



# White Horse Housing

## TSM Report 2025/26

Prepared by: Acuity Research & Practice



## Key TSM Metrics

### Overall Satisfaction

### The Home

### Repairs

### Neighbourhood

### ASB

### Engagement

### Complaints

### NPS

### Value for Money

### Further Insight

### LCHO

### Summary

### Demographics

## Introduction

Acuity was commissioned to undertake an independent satisfaction survey of the residents of White Horse Housing Association (WHA) to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

This census survey of 387 LCRA and 25 LCHO households was completed between 13 October and 20 December 2025. It was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, along with additional questions WHHA chose to ask residents. A mixed methodology was used, and 217 LCRA responses were completed (81 by post, 105 online and 31 by telephone interview), plus three incomplete responses. There were also 11 LCHO responses, plus one incomplete response. This report focuses on the LCRA responses, with a summary of LCHO also included, and all incomplete responses are included in the respective figures, as required by the Regulator.

Sentiment analysis was used to better understand residents' comments and why they have responded to the satisfaction questions the way they have. This adds an extra layer of focused insight to the results to help WHHA better understand what is driving satisfaction, what residents are most concerned about, and consequently what could be improved.

The telephone survey is confidential, and the results are sent back to WHHA anonymised unless residents give their permission to be identified. Across all results, 85% of residents gave permission to share their responses with their details attached, and 92% of these residents are happy for WHHA to contact them to discuss any information they provided.

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

- Provide information on residents' perceptions of current services
- Compare the results with the previous surveys completed
- Inform decisions regarding future service development
- Report results to the Regulator

For overall results, Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least  $\pm 5\%$  at the 95% confidence level. For WHHA, for LCRA, 218 responses were received to TP01 (overall satisfaction) and this response is high enough to conclude that the findings are accurate to within  $\pm 4.39\%$ ; well within the required margin of error. For LCHO, there are 12 responses to TP01, meaning these results are accurate to within  $\pm 18.83\%$ .

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file 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.

# LCRA TSM Key Metrics

**95%** 

## Overall Satisfaction

Satisfaction with the overall service provided by WHHA is high at 95%, which compares well with other landlords and is up by 1 percentage point (p.p) from the previous survey in 2023/24

Six other measures score over 90%; safe home which scores highest at 99%, well maintained home at 96%, both repairs measures and also being treated fairly and with respect, all at 94%, and being kept informed at 92%.

Three more measures are in the 80% range: listens and acts (88%), neighbourhood contribution (82%), and the upkeep of communal areas, which is also the most improved measure (up by 11p.p.) at 80%.

The lowest scoring measures are the approach to ASB at 69% and complaint handling at 53%; the latter also represents the most significant fall in satisfaction since 2023/24, down by 19p.p.

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





**Overall Satisfaction**

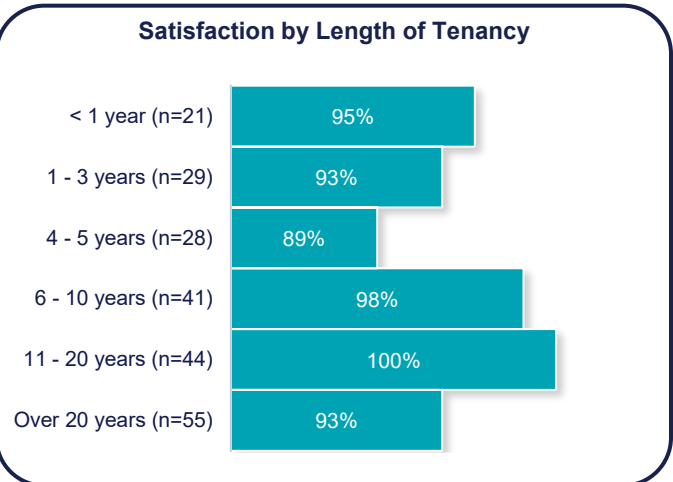
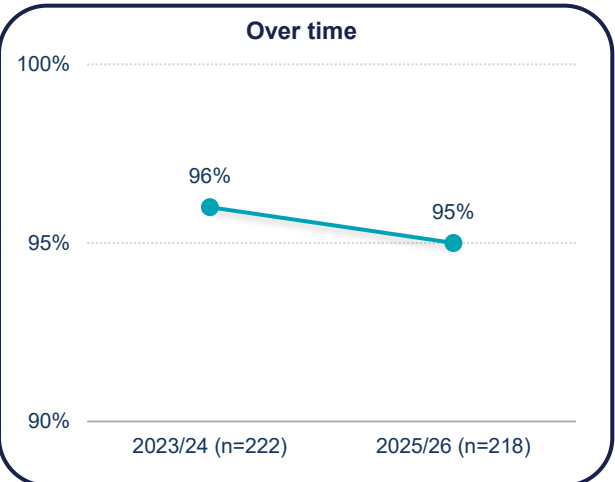
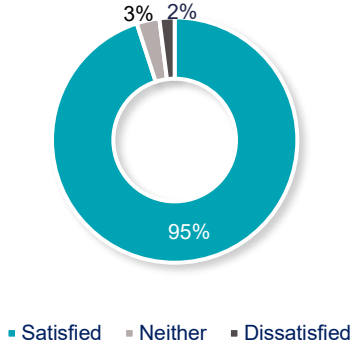
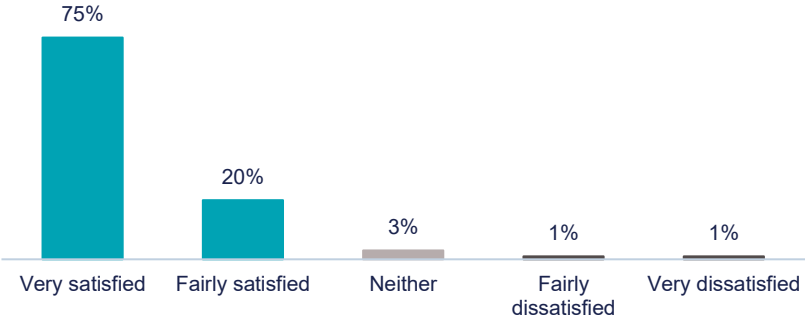


# Overall Satisfaction

Residents were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by WHHA?" This is the key metric in any resident perception survey.

Some 95% are satisfied with the overall service provided, a fall of just 1p.p since the last survey in 2023/24. Almost three-quarters (72%) are very satisfied and a fifth (20%) are fairly satisfied, with just 2% dissatisfied, and a further 3% giving a neutral response.

The main body of the report focuses on high-level scores; towards the end, a section explores differences by age, area, and tenure.



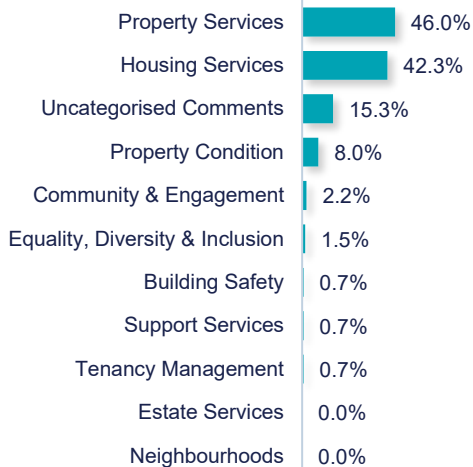
# Overall Satisfaction

Please describe your specific experiences that have shaped your view of White Horse Housing's service.

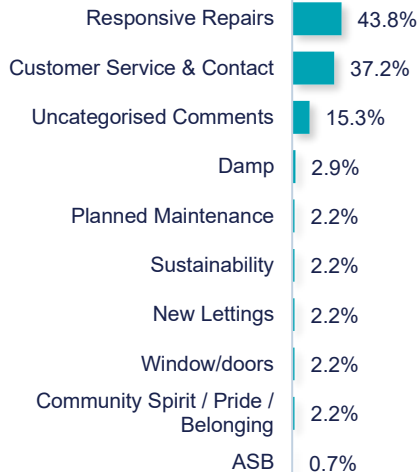
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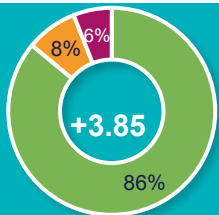
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	54	48.2%	+4.19
Staff Conduct	27	24.1%	+4.85
Communication / Transparency	26	23.2%	+4.50
Quality of Work / Service	23	20.5%	+4.30
Resolution	13	11.6%	+4.85
Empathy	11	9.8%	+5.00
Listening / Acting	9	8.0%	+3.67
Subcategory, no attribute (yet)	8	7.1%	+2.25
Satisfaction	7	6.3%	+5.00
Effort	3	2.7%	+5.00
Trust	2	1.8%	+1.00
Worker Conduct	2	1.8%	+5.00
Accessibility	1	0.9%	+5.00
No Comments	1	0.9%	0.00
Accountability			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-



The comments received reflect a generally positive sentiment towards the WHHA's service quality, highlighting effective communication, prompt repair responses, and a caring approach to resident needs. Many praised the staff for their friendliness, attentiveness, and willingness to listen, indicating a strong relational aspect between residents and staff. Common issues addressed included maintenance efficiency, with frequent mentions of quick resolutions to repair requests, such as heating problems and damp issues.

There are a small number of concerns regarding the quality of repairs and unresolved long-standing issues, such as persistent damp problems and ineffective remediation of issues like paint deterioration. There were mentions of communication lapses regarding ongoing concerns, including problems with neighbours that were not adequately addressed. Overall, residents express high levels of satisfaction, with a request for enhanced monitoring of some repairs, and ensuring more complex repairs are resolved promptly, being suggested as improvements.



# Overall Satisfaction - Example Comments

## Positives 1/2

*"WHA have never let me down when repairs are needed. You can always reach them on the phone and they will listen and sort out any problems."*

*"Whenever a problem has occurred they are quick to act and they are always very helpful."*

*"Very helpful staff. Repairs always carried out. Standard of property excellent. Given an electric fan during summer heatwave."*

*"They have always been quick to respond, friendly staff. Very helpful on the phone."*

*"They are very polite. They always get stuff done."*

## Positives 2/2

*"I have been delighted with the improvements inside and outside my property and with the grants they received for us all."*

*"Great team and very helpful staff. My application was easy and the team fully supported me through it. Very efficient and quick to respond to any questions that I had."*

*"Since I got my house, everything is plain sailing, they came out and interviewed me, I was homeless at the time, so I was over the moon."*

*"The way the properties are maintained, the efficiency of the office staff and the way they treat everyone with respect - which I think is very important."*

## Repairs quality

*"Some standard of work carried out has needed to be fixed."*

*"quality of repairs below standard."*

*"Excellent quality repairs when needed, great communication qualities."*

*"A lovely team, problems are seen to in good time but the repair work could be better."*

*"2 years in a row now we have reported a lot of paint coming off our wooden window frames and every year we get told that's a job for the spring, but still nothing has been done."*

*"Back door glass and refitted, rubber seal not fitted right and two different colours."*

## Neighbourhood / Costs

*"Do not manage issues that may arise with other residents in street."*

*"Very good HA for repairs etc but not dealing with problem neighbour despite a member of the team experiencing the issue I have been having."*

*"The reason is because of what is ongoing with the Neighbour upstairs."*

*"Heating - very expensive to run. Solar panels not great, promised they would be cleaned. EPC certificate exp 2023."*



