



Christchurch Housing Society

**TSM Report
2026/27
June 2026**

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

NPS

Wellbeing

Energy

Further Insight

Summary

Sentiment

Demographics

Introduction

Acuity was commissioned to undertake an independent satisfaction survey of the residents of Christchurch Housing Society (CHS). All Housing Associations in England are required by the Regulator of Social Housing to survey their residents at least every two years. Whilst CHS are not regulated, they felt it would be beneficial to find out more about its residents by using the same survey as other housing associations. That way CHS will be able to compare the results with other housing providers of a similar size. The aim of this survey is to provide data on residents' satisfaction, which will allow CHS to:

- Provide information on residents' perceptions of current services
- Compare the results with other landlords (where appropriate)
- Publish the results.

The survey was conducted primarily by telephone interview, after which a postal questionnaire was sent to non-respondents. The telephone fieldwork began on 13 April 2026 and the postal element on 4 May 2026, with the survey closing on 22 May 2026. The aim of the survey was to achieve a response of 63%, if possible, to provide results well within the recommended margin of error. At the close of the survey, a total of 373 complete and 12 incomplete responses were received, 238 by telephone interview, 140 by post and seven online. This was slightly below the set target; however, it is still an excellent response of 60%.

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 $\pm 5\%$ at the 95% confidence level. With 381 responses to the overall satisfaction question, this is high enough to conclude that the findings are accurate to within $\pm 3.2\%$ so well within the guideline figure and giving good, accurate results. The results were checked against age and location to ensure they are representative of the whole resident population, and they closely match the overall profile, so no weighting of the results has been applied. This report explores key findings from the survey. As well as showing headline figures, the results are also broken down by different subgroups and compared against other social landlords. The report will also analyse what is driving satisfaction at CHS and includes some recommendations on where service improvements could be made.

The survey is confidential, and the results are sent back to CHS anonymised unless residents give their permission to be identified – 85% of residents did give permission to share their name and 96% of these residents are happy for CHS to contact them to discuss any issues they raised.

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.

92% 

Overall Satisfaction

Satisfaction with the overall services provided by CHS is high at 92% and there is even higher satisfaction the repairs service in the last 12 months (95%) and the time taken to complete repairs (94%) and for how well maintained their home was (93%). There are also 93% of residents satisfied that they are treated fairly and with respect.

However, at the other end of the scale some measures fall below 80% satisfaction, these being how CHS listens to residents' views and acts upon them (76%), the handling of anti-social behaviour (74%), and residents' satisfaction with the handling of their complaints (56%). The latter is still a relatively high score for this measure, with the Acuity client average being 40% in 2025/26.

This report discusses the headline figures presented here in more detail, eight open questions, demographics, key driver analysis, and benchmarking against other landlord groups.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

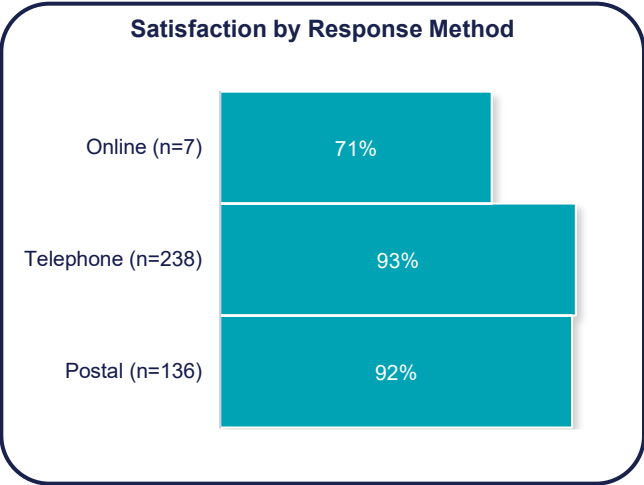
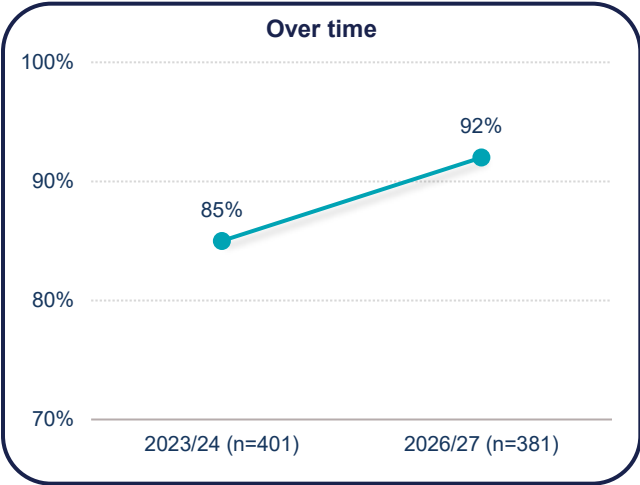
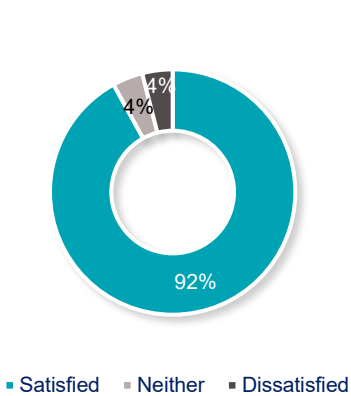
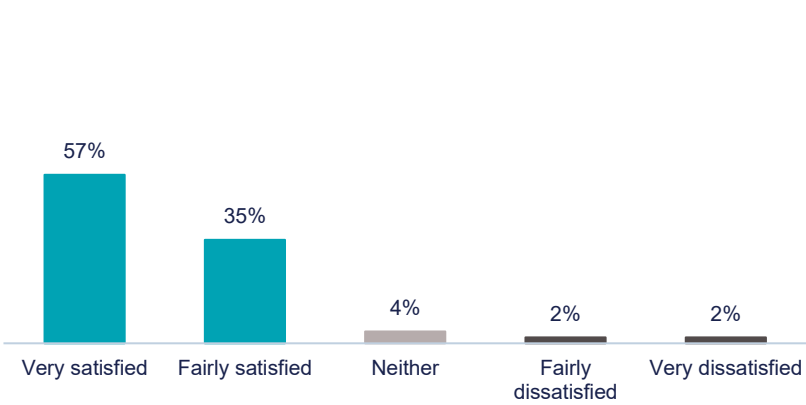
Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Christchurch Housing Society?” This is the key metric in any resident perception survey.

Just over nine in ten residents are satisfied with CHS’s service overall (92%), of which 57% are very satisfied and 35% fairly satisfied. Just 4% of residents are dissatisfied, with the remaining 4% neither satisfied nor dissatisfied.

This measure has seen an increase in satisfaction of 7p.p since the last survey, going up from 85%. Although there are only two data points on this chart, this is very encouraging progress, and it will be interesting to see how this trend continues.

When analysing results according to satisfaction by response method, those who responded by telephone (93%) are marginally more satisfied than those who responded by post (92%), followed by online respondents with 71%.

Recent reports from the Regulator also highlight that tenant characteristics, including age, landlord size and location, gender, and disability status, affect satisfaction levels, with tenant age identified as the most influential factor.





Well Maintained, Safety & Communal Areas



Well Maintained, Safety & Communal Areas

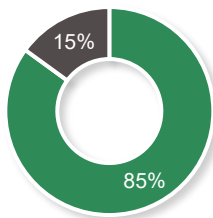
There are also 93% of residents satisfied that their home is well maintained, just 3% being dissatisfied. It is common in surveys of this type that satisfaction with the safety of the home is higher, although here, both scores are very similar, with 92% of the latter being satisfied and just 5% dissatisfied.

Acuity recently undertook key driver analysis of over 200,000 TSM survey responses, and was able to demonstrate that the provision of a well maintained home had the strongest influence on overall satisfaction. CHS's score in this measure being above 90% reflects very well on their residents' overall satisfaction.

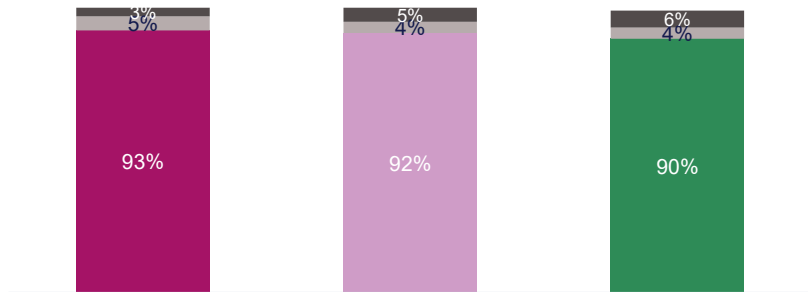
A total of 85% of residents stated that the property they stay in has a communal area. Of these residents, 90% said that they are satisfied with the condition of the communal area, with just 6% saying that they were dissatisfied.

For these measures, all those who responded online are satisfied with the safety of their home and the maintenance of their communal areas. This is followed by 94%, 93% and 92% of telephone respondents being satisfied with the maintenance of their home, its safety, and the upkeep of their communal areas.

Communal Areas?

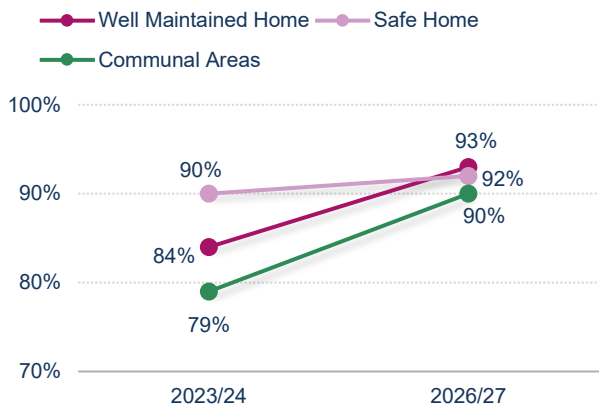


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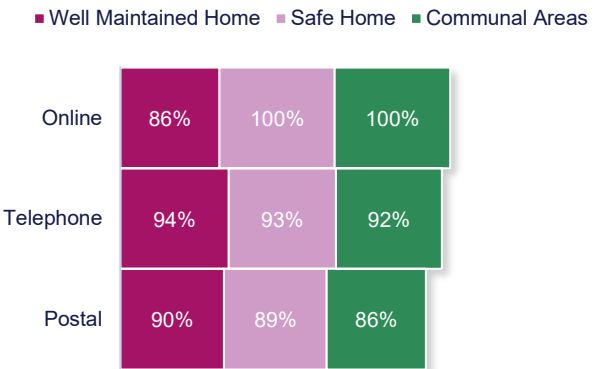


Coloured = Satisfied Grey = Neither Black = Dissatisfied

Over time



Satisfaction by Response Method





Keeping Properties in Good Repair



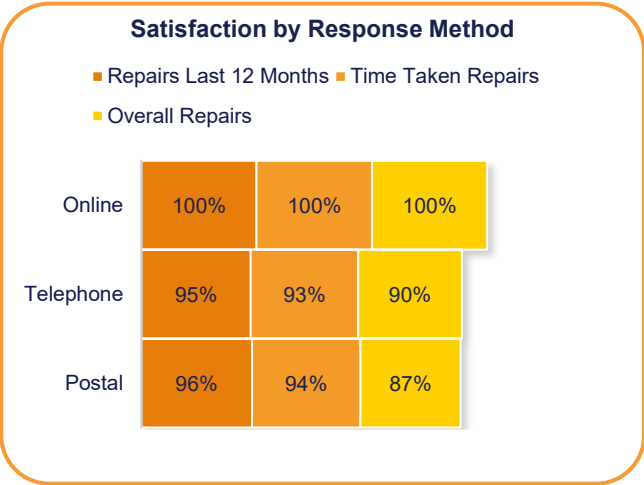
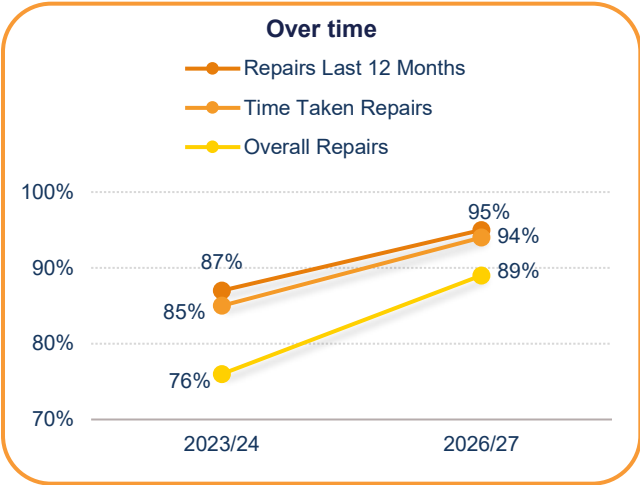
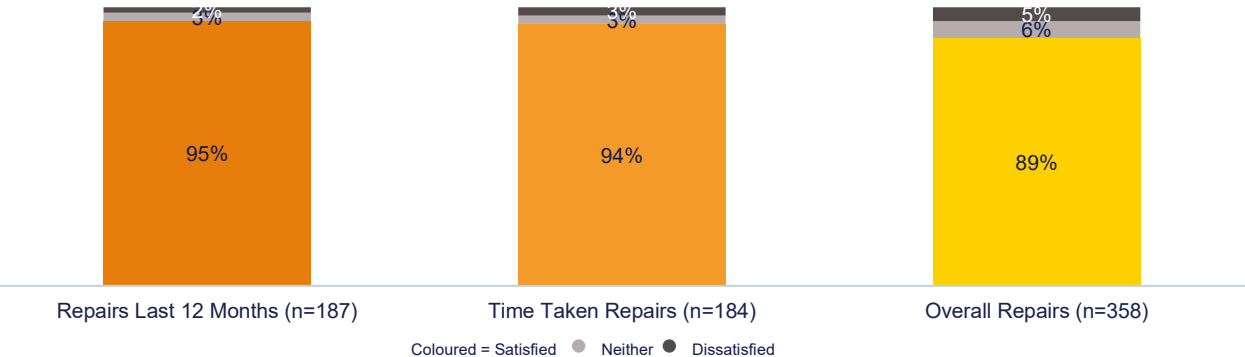
Keeping Properties in Good Repair

Exactly half of residents said they had a repair carried out by CHS to their home in the last 12 months, and of these 95% are satisfied with the service over this period. It is also common that satisfaction with the time to complete repairs is a little lower but for CHS it is very similar at 94%, with similar levels of dissatisfaction, 3% compared with 2% for the recent service.

