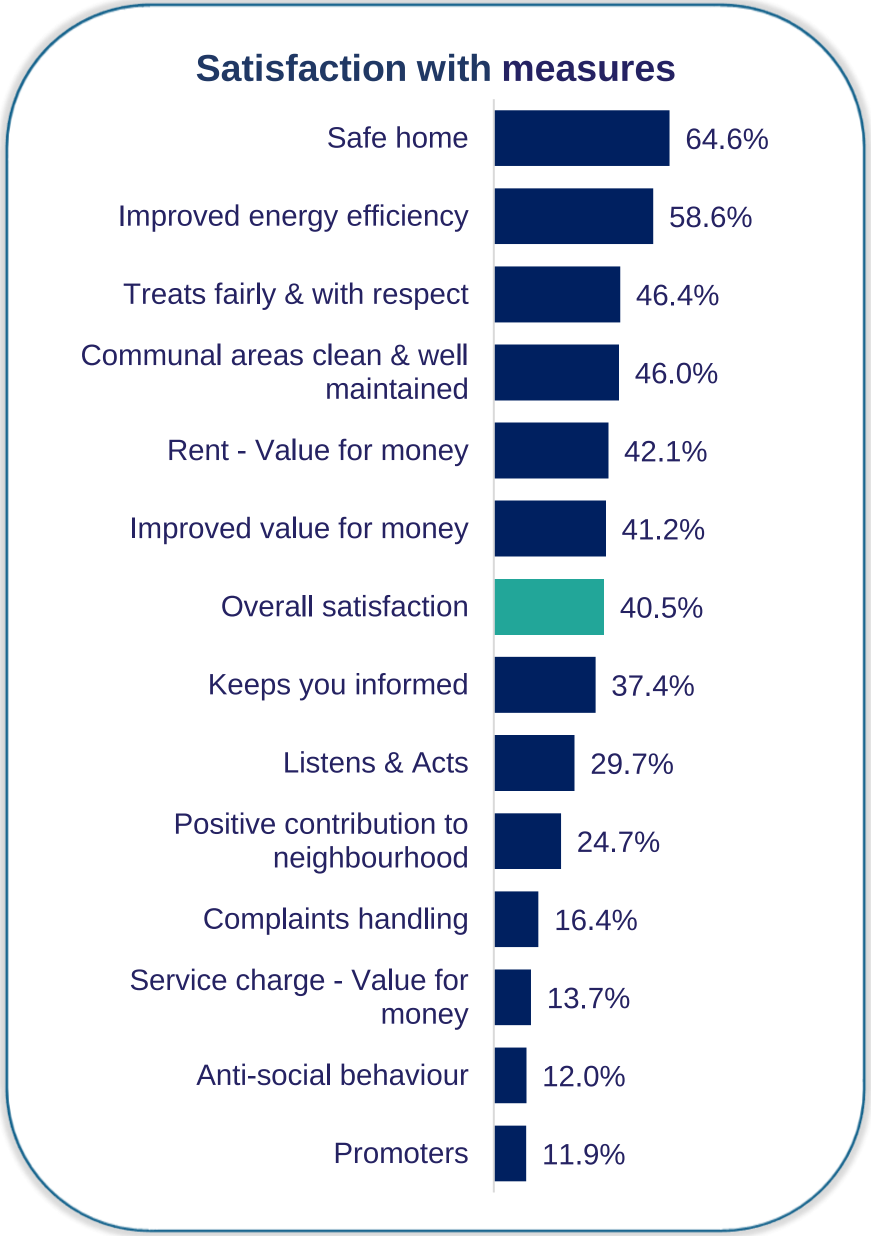
The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