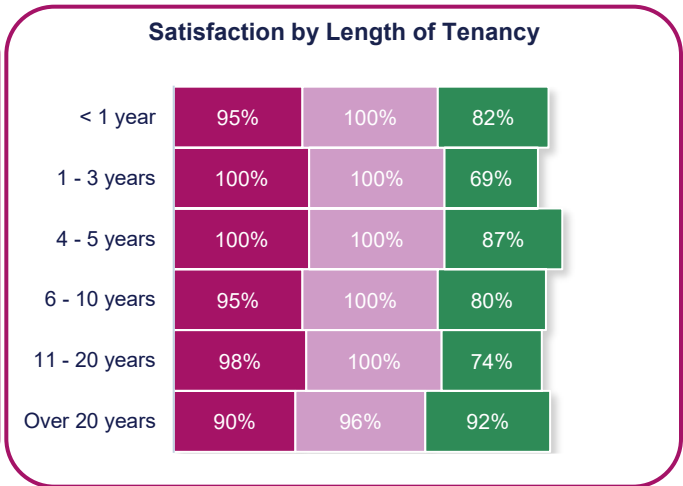
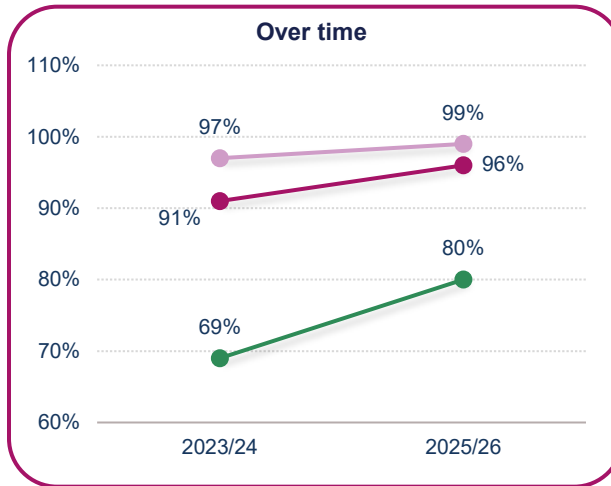
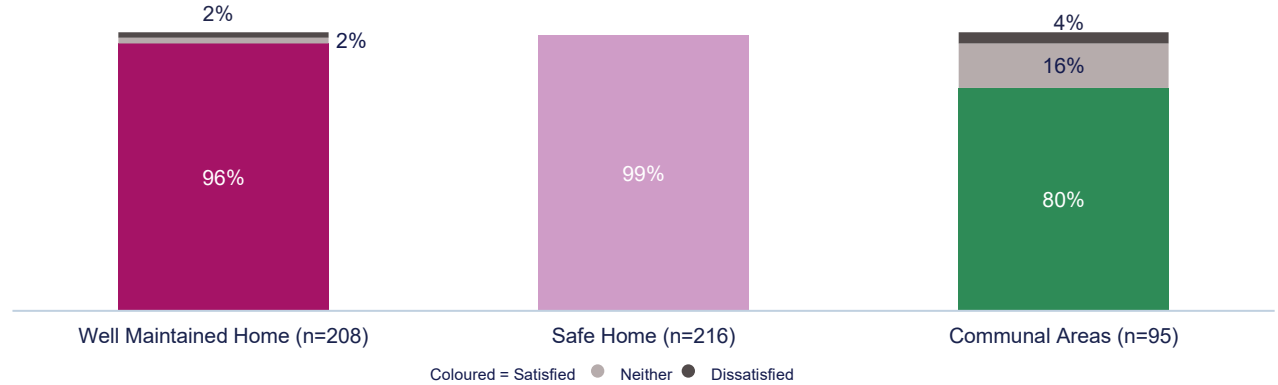
**Well Maintained, Safety & Communal Areas**



# Well Maintained, Safety & Communal Areas

A very high percentage of residents are satisfied with their homes; 96% feel that their homes are well maintained, with even more feeling they are safe (99%). Both of these measures have increased since the last survey, up by 5p.p and 2p.p respectively.

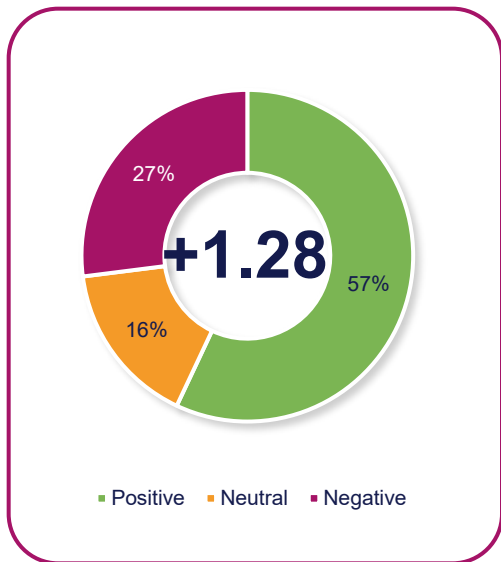
Almost half of residents (47%) stated that they live in a building with communal areas that WHHA is responsible for maintaining. Eight out of ten of these residents (80%) are satisfied that WHHA keeps their communal areas clean and well maintained, with just 4% dissatisfied. 16% are neutral. Satisfaction has increased by 11p.p since 2023/24, making this the most improved measure in 2025/26.



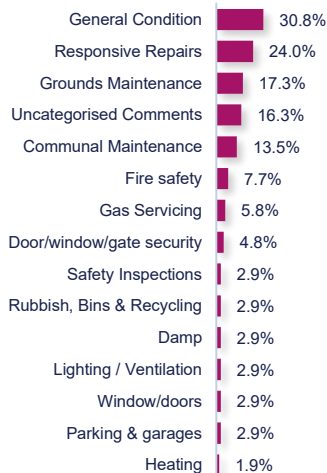
# The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

Base Size: 104



## Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	21	20.2%	+3.33
Subcategory, no attribute (yet)	15	14.4%	-0.13
Timeliness & Responsiveness	12	11.5%	+0.67
Safety	9	8.7%	+2.33
Communication / Transparency	5	4.8%	+0.40
Satisfaction	5	4.8%	+4.00
Resolution	4	3.8%	+0.50
Worker Conduct	3	2.9%	+4.33
Listening / Acting	2	1.9%	-1.00
No Comments	2	1.9%	0.00
Accountability	1	1.0%	-3.00
Appointments / Convenience	1	1.0%	+3.00
Consistency	1	1.0%	-3.00
Accessibility			-
Effort			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-

The survey responses regarding the safety and maintenance of home and communal areas indicate a generally positive sentiment. Some residents express satisfaction with safety measures such as smoke alarms, secure locks, and regular servicing of boilers and electrics, contributing to a feeling of security. Comments highlight effective maintenance, responsiveness to issues, and overall cleanliness, with many praising the condition of their properties and surrounding areas.

Some concerns are noted: rubbish accumulation, particularly near communal bins, and the maintenance of shared spaces, such as parking areas and gardens, which some residents consider neglected. There are also complaints regarding specific repairs, such as cracks in walls leading to dampness, and a feeling that outdoor spaces are not adequately maintained, particularly regarding grass cutting and rubbish removal after maintenance tasks.

The majority feel secure and satisfied with the upkeep of their homes. However, a small number seek improvements in communal maintenance and the addressing of persistent safety concerns specific to their properties.



# The Home - Example Comments

## Positives 1/2

*“Really happy with the condition of the property.”*

*“Safety wise, every year the boiler is serviced and in the past, the smoke alarms have been replaced. A couple of years ago the electricians were updated and a new fuse board fitted. We recently had new sky lights, due to our old ones leaking.”*

*“My home is maintained very well. All updates and checks done as needed.”*

*“Maintenance of my home is a quick response with helpful contractors. Gardens are very well maintained and a very helpful gardener [name removed].”*

## Positives 2/2

*“I'm satisfied with White Horse input to maintaining the property and communal areas. Doors and windows fitted with locks.”*

*“I can only reiterate ‘excellent’.”*

*“Everything is kept to high standards.”*

*“Safety and maintenance is well kept, recent contact and regular appointments for checks at all times.”*

*“We have only been with White House 11 months. We are very pleased with maintenance with all areas.”*

## Specific concerns

*“There is a very large crack on the outside wall that has left the bedroom space damp/mouldy throughout the year, this has become progressively worse over time.”*

*“There has been rubbish on our path for 6 months and not moved we have had visits but nothing has been done about it. Health & safety!”*

*“There was one point that my home was not safe, my second chimney was on the verge of coming down, they found this out when the roofers went to fix the roof. There is also a big crack in my ceiling, they have looked at it, they said its stable,, but it does not sound it.”*

## Communal Areas

*“Grass areas are atrocious, need mowing more often and Grass cutting really needs to be collected/removed, but alas this is not white horse housings responsibility.”*

*“Hedges need attention.”*

*“Communal parking area - see a groundsmen once a year! Does a reasonable job.”*

*“Gardeners could pick up cuttings causing less mess when you come indoors.”*

*“I am satisfied of maintenance of my flat, but not satisfied with the maintenance of the garden.”*



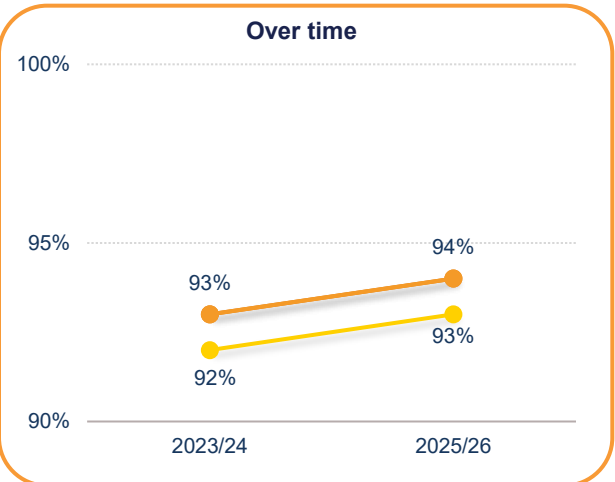
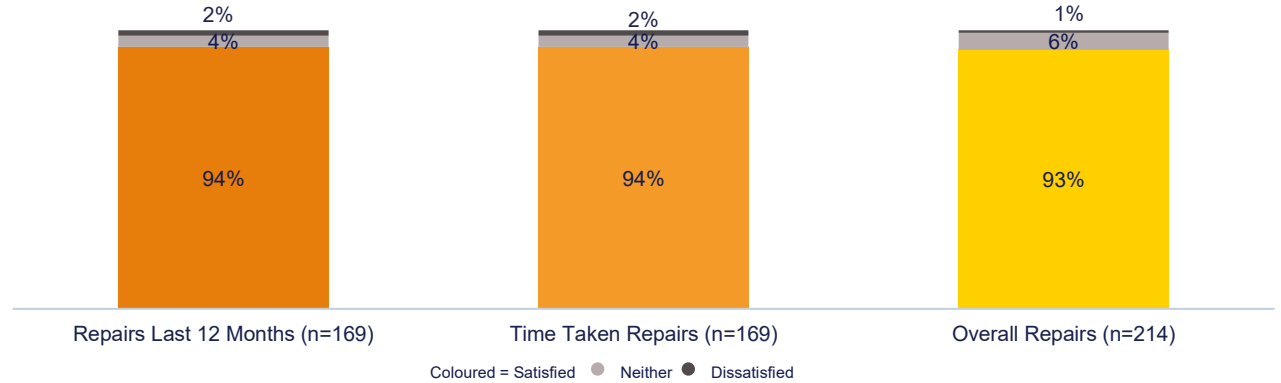
**Keeping Properties in Good Repair**



# Keeping Properties in Good Repair

Almost eight in ten residents (78%) stated they had a repair carried out to their home in the last 12 months. Of these residents, 94% are satisfied with the repairs service during this period, with the same number (94%) satisfied with the time taken to complete their last repair. Both these measures have improved by 1p.p since the last survey. *NB: only one of these measures is visible on the chart, as they have identical previous and current scores.*

Slightly fewer residents (93%) are satisfied with how WHHA deals with repairs and maintenance generally – which is asked of all residents. This also represents an increase of 1p.p since last survey.