All residents, not just those having had a repair, were also asked about the overall repairs and maintenance service and 89% are satisfied, 5% being dissatisfied.

Satisfaction with all of these measures have seen an increase since the last survey in 2023/24, with the repairs of the last 12 months going up by 8p.p, the time taken to complete the last repair increasing by 9p.p, and overall repair satisfaction going up by 13p.p.

Every resident who responded online is satisfied with each of these three measures. The lowest score belongs to postal respondents for overall repairs, although this is also high, at 87%.





Contribution to the Neighbourhood

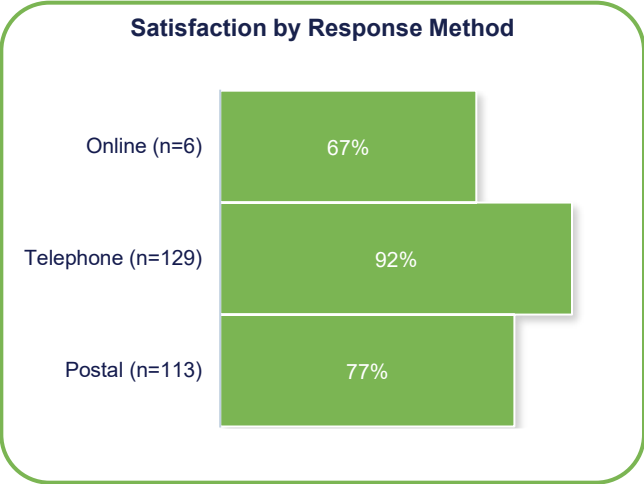
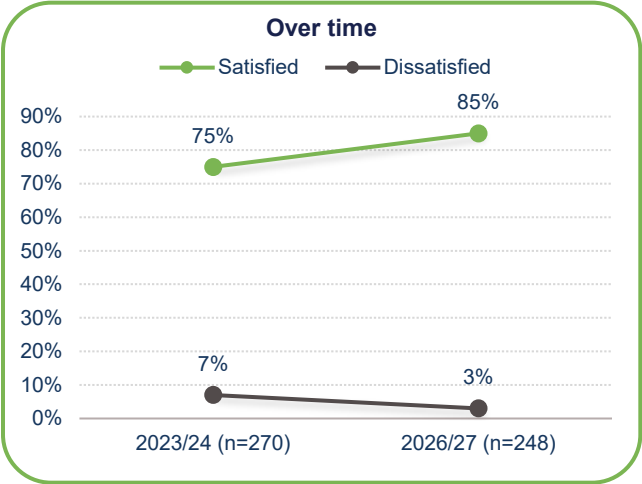
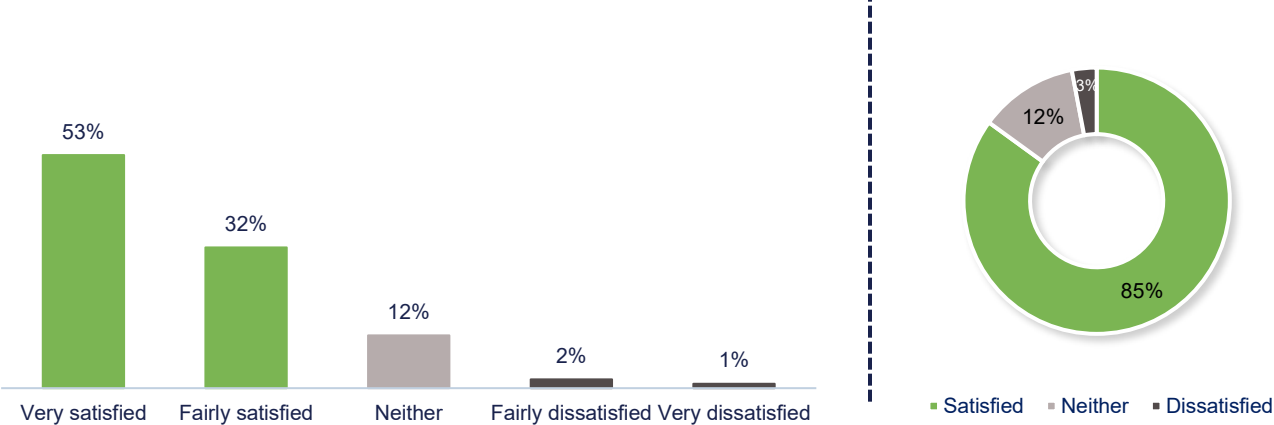


Contribution to the Neighbourhood

Less than nine out of ten residents are satisfied with the positive contribution CHS makes to their neighbourhood (85%), having increased by 9p.p since the last survey. Of these, 53% are very satisfied compared with 32% who are fairly satisfied. Dissatisfaction is low (3%), with just 1% very dissatisfied and 2% fairly dissatisfied, and 12% neither satisfied nor dissatisfied.

Although the proportion of neutral responses is not particularly large, it has the second-most in the survey. It is possible that this is because some residents are unsure how to interpret this measure and what their landlord is responsible for or are unaware of the contribution CHS makes to their local area. Although this score is already far above the Acuity client median of 76%, this may be an area for future focus.

Regarding satisfaction by response method, online respondents are by far the least satisfied (67%), compared with those who responded by telephone (92%). However, it should be noted that there were only six online respondents compared to the over 100 for the other methods, so this cannot be directly compared.





Approach to ASB



Almost three-quarters of residents are satisfied with CHS's approach to handling anti-social behaviour (74%). Of these, 48% are very satisfied and 26% are fairly satisfied. Of the 8% who are dissatisfied, just 3% are very dissatisfied and 5% are fairly dissatisfied. The remaining 18% are neither satisfied nor dissatisfied.

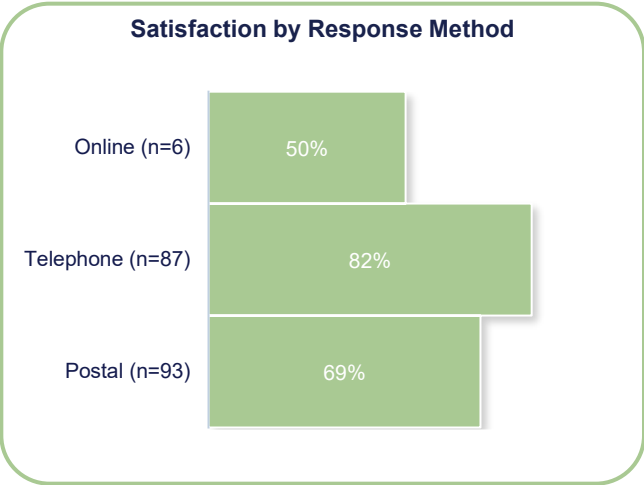
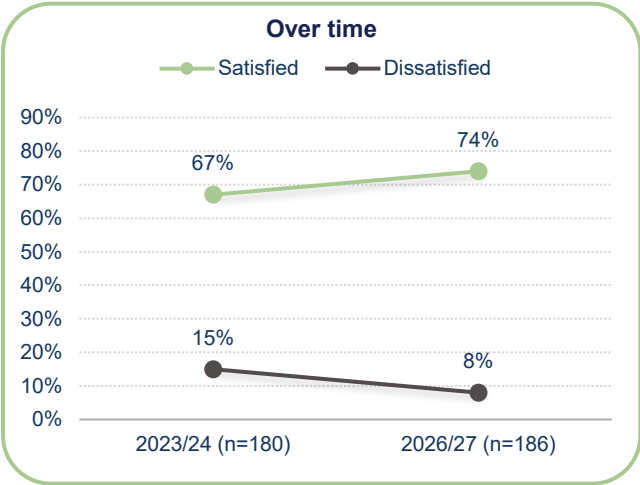
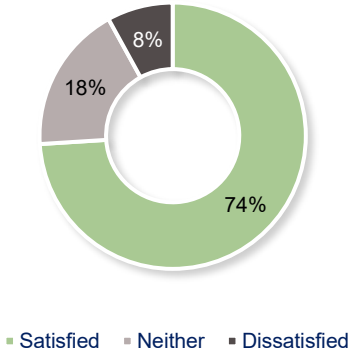
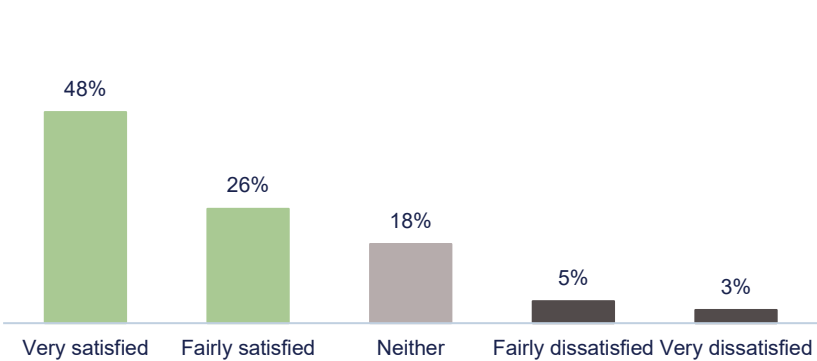
Compared with the previous survey, satisfaction has increased by 8p.p since 2023/24, with dissatisfaction falling 7p.p.

Since all residents are asked about their satisfaction with CHS's handling of ASB, not just those who have reported a case or experienced it, results can vary widely. Being the measure with the highest proportion of neutral responses could indicate residents who have not had personal experience of the ASB-handling service and cannot give an opinion either way.

Satisfaction with this measure can also be influenced by residents' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood. This means effective communication with all residents is important, not just those who have experienced ASB.

While this measure has the second-lowest level of satisfaction in the survey, it is often one of the lower-performing TSMs for Registered Providers, with the Acuity median score being 62%.

Approach to ASB





Respectful & Helpful Engagement



A total of 93% agree that they are treated fairly and with respect, with just 1% disagreeing and 6% who feel neutral. This measure has seen an increase of 10p.p since the last survey and is now the highest-scoring measure in this section.

Nine out of ten residents find CHS easy to deal with (92%), with just 2% who are dissatisfied and another 6% who are neutral. This measure has also seen an increase, this time by 12p.p.