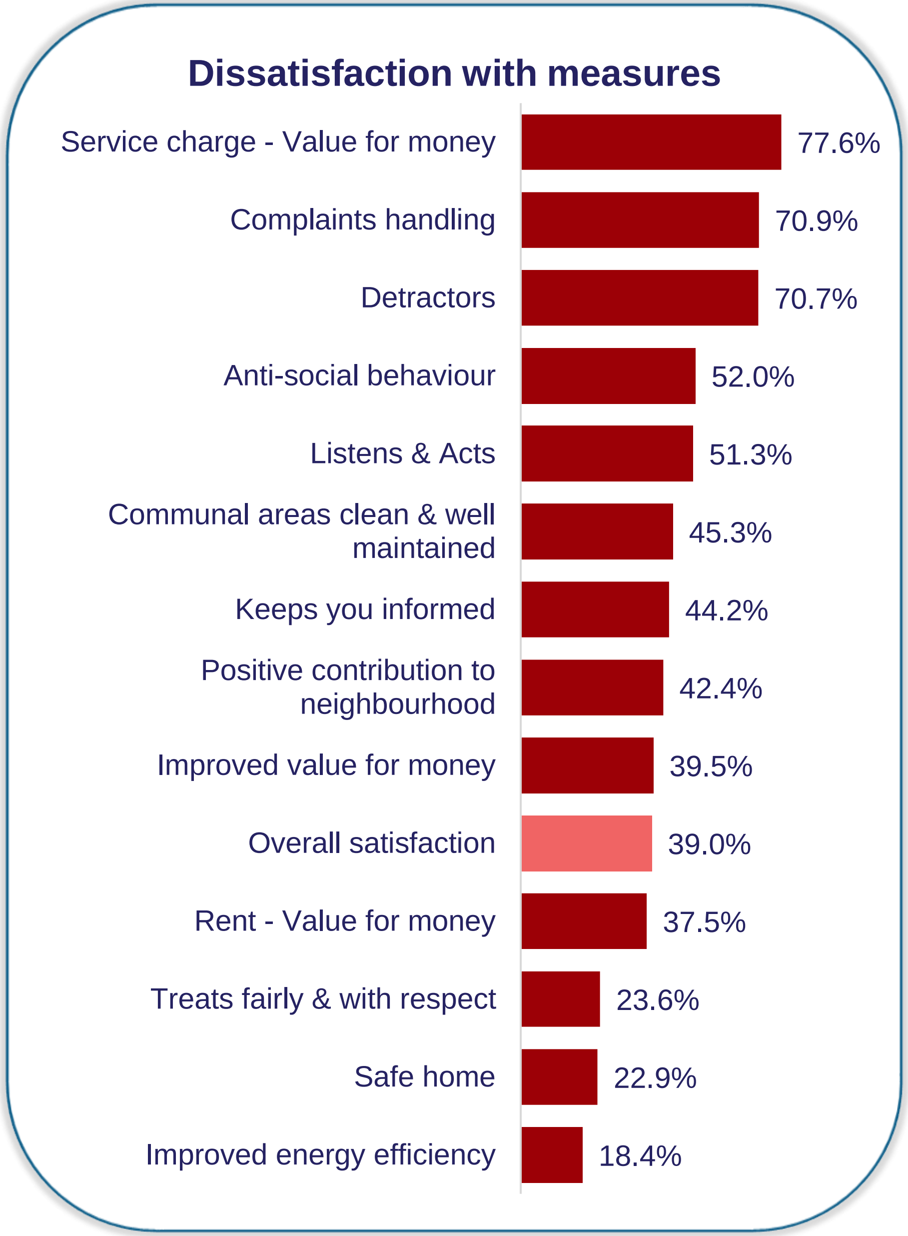
A notable feature of the range of satisfaction is that six of the measures shown have more dissatisfied than satisfied, as well as having fewer who would recommend ReSI Housing than wouldn't.

Some dissatisfaction is very high with 70.9% dissatisfied with the handling of complaints and 77.6% dissatisfied with the value for money of the service charge.

However, on a more positive note, more feel their new home is more energy efficient and gives better value for money than their previous residence.

Overall, the results are disappointing and give ReSI Housing plenty of food for thought, but the comments left by residents may help target those residents most in need of improvement.





