

Resident Satisfaction Survey 2025

About the Survey

In October 2025, many of you took part in an important survey.

The survey was carried out via telephone, online and postal 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.



153

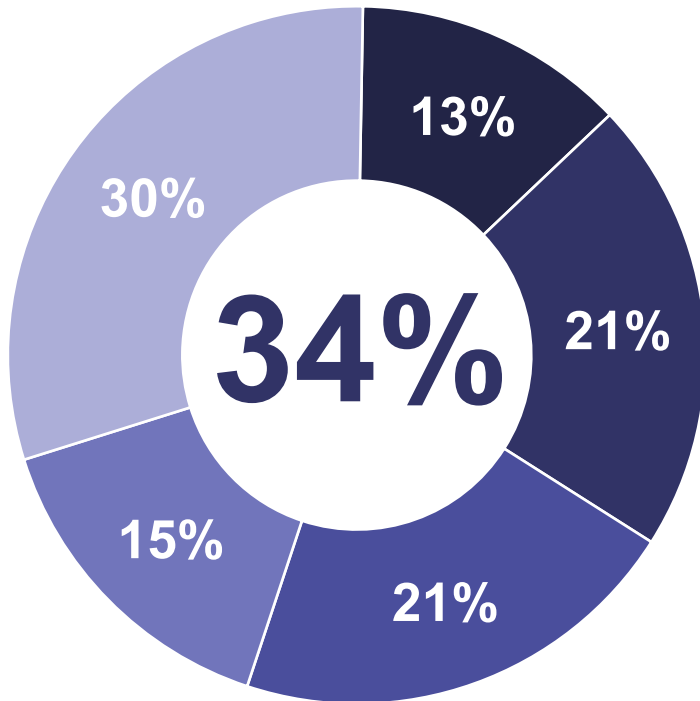
residents took part
out of a total of 804
(72 by telephone,
79 online &
2 by post)

A big thank you to everyone who took part!

Overall Service



Around one-third of residents are satisfied with the overall service provided by ReSI Housing (34%).



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



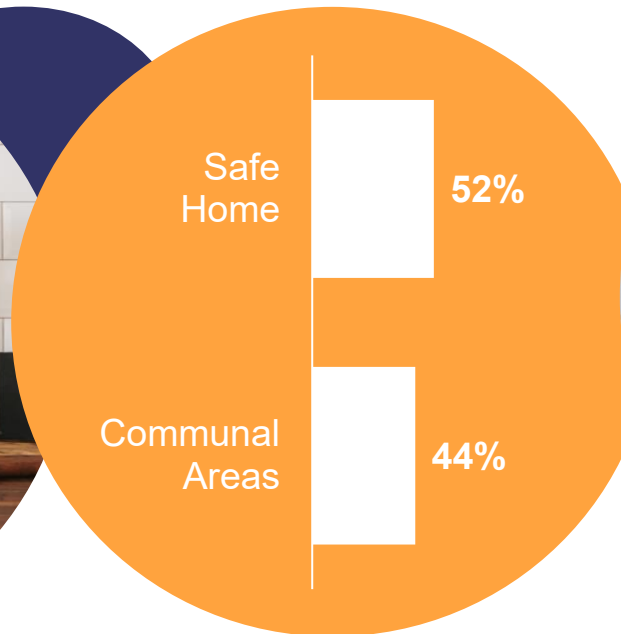
The Home and Communal Areas



Around half of residents are satisfied that ReSI Housing provides them with a home that is safe **(52%)**.



Over four out of ten residents are satisfied that their communal areas are kept clean and well maintained **(44%)**.



Communications and Resident Engagement



Two out of ten residents are satisfied that ReSI Housing listens to their views and acts upon them **(21%)**.



Almost half of residents are satisfied that they are kept informed about things that matter to them **(45%)**.