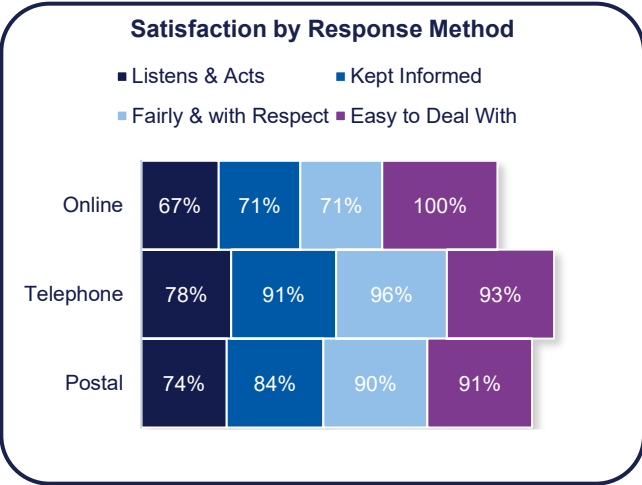
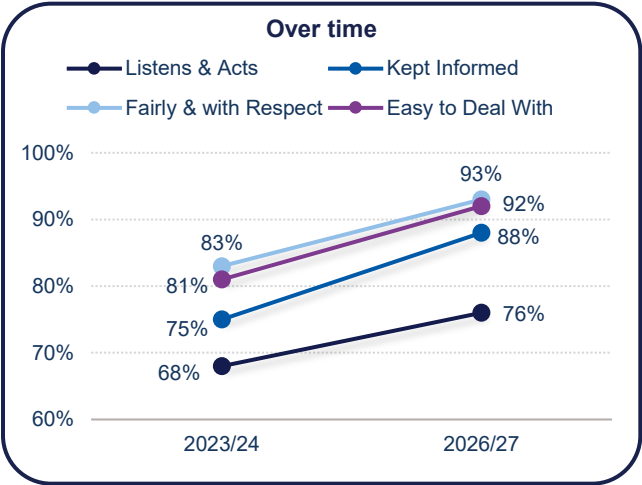
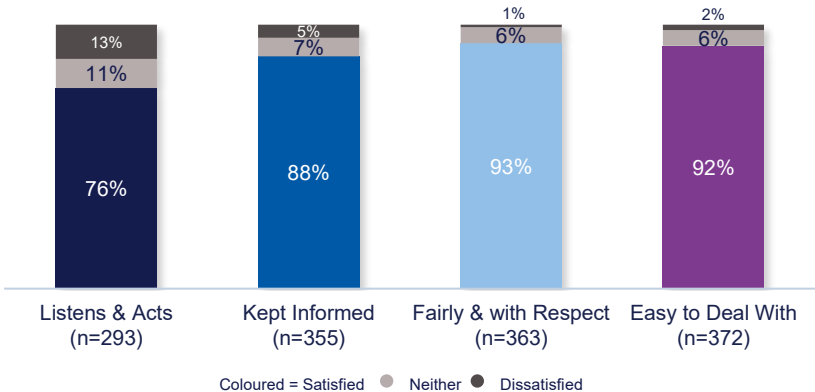
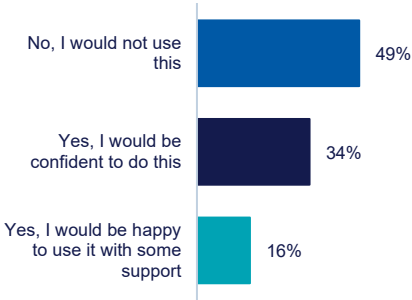
Following this are 88% of residents who are satisfied that they are kept informed about things that matter to them, alongside 5% who are not. This measure has gone up by 13p.p since 2023/24 and has seen the largest increase in this section.

Three-quarters (76%) are satisfied that CHS listens to their views and acts upon them. Satisfaction with this measure can be influenced by a range of interactions residents have with their landlords, including the handling of repairs and antisocial behaviour.

Residents were told that CHS are considering introducing an online portal, where they could manage their tenancy or report repairs. They were asked if they would use this facility. Nearly half said that they would not use this (49%). However, 34% said they would, and that they would be confident enough to use it themselves, whilst 16% said they would be happy to use it, provided that they were offered support to use it.

Respectful & Helpful Engagement

Would You Use Online Portal





Effective Handling of Complaints



Effective Handling of Complaints

Just under a fifth of residents (18%) said they had made a complaint to CHS in the last 12 months, although it is not possible to tell whether these are genuine complaints following a failure of service, or service requests yet to be fully actioned.

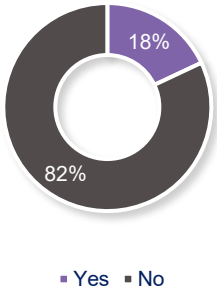
Nevertheless, 56% of residents are satisfied with the way their complaints are handled with 36% dissatisfied. Satisfaction with this measure has increased by 24p.p since the last survey, although it should be noted that this generally has a lower base size than other measures.

Complaints handling is usually the lowest-performing TSM for Registered Providers, so this result, while still the lowest performing TSM, is higher than the median score of 40%.

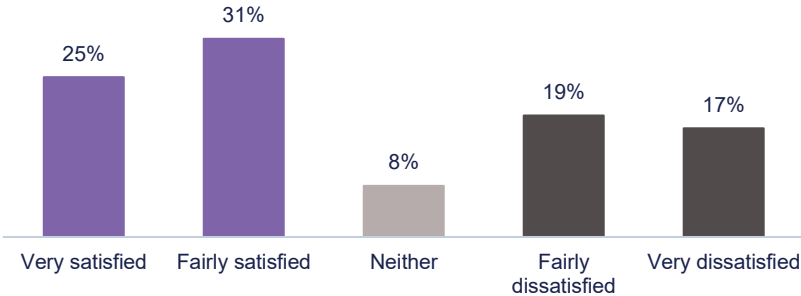
Dissatisfaction with complaints can be caused by the outcome, with satisfaction in this area being notoriously difficult, as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with.

Those who responded by telephone are more satisfied (59%) than those who responded by post (52%).

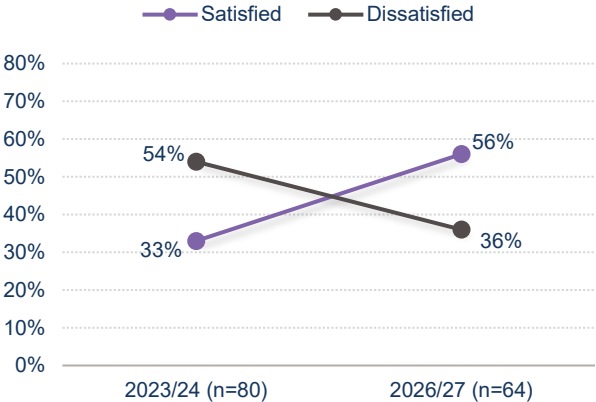
Complaint in last 12 months



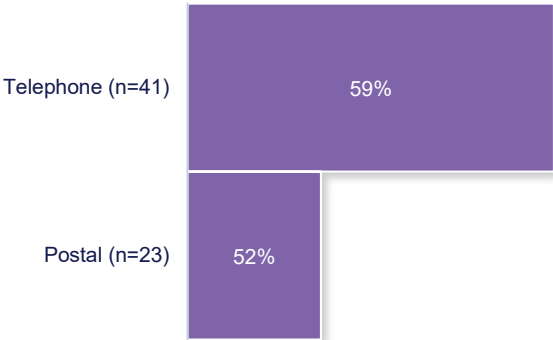
Satisfaction with Complaints Handling



Over time



Satisfaction by Response Method





Net Promoter



Net Promoter

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

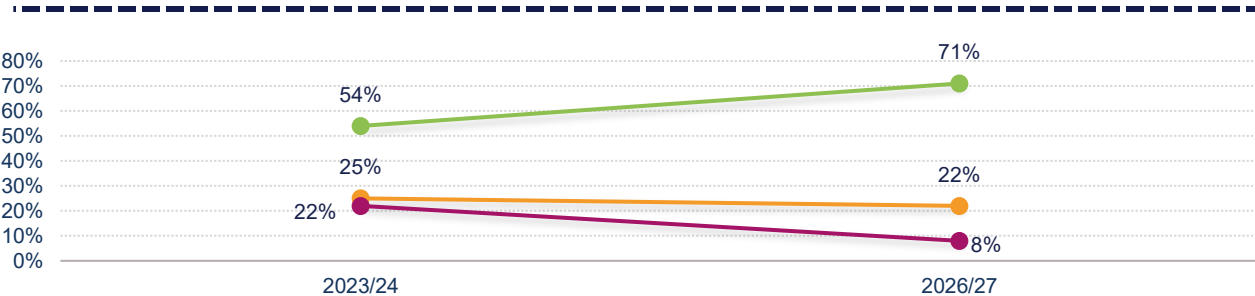
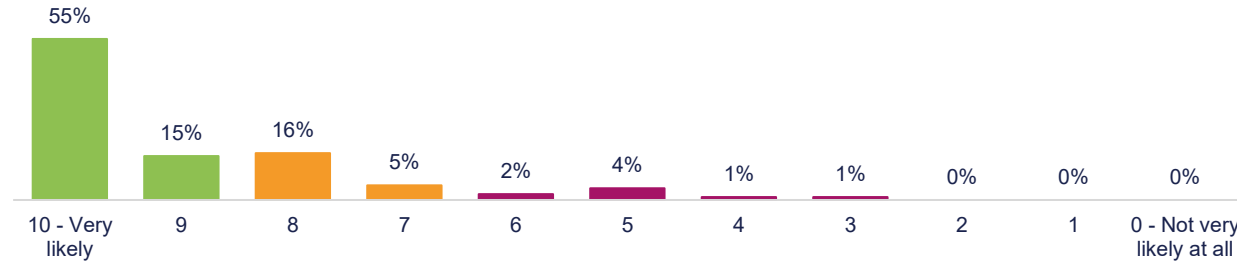
Seven in ten residents are promoters, meaning that they are happy to promote CHS to other people (71%), with 55% of these giving a score of 10 out of 10. 22% of residents are currently passive and could be persuaded either way. However, 8% are detractors, and likely to have negative views about CHS. This is a 14p.p drop from the previous survey conducted in 2023/24 (22%). No residents gave a score of 2 out of 10 or lower.

Some 16% of residents gave a score of 8 out of 10. This is an important group, since these residents are close to being promoters and with a little work could be persuaded upward.

The Net Promoter Score (promoters minus detractors) is +63, up by 32 points. This compares very well with the average for Acuity tracker and one-off clients of around +40.

63

NPS ↑ 32





Wellbeing



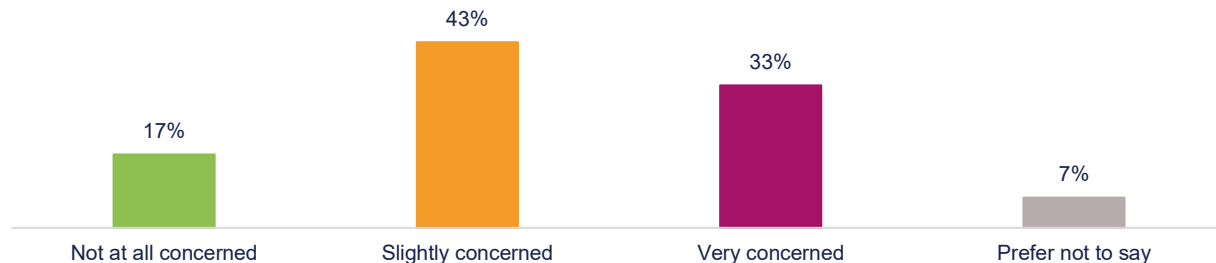
Wellbeing

In addition, residents were asked how they feel about the cost-of-living crisis. The survey found that 33% of residents are very concerned and 43% are slightly concerned, with just 17% who are not at all concerned.

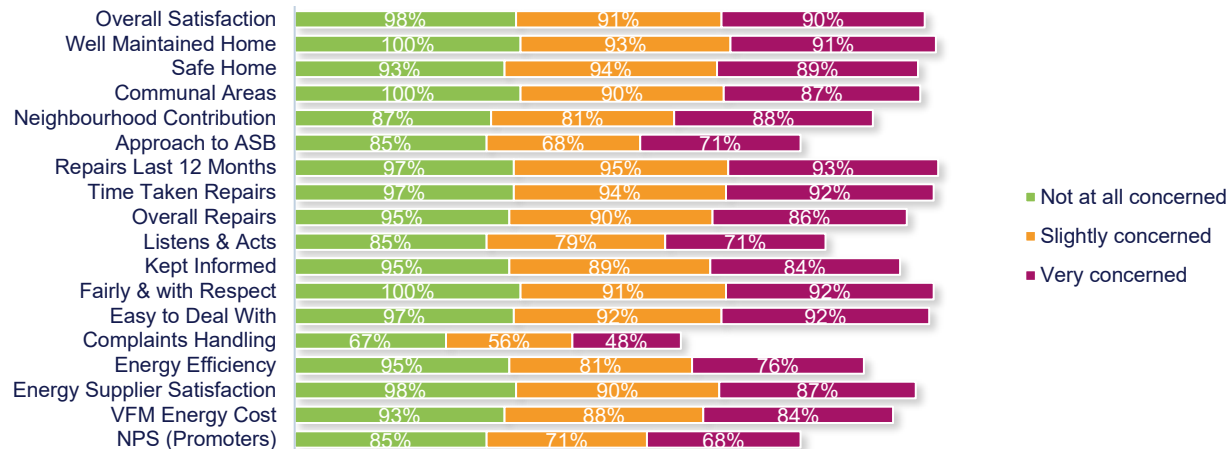
Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this somewhat appears to be the case with CHS.