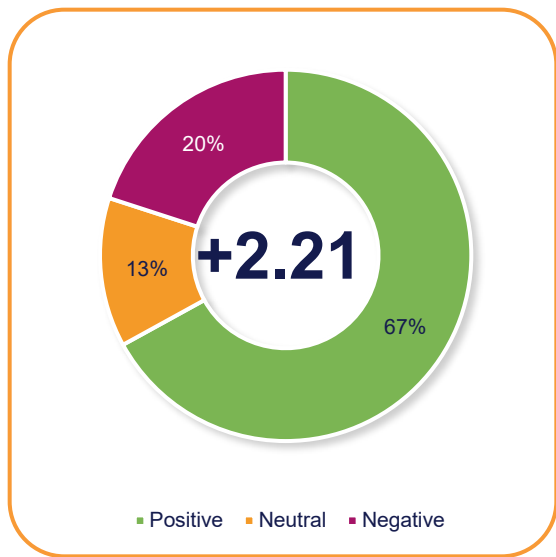


Length of Tenancy	Satisfied	Neither	Dissatisfied
< 1 year	100%	100%	90%
1 - 3 years	93%	93%	94%
4 - 5 years	90%	90%	92%
6 - 10 years	88%	97%	93%
11 - 20 years	97%	94%	95%
Over 20 years	98%	93%	92%

# Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 100



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	52	52.0%	+2.90
Quality of Work / Service	37	37.0%	+2.51
Subcategory, no attribute (yet)	17	17.0%	+0.59
Communication / Transparency	10	10.0%	+3.40
Satisfaction	9	9.0%	+3.67
Worker Conduct	9	9.0%	+4.78
Resolution	7	7.0%	-0.29
Appointments / Convenience	5	5.0%	+3.00
Empathy	3	3.0%	+5.00
Accountability	2	2.0%	-5.00
Fairness	1	1.0%	+3.00
Listening / Acting	1	1.0%	+3.00
Safety	1	1.0%	-5.00
No Comments	1	1.0%	0.00
Accessibility			-
Consistency			-
Effort			-
Staff Conduct			-
Trust			-

Many residents expressed appreciation for the promptness, efficiency, and professionalism of the repair teams, with several noting that issues were resolved quickly and effectively. Compliments highlighted were on communication, with notifications before appointments and courteous staff. However, there are some criticisms; some residents reported dissatisfaction with the quality of work, particularly with plastering, skirting boards, and mismatched repairs that affected aesthetics.

Delays in scheduling appointments and slow responses to certain issues, such as a faulty boiler and extractor fan, were highlighted as concerns. Additionally, some mention negative experiences with specific contractors, with the need for better oversight and quality controls. On a positive note, many acknowledged that regular maintenance for issues such as heating and plumbing is handled well, and that properties are left clean post-repair. Overall, while the service is generally viewed positively, there is a need for greater consistency and quality assurance across all repair types.



# Repairs & Maintenance - Example Comments

## Positives 1/2

*"Window replacement was carried out quickly and efficiently. Fencing was fixed quickly and both professional and jobs completed well."*

*"The repair service has been quite helpful. The repairs got done."*

*"Had a problem with boiler & somebody came & sorted the next day."*

*"Efficient, professional, friendly and tidy."*

*"I break it, I ring them ,they mend it"*

*"Clean/ tidy they always clean up after themselves."*

## Positives 2/2

*"They are always prompt, provide excellent communication. Service engineer was very courteous & efficient."*

*"Always arrive when arranged. Contractors professional."*

*"No issues to complain about. All repairs have been carried out to a A1 standard."*

*"Prompt response to any issues. Property left clean and tidy."*

*"Repairs are ordered and done as promptly as possible."*

*"very friendly and polite explained what they were doing cleaned up afterwards."*

## Contractors

*"The company they use three solutions are from my point of view and bunch of cowboys...replaced slab outside front door...wrong colour...repaired kitchen draw still not properly fixed and fixed bathroom door to a terrible standard.. had to finish myself...but still not 100%."*

*"Its always seems to be quick, the contractors are good, I am happy with them."*

*"Always arrive when arranged. Contractors professional."*

*"They have been really helpful in anything I needed, the only thing is they should have the right mount of contractors to send out for the jobs."*

## Delays

*"Seems to take a long time for an appointment."*

*"Long time to do jobs."*

*"Not all repairs have been done!!!!"*

*"Not pleased with E3 Solutions, the firm who do repairs for White Horse. Bathroom took too long."*

*"The shower leak took ages due to 3 solutions. I was left with no lighting downstairs for a few weeks."*

*"Hot water tank and panel took over 4 weeks to repair as low carbon didn't do install so blamed 3 solutions."*



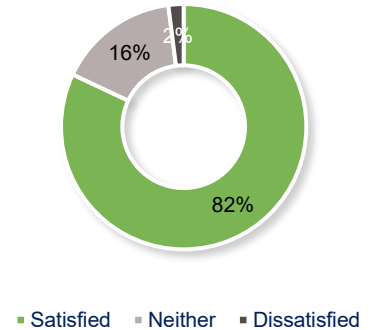
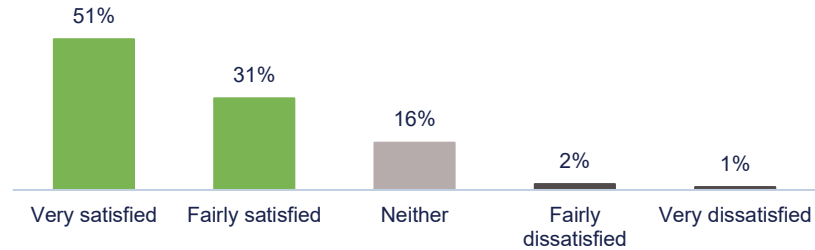
**Contribution to the Neighbourhood**



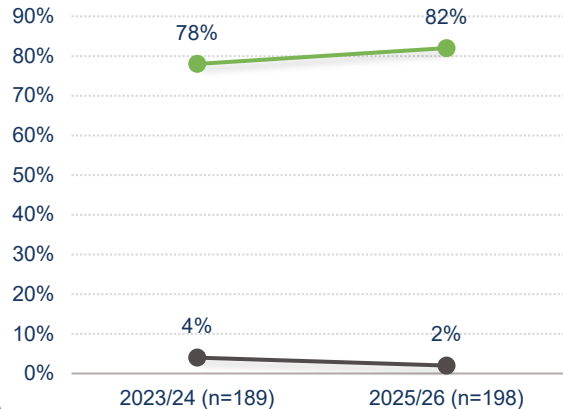
# Contribution to the Neighbourhood

Satisfaction with the positive contribution made to the neighbourhood has increased by 4 p.p in 2025/26 to 82%. Just 3% are dissatisfied, with a further 16% giving a neutral response.

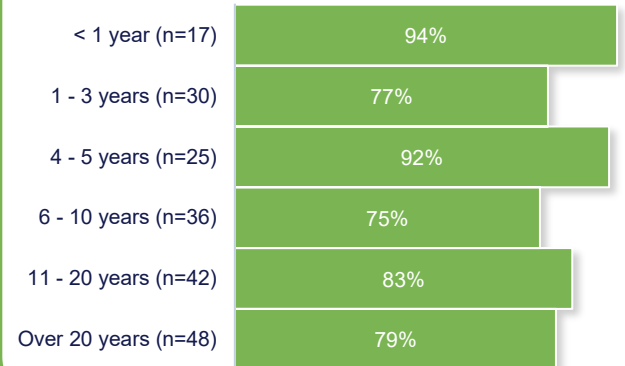
This measure shows a higher number of residents in the middle ground, which may be because some have not seen WHHA's work in their specific local area, or because they are unsure what is meant by this question.



## Over time



## Satisfaction by Length of Tenancy





# Approach to ASB

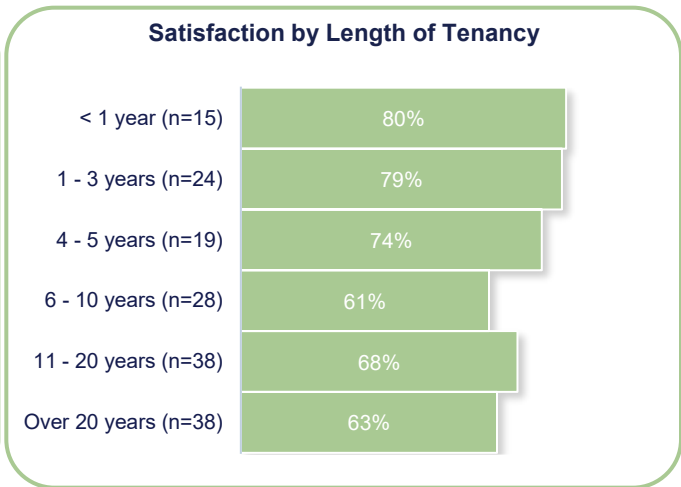
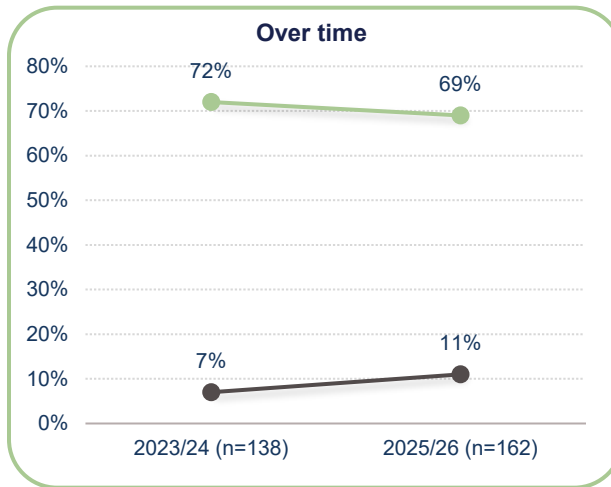
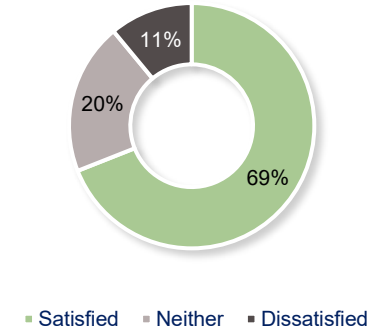
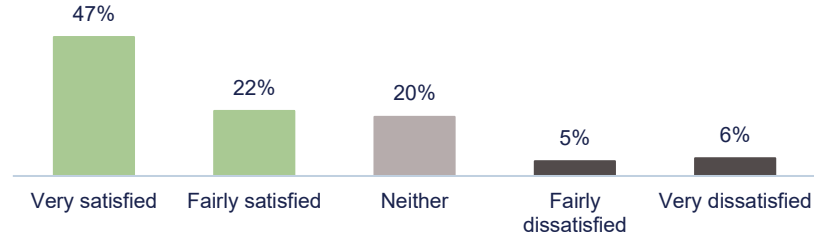


# Approach to ASB

Satisfaction with the handling of ASB has decreased by 3p.p in 2025/26 and now stands at 69%. Some 11% are dissatisfied and a fifth (20%) are unable to give a firm response either way.

It should be noted that all residents were asked about their perception of how WHHA handle cases of ASB, not just those who have reported a case within the previous twelve months.

This can lead to some unexpected results and relies heavily on how effective communication is with all residents, not just those who have experienced ASB in the past. This could explain why neutral responses accounted for a fifth of responses.