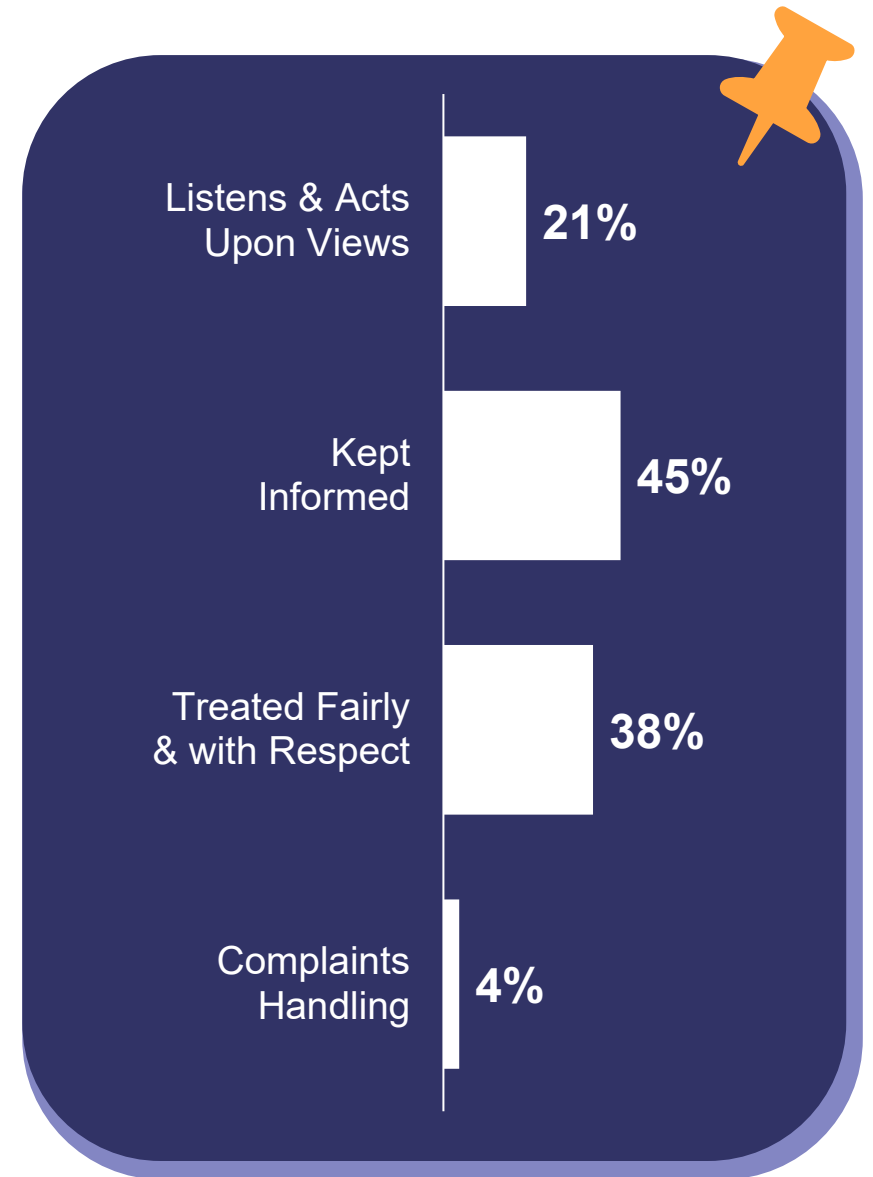
Around four out of ten residents agree that ReSI Housing treats them fairly and with respect **(38%)**.



Of the residents who made a complaint in the last 12 months, **4%** are satisfied with complaints handling.



One-quarter of residents would be willing to join ReSI Housing's on-line Service Improvement Panel **(25%)**.



The Neighbourhood



Around one-fifth of residents are satisfied that ReSI Housing makes a positive contribution to their neighbourhood (**18%**).



Slightly fewer residents are satisfied with ReSI Housing's approach to handling anti-social behaviour (**14%**).



Positive
Contribution to
Neighbourhood

18%

Approach to
Handling ASB

14%



Value for Money and Affordability



Around four out of ten residents are satisfied that their shared ownership home is better value for money than their previous residence (**38%**).