ReSI Housing

Benchmarking – Acuity Clients (LCHO)

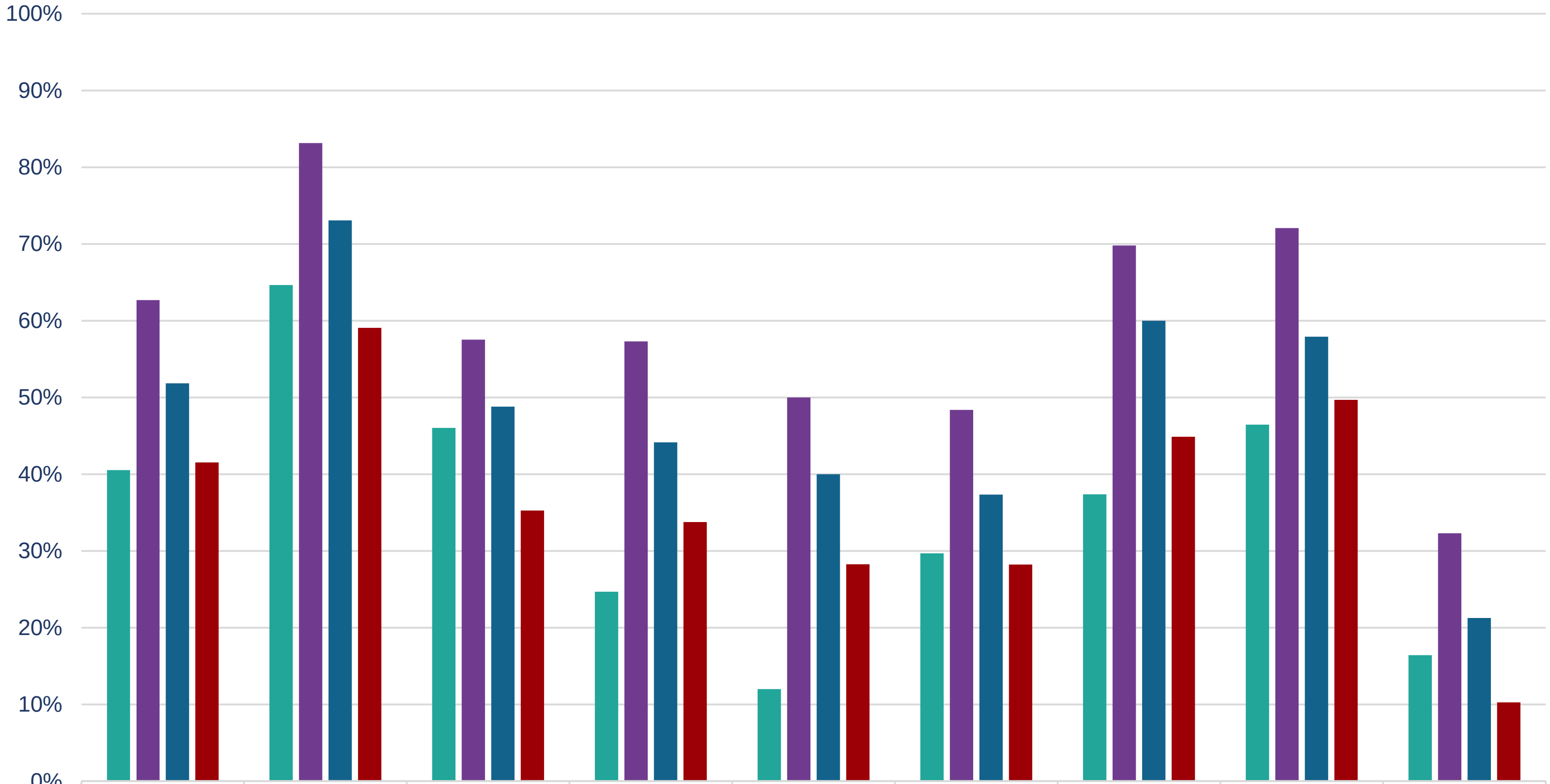
It is also possible to compare performance on the core questions against Acuity clients that have been using the TSM questions during the year. The chart shows the quartile positions based on the results collected during 2023/24 for those landlords with LCHO properties.

All of the measures for ReSI Housing fall below the group medians with four measures in the third quartile and five in the lower quartile, including the overall satisfaction, which is 11.3p.p below the median.