**Respectful & Helpful Engagement**

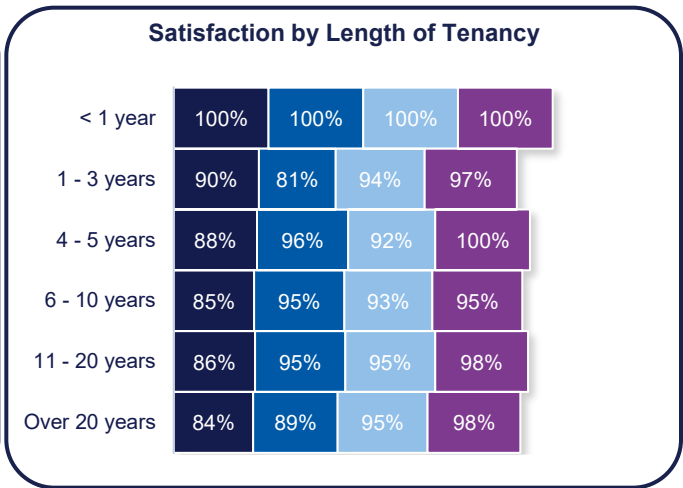
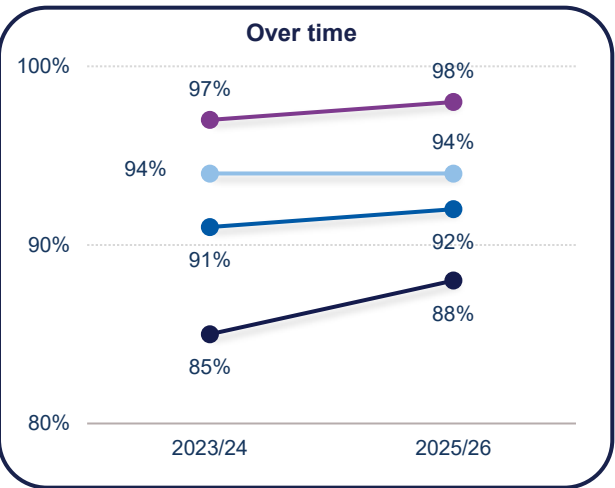
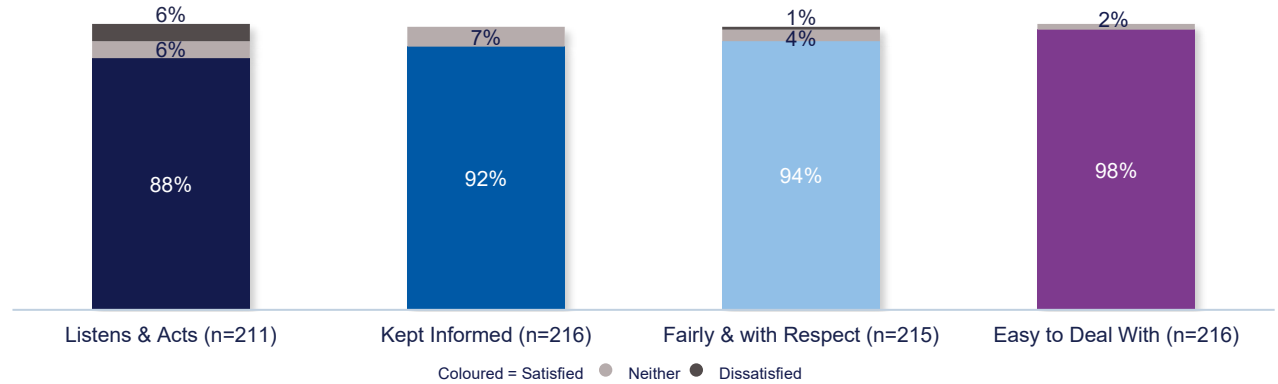
# Respectful & Helpful Engagement



Three of the four measures in this section see an improvement in satisfaction, and one (being treated fairly and with respect) is unchanged since the 2023/24 survey.

Some 98% feel WHHA are easy to deal with, an increase of 1p.p. Slightly less (94%) feel WHHA treats them fairly and with respect.

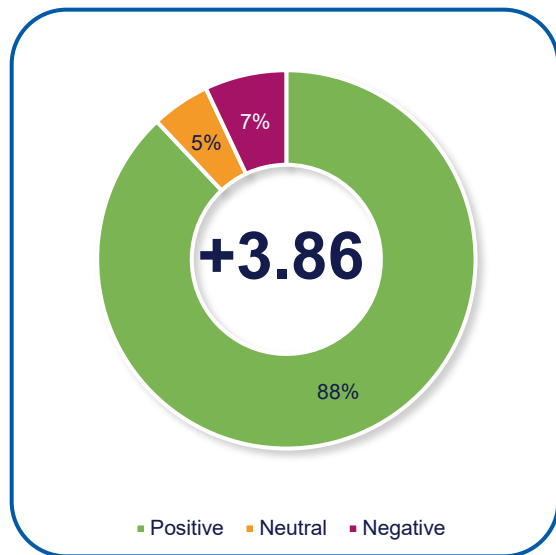
Satisfaction with being kept informed is at 92%, and 88% feel WHHA listens to views and acts upon them. These have increased by 1p.p and 3p.p respectively.



# Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 125



Attribute	Count	%	Sentiment Score
Staff Conduct	55	44.4%	+4.82
Communication / Transparency	29	23.4%	+3.86
Satisfaction	25	20.2%	+4.24
Quality of Work / Service	18	14.5%	+4.78
Timeliness & Responsiveness	18	14.5%	+4.67
Effort	11	8.9%	+2.91
Listening / Acting	10	8.1%	+3.00
Subcategory, no attribute (yet)	9	7.3%	+2.78
Empathy	6	4.8%	+3.33
Resolution	5	4.0%	+4.60
No Comments	2	1.6%	0.00
Accessibility	1	0.8%	+3.00
Fairness	1	0.8%	+5.00
Accountability			-
Appointments / Convenience			-
Consistency			-
Safety			-
Trust			-
Worker Conduct			-

The comments in this section are generally positive, with some residents praising the staff for being friendly, helpful, and efficient. Several residents acknowledge the promptness of the service, noting quick responses to calls and emails, alongside effective follow-up on issues. The majority noted how polite and respectful the staff are, contributing to a comfortable interaction atmosphere. Several comments praised the staff's familiarity and relatability during calls. Additionally, some appreciate the use of various communication methods, including phone calls, emails, and newsletters. There are mentions of a WhatsApp system for reporting repairs, which enhances accessibility and convenience.

While the overall feedback is positive, some concerns point to specific instances where repairs have not been followed up on. A few residents expressed frustrations about not feeling adequately supported in dealing with particular issues, such as difficult neighbours. The feedback shows a strong foundation in customer service excellence, coupled with specific areas that could be enhanced to further improve resident satisfaction.

# Customer Service - Example Comments



## Positives 1/2

*“Whenever I have phoned them I am always treated with respect, they are always quick to respond, they always call me back, they are excellent.”*

*“we have a newsletter regularly and regular meetings they are always polite on the phone.”*

*“Very good communication, and help with finances etc.”*

*“Very easy customer service very helpful and friendly staff no job too big.”*

*“They are really good, I call them, they always take my phone call or get someone to call me back the same day if they cant deal with the issue.”*

## Positives 2/2

*“No problem with the person on the other end of the phone. They are very polite to me and the works order is placed quickly.”*

*“I phone them up and they are very prompt and give me the information I need or they get repairs organised for me.”*

*“Comms have always been great! I’ve always been kept in the loop about what’s going on with anything that would affect me. Newsletter is great comms also. Customer service is always polite friendly and personable.”*

*“Always friendly, helpful and informative.”*

## Specific Concerns

*“Hours to deal with heating for air source pump, after waiting in and they cancel.”*

*“Easy to contact but left sometimes to follow up or trace after.”*

*“Excellent service, if someone doesn’t know the answer, they will endeavour to find out..although a bit slow in replying.”*

*“Questionable, when I ring up and say I have a problem and need a repair, they make me feel thick that I have not been able to sort it out myself.”*

*“They do not support us with difficult neighbours.”*

## Communication

*“We have a newsletter regularly and regular meetings they are always polite on the phone.”*

*“We have annual tenants’ meetings and regular newsletters.”*

*“They send newsletters out. The customer service is great, I have always been spoken to really nicely, not that I have called them much, but no issues.”*

*“The staff are always friendly & helpful. Regular newsletter’s.”*

*“Comms have always been great! I’ve always been kept in the loop about what’s going on with anything that would affect me. Newsletter is great comms also.”*



# Tenant Portal Comments

When residents were asked about the portal, the feedback highlights a lack of usage and awareness among residents. A significant number specifically indicated that they do not use the portal, with many preferring traditional communication methods, such as phone calls, for rent payments and reporting issues.

Some express that they are not comfortable with technology, citing age and familiarity as barriers. Several individuals suggested that improvements could be made to provide clearer information on accessing and utilising the portal, with requests for features such as a complaints section or troubleshooting guidance.

A small number of respondents complimented the portal, stating that it is easy to use and provides adequate information. However, overall sentiment leans toward a need for greater promotion and education around the portal's features and benefits to encourage wider usage among residents, alongside some enhancements in functionality.

## Barriers to Use

*"Unfortunately I am severely visually impaired so the portal is not something I use. My phone has an app to type what I want to write here, however, it is not capable of completing more complex online forms, so I will continue to call for assistance or send an email."*

*"I can't access it at present as have IT issues so can't answer this."*

*"Not at this time as I am not using it I do not deal with technical things however if I decide I know I will get help from WHH."*

*"I am 90 years old and cannot use the portal."*

*"I have never been able to access this"*

## Prefer to other routes

*"I always phone them when I pay the rent. I don't use the online portal."*

*"I always call the office to report anything that needs doing."*

*"I don't really use it to be honest I just ring up."*

*"I like personal contact and I haven't used the portal or find any benefit to me so I wouldn't be able to answer that."*

*"I am not very adept at technology so prefer personal ways of communicating."*

## Knowledge

*"No idea this was a thing, details on where to find and how to use."*

*"I don't have any knowledge of this portal."*

*"No idea this was a thing, details on where to find and how to use."*



## Effective Handling of Complaints



# Effective Handling of Complaints

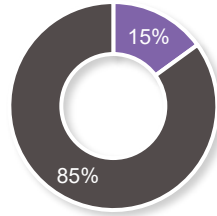
Only 15% of residents said that they have raised a complaint with WHHA in the last 12 months, although it is not clear how many of these are genuine complaints following a failure of service or perhaps service requests yet to be fully actioned.

Nevertheless, of these, 53% are satisfied with the handling of complaints, over a fifth (22%) are neutral, and a quarter (25%) are dissatisfied.

In 2023/24, satisfaction was 19 p.p. higher at 72%, so this measure saw the most significant reduction in satisfaction in 2025/26. However, due to the low number of responses care should be taken when analysing these results as the data is more prone to fluctuations.

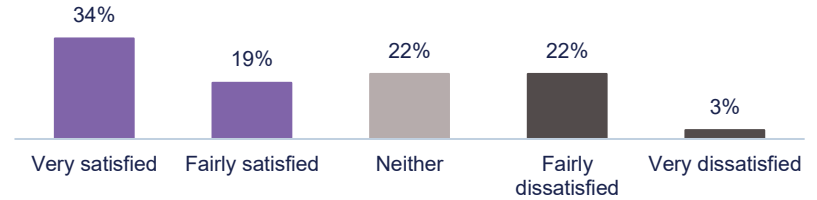
The handling of complaints has consistently been the lowest scoring measure in these surveys for most providers since these questions were introduced. The issue of what constitutes a complaint remains relevant, as residents often feel reports of ASB or even repairs raised are also 'complaints', as they are not necessarily aware of the sector's definition of a formal complaint.