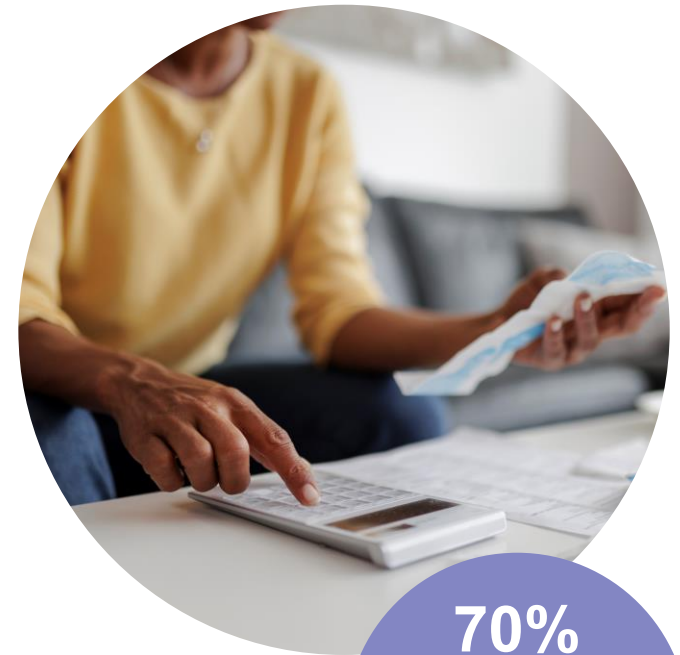
Slightly more residents are satisfied that their shared ownership home is more energy efficient than their previous residence (**42%**).



Around four out of ten residents are also satisfied that their rent provides value for money (**38%**).



Fewer residents are satisfied that their service charges provide value for money (**19%**).



70%
of residents
pay service
charges



Recommending ReSI Housing



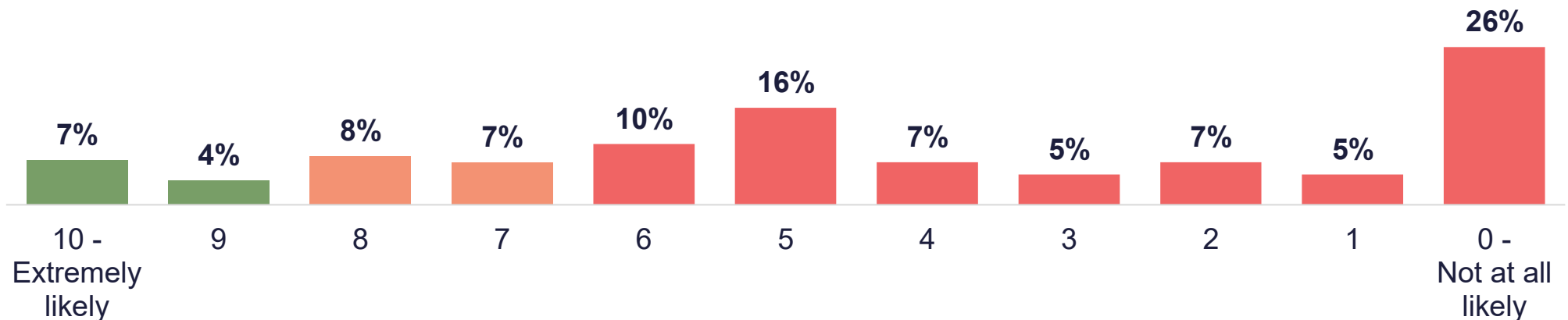
Residents were also asked how likely they would be to recommend ReSI Housing to other people. This is a 0-10 point rating. Those who would recommend ReSI Housing score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around one out of ten residents are very loyal and happy to recommend ReSI Housing to other people (**11%**). However, **14%** of residents are unsure, and **75%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for ReSI Housing (the percentage of those who would recommend ReSI Housing minus the percentage of those who would not) is **-64**.