There are now over 40 landlords in this LCHO group, but they do vary in type, size and location so will not be quite like ReSI Housing, although this does give good context to the results.

When the Regulator releases the TSM results for the year, it will be possible to create more bespoke peer groups, closer to the characteristics of ReSI Housing.

Satisfaction Levels Acuity Median 2023/24



	Overall satisfaction	Safe home	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
ReSI Housing	40.5%	64.6%	46.0%	24.7%	12.0%	29.7%	37.4%	46.4%	16.4%
Upper Quartile	62.7%	83.1%	57.5%	57.3%	50.0%	48.4%	69.8%	72.0%	32.3%
Acuity Median	51.8%	73.1%	48.8%	44.2%	40.0%	37.3%	60.0%	57.9%	21.3%
Lower Quartile	41.5%	59.1%	35.3%	33.8%	28.2%	28.2%	44.9%	49.7%	10.3%
Quartile Position	4	3	3	4	4	3	4	4	3
Number of Landlords	44	44	43	44	44	44	44	44	42

The results from this survey have generally fallen since last year, but is this to do with ReSI Housing's performance or other factors?

When considering the results, it is important that the national context and external factors should also be taken into account. For example:

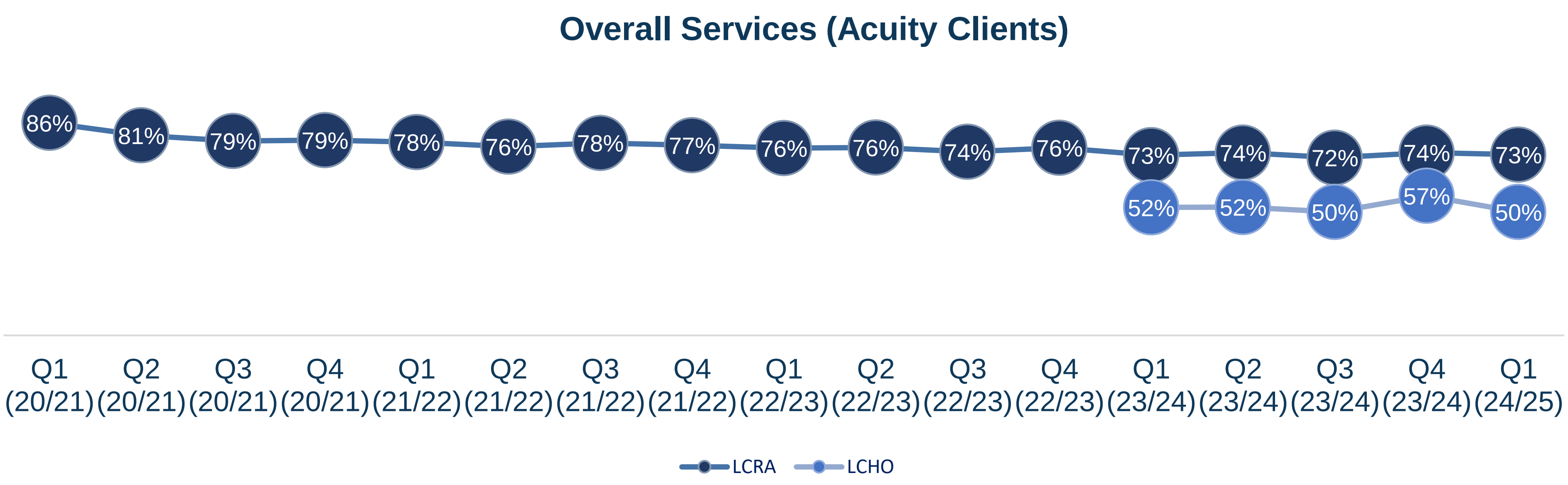
- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