For example, with regards to the overall service provided, 90% of residents who are very concerned about the cost of living are satisfied with overall service provided, compared with 98% of those who are not concerned at all. This pattern holds true for most of the measures in the survey, suggesting that anything CHS can do to alleviate these concerns will not only improve residents' lives but also could positively impact satisfaction.

Cost of Living Concern



Cost of Living Concern & Satisfaction



Wellbeing

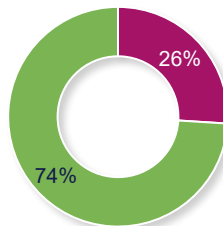
CHS also took this opportunity to ask residents questions about any damp or mould problems in their homes.

A quarter of residents stated that they do have damp or mould in their homes (26%). This has seen a small increase of 3p.p since the previous survey.

Of these residents, 58% stated that they have already reported the problem to CHS, although 42% have not.

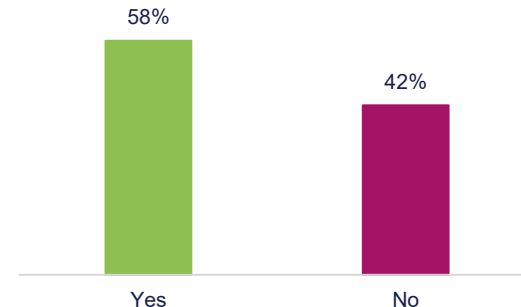
Residents were asked an additional question on if they or a member of their household, would require outside help from others to evacuate their property in the event of an emergency. Most residents said no, but 16% said that they would. For those that would require assistance, it is important that this information is noted in the event of an emergency.

Currently Suffer from Damp & Mould

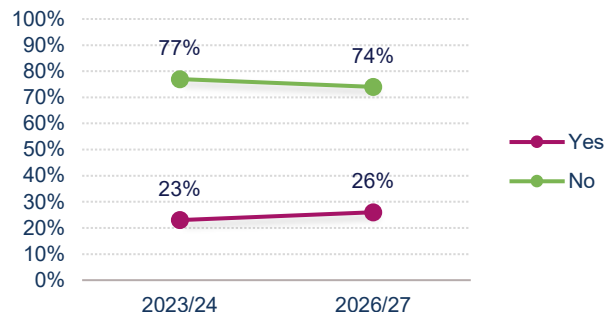


■ Yes ■ No

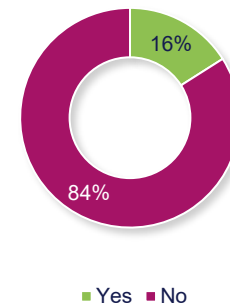
Reported Damp & Mould



Suffering from Damp & Mould over time



Outside Help Needed to Evacuate



■ Yes ■ No



Home & Energy Costs



Home & Energy Costs

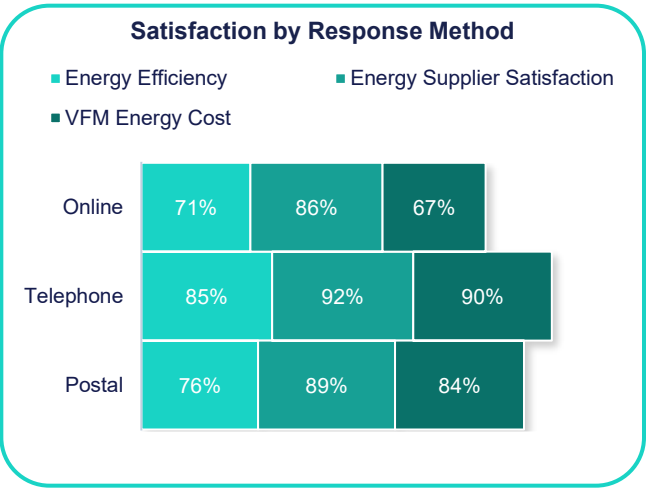
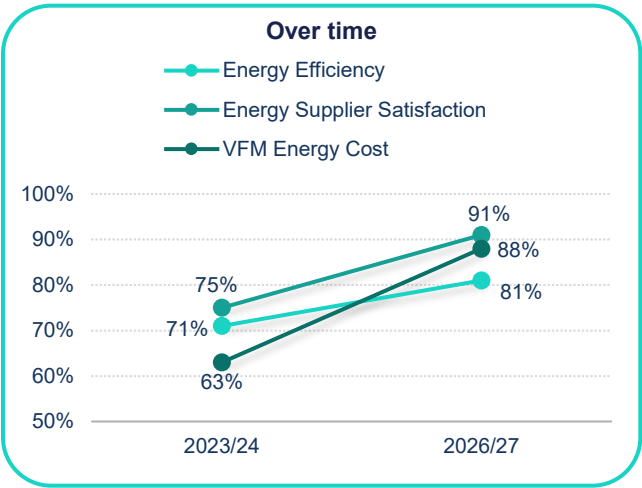
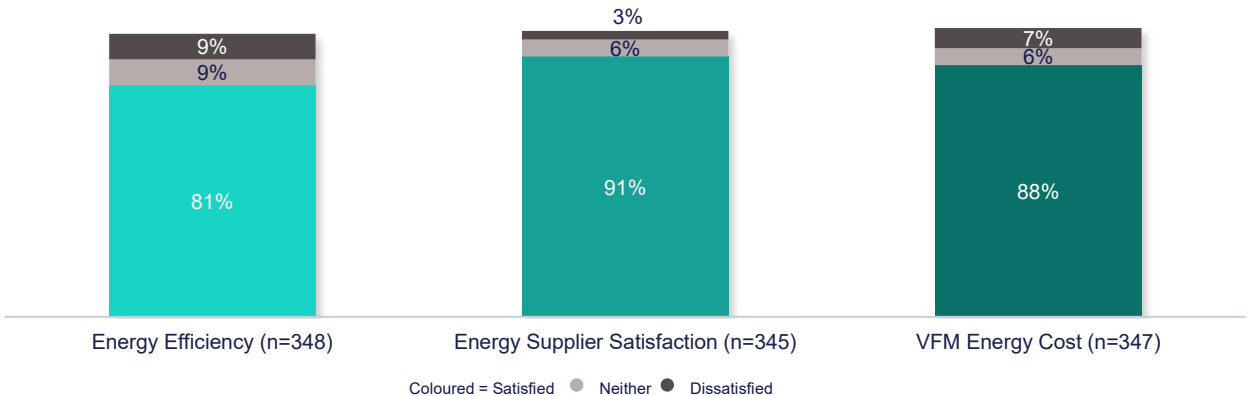
CHS used this survey as an opportunity to ask additional questions on satisfaction with energy efficiency and fuel costs.

Firstly, residents were asked if they are satisfied with the energy efficiency of their home and 81% said they are, with 9% being dissatisfied and further 9% being neutral. This has seen an increase of 10p.p since the last survey.

More are satisfied with the service they get from their energy supplier (91%), whilst 3% are dissatisfied and 6% are neutral. This measure has increased by even more, up 16p.p this year.

Finally, when asked about the value for money of their energy costs, 88% said they are satisfied, although 7% are dissatisfied and 6% are neither one nor the other. This measure has seen the largest increase in this section, up 24p.p since 2023/24.

The group with the highest levels of satisfaction across all these measures are telephone respondents.





Further Insight



Annual Satisfaction & Dissatisfaction

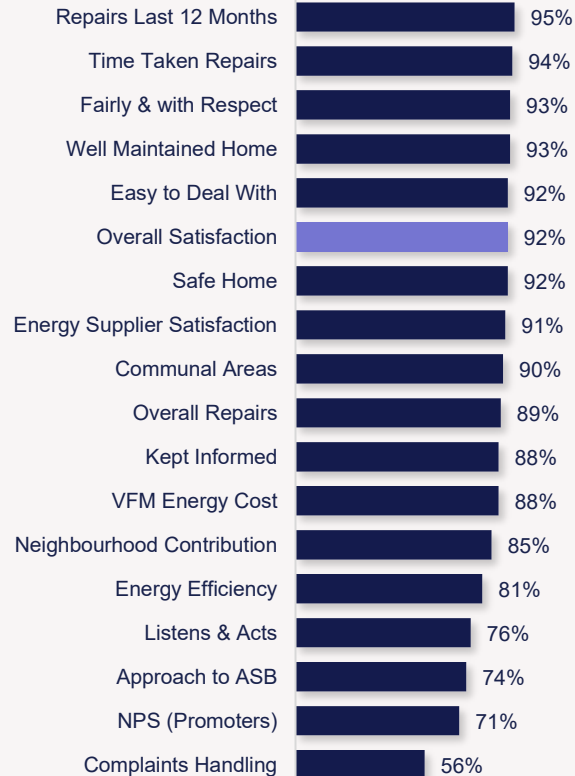
The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

For CHS, there are 92% satisfied with the overall services provided. This is the sixth-highest in the ranking of measures. The best performing were satisfaction with repairs conducted over the past 12 months (95%), the time taken to finish the repairs (94%), residents being treated fairly and with respect (93%), and satisfaction with a well maintained home (93%).

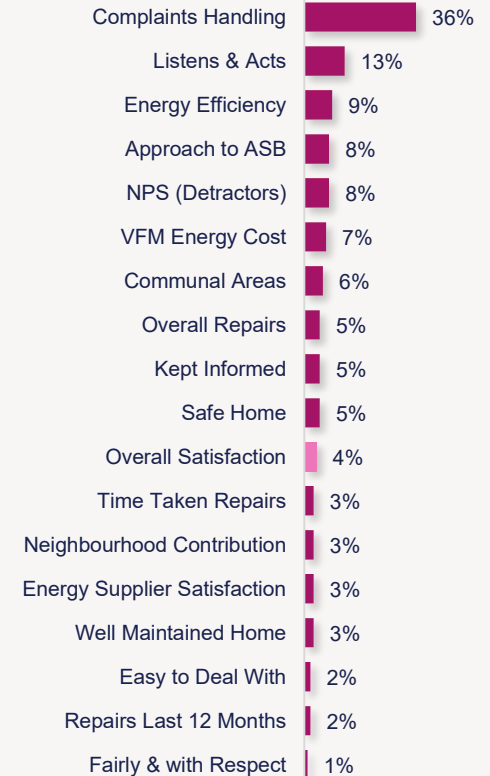
At the other end of the scale, the highest level of dissatisfaction belongs to the handling of complaints (36%). However, despite these, satisfaction is generally high across the range of services provided, with 16 out of 18 measures having dissatisfaction levels below 10%.

Just 4% of residents are dissatisfied with the overall service, indicating a high level of trust in CHS and their service provision.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Year-on-Year Change

As has been shown throughout this report, satisfaction has increased for all measures compared with the previous survey carried out in 2023/24.

The biggest increases have been for residents who are satisfied with how complaints have been handled and the price of energy providing value for money (24p.p each). This is followed by residents who would recommend CHS to others (17p.p) and satisfaction with the resident's energy supplier (16p.p).

All other measures have increased by between 7p.p and 13p.p, aside from CHS providing a safe home, which has increased by just 1p.p.

This is an impressive set of results, and CHS should be very pleased with the level of progress made on already high scores.