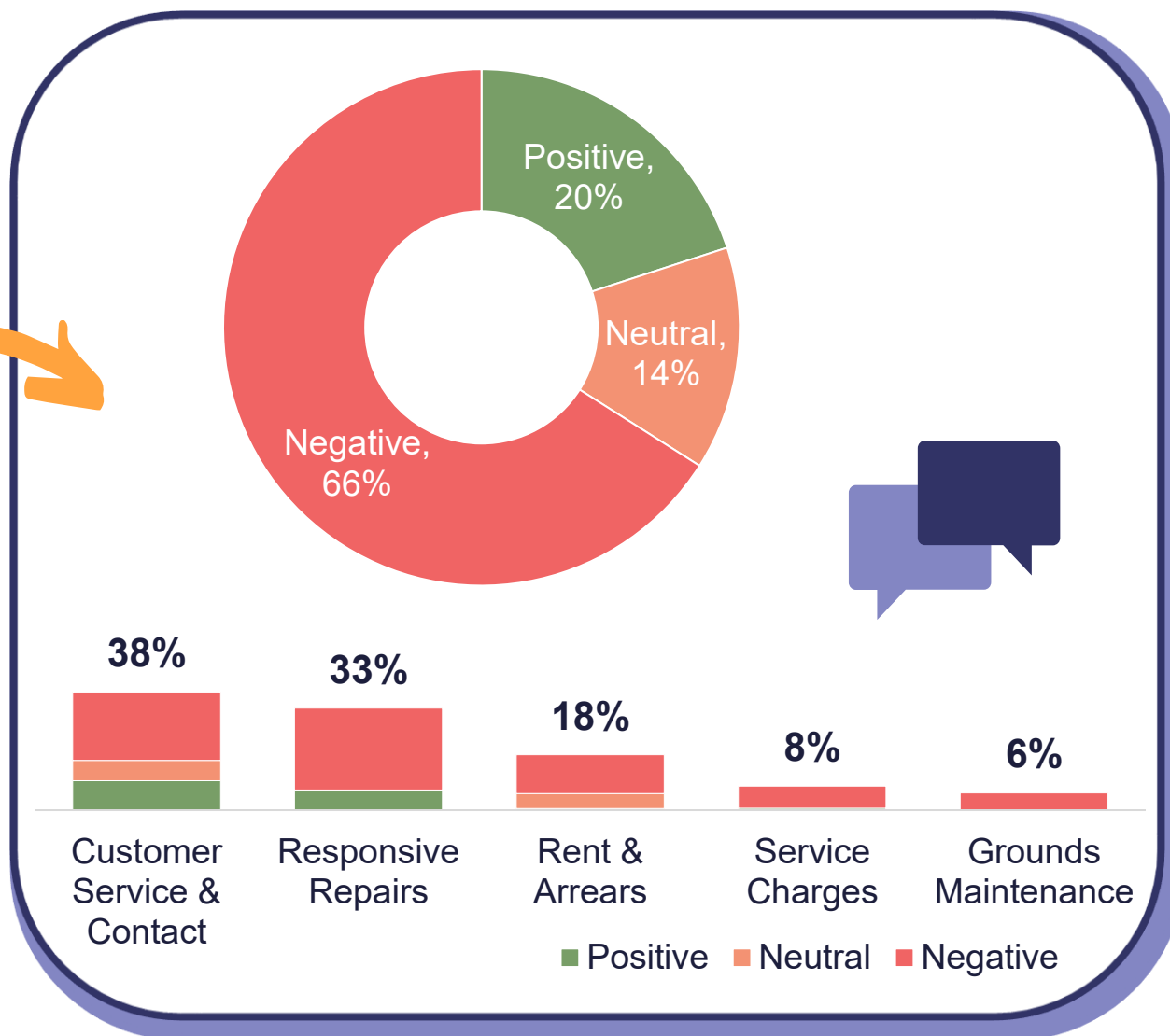


Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of the overall service provided by ReSi Housing, and 124 comments were received.

One-fifth of these comments have positive feeling (**20%**), **14%** neutral, and **66%** negative.

The most commonly mentioned category by tenants is customer service and contact (**38%**), followed by responsive repairs (**33%**), rent and arrears (**18%**), service charges (**8%**), grounds maintenance (**6%**) and complaints (**5%**).



Your Views

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 residents to further improve the services provided.



Thank you
once again to
everyone who
took part.



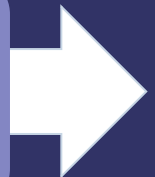
Publish findings to
residents



Use findings to plan
and improve services,
e.g., repairs,
customer service and
ground maintenance



Involve residents in
shaping service
improvements



ReSI Housing

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