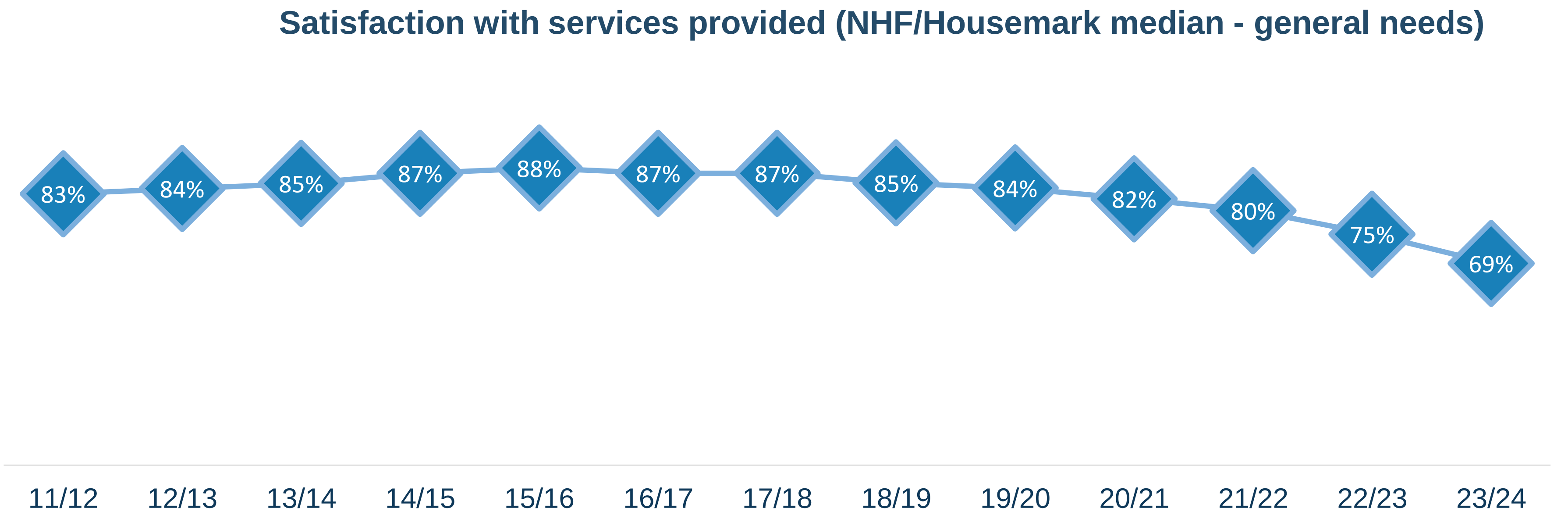
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only) and includes the last few quarter's results for LCHO properties. The trendline is downward over the last few years. The lower chart shows the results from Housemark members and whilst these are based on LCRA results they show the decline in satisfaction over the last few years.

ReSI Housing

National Context





ReSI Housing

Property Type

Most responses to this survey came from residents in flats, just two came from bungalow residents and these are not shown here.

It is generally accepted that houses are a better form of accommodation than flats and this is largely reflected in the satisfaction scores shown here. There are 54.1% of residents satisfied with the overall services provided by ReSI Housing compared with just 23.0% in the flats.

In only four measures are flat residents more satisfied than those in the houses. The biggest difference is for the upkeep of the communal areas, but the house results are only based on eight responses.

	Flat	House
Overall satisfaction	23.0%	54.1%
Safe home	58.3%	75.3%
Communal areas clean & well maintained	53.0%	0.0%
Positive contribution to neighbourhood	31.6%	13.5%
Anti-social behaviour	7.4%	31.1%
Listens & Acts	18.2%	48.2%
Keeps you informed	25.0%	48.1%
Treats fairly & with respect	36.2%	55.8%
Complaints handling	16.7%	15.6%
Rent - Value for money	36.5%	40.2%
Service charge - Value for money	10.0%	15.3%
Promoters	3.6%	20.4%
Improved value for money	33.4%	57.7%
Improved energy efficiency	60.8%	59.5%

Base: Bungalow = 2, Flat = 88, House = 52

ReSI Housing

Property Manager

Throughout the report the results from the different property managers have been shown and these are summarised here.

The general picture is that those managed by RPML are more satisfied than those under the management of MTVH. On the overall satisfaction the difference is between 52.6% and 20.8%.

The only measures where MTVH managed residents are more satisfied are for the upkeep of the communal areas, the positive contribution made to the neighbourhood and more in these properties feel their energy efficiency is better than their previous residence.