### Complaint in last 12 months

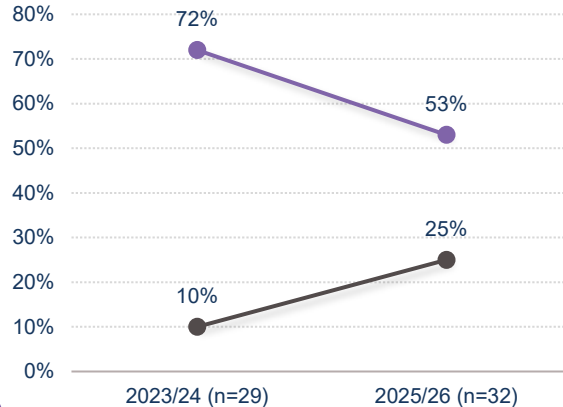


■ Yes ■ No

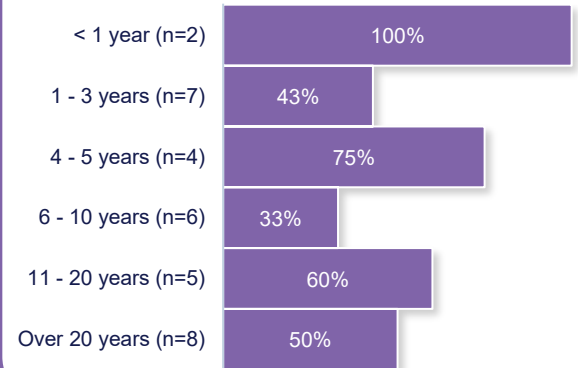
### Satisfaction with Complaints Handling



### Over time



### Satisfaction by Length of Tenancy





**Net Promotor**



# Net Promoter

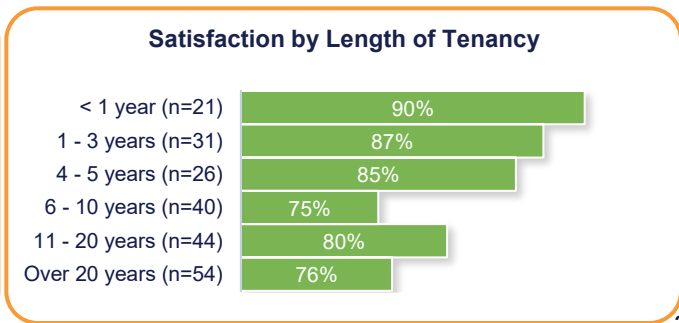
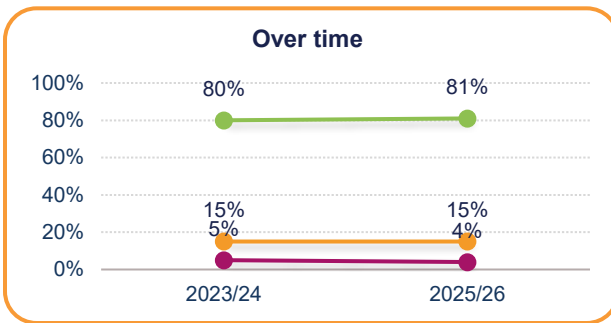
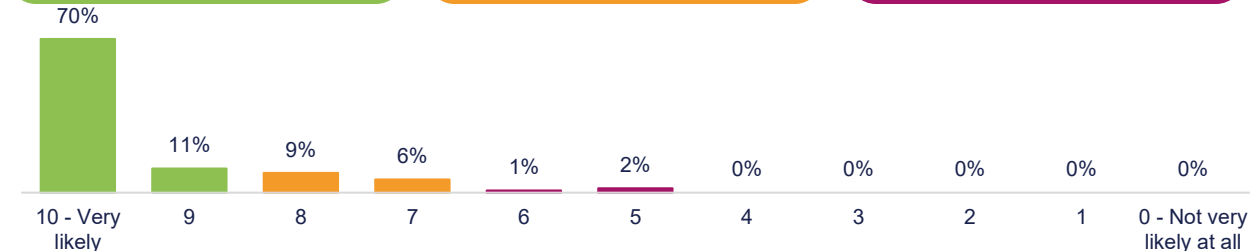
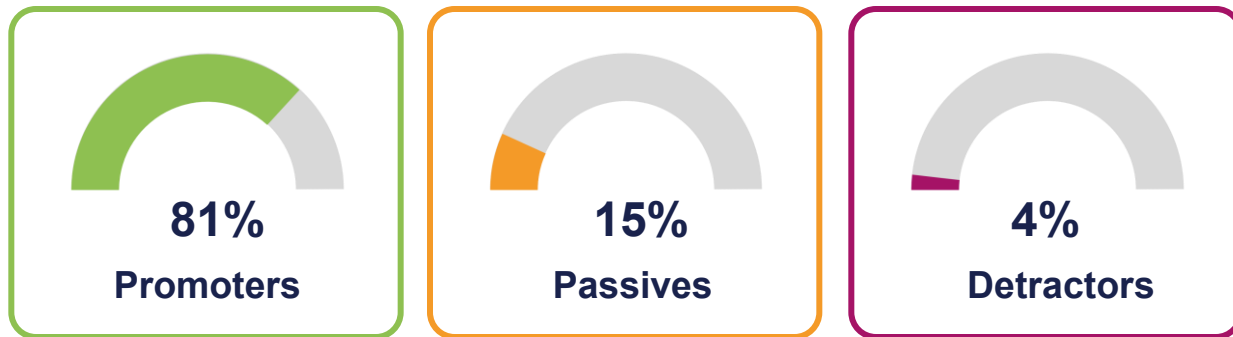
Residents were asked, "How likely would you be to recommend WHHA to other people on a scale of 10 to 0, where 10 is extremely likely, and 0 is not at all likely?"

Over eight in ten residents (81%) are promoters, very loyal and happy to promote WHHA to other people, with 70% of residents giving a score of 10 out of 10. Some 15% are currently passive and could be persuaded either way, whilst just 4% are detractors and likely to have negative views about the Association.

Around one in ten residents (11%) gave a score of 8, and it would be interesting to know how this group could be converted into promoters, as this would further enhance the score.

The Net Promoter Score (promoters minus detractors) is +76, which is a very strong score, up 5 p.p since the last survey.

**+76**  
**NPS ↑ 5**





**Value for Money**

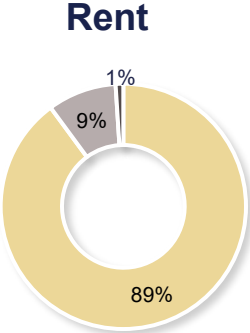


# Value for Money

WHA took the opportunity to ask some additional questions around value for money.

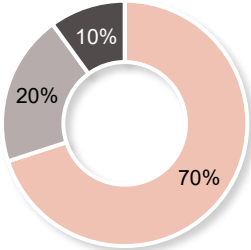
When asked specifically about the value for money of the rent they pay, almost nine in ten (89%) residents are satisfied. Only 1% express dissatisfaction, and a further 9% provided a neutral response.

Slightly less (70%) are satisfied that their service charge represents value for money. This could be impacted by increases in elements such as utility and labour costs, as well as by whether service delivery is evident and perceived as well delivered. One in ten (10%) are dissatisfied with the value for money of their service charge, and a fifth are unable to give a firm response either way.

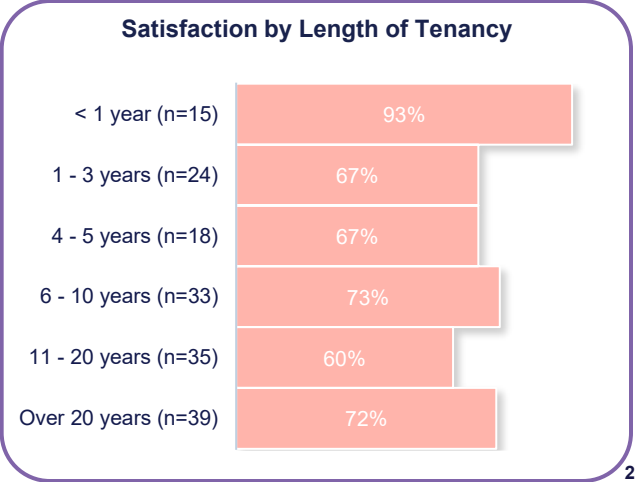
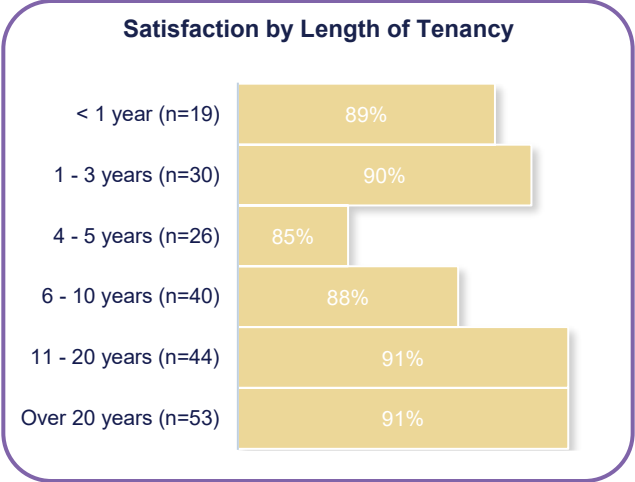


■ Satisfied ■ Neither ■ Dissatisfied

### Service Charge



■ Satisfied ■ Neither ■ Dissatisfied





**Further Insight**



# Satisfaction & Dissatisfaction

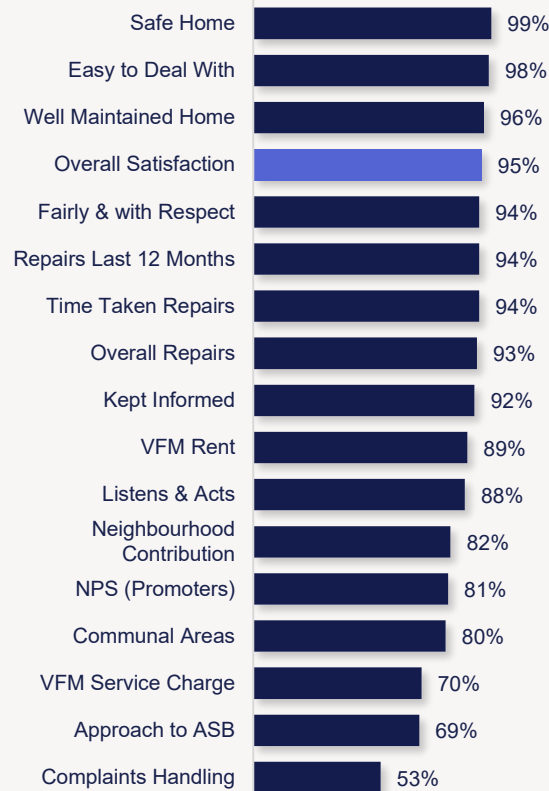
At the end of the financial year, it is possible to review the annual results to understand what is driving satisfaction at WHHA. The charts summarise the key results from 2025/26.

Sometimes, when satisfaction is low, the remaining residents can be split between those in the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where residents do not have strong opinions or areas where a high percentage of residents are actually dissatisfied.