	2023/24	2026/27
Overall Satisfaction	85%	92% (+7)
Well Maintained Home	84%	93% (+9)
Safe Home	90%	92% (+1)
Communal Areas	79%	90% (+12)
Neighbourhood Contribution	75%	85% (+9)
Approach to ASB	67%	74% (+8)
Repairs Last 12 Months	87%	95% (+8)
Time Taken Repairs	85%	94% (+9)
Overall Repairs	76%	89% (+13)
Listens & Acts	68%	76% (+9)
Kept Informed	75%	88% (+13)
Fairly & with Respect	83%	93% (+10)
Easy to Deal With	81%	92% (+12)
Complaints Handling	33%	56% (+24)
Energy Efficiency	71%	81% (+10)
Energy Supplier Satisfaction	75%	91% (+16)
VFM Energy Cost	63%	88% (+24)
NPS (Promoters)	54%	71% (+17)



Key Driver Analysis

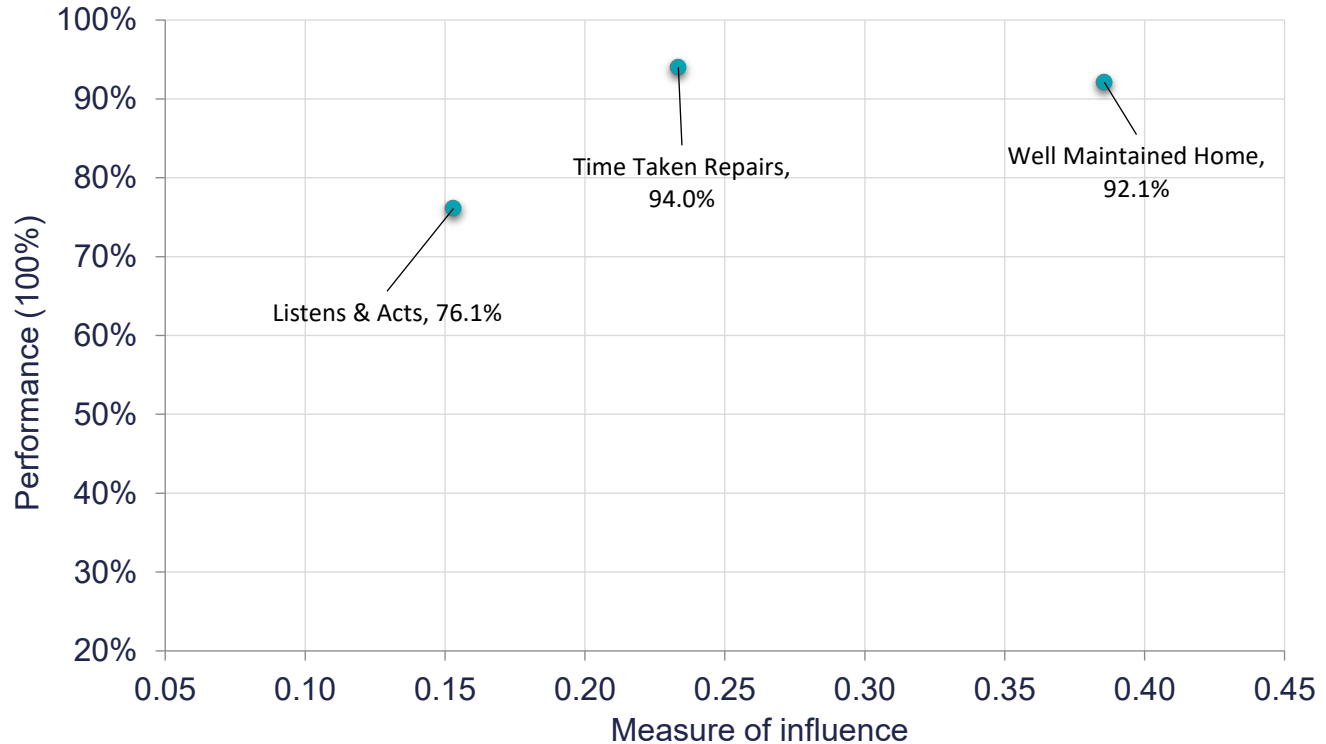
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for residents' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2026/27, the most important driver for residents' satisfaction with the overall service provided is that the CHS provides a well maintained home, followed by the time taken to complete the last repair, and that residents' views are listened to and acted upon.

Finding CHS easy to deal with is also an influential measure, but less so than those shown on the chart.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided by the CHS.

Annual Key Driver Analysis – Overall Satisfaction



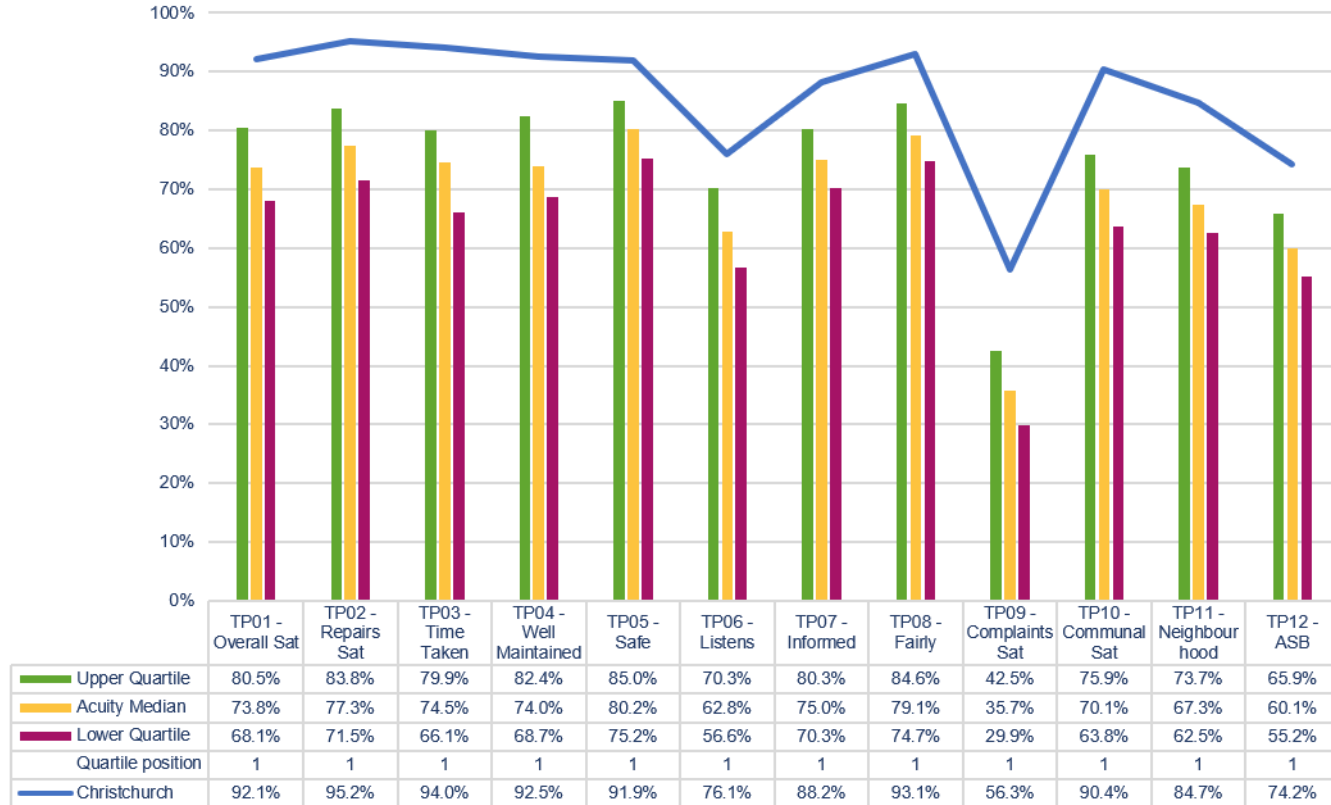


Benchmarking – Acuity Clients 2025/26 (LCRA)

CHS's scores can also be compared against the results published by the Regulator of Social Housing for the year 2025/26. The chart opposite shows the quartile positions for LCRA providers who submitted their data to the Regulator last year.

CHS performs excellently against this group, exceeding each measure's upper quartile. For the sector's highest-scoring measure, the provision of a safe home, CHS exceeds this by 6.9p.p, and for the sector's lowest-scoring measure, the handling of complaints, CHS exceeds this by 13.8p.p.

This not only demonstrates very high levels of satisfaction when compared with the largest variety of providers, but also an impressive level of service consistency across measures.



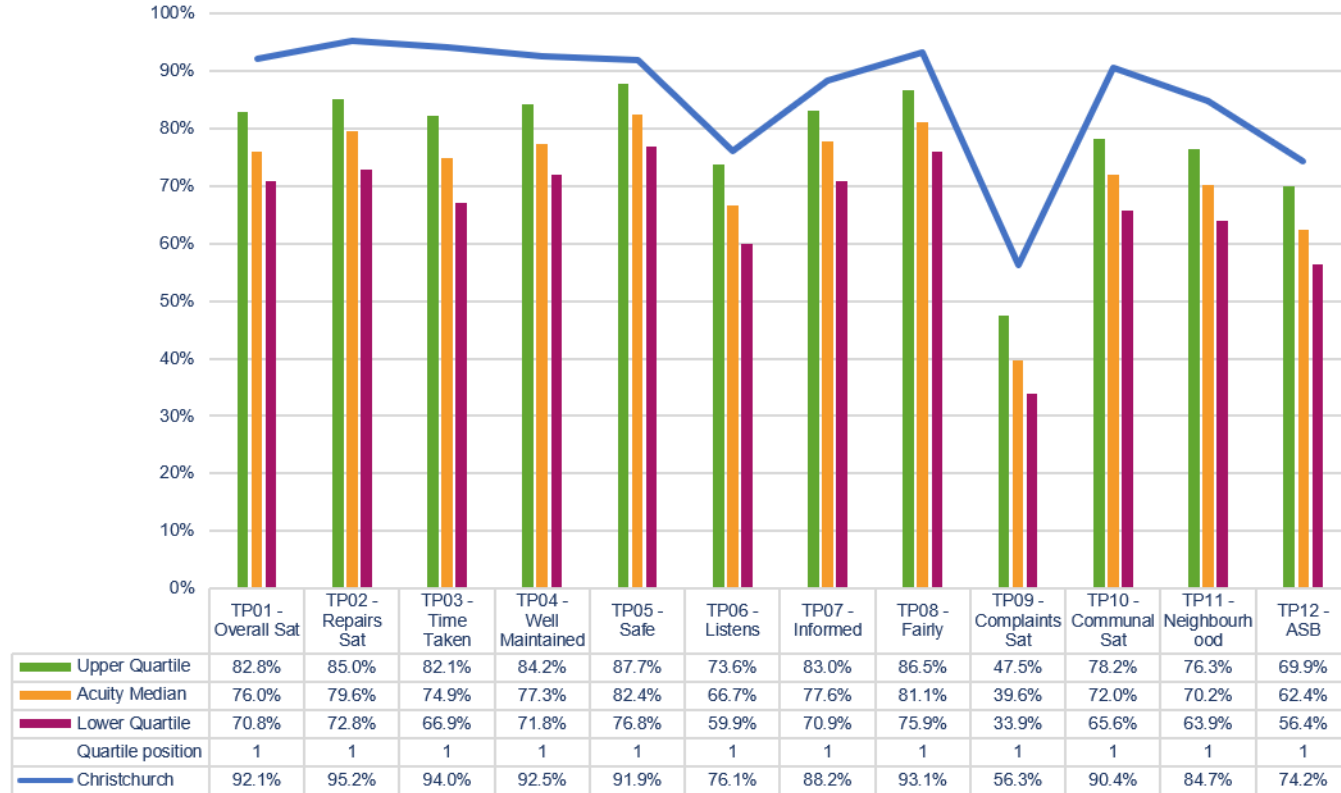


Benchmarking – Acuity Clients 2025/26 (Housing Associations)

CHS's scores can also be compared against other housing associations only, in order to understand their results in context.

Here, CHS once again exceeds the upper quartile score for each measure. This is despite scores generally being higher for housing associations than councils, which are included in the larger LCRA benchmarking group.

With six out of the 12 measures in the 90% range, CHS has a high standard for satisfaction, and this is reflected here.





The table to the right presents the top 30 comment areas from residents for the eight sentiment questions used in the survey.

The most commonly-mentioned area is the quality of the work/service regarding communal maintenance, which has a positive score of +2.84 across 150 comments. This shows that this aspect of service is of great importance to residents, and that the majority (84%) are satisfied.

This is followed by a score of +1.15 for 141 comments which mention the timeliness and responsiveness of repairs. Across the sector, this is generally the most-mentioned comment theme, and often garners negative responses, indicating that this is important to residents but that they often lack the provision needed. Here, 65% of responses are positive while 38% are negative and 6% are neutral, showing overall satisfaction with room for improvement.

Additionally, communication and transparency scores +1.93 across 98 comments, general satisfaction with customer service and contact scores +4.30 over 88 comments, and staff conduct receives +4.52 over 87 comments.

Within the top fifth of most common themes, only one has a negative sentiment score, this being marked as ‘Other’ under responsive repairs.

