

Shared Ownership Customer Satisfaction Report 2023

About the Survey

In August and September 2023, 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 Housing delivers key services.



The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing for the reporting year October 2022 to September 2023.

A big thank you to everyone who took part!

ReSI Housing

The findings included in this report will provide a view of the main drivers behind satisfaction levels and the issues customers are most concerned about, informing ReSI Housing's future strategic and operational planning. Furthermore, within this report as part of the TSM reporting, we have included our performance against other metrics.

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

DISCLAIMER

When reading this report, it is important to note that the survey questions were designed in line with the Regulator of Social Housing Tenant Satisfaction Survey Standard requirements. As a result, some of the questions didn't differentiate between the services offered by ReSI Housing and those provided by other responsible parties, like the building or estate landlords. This means that customers considered all services they received, not just those from ReSI Housing when responding to the survey. Where applicable we have provided separate findings based on the feedback received from customer who live in properties solely maintained by ReSI Housing.

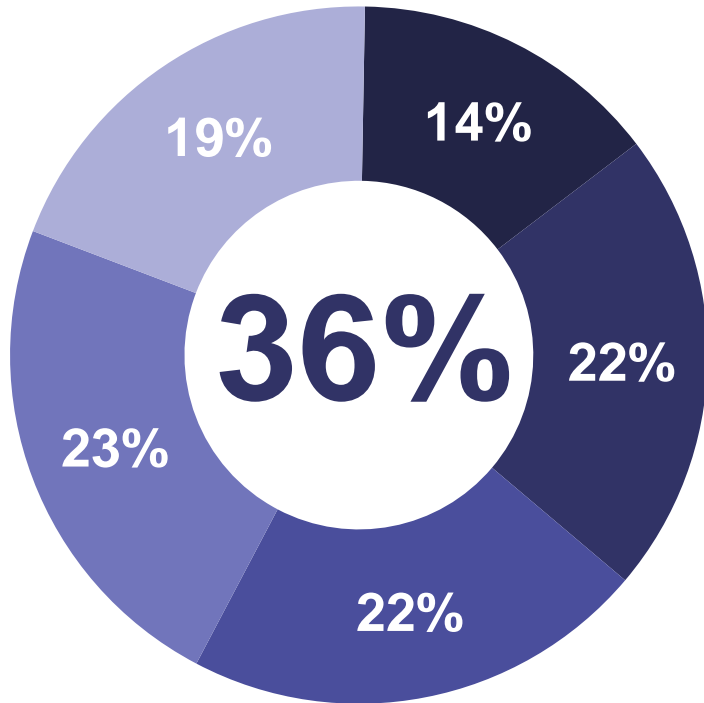
198

customers took part out of a total of 629 (166 by telephone and 32 online)

Overall Service



Taking everything into account, over a third of customers are satisfied with the service provided by ReSI Housing (**36%**) ⁽¹⁾.



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

37% of customers are satisfied with the overall service provided by ReSI Housing, where they are the sole property manager

(1) Refers to properties that are maintained by ReSI Housing and other property managers.

The Home and Communal Areas

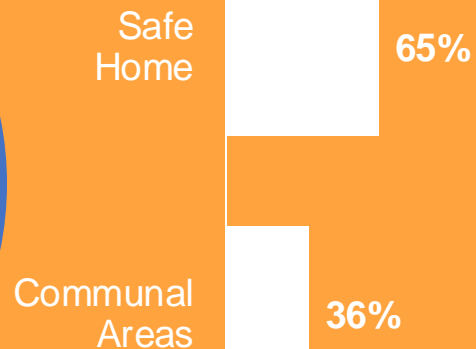


Around two-thirds of customers are satisfied that ReSI Housing provides them with a home that is safe **(65%)**⁽¹⁾.



Just over one-third of customers are satisfied that their communal areas are kept clean and well maintained **(36%)**⁽¹⁾.