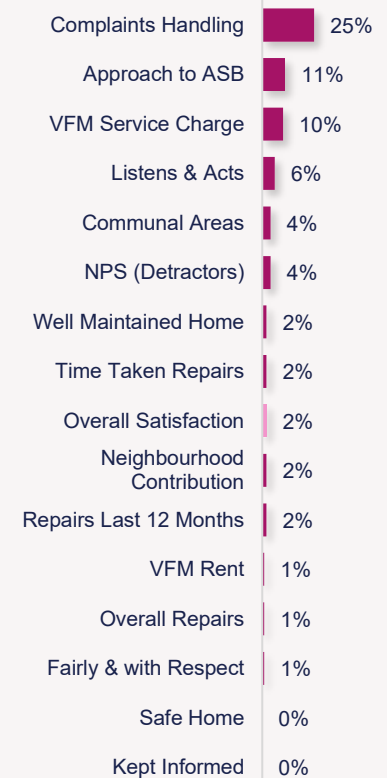
For WHHA, it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa, with some measures having such high positives that those dissatisfied are extremely low, or zero.

Dissatisfaction with complaints handling attracts the highest score. Satisfaction in this area has fallen by 19 p.p. since 2023/24; however, for many landlords, more are dissatisfied than satisfied with this measure, whereas for WHHA the opposite is true, which is encouraging.

## Satisfaction with Measures 2025/26



## Dissatisfaction with Measures 2025/26





# Year-on-Year Change

The table shows the 2025/26 results against those for 2024/25. Those in green show where the results have increased, and those in purple show where they have decreased.

It should be noted, however, that with an annual margin of error of around  $\pm 4.4\%$ , a change of more than 9 percentage points would be needed to be statistically significant, although any change can show a direction of travel; for WHHA only the decline in satisfaction with complaint handling (down by 19p.p) exceeds this level for 2025/26.

Satisfaction with the overall service is down by 1p.p, with the most significant positive change being for the provision of a well-maintained home, up by 5p.p since the last survey.

	2023/24	2025/26
Overall Satisfaction	96%	95% (-1)
Well Maintained Home	91%	96% (+4)
Safe Home	97%	99% (+2)
Communal Areas	69%	80% (+11)
Repairs Last 12 Months	93%	94% (+1)
Time Taken Repairs	93%	94% (+2)
Overall Repairs	92%	93% (+1)
Listens & Acts	85%	88% (+3)
Kept Informed	91%	92% (+1)
Fairly & with Respect	94%	94% (0)
Easy to Deal With	97%	98% (+1)
Neighbourhood Contribution	78%	82% (+4)
Approach to ASB	72%	69% (-3)
Complaints Handling	72%	53% (-19)
VFM Rent	- *	89% (-)
VFM Service Charge	- *	70% (-)
NPS (Promoters)	80%	81% (+1)

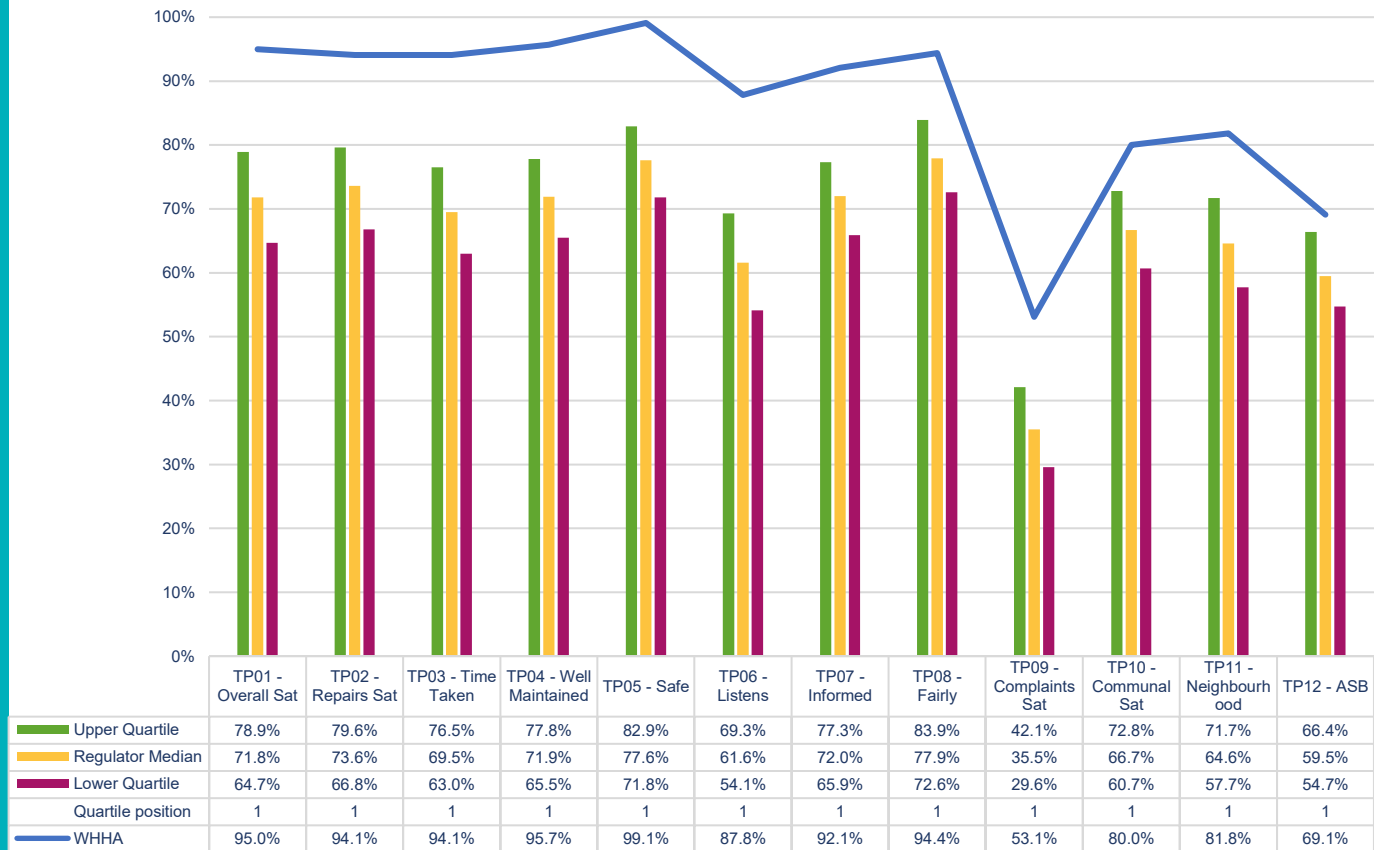
# Benchmarking – RSH data 24/25 (LCRA)



It is possible to compare performance on the core questions against Acuity clients who have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected and published by the Regulator for 2024/25.

The results for WHHA for 2025/26 compare very well against the results for LCRA landlords (2024/25), with all 12 measures well above the upper quartile limit and therefore in the top quartile position (1). This is the case even for the lowest performing TSM in the survey – complaints handling.

This cohort of landlords varies in type, size and location, with smaller as well as larger housing associations and councils.





# Top 30 Comments

The table opposite presents the top 30 comment areas from residents across all four questions that include sentiment analysis.

The most commonly mentioned service areas is property services, and specifically the timeliness/responsiveness experienced. This attracted 79 comments with a score of +2.91.

Staff conduct within housing services is the second most popular area for comment, with 67 comments and a score of +4.82; third is the quality of the repair work at +2.97 (49 comments); and fourth is communication by housing services at 40 comments and a score of +4.17.

Just four areas have negative scores; property condition (windows and doors) at -0.82 (and ten comments), building safety (fire safety) at -1.50 (also from ten comments), damp with nine comments and a score of -2.44 and a score of -0.67 for building safety (door/window/gate security).

It is also important to mention repairs (worker conduct) and housing services (empathy), as whilst these attracted fewer comments (13 and 12 respectively), they both scored +4.85, the highest across all areas.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	49.69%	79	2.91
Housing Services - Customer Service & Contact - Staff Conduct	42.14%	67	4.82
Property Services - Responsive Repairs - Quality of Work / Service	30.82%	49	2.97
Housing Services - Customer Service & Contact - Communication / Transparency	25.16%	40	4.17
Uncategorized Comments	23.90%	38	1.92
Property Condition - General Condition	20.75%	33	3.12
Housing Services - Customer Service & Contact - Satisfaction	18.24%	29	4.41
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	18.24%	29	4.82
Property Services - Responsive Repairs - Other	16.35%	26	1.11
Housing Services - Customer Service & Contact - Quality of Work / Service	15.72%	25	4.85
Property Services - Responsive Repairs - Communication / Transparency	13.84%	22	3.28
Property Services - Responsive Repairs - Resolution	11.32%	18	2.00
Property Services - Responsive Repairs - Satisfaction	8.81%	14	4.14
Housing Services - Customer Service & Contact - Effort	8.81%	14	3.36
Property Services - Responsive Repairs - Worker Conduct	8.18%	13	4.85
Housing Services - Customer Service & Contact - Empathy	7.55%	12	4.85
Housing Services - Communal Maintenance - Quality of Work / Service	7.55%	12	3.42
Housing Services - Customer Service & Contact - Listening / Acting	6.92%	11	3.57
Property Condition - Window/doors	6.29%	10	-0.82
Building Safety - Fire safety	6.29%	10	-1.50
Property Condition - Damp	5.66%	9	-2.44
Housing Services - Customer Service & Contact - Other	5.66%	9	2.00
Housing Services - Customer Service & Contact - Resolution	5.03%	8	5.00
Property Services - Responsive Repairs - Appointments / Convenience	3.77%	6	3.00
Property Services - Responsive Repairs - Empathy	3.77%	6	5.00
Housing Services - Communal Maintenance - Timeliness / Responsiveness	3.77%	6	4.67
Housing Services - Grounds Maintenance - Quality of Work / Service	3.77%	6	2.33
Building Safety - Door/window/gate security	3.77%	6	-0.67
Housing Services - Communal Maintenance - Safety	3.14%	5	4.20
Property Services - Gas Servicing - Other	3.14%	5	0.00



# National Context

When considering the results, the national context and external factors must also be taken into account.

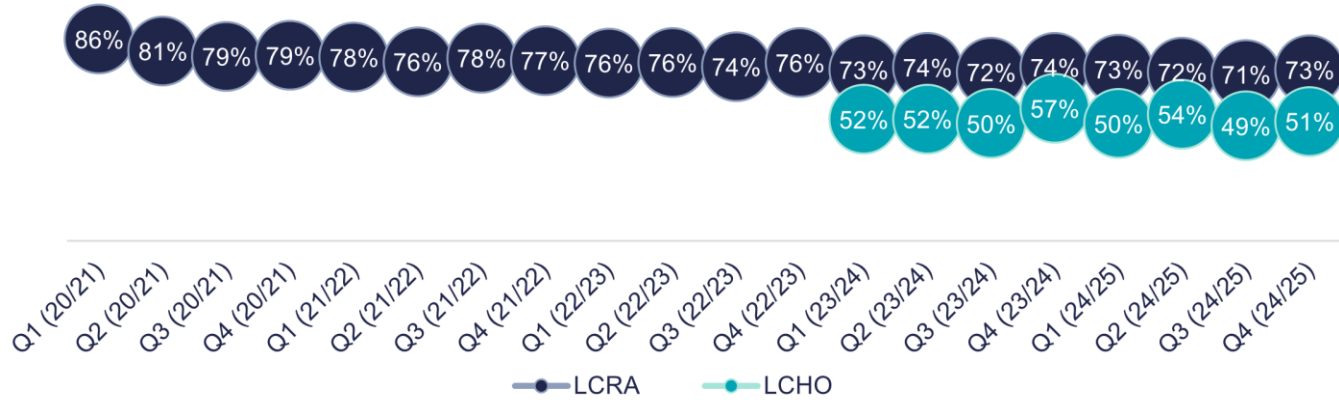
Satisfaction is based on perception rather than specific values. As such, it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the cost-of-living crisis and political changes, and some will still be recovering from the disruption caused by the 2020 pandemic and its effect on the delivery of services.