Top 30 Comments

	%	Count	Score
Housing Services - Communal Maintenance - Quality of Work / Service	42.25%	150	2.84
Property Services - Responsive Repairs - Timeliness / Responsiveness	39.72%	141	1.15
Housing Services - Customer Service & Contact - Communication / Transparency	27.61%	98	1.93
Housing Services - Customer Service & Contact - Satisfaction	24.79%	88	4.30
Housing Services - Customer Service & Contact - Staff Conduct	24.51%	87	4.52
Housing Services - Grounds Maintenance - Quality of Work / Service	23.10%	82	2.46
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	22.54%	80	2.51
Property Services - Responsive Repairs - Other	21.97%	78	-0.83
Housing Services - Communal Maintenance - Timeliness / Responsiveness	19.72%	70	2.44
Housing Services - Communal Maintenance - Other	18.03%	64	0.26
Property Condition - Window/doors	15.77%	56	-0.47
Housing Services - Customer Service & Contact - Other	14.93%	53	1.11
Property Services - Responsive Repairs - Quality of Work / Service	14.65%	52	2.98
Property Condition - Decoration	14.37%	51	-0.75
Housing Services - Neighbourhood Contribution - Other	13.80%	49	1.20
Property Services - Responsive Repairs - Resolution	12.96%	46	-0.96
Housing Services - ASB - Other	11.55%	41	-0.51
Housing Services - Neighbourhood Contribution - Satisfaction	11.27%	40	2.75
Housing Services - Grounds Maintenance - Worker Conduct	10.99%	39	3.33
Property Condition - Damp	10.14%	36	-3.08
Building Safety - Fire safety	10.14%	36	-2.30
Housing Services - Communal Maintenance - Satisfaction	9.58%	34	3.76
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	9.58%	34	1.38
Housing Services - Grounds Maintenance - Other	9.30%	33	1.62
Neighbourhoods - Parking & garages	9.01%	32	-2.37
Property Condition - Flooring	8.45%	30	-0.03
Property Services - Responsive Repairs - Communication / Transparency	7.89%	28	0.97
Housing Services - Customer Service & Contact - Listening / Acting	7.89%	28	2.97
Housing Services - Customer Service & Contact - Quality of Work / Service	7.89%	28	4.38
Property Condition - General Condition	7.89%	28	1.93



National Context

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

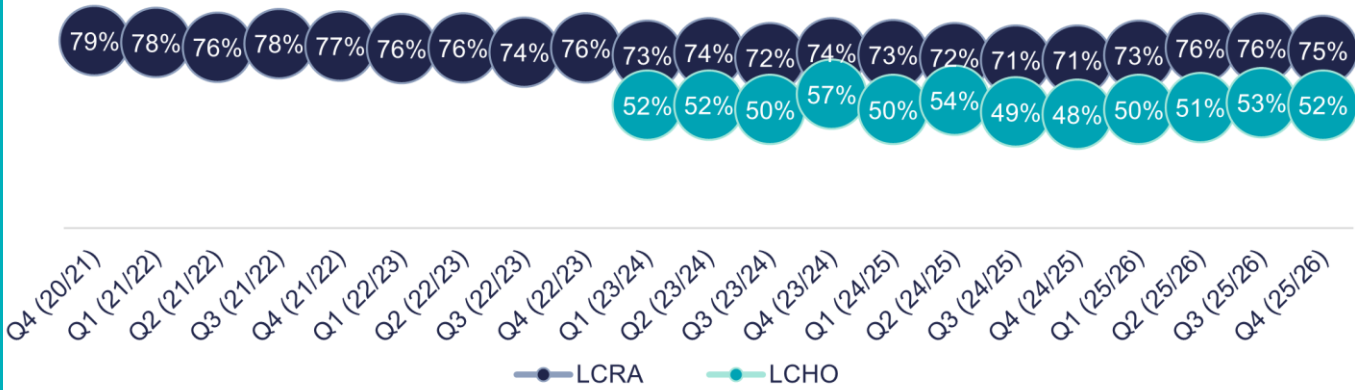
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

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

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline was downward over the last few years, but this stabilised around the mid-70% mark in 2025/26.

As has been shown throughout this report, satisfaction has increased for CHS since the previous survey. CHS is, therefore, doing well to continue to improve levels of satisfaction, despite challenging external factors.

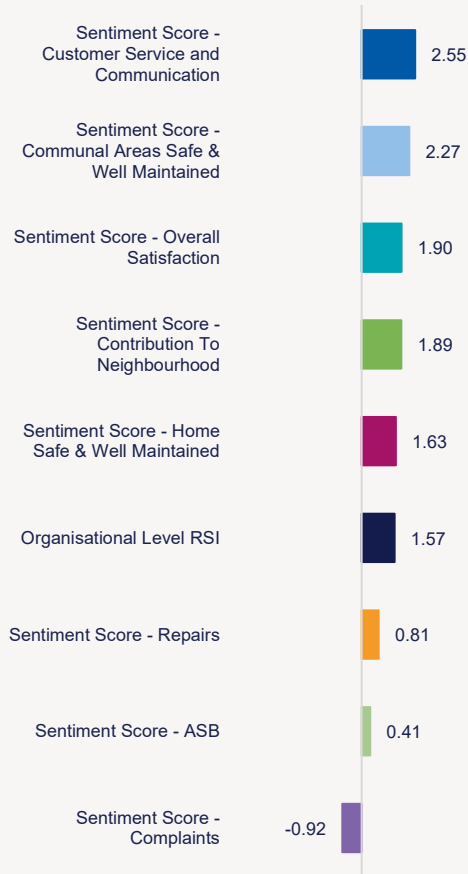
Overall Services (Acuity Clients)





Summary

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Residents are generally satisfied with prompt, helpful maintenance, friendly staff and tidy grounds. However, concerns include parking shortages, persistent damp/mould, inconsistent communication, occasional slow or poor-quality repairs, reduced gardening/staffing, accessibility and heating issues.

The Home

Residents generally feel safe and supported with prompt maintenance and regular safety checks. Issues that do occur include damp/mould, ventilation, communal decoration, occasional security concerns, inconsistent refurbishments, and variable responsiveness; older buildings and some accessibility needs also recur.

Communal Areas

Overall satisfaction with cleaning and gardening is high: regular weekly cleans and lawn care praised. Recurring issues include worn carpets and paint, dirty/bin areas, lifts/heating concerns, unclear responsibilities for beds, occasional clutter/fly-tipping and smoking in communal spaces.

Repairs

Overall satisfaction is high: repairs are usually prompt, courteous and effective, especially for urgent heating/boiler issues. Issues include occasional delays for larger jobs, poor communication/follow-up, inconsistent quality, and issues with external call-centre access and recurring damp.

Neighbourhood Contribution

Residents value well-maintained grounds, social hall and lunch clubs, friendly staff and prompt maintenance. Main concerns are with parking, traffic, some antisocial access, fencing and building repairs. Some are unsure of wider neighbourhood contributions but generally satisfied with services.

ASB

Most respondents report little or no anti-social behaviour; where present issues include noisy neighbours, theft/vandalism, smoking, parking and slow or inconsistent management responses. Positive comments note quick action and clear ASB policy, though some feel issues are poorly enforced.

Customer Service & Communication

Residents are generally positive about polite, helpful staff, prompt repairs and regular newsletters, but some cite inconsistent responsiveness, slow follow-up, limited face-to-face visibility, unclear outcomes of meetings, occasional communication gaps and issues with specific repairs, damp and billing errors.

Complaints

Many praise prompt, effective handling of repairs and damp, but some refer to frequent delays, poor communication, unresolved damp, parking and ASB issues, inconsistent follow-up, and frustration with bureaucracy and unresponsive emails or staff.

Satisfaction with Measures



Summary



Acuity was commissioned to undertake an independent satisfaction survey of the residents of Christchurch Housing Society (CHS), using a mixed-mode approach of postal, online and telephone questionnaires. The survey incorporated all the TSMs, which became mandatory for Registered Providers of social housing to collect from April 2023.

Over nine out of ten residents are satisfied with the overall service provided (92%), with higher satisfaction for five measures, including the repairs service in the last 12 months (95%), the time taken to complete repairs (94%), and residents being treated fairly and with respect (93%).

Only three measures received satisfaction levels below 80%, these being how residents' views are listened to and acted upon (76%), the approach to handling anti-social behaviour (74%) and the handling of complaints (56%). The proportion of NPS promoters stands at 71% and +63 points, which stands separate from the other satisfaction measures, and compares very well against Acuity's most recent client data, which has an average of +40 points.

Complaints handling has the highest level of dissatisfaction (36%), which is likely to incorporate more than just how residents' complaints are handled, such as residents not getting the resolution they want or expect, or still awaiting the outcome. It should also be noted that this is often the worst-performing measure for Registered Providers, as seen on the benchmarking information page.

When comparing the results with the survey undertaken in 2023/24, satisfaction has increased for all measures. The biggest increases have been for the value for money of energy costs and the handling of complaints (both up 24p.p) and residents' satisfaction with their energy supplier. Besides a marginal 1p.p increase for the provision of a safe home, all other measures have increased by between 7p.p and 13p.p. With the previous survey's scores already being high across the measures, it is very positive that CHS has been able to continue to improve levels of satisfaction.

This is reflected in the benchmarking results, where CHS exceeds the upper quartile value for each measure when compared against both the larger LCRA group, and against housing associations specifically.

Sentiment analysis has been used against eight qualitative questions, covering overall satisfaction with the service provided. This gives a sentiment score based on the comments made, and also highlights where residents are happy with the service or where they think improvements could be made. The sentiment score is +1.57, with the only negative score belonging to the complaints question (-0.92). Analysing the scores and reading the comments will help CHS get a better understanding of what is driving satisfaction and what is not working quite as well.

This report has also shown that satisfaction is higher for introductory residents and lower for secure residents. The demographics section at the end of this report further demonstrates that older residents are more satisfied, as are newer residents, those who are male and those who responded to the survey by post.



Recommendations

Christchurch Housing Society has commissioned Acuity to carry out an independent survey of its residents, based on the TSMs from the Regulator of Social Housing.

The survey reveals many areas of good performance, with all increasing in satisfaction since last year. Still, it has also highlighted a few areas where improvements could be made.

The comments made by residents give insight into what they are most concerned about and will help CHS target services that may need some improvement.

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

Communication and Customer Contact

While most residents feel that they are treated fairly and with respect by CHS (93%), satisfaction that their views are properly listened to and acted upon, is much lower at 76%. Perhaps CHS could address this by expanding opportunities for resident involvement, making sure that follow-up rates to queries and complaints are improved, and publicising positive changes made. Asking further questions to ascertain which contact methods residents prefer to be followed-up with may also help staff reach residents with fewer attempts, and reduce any frustration caused by missed calls.

Handling of Complaints

Despite exceeding the upper quartile compared to other LCRA providers, this measure is still CHS's lowest-scoring at 56% satisfaction. While satisfaction levels here can vary due to smaller base sizes and factors such as the desired solution not always being reached, some changes can be made to clarify the complaints handling process for residents. Where landlords do well with complaints, it is usually because they are clear on how and when residents should complain, what they can expect in terms of service, and have regular updates on progress. While the effective handling of complaints is an issue for all social landlords, CHS may wish to review processes to ensure responses are adequate and residents' frustrations are addressed. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something CHS may wish to consider for the future.

Celebrating Successes

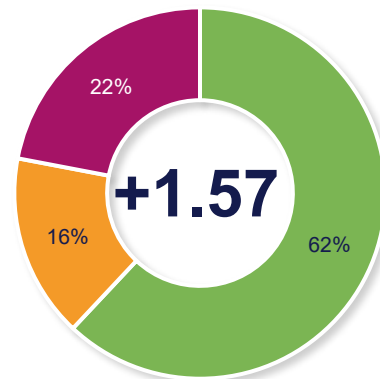
With all measures in this survey seeing an increase in 2026/27, and with CHS exceeding the upper quartile for every measure when compared to the whole LCRA group and other housing associations, they should be very pleased with these results. CHS should look to celebrate the increases seen in this report and share it widely, celebrating the success this year and picking out specific examples which it may wish to share via social media, demonstrating what is going well whilst also focusing on what CHS is going to do to continue to improve. With this being only the second survey with Acuity, finding strategies to maintain this level of success in a sustainable way will be the next challenge.



Sentiment

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

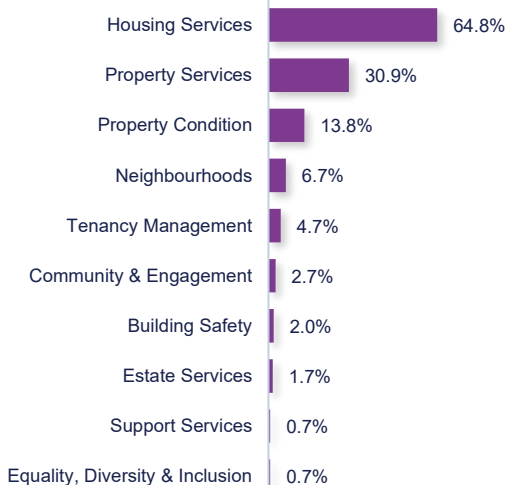
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Christchurch Housing Society's service.