	ReSI Property Management Limited (RPML)	Metropolitan Thames Valley Housing (MTVH)
Overall satisfaction	52.6%	20.8%
Safe home	72.2%	56.1%
Communal areas clean & well maintained	23.2%	60.6%
Positive contribution to neighbourhood	17.4%	34.0%
Anti-social behaviour	14.2%	9.7%
Listens & Acts	41.6%	16.1%
Keeps you informed	48.1%	21.8%
Treats fairly & with respect	57.6%	29.7%
Complaints handling	22.7%	12.0%
Rent - Value for money	49.8%	29.5%
Service charge - Value for money	17.9%	9.5%
Promoters	17.9%	2.0%
Improved value for money	50.6%	33.0%
Improved energy efficiency	50.5%	65.9%

Base: ReSI Property Management Limited (RPML) = 82, Metropolitan Thames Valley Housing (MTVH) = 65

Portfolio

In terms of the different property portfolios, there are eight within the management of the ReSI Housing properties but in three fewer than ten have responded so these are not shown here.

Of the remaining portfolios, residents in RPML – Orbit 2 are the most satisfied overall at 65.5%, compared with just 17.6% of residents within the RPML – MTVH portfolio satisfied overall.

Those in the RPML – Orbit 2 portfolio are also the most satisfied across the range of other measures, whilst it is those in the MTVH – Croydon portfolio who are generally the least satisfied.

	RPML - MTVH	RPML - Orbit 1	RPML- Orbit 2	MTVH - Clapham	MTVH - Croydon
Overall satisfaction	17.6%	63.6%	65.5%	20.7%	24.1%
Safe home	57.1%	72.7%	89.5%	50.0%	46.4%
Communal areas clean & well maintained	30.8%	20.0%	0.0%	61.5%	52.6%
Positive contribution to neighbourhood	16.7%	11.1%	27.3%	42.9%	17.6%
Anti-social behaviour	0.0%	20.0%	50.0%	7.1%	4.8%
Listens & Acts	15.4%	46.2%	62.5%	14.8%	11.1%
Keeps you informed	35.7%	40.0%	65.4%	25.0%	14.8%
Treats fairly & with respect	42.9%	57.9%	72.0%	32.1%	28.6%
Complaints handling	66.7%	0.0%	20.0%	13.3%	14.3%
Rent - Value for money	50.0%	42.9%	60.7%	28.6%	29.6%
Service charge - Value for money	11.8%	16.7%	33.3%	14.8%	3.7%
Promoters	6.3%	15.0%	27.6%	3.6%	0.0%
Improved value for money	28.6%	57.1%	71.4%	41.2%	26.3%
Improved energy efficiency	42.9%	62.5%	42.9%	58.8%	80.0%

Base: RPML - Brick by Brick = 8, RPML - MTVH = 17, RPML - Orbit 1 = 22, RPML- Orbit 2 = 29, RPML - Step Forward = 6, MTVH - Clapham = 29, MTVH - Croydon = 29, MTVH - Totteridge = 7

Response Method

It is often shown in surveys of this type that those responding online are less satisfied than those using a telephone interview. This is generally because younger residents tend to prefer an online response, and these are generally less satisfied than their older counterparts.

However, for ReSI Housing, no age data is available, so it is difficult to test this theory, but there could also be other factors at play here.