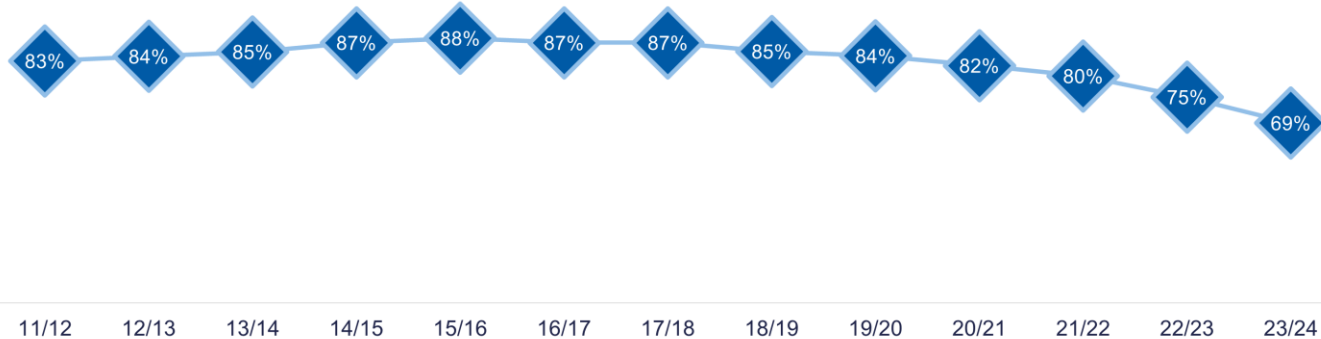
The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline has been downward over the last few years, but there are signs it is starting to increase again as we move into 2025/26.

The lower chart shows the results from NHF members with a peak in 2015/16 and a slow decline since, but again, Housemark are also starting to see some revival in satisfaction in 2025/26.

## Overall Services (Acuity Clients)



## Satisfaction with services provided (NHF median - general needs)





LCHO

# TSM Key Metrics

**67%** 

## Overall Satisfaction

For LCHO, satisfaction with the overall service provided by WHHA is 67%, down by 7p.p since 2023/24. Across the sector generally, satisfaction for LCHO residents is around 24p.p. below LCRA – for WHHA this is slightly more, at 28p.p below.

Complaints handling scored 100% satisfaction, although it is important to note that there were fewer than 10 responses for this, for the approach to ASB (the lowest-scoring measure), and for the upkeep of communal areas. Including one incomplete response, there were just 12 LCHO responses in total.

The most significant decline (down by 25p.p) is for being treated fairly and with respect as previously this scored 100% and is now at 75%.

### The Home & Neighbourhood



**Safe Home**

**83%**



**Communal Areas**

**75%**



**Neighbourhood Contribution**

**75%**



**Approach to ASB**

**63%**

### Respectful & Helpful Engagement



**Listens & Acts**

**67%**



**Kept Informed**

**67%**



**Fairly & with Respect**

**75%**



**Complaints Handling**

**100%**



## Year-on-Year Change

The table shows the annual results for 2024/25 against those for 2023/24. As already mentioned, the responses are below 10 for complaint handling, the approach to ASB, and the upkeep of communal areas.

Overall satisfaction has fallen by 7p.p since the last survey; however, being treated fairly and with respect shows the most significant decline (down by 25p.p), followed by being easy to deal with (down by 19p.p).

	2023/24	2025/26
Overall Satisfaction	73%	67% (-7)
Safe Home	86%	83% (-2)
Communal Areas	25% *	75% (+50) *
Listens & Acts	69%	67% (-3)
Kept Informed	71%	67% (-5)
Fairly & with Respect	100%	75% (-25)
Easy to Deal With	86%	67% (-19)
Neighbourhood Contribution	73%	75% (+2)
Approach to ASB	44% *	63% (+18) *
Complaints Handling	50% *	100% (+50) *
VFM Rent	- *	40% (-) *
NPS (Promoters)	43%	58% (+15)

\*Less than 10 responses



# Top Comments

As just 12 LCHO residents responded to the survey, a small number of comments were received.

Nevertheless, those relating to property condition, and the effort involved in contacting housing services have positive sentiment scores of +4.00 and +5.00 respectively. These comments include:

“Always able to get hold of someone and easy to talk to”, and “Satisfied. Properties and surrounding areas are maintained”.

Some comments relate to areas potentially outside of WHHA’s direct control, “*Bin areas are a problem at Christmas and a week after. Some houses do not recycle.*” “*Only concern is the farmers allowing animals and dogs on the road to roam free.*”

In addition, there are some comments around grounds maintenance, “*Shared pathways to gardens are not maintained*”, and “*I did wonder why only one of two flower bed borders to the carpark isn’t planted outside number 8-10 area?*” plus one regarding an unresolved repair issue, “*Issues with overheating property ignored.*”

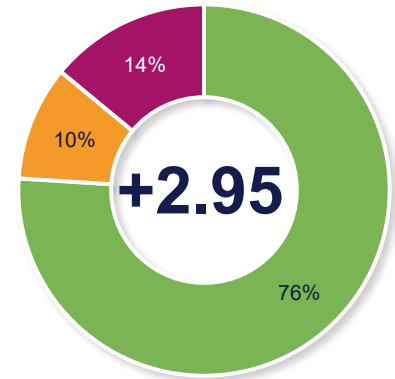
	%	Count	Score
Property Condition - General Condition	40.00%	2	4.00
Housing Services - Customer Service & Contact - Effort	20.00%	1	5.00
Housing Services - Customer Service & Contact - Satisfaction	20.00%	1	0.00
Housing Services - Grounds Maintenance - Quality of Work / Service	20.00%	1	-3.00
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	20.00%	1	-3.00
Estate Services - Rubbish, Bins & Recycling	20.00%	1	-5.00
Property Condition - Lighting / Ventilation	20.00%	1	-3.00
Neighbourhoods - Dogs - noise/fouling	20.00%	1	3.00
Neighbourhoods - Lighting / Visibility	20.00%	1	-3.00
Neighbourhoods - Parking & garages	20.00%	1	-5.00
Housing Services - Customer Service & Contact - Other	20.00%	1	-5.00
Housing Services - Grounds Maintenance - Other	20.00%	1	-5.00



# Summary

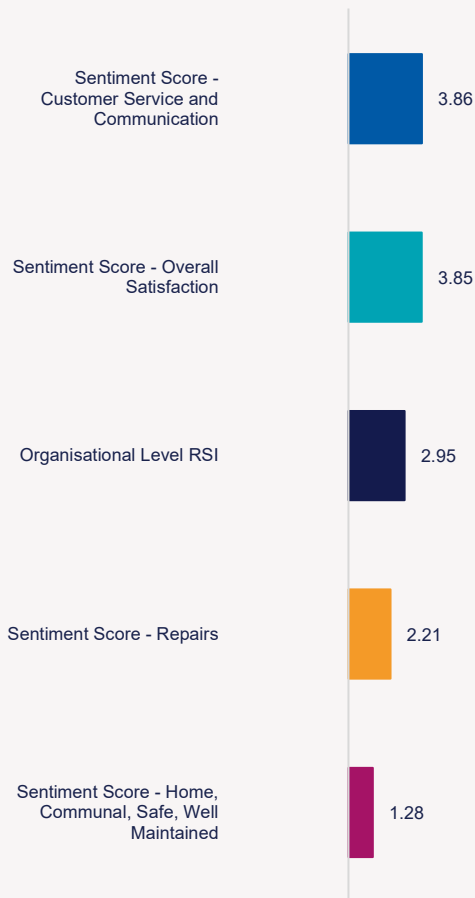
# Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

## Sentiment Scores



## Summary



### Customer Service & Communication

The majority of comments received show a positive sentiment towards customer service and communication, with many praising the staff for being friendly, polite, and responsive. Customers appreciate prompt follow-ups and the ease of contacting the team regarding issues. Regular updates through newsletters and calls contribute to a strong sense of support, though concerns about inadequate assistance with difficult neighbours and consistency in follow-ups were noted. A small number mention slower responses at times, which involve additional effort on the part of the resident.

### Overall Satisfaction

Responses indicate high overall satisfaction with the WHHA, particularly regarding prompt and friendly service, effective communication, and quick resolution of repair issues. Many residents appreciate the helpfulness of staff, with multiple comments highlighting responsiveness to maintenance concerns. A small number express frustration over unresolved, long-standing repair issues, which may be reviewed individually to determine whether a specific type of repair is involved. Overall, the sentiment is positive, recognising a caring environment.

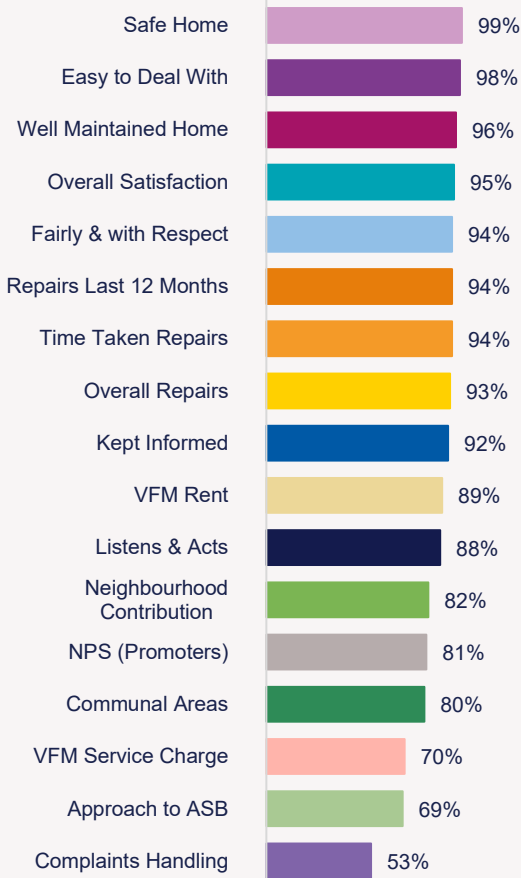
### Repairs

Comments from residents convey a positive view of the repairs service, with many praising quick response times, professionalism, and the politeness of workers. However, there are a small number of issues with the quality and speed of some specific repairs, with some sharing more negative views of some contractors. Overall, while most appreciate the speedy assistance, there are some areas which may need closer review.

### The Home

In the main, the feedback here is positive, focusing on safety and the maintenance of homes and communal areas. Many residents appreciate the timely servicing of boilers and smoke alarms, as well as improvements to outdoor areas, such as lighting and fencing. There are a small number of concerns about specific repairs situations, and a handful of comments which convey poor perceptions of the grounds maintenance service.

## Satisfaction with Measures



## Summary



Acuity was commissioned to undertake an independent satisfaction survey of the residents of White Horse Housing Association (WHHA) to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

This census survey of 387 LCRA and 25 LCHO households was completed between 13 October and 20 December 2025 and was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, plus some additional questions. A mixed methodology was used to help maximise response rate; 217 LCRA responses were completed, plus three incomplete responses. There were also 11 LCHO responses – plus one incomplete response.

Of the 220 LCRA responses, 81 were completed by post, 105 online and 31 by telephone interview. There were 218 LCRA responses to TP01 (overall satisfaction), and these responses are high enough to conclude that the findings are accurate to within  $\pm 4.39\%$ ; this is well within the required margin of error. For LCHO, there are 12 responses to TP01, meaning these results are accurate to within  $\pm 18.83\%$ .

Overall satisfaction for LCRA is down by just 1p.p since the last survey in 2023/24, and stands at 95%, placing it fourth when all measures are ranked (left). Satisfaction with the provision of a safe home tops the chart at 99%, up by 2p.p since last time. Of the 17 measures, none are above 90%, and a further five are in the 80% range. These are strong results, ranking in the top quartile when viewed against all LCRA RSH results for 2024/25.