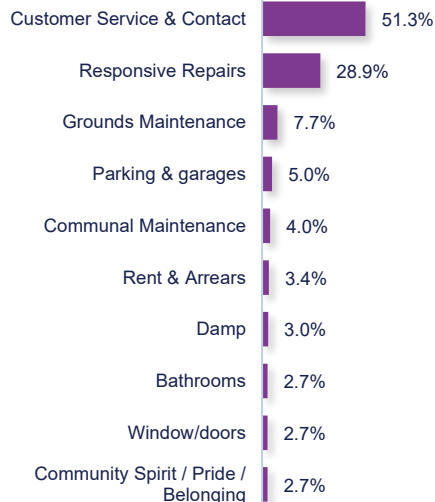
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Categories

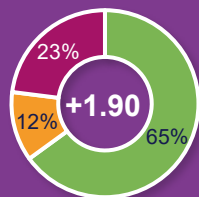


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	114	41.6%	+1.79
Subcategory, no attribute (yet)	40	14.6%	+1.00
Communication / Transparency	38	13.9%	+1.68
Quality of Work / Service	37	13.5%	+2.32
Staff Conduct	37	13.5%	+4.05
Satisfaction	34	12.4%	+4.68
Resolution	27	9.9%	+0.81
Listening / Acting	19	6.9%	+2.26
Worker Conduct	11	4.0%	+2.36
Effort	10	3.6%	+1.30
No Comments	10	3.6%	-1.00
Empathy	7	2.6%	+2.71
Safety	5	1.8%	+1.60
Trust	4	1.5%	-0.75
Accountability	2	0.7%	-1.00
Consistency	2	0.7%	0.00
Fairness	2	0.7%	+1.00
Accessibility	1	0.4%	+3.00
Appointments / Convenience	1	0.4%	+5.00



Residents were asked to describe the experiences that have shaped their view of CHS's service. Residents are broadly positive about maintenance responsiveness, safety, staff helpfulness and overall value. Many praise quick repairs, polite/efficient maintenance teams, tidy grounds and clear communication when services work. Common strengths: rapid response to repair requests, approachable office staff, improved communal refurbishments, and feelings of security.

Negatives include parking shortages and misuse, damp/mould and heating issues in some flats (slow or inconsistent remediation), variability in service consistency and internal communication (missed callbacks, passing messages) loss of community touch (reduced gardener/grounds staff, removed noticeboards, less personal contact since management changes); out-of-hours emergency contact reliability; cleanliness gaps (windows, bins, laundry/drying facilities); accessibility and mobility needs (evacuation support, bathroom heaters, grab rails); perceived favouritism in service allocation and occasional poor workmanship.

Sentiment is largely positive, with appreciation for day-to-day operations, alongside calls for better parking management, consistent damp resolution, improved communication and restored community support.

For further information about Acuity's Resident Sentiment Index, please see appendix

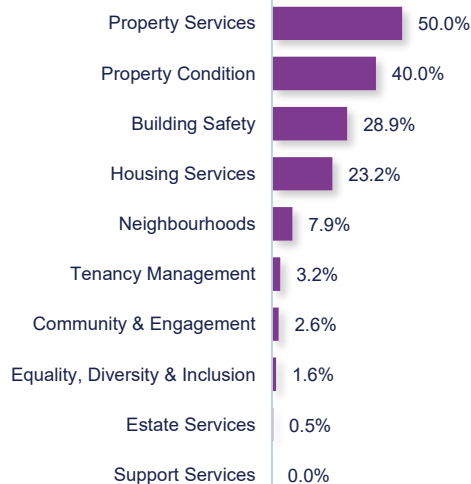
The Home

Please share your views on the safety and maintenance of your home.

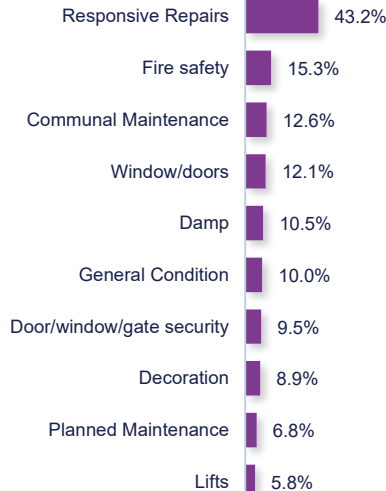
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Categories

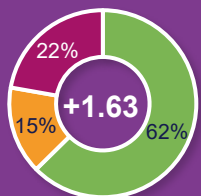


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	41	31.5%	+0.68
Subcategory, no attribute (yet)	35	26.9%	+0.51
Quality of Work / Service	31	23.8%	+2.03
Safety	29	22.3%	+2.17
Resolution	15	11.5%	-1.27
Satisfaction	10	7.7%	+4.10
Listening / Acting	5	3.8%	-2.00
Communication / Transparency	3	2.3%	-5.00
Effort	3	2.3%	+0.33
Empathy	2	1.5%	-1.00
Worker Conduct	2	1.5%	+3.00
No Comments	2	1.5%	0.00
Appointments / Convenience	1	0.8%	+3.00
Consistency	1	0.8%	-3.00
Trust	1	0.8%	-5.00
Accessibility			-
Accountability			-
Fairness			-
Staff Conduct			-



Residents shared their views on the safety and maintenance of their home. Responses are mostly positive about safety and responsive repairs: many praise locked entry systems, regular electrical and smoke-alarm checks, quick maintenance responses, new doors, lifts and fireproofing works, and friendly staff. However, recurring issues and dissatisfaction appear in several areas.

Damp, mould and poor ventilation are mentioned multiple times, often linked to structural/external defects (cracked walls, failing render, need for repointing) and inconsistent communication about progress. Communal areas receive criticism for worn carpets, shabby decoration, dirty windows, uneven priorities in refurbishment, and some report insecure or poorly-shutting main doors and open access for non-residents. A minority mention unclear evacuation procedure, lack of drills, missing extinguishers or inadequate fire doors. A lack of lifts for upper floors, slippery external paving, problematic balconies/parking, cellar flooding) also emerged.

Overall sentiment: operational maintenance and emergency responsiveness are strengths, while long-term, preventative building repairs, consistent damp remediation, communal upkeep and clearer fire-safety measures require attention.

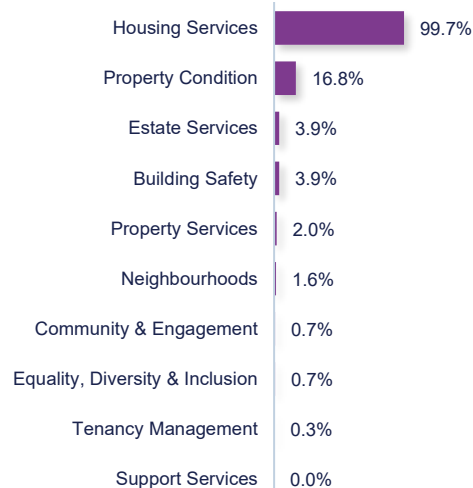
Communal Areas

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

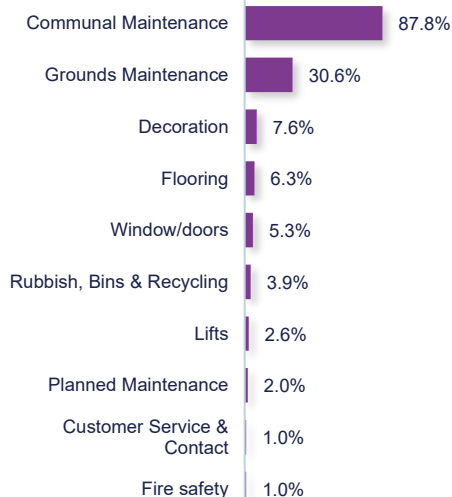
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Categories

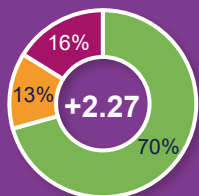


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Quality of Work / Service	150	49.5%	+2.86
Subcategory, no attribute (yet)	74	24.4%	+0.65
Timeliness & Responsiveness	68	22.4%	+2.88
Satisfaction	35	11.6%	+3.80
Worker Conduct	35	11.6%	+3.63
No Comments	9	3.0%	-0.33
Communication / Transparency	4	1.3%	+2.00
Resolution	3	1.0%	0.00
Effort	2	0.7%	0.00
Safety	2	0.7%	+1.50
Accountability	1	0.3%	-3.00
Appointments / Convenience	1	0.3%	-3.00
Consistency	1	0.3%	+5.00
Empathy	1	0.3%	+3.00
Listening / Acting	1	0.3%	-5.00
Staff Conduct	1	0.3%	+5.00
Trust	1	0.3%	+5.00
Accessibility			-
Fairness			-



Residents were asked to share their views on the cleanliness and maintenance of their communal areas. Residents overwhelmingly report that communal areas are generally clean and gardens well maintained. Frequent praise is given to cleaners and gardeners for regular work: weekly vacuuming/hovering and frequent grounds maintenance are commonly noted. Positive comments highlight tidy lawns, pruned hedges, window cleaning, and friendly, diligent staff.

Criticisms focus on decor and deep maintenance: some halls, stairways and doors need repainting; carpets are stained, worn or rucked and often require replacement or deep cleaning. Bin rooms are sometimes noted as messy, with broken bins and fly-tipping. Heating/ventilation concerns are also mentioned several times: communal heating/radiators were removed or turned off, causing cold or unpleasant odours and second-hand smoke issues. Lift reliability and safety hazards (loose carpets, inadequate scooter/walker storage, uneven pathways, high steps) are mentioned.

Overall sentiment is very satisfied with routine cleanliness and gardening. Better refurbishment, waste management, and attention to safety and communal heating/ventilation are noted as potential improvements.

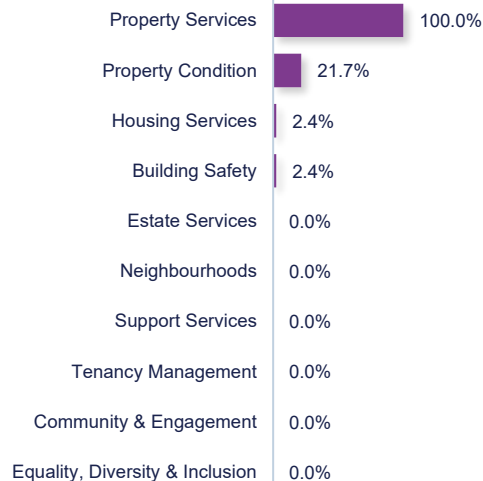
Repairs & Maintenance

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

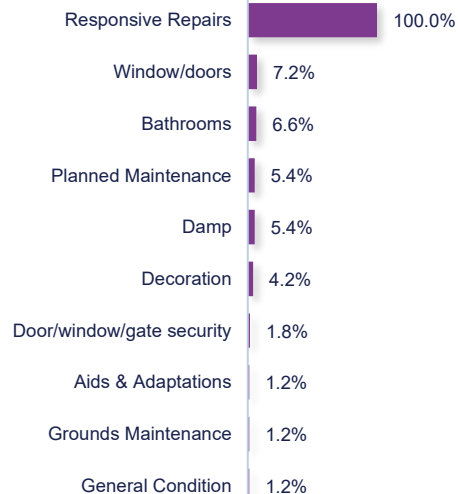
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Categories

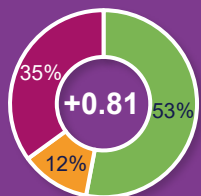


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	74	44.6%	+1.19
Subcategory, no attribute (yet)	45	27.1%	-1.00
Quality of Work / Service	25	15.1%	+4.04
Resolution	24	14.5%	-0.67
Satisfaction	16	9.6%	+4.75
Effort	8	4.8%	+0.50
Communication / Transparency	7	4.2%	+0.43
Worker Conduct	5	3.0%	+4.20
No Comments	5	3.0%	-1.00
Appointments / Convenience	2	1.2%	-1.00
Safety	2	1.2%	-5.00
Consistency	1	0.6%	+5.00
Empathy	1	0.6%	+3.00
Fairness	1	0.6%	0.00
Trust	1	0.6%	+5.00
Accessibility			-
Accountability			-
Listening / Acting			-
Staff Conduct			-



Residents were asked to describe their experience with the repairs service over the last 12 months. Responses show overwhelmingly positive satisfaction with repairs, most reporting prompt, professional, and courteous service, often resolved same day or within 24 and 48 hours. Common praise highlights responsive phone contact, friendly repair teams, quick emergency handling (boilers, heaters, leaks), and efficient minor works (toilets, showers, sockets, windows, doors). Several comments note clear communication from the office about appointment times.

Recurring issues include occasional delays for parts or larger jobs, repeat call-outs before permanent fixes, and follow-up tasks left incomplete (painting, mould remediation, extractor vents). Individuals report uneven responsiveness for larger or non-urgent repairs. Specific pain points: persistent damp/mould, window fit/insulation problems, recurring water-heater or heater faults, and communal door heaviness. Some residents had to chase repairs multiple times. A few praise major refurbishments and staff expertise, while others note variability depending on personnel turnover.