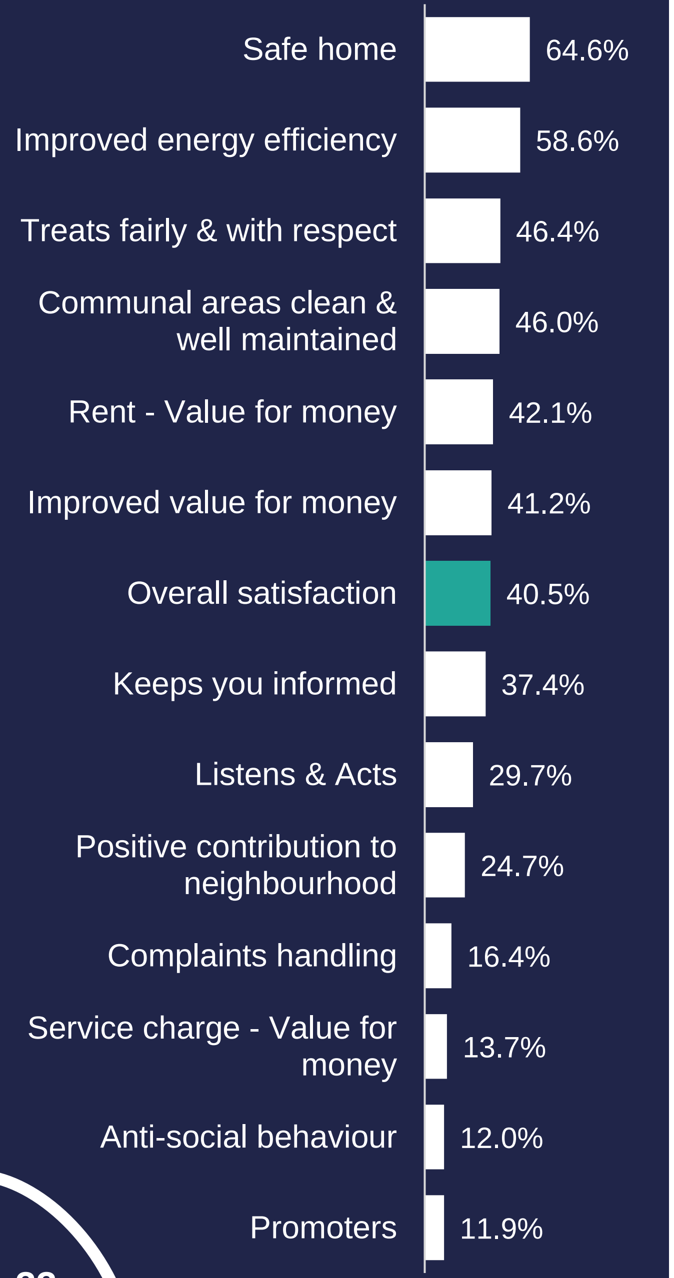
The results do tend to conform with this general pattern with those responding by telephone being consistently more satisfied than those taking the online option. In fact, these are more satisfied on all measures apart from the handling of ASB and how ReSI Housing listens to their views and acts upon them.

	Telephone	Online
Overall satisfaction	43.5%	33.4%
Safe home	66.5%	60.6%
Communal areas clean & well maintained	46.3%	45.1%
Positive contribution to neighbourhood	30.3%	16.2%
Anti-social behaviour	8.7%	15.6%
Listens & Acts	28.1%	32.8%
Keeps you informed	41.5%	28.1%
Treats fairly & with respect	49.6%	38.9%
Complaints handling	19.0%	8.1%
Rent - Value for money	49.9%	23.2%
Service charge - Value for money	14.1%	12.8%
Promoters	13.4%	8.1%
Improved value for money	49.4%	24.9%
Improved energy efficiency	62.6%	50.3%

Base: Telephone = 102, Online = 45

Summary of Results

Satisfaction 2024



Summary of Results

Acuity was commissioned to undertake an independent survey of the residents of ReSI Housing in 2024, following the success of a similar exercise in 2023. At the close of the survey on 30 September 2024, a total of 147 responses had been received, 45 online and 102 by telephone interview. Whilst this is a little outside the recommended number of responses, it still represents a good return.

The range of satisfaction across the different measures in the survey, shown on the left, does emphasise that satisfaction among shared owners is generally some way below that of social housing tenants with overall satisfaction pitched at 40.5%. This sits in the middle of the range of measures with six measures above and seven below. The highest satisfaction is for the provision of a safe home at 64.6% but three measures have satisfaction below 20%, these being the handling of complaints and ASB and the value for money of the service charge. In addition, far fewer would recommend ReSI Housing to others than wouldn’t, so the Net Promoter Score is a negative -58.8.

Correspondingly, dissatisfaction is high and on six of the measures, more are dissatisfied than satisfied. The most dissatisfaction being for the service charges at 77.6% and complaints handling at 70.9%. There are 39.0% of residents dissatisfied with the overall service.