The NPS score is up by 5p.p to +76, with 70% scoring 10/10, 89% feel their rent represents value for money, and 70% feel the same way about their service charge. LCHO overall satisfaction is at 67%, some 28p.p lower than LCRA; the sector difference is around 24p.p.

Sentiment analysis has been used to better understand residents' comments and why they have responded to the satisfaction questions the way they have. This adds an extra layer of focused insight to the results to help Waverley better understand what is driving satisfaction, what residents are most concerned about, and, consequently, what could be improved. All four areas (overall satisfaction, the home, repairs and customer service & communication) have positive sentiment scores, with customer service and communication scoring highest at +3.86.

Multiple comments praise staff responsiveness, professionalism, and empathy, with a small number relating to specific issues that have caused frustration; however, in the main, the feedback about WHHA is very positive.



# Recommendations

White Horse Housing Association (WHHA) Ltd was established in 1984 and celebrated 40 years of providing rural housing in 2024.

WHHA have around 430 properties across 55 separate villages in Wiltshire, Swindon and Somerset, with the purpose:

*“To be a trusted provider of excellent services and affordable, sustainable homes, working together with rural communities.”*

WHHA has an ethos of putting residents first by:

- *Ensuring properties are only let to people in housing need with a local connection.*
- *Working with local town and parish councils to provide new, modern rented homes where possible.*
- *Ensuring empty properties are attended to, allocated and let to the new resident as quickly as possible.*
- *Helping to adapt homes where possible to meet current and future resident needs.*

## Repairs service

The repairs service scores 94% for both measures in 2025/26, with safe homes at 99% and well-maintained home scoring 96%, so it is clear the service is highly thought of by residents. To maintain and drive these scores further, it is worth WHHA examining the handful of negative comments in close detail. There may be a common denominator in terms of location or trade, or in the overall repair process, which can be tweaked to limit these reasons in future surveys.

## Neighbourhood Contribution

Again, the score here is positive at 82%; however, 16% gave a neutral response, which may be because they are unsure of WHHA's contribution in their local area or unsure what this question means. Increasing visibility locally, where possible, and ensuring all local initiatives/projects/interventions are publicised would likely have a positive impact. This, together with reviewing the minimal number of comments which share a poorer view of the grounds maintenance service will help this score in future.

## Handling of Complaints

Satisfaction with the handling of complaints has fallen from 72% in the 2023/24 survey to 53% currently, although this is still higher than most other landlords. However, it may be prudent to consider including further questions in this area in 2026/27 to better understand which aspects of complaint handling are driving the scores, and to test whether the scores reflect the complaints service specifically or are perhaps more representative of service requests yet to be completed, for example.

Of those who responded to the 2025/26 survey, 15% (40 individuals) say they raised a complaint in the last 12 months. Comparing this to actual formal complaint numbers may also help provide additional context and sharing information with residents about how the housing sector defines a complaint, and what they can expect of WHHA's complaint process, would also be beneficial.

# Resident Sentiment Index (RSI)

## Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

## Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

## How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



# Demographics

# LCRA/LCHO



As previously mentioned, across the sector, overall satisfaction is generally around 24.p.p higher amongst the LCRA populations than with their LCHO counterparts; for WHHA, this is around 28p.p difference.

As there are only 12 responses for LCHO, some results cannot be compared with confidence, especially those with fewer than 10 responses.

	All Residents	LCRA	LCHO
Overall Satisfaction	93%	95%	67%
Well Maintained Home	96%	96%	- *
Safe Home	98%	99%	83%
Communal Areas	80%	80%	75% *
Repairs Last 12 Months	94%	94%	- *
Time Taken Repairs	94%	94%	- *
Overall Repairs	93%	93%	- *
Listens & Acts	87%	88%	67%
Kept Informed	91%	92%	67%
Fairly & with Respect	93%	94%	75%
Easy to Deal With	96%	98%	67%
Neighbourhood Contribution	81%	82%	75%
Approach to ASB	69%	69%	63% *
Complaints Handling	58%	53%	100% *
NPS (Promoters)	79%	81%	58%
Rent VFM	88%	89%	40% *
Service Charge VFM	68%	70%	0% *

\*Base below 10



# Response Method

In the main, all results, regardless of methodology, are positive; however, those who completed the survey by post were the most satisfied overall and with twelve other measures.

Conversely, those replying online were least satisfied overall and with thirteen other measures.

	All Residents	CAWI	CATI	Postal
Overall Satisfaction	95%	92%	94%	99%
Well Maintained Home	96%	94%	94%	99%
Safe Home	99%	99%	100%	99%
Communal Areas	80%	84%	83% *	74%
Repairs Last 12 Months	94%	91%	92%	99%
Time Taken Repairs	94%	95%	88%	96%
Overall Repairs	93%	90%	90%	98%
Listens & Acts	88%	85%	89%	91%
Kept Informed	92%	88%	94%	96%
Fairly & with Respect	94%	92%	94%	97%
Easy to Deal With	98%	98%	97%	98%
Neighbourhood Contribution	82%	78%	82%	87%
Approach to ASB	69%	68%	76%	68%
Complaints Handling	53%	38%	80% *	57%
NPS (Promoters)	81%	74%	81%	89%
Rent VFM	89%	85%	90%	94%
Service Charge VFM	70%	68%	83%	69%

\*Base below 10



# Length of Tenancy

Whilst those with tenancies of between 11 and 20 years are most satisfied overall, and with two other measures, those with tenancies of under one year are most satisfied with eleven measures in total.

One theory for this pattern is that residents in their homes for less than 12 months are pleased to have a 'new' home and have also usually had more personal interactions with their landlord during that first year, as they settled in, than those with longer tenancies might typically have.

It is encouraging to see 100% satisfaction with the provision of a safe home across all but one group, with the final group scoring 96%.

	All Residents	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	95%	95%	93%	89%	98%	100%	93%
Well Maintained Home	96%	95%	100%	100%	95%	98%	90%
Safe Home	99%	100%	100%	100%	100%	100%	96%
Communal Areas	80%	82%	69%	87%	80%	74%	92%
Repairs Last 12 Months	94%	100%	93%	90%	88%	97%	98%
Time Taken Repairs	94%	100%	93%	90%	97%	94%	93%
Overall Repairs	93%	90%	94%	92%	93%	95%	92%
Listens & Acts	88%	100%	90%	88%	85%	86%	84%
Kept Informed	92%	100%	81%	96%	95%	95%	89%
Fairly & with Respect	94%	100%	94%	92%	93%	95%	95%
Easy to Deal With	98%	100%	97%	100%	95%	98%	98%
Neighbourhood Contribution	82%	94%	77%	92%	75%	83%	79%
Approach to ASB	69%	80%	79%	74%	61%	68%	63%
Complaints Handling	53%	100% *	43% *	75% *	33% *	60% *	50% *
NPS (Promoters)	81%	90%	87%	85%	75%	80%	76%
Rent VFM	89%	89%	90%	85%	88%	91%	91%
Service Charge VFM	70%	93%	67%	67%	73%	60%	72%

\*Base below 10



# Age Group

It is often found in surveys of this kind that satisfaction generally increases with age. For WHHA, satisfaction follows this pattern to an extent, with some anomalies too.

Whilst responses for the youngest and oldest age bands are too small to be counted, those aged 25 to 34 are the most satisfied overall, while those in the 45 to 54 group are the least satisfied. Those aged 75 to 84 are most satisfied with seven measures; however, those aged 55 to 59 are most satisfied with six measures, demonstrating that satisfaction is not just confined to the oldest residents.

Again, high satisfaction with the provision of a safe home spans all age groups. It is difficult to assess satisfaction with complaint handling with confidence due to low response rates. That said, of those who said they raised a complaint in the last 12 months, the highest number (8) were in the 75 to 84 age band, followed by 6 in the 35 to 44 band; and these two bands are also the most satisfied with complaints handling, albeit based on low levels of response.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	95%	100% *	100%	96%	90%	94%	96%	97%	95%	88% *
Well Maintained Home	96%	100% *	100%	100%	93%	100%	89%	95%	97%	88% *
Safe Home	99%	100% *	100%	100%	100%	100%	100%	97%	97%	100% *
Communal Areas	80%	- *	83% *	85%	80%	71%	83%	75%	88%	75% *
Repairs Last 12 Months	94%	- *	84%	100%	96%	95%	90%	94%	96%	100% *
Time Taken Repairs	94%	- *	89%	94%	88%	100%	100%	94%	93%	100% *
Overall Repairs	93%	0% *	89%	96%	93%	97%	93%	89%	97%	100% *
Listens & Acts	88%	100% *	78%	96%	89%	93%	74%	86%	92%	88% *
Kept Informed	92%	100% *	89%	88%	89%	100%	93%	90%	92%	100% *
Fairly & with Respect	94%	100% *	89%	96%	97%	94%	92%	92%	97%	100% *
Easy to Deal With	98%	100% *	95%	96%	100%	100%	93%	97%	100%	100% *
Neighbourhood Contribution	82%	100% *	73%	82%	81%	90%	54%	83%	94%	100% *
Approach to ASB	69%	100% *	85%	80%	63%	57%	57%	70%	68%	100% *
Complaints Handling	53%	- *	67% *	83% *	0% *	33% *	25% *	40% *	75% *	- *
NPS (Promoters)	81%	100% *	68%	88%	79%	87%	67%	76%	87%	100% *
Rent VFM	89%	100% *	74%	78%	93%	90%	89%	89%	97%	100% *
Service Charge VFM	70%	100% *	69%	73%	55%	77%	50%	64%	89%	100% *

\*Base below 10



# Property Type

Female residents outnumber their male counterparts but are generally a little less satisfied with the majority of measures.

In fact, male residents are more satisfied with all but two of the satisfaction measures; overall satisfaction and EHA being easy to deal with. Although the differences between these two groups are relatively small, one exception is the handling of complaints (32% more male residents were satisfied).

However, despite this, more female residents would recommend EHA to other people, with 61% recorded as promoters compared with 47% of male residents.

	All Residents	Bungalow	First Floor Flat	Flat	House	Ground Floor Bedsit	Ground Floor Flat
Overall Satisfaction	95%	100%	80% *	100%	94%	100% *	100% *
Well Maintained Home	96%	100%	75% *	100%	95%	100% *	100% *
Safe Home	99%	100%	100% *	100%	99%	100% *	100% *
Communal Areas	80%	71%	100% *	77%	83%	100% *	60% *
Repairs Last 12 Months	94%	94%	100% *	88% *	94%	100% *	100% *
Time Taken Repairs	94%	100%	100% *	88% *	93%	100% *	100% *
Overall Repairs	93%	95%	100% *	81%	93%	100% *	100% *
Listens & Acts	88%	85%	100% *	93%	87%	100% *	100% *
Kept Informed	92%	95%	100% *	94%	91%	100% *	100% *
Fairly & with Respect	94%	100%	100% *	100%	93%	100% *	100% *
Easy to Deal With	98%	100%	100% *	100%	97%	100% *	100% *
Neighbourhood Contribution	82%	90%	100% *	79%	80%	100% *	100% *
Approach to ASB	69%	82%	100% *	62%	67%	50% *	75% *
Complaints Handling	53%	50% *	- *	100% *	46%	100% *	100% *
NPS (Promoters)	81%	95%	80% *	88%	77%	100% *	100% *
Rent VFM	89%	95%	75% *	94%	88%	100% *	100% *
Service Charge VFM	70%	79%	100% *	75%	66%	100% *	100% *

\*Base below 10



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

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