60% of customers are satisfied that their communal areas are kept clean and well maintained, where ReSI Housing are the sole property manager



72% of customers are satisfied that ReSI Housing provides them with a home that is safe, where ReSI Housing are the sole property manager

(1) Refers to properties that are maintained by ReSI Housing and other property managers.

Communications and Customer Engagement



Three out of ten customers are satisfied that ReSI Housing listens to their views and acts upon them **(29%)**⁽¹⁾.



Over two-fifths of customers are satisfied that they are kept informed about things that matter to them **(43%)**⁽¹⁾.



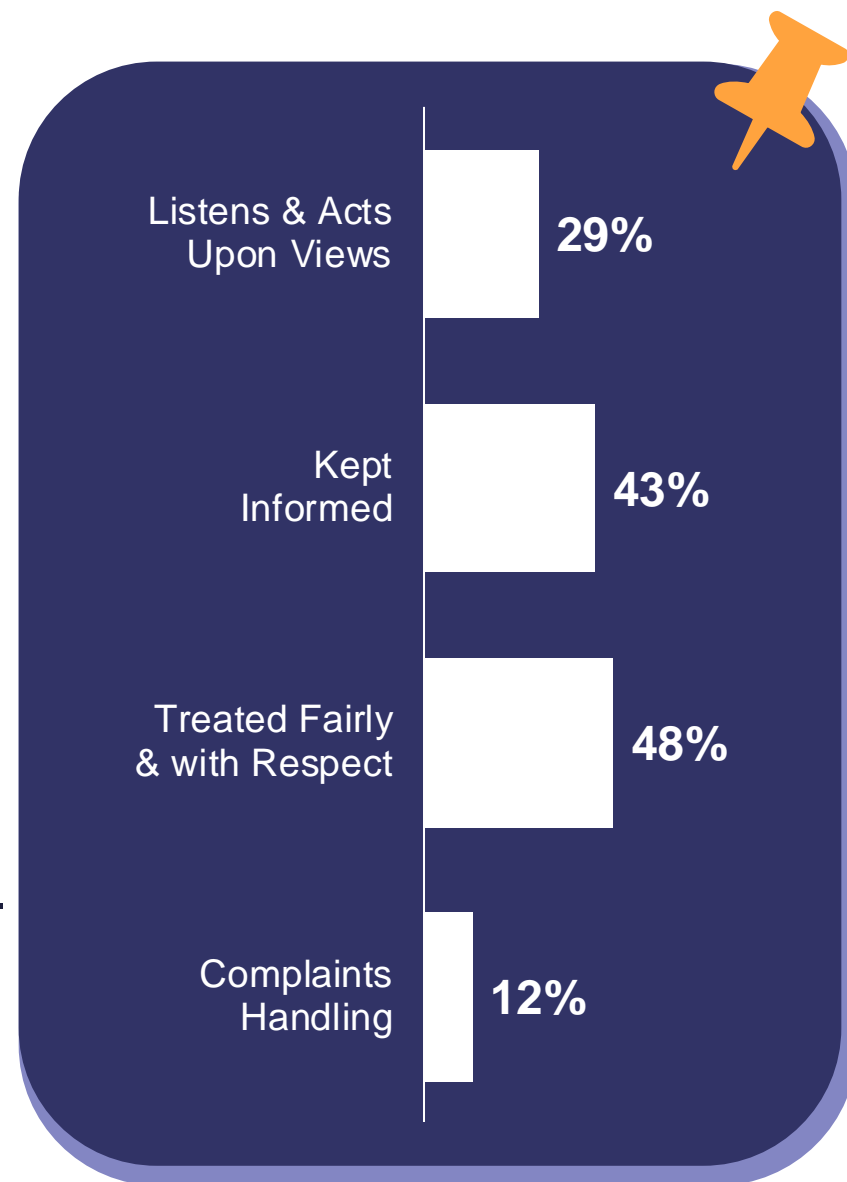
Almost half of customers agree that ReSI Housing treats them fairly and with respect **(48%)**⁽¹⁾.



One out of eight customers who made a complaint in the last 12 months are satisfied with complaints handling **(12%)**⁽¹⁾.