Compared with the previous survey, which was carried out in 2023, satisfaction is up in four areas, including overall satisfaction (up 4.6p.p) and the upkeep of the communal areas (up 10.3p.p) but down in the remaining measures. The biggest negative changes are for the handling of ASB, which is down by 15.5p.p and the value for money of the rent, down 10.3p.p. In addition, there are 15.4p.p fewer who feel their new home is better value for money than their last.

Compared with other landlords with LCHO properties, the results from the residents of ReSI Housing are all below the group medians with four in the third quartile and five in the lower quartile, including the overall satisfaction.

The survey included an open-ended question asking residents for feedback on possible improvements to service and 115 residents left comments. The main suggestions are around the value for money of the rent and service charges, many residents wanting these reduced. Also mentioned is the customer service received, particular about the time to resolve problems and for returning calls when promised. However, car parking at some of the schemes could also be improved for some.

This report has also analysed the ratings by different subgroups. Residents in houses are generally more satisfied than those in flats and those managed by RPML, particularly those in the RPML-Orbit 2 portfolio, are more satisfied than those under the management of MTVH, also those giving telephone interviews to complete the survey are more satisfied than those using the online method.

ReSI Housing

Recommendations

Gresham House has around 1,800 LCHO properties in different locations across the country. The properties fall under two specific organisations ReSI Homes and ReSI Housing. This report focuses on the findings from the 756 ReSI Housing properties.

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 Housing target services that may need some improvement.

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

Value for money

Satisfaction with the value for money of both the rent and service charges has fallen in 2024 compared with last year. There are now just 42.1% satisfied with their rent and only 13.7% satisfied with the service charges they pay; these having fallen by 10.3p.p and 6.2p.p respectively. Correspondingly, dissatisfaction is high, particularly for the value of the service charges where 77.6% of residents are dissatisfied. When asked about possible improvements to service, value for money attracted the most comments, around 40% of all those made. Many don't like the regular rises in rents and charges, such as*, ""They keep raising the rent. House insurance has also risen."* The cost-of-living is clearly hitting some more than others, and many are finding the value of the costs of their shared ownership home to be a problem with almost as many now saying their new home has not improved the value for money against their previous residence, as has improved, this down 15.4p.p since last year. ReSI Housing will also be facing rising costs and can't simply lower the rents, but it should be mindful of the high levels of dissatisfaction moving forward and if it can limit rises it is more likely to improve satisfaction among its residents.

Complaint handling & ASB

A third of residents said they had made a complaint to ReSI Housing in the last 12 months but only 16.4% of these are happy with the way it was handled, with far more (70.9%) being dissatisfied. Whilst there is still an issue of 'What is a complaint?' this is poor and should be of concern to ReSI Housing. Linked to this is the handling of ASB which also has very low satisfaction at just 12% with 52% dissatisfied. Whilst it is probably impossible to please everyone with issues of this type, it is hoped more would appreciate the efforts made to resolve such issues. However, some complain about the time taken to resolve problems and some don't have calls returned when promised, all adding to their feeling of frustration. Where landlords have been successful in managing complaints, it is usually linked to improved communications, residents need to know how and when to complain and be clear on what will happen and when, they also want to be kept up to date with progress regularly, even when there is little to report. ReSI Housing may need to look at its complaints process to see where improvements could be made and may consider including further questions in future surveys to find out more about their residents' experiences or start to monitor these complaints separately.

Property Manager

ReSI Housing has two main property managers, and it is clear that those managed by ReSI Property Management Limited (RPML) are far more satisfied than those under the management of Metropolitan Thames Valley Housing (MTVH). Within their areas of operation, those in the PRML-Orbit 2 area are generally the most satisfied and those under MTVH-Croydon are the least. It is not entirely clear why these differences exist, whether this is linked to property type and location or other factors, however, it would be hoped that residents receive a consistent level of service wherever they are and who they are managed by. ReSI Housing may wish to look behind these results and find out more about the two groups, as if the differences are driven by service delivery issues actions could be taken to bring them more together.

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

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