Around a third of customers would be willing to join ReSI Housing's on-line Service Improvement Panel **(35%)**.



(1) Refers to properties that are maintained by ReSI Housing and other property managers.

Communications and Customer Engagement

Where ReSI Housing are the sole Property Manager:



40% of customers are satisfied that ReSI Housing listens to their views and acts upon them



47% of customers are satisfied that ReSI Housing kept them informed about things that matter to them



75% of customers agree that ReSI Housing treats them fairly and with respect

Customers who responded to the survey have not logged any



(1) Refers to properties that are maintained by ReSI Housing and other property managers.


The Neighbourhood



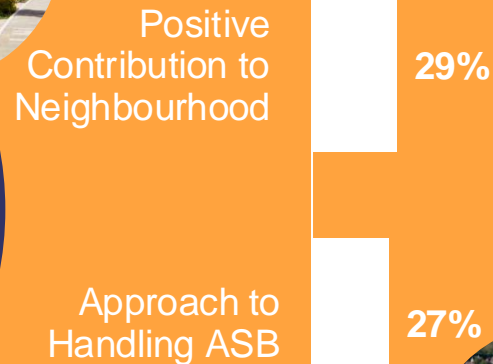
Three out of ten customers are satisfied that ReSI Housing makes a positive contribution to their neighbourhood **(29%)**⁽¹⁾.



Slightly fewer customers are satisfied with ReSI Housing's approach to handling anti-social behaviour **(27%)**⁽¹⁾.



38% of customers are satisfied that ReSI Housing makes a positive contribution to their neighbourhood, where ReSI Housing are the sole property manager



70% of customers are satisfied with ReSI Housing's approach to handling ASB, where ReSI Housing are the sole property manager



(1) Refers to properties that are maintained by ReSI Housing and other property managers.

Value for Money and Affordability



Almost six out of ten customers are satisfied that their shared ownership home is better value for money than their previous residence **(57%)**.



Slightly more customers are satisfied that their shared ownership home is more energy efficient than their previous residence **(61%)**.



Around half of customers are satisfied that their rent provides value for money **(52%)**.



Fewer customers are satisfied that their service charges provide value for money **(20%)**.



76%
of surveyed
customers
pay service
charges



Complaints and Anti-social behaviour



Between October 2022 and September 2023, ReSI Housing received a total of **4** complaints, which represents **0.52%** of the overall stock. Out of these, **2** complaints progressed to Stage 2, constituting **0.26%** of the total stock.



All Stage 1 and Stage 2 complaints were responded to within the target timescales (**100%**).



Between October 2022 and September 2023, ReSI Housing received **1** reports of anti-social behaviour cases.



Customers' Comments

Customers were asked if they have any feedback on service improvements and 177 customers gave comments.

Customers most frequently commented upon the value for money of their rent/service charges. While some would also like better information provided on the service charges they pay.

Customers would also like improvements to customer service, including their contact being returned and the time taken to resolve enquiries.

Other comment areas, include the repairs service, communal areas and neighbourhood problems.

Top comments



Next steps

ReSI Housing

ReSI Housing 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 on-line Service Improvement Panel or ask for more information.

Carrying out this survey is just part of the work ReSI Housing does to involve you in developing services. As well as publishing the results of the survey, ReSI Housing plans to put the findings to good use by working with customers to further improve the services provided.



Thank you
once again to
everyone who
took part.



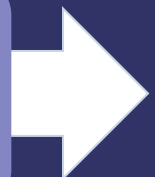
Publish findings to
customers



Use findings to plan
and improve services,
e.g., repairs, property
condition and
communications



Involve customers in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	198
B.	Timing of survey	23 August 2023 to 12 September 2023
C.	Collection method(s)	Telephone interview and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Portfolio, Property Manager
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	0
I.	Reasons for any failure to meet the required sample size requirements	A census approach was employed which is sufficient to meet this requirement
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Opportunity to take part in a £100 Amazon voucher raffle.
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None