Overall sentiment is positive for routine and emergency repairs, but signals gaps in completing larger, multi-step repairs and in consistent communication.

Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

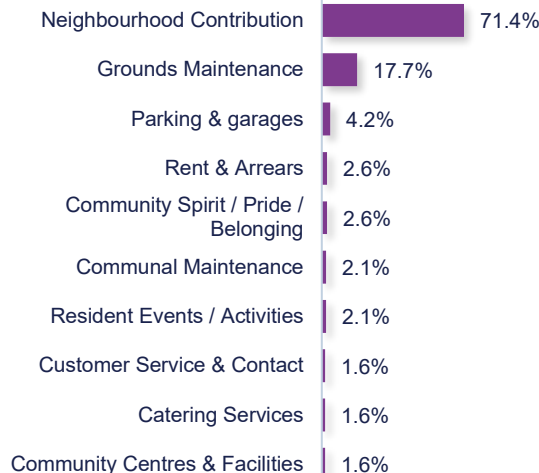
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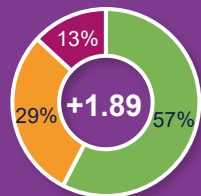
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	62	34.8%	+1.56
Satisfaction	42	23.6%	+2.95
Quality of Work / Service	38	21.3%	+2.47
No Comments	24	13.5%	-0.96
Timeliness & Responsiveness	10	5.6%	+3.20
Safety	5	2.8%	+1.80
Staff Conduct	5	2.8%	+3.60
Communication / Transparency	4	2.2%	+2.00
Empathy	2	1.1%	+2.50
Resolution	2	1.1%	+4.00
Worker Conduct	2	1.1%	+4.00
Fairness	1	0.6%	-3.00
Listening / Acting	1	0.6%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Trust			-



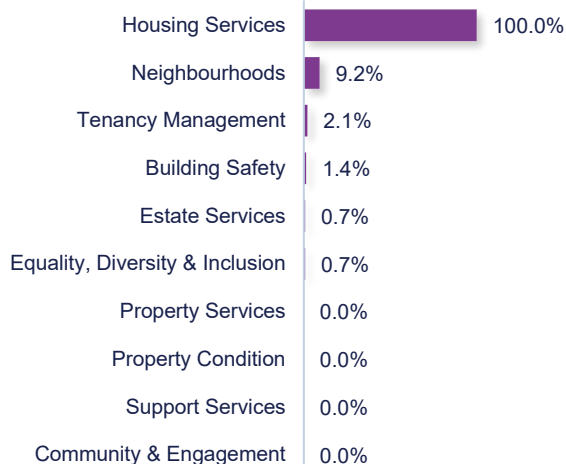
Residents were asked to share their views on CHS's contribution to the neighbourhood. Responses show broadly positive sentiment about Christchurch Housing Society's upkeep, grounds maintenance, and community facilities. Many residents praise tidy gardens, prompt maintenance, clean communal areas, new lifts/carpets, a one-way traffic system, and an accessible bus stop. The social hall, lunch clubs and volunteer-run café are frequently cited as valuable assets that foster community, though several respondents feel the hall is underused.

Practical concerns include parking shortages, cars parked on grass, obstructed exits creating safety issues, and persistent waste/fly-tipping in a rear area with rusted fences and abandoned items. A few report low water pressure and building structural repairs needed. Mixed awareness exists about CHS's broader neighbourhood contributions: some feel it provides essential affordable housing and local support, while others are unaware or believe the original local heritage ethos has weakened. A number of residents want more visible communication or outreach, especially around energy-supply arrangements that affect entitlement to support.

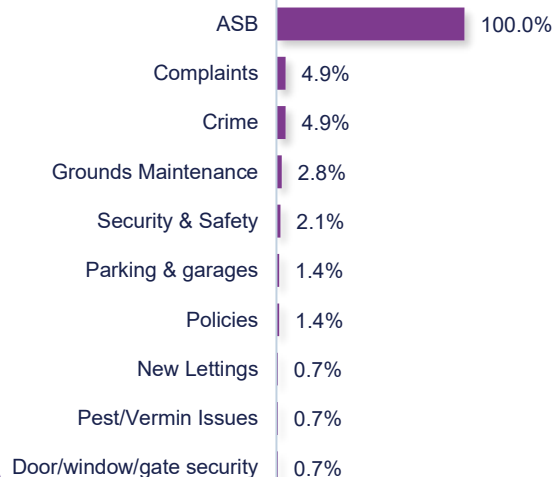
Overall satisfaction is high, but parking, site security/fencing, occasional ASB and clearer community engagement stand out as areas for attention.



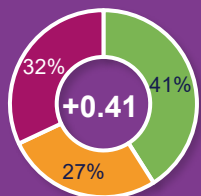
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	46	27.9%	-0.65
Satisfaction	27	15.1%	+3.04
No Comments	25	14.0%	-0.08
Timeliness & Responsiveness	20	12.3%	-0.90
Listening / Acting	18	10.6%	+0.17
Quality of Work / Service	16	9.5%	+1.94
Resolution	9	5.0%	+0.33
Communication / Transparency	7	4.5%	-1.86
Safety	2	1.1%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-



Residents we asked to give their thoughts on CHS's approach to handling ASB. Responses show that most residents report little or no ASB in their blocks and generally feel satisfied or very satisfied with how management handles issues. Positive notes highlight prompt, professional responses in many cases, clear ASB policies, and successful removal or relocation of problem residents.

Common ASB examples mentioned include noisy neighbours, smoking, door-to-door sellers, theft/vandalism of garden items, parking violations, youths loitering, drug-related incidents, hoarding/fire risk, and occasional visitors causing disturbance. Criticisms centre on slow response times in some cases, perceived reluctance to get involved, inconsistent enforcement (especially parking), requests to approach offenders first, and cases left unresolved or poorly acknowledged. Several note CCTV concerns, access/gate security issues, and dissatisfaction when police involvement seemed delayed. A few say they deal with problems themselves; a small number describe repeated unresolved incidents affecting wellbeing.

Overall sentiment is predominantly satisfied, with pockets of frustration around timeliness, enforcement consistency and specific local issues.

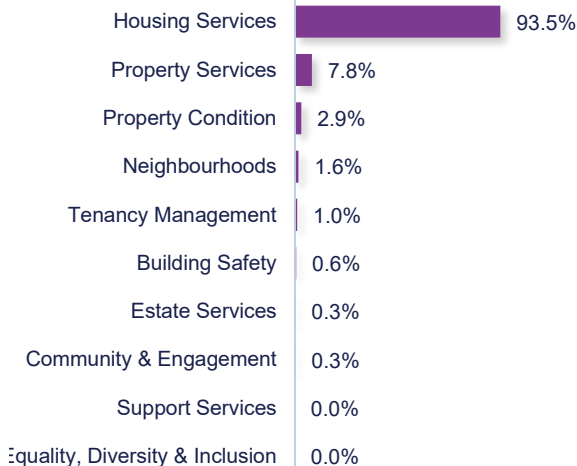
Customer Service & Communication

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

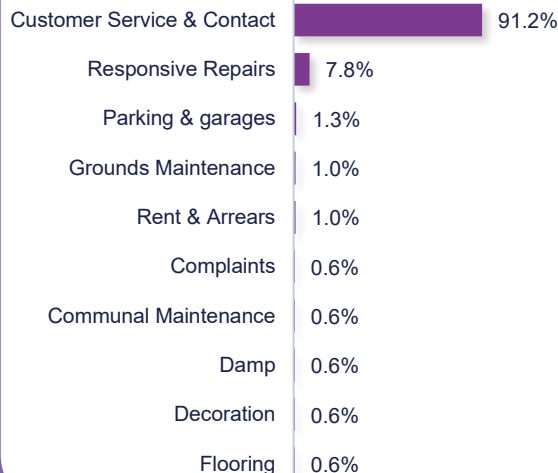
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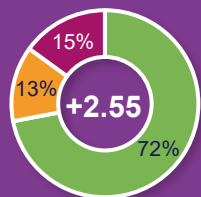
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	92	30.1%	+2.13
Satisfaction	72	23.5%	+4.21
Staff Conduct	67	21.9%	+4.58
Subcategory, no attribute (yet)	45	14.7%	+1.38
Timeliness & Responsiveness	44	14.4%	+2.07
Listening / Acting	20	6.5%	+1.40
Effort	18	5.9%	+2.94
Quality of Work / Service	17	5.6%	+4.12
Resolution	13	4.2%	+1.23
No Comments	11	3.6%	-0.64
Empathy	9	2.9%	+4.22
Fairness	4	1.3%	+0.50
Accessibility	3	1.0%	-1.00
Appointments / Convenience	3	1.0%	-2.33
Accountability	2	0.7%	-5.00
Consistency	2	0.7%	+2.50
Worker Conduct	2	0.7%	0.00
Safety	-	-	-
Trust	-	-	-



Residents were asked to describe their experience with the customer service and communications they receive. Many residents describe staff as polite, helpful, responsive and easy to contact, with prompt phone replies, effective maintenance teams, and useful newsletters/noticeboards keeping residents informed. Common praises note quick handling of repairs, friendly front-line staff, and reliable billing/payment processes.

Key concerns cluster around consistency and follow-through: several respondents report delays, unanswered emails, and instances where reported issues were logged but not resolved. Communication gaps include a lack of feedback after meetings, inconsistent contact with senior management, and reduced visible presence of staff since the office relocation. Some residents feel some staff lack people skills or initiative, and a few allege poor handling of specific disputes or billing errors. Accessibility issues are mentioned (partially sighted resident), and occasional confusion about utility contracts and energy credits.

Overall, maintenance is generally rated well, customer service performance varies by individual, and communications are frequent (newsletters) but sometimes lack clarity or timely action. The dominant mood is satisfied but with some concerns around responsiveness, accountability and senior-staff visibility.

Complaints Handling

Please describe your experience of how complaints are handled.

Base Size: 61



Categories

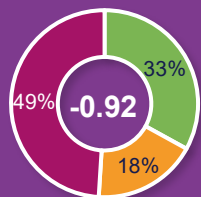


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	20	32.8%	-0.35
Subcategory, no attribute (yet)	20	32.8%	-2.00
Resolution	15	24.6%	-0.60
Quality of Work / Service	13	21.3%	+0.85
Communication / Transparency	10	16.4%	-0.70
Listening / Acting	9	14.8%	-1.33
Satisfaction	5	8.2%	+3.20
Effort	1	1.6%	-3.00
Empathy	1	1.6%	+3.00
Fairness	1	1.6%	-5.00
Trust	1	1.6%	-5.00
Worker Conduct	1	1.6%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Safety			-
Staff Conduct			-
No Comments			-



Residents were asked to describe their experiences of how their complaint was handled. Several residents report prompt, effective action for issues like tree works, heating replacement, damp experts attending, and some parking or ASB interventions. Several describe quick, fair resolutions and improved staff responsiveness.

However, others report unresolved or slow-moving problems: persistent damp and mould, unaddressed cracks, unfinished or poor-quality repairs, ongoing parking and garage disputes, and nuisance neighbours or dog barking. Communication failures centre emails or calls not being returned, no feedback after reporting, and complaints being passed between departments with no clear outcome. Individuals feel dismissed (e.g., laughed at, told to buy dehumidifiers they cannot afford), or redirected to the police/other agencies. Processes appear inconsistent: a few praise staff who resolve matters quickly, while others note piecemeal handling, long delays, and unclear accountability. Accessibility issues for older residents and difficulties dealing with external owners or contractors also emerge.

Overall sentiment is polarised: pockets of strong performance coexist with delays, poor follow-up, and variable communication.

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



Response Method

This table shows the results split by the method used to respond to the survey.

Completing the survey by telephone and post are the more popular methods, with 238 and 140 residents responding each way, respectively, compared with just seven residents who responded to the survey online.

Residents who completed a telephone survey are the most satisfied, with the highest ratings for 17 of the 20 measures, including overall satisfaction. Those completing the survey via post are the least satisfied.

However, since fewer than ten residents responded online for each measure, this group is not included in the analysis.

Nonetheless, there are benefits to having an online element, such as residents completing the survey who would otherwise not have done so. Residents may also find it easier to give more honest responses than when talking to a person on the phone.

	All Residents	Online	Telephone	Postal
Overall Satisfaction	92%	71% *	93%	92%
Well Maintained Home	93%	86% *	94%	90%
Safe Home	92%	100% *	93%	89%
Communal Areas	90%	100% *	92%	86%
Neighbourhood Contribution	85%	67% *	92%	77%
Approach to ASB	74%	50% *	82%	69%
Repairs Last 12 Months	95%	100% *	95%	96%
Time Taken Repairs	94%	100% *	93%	94%
Overall Repairs	89%	100% *	90%	87%
Listens & Acts	76%	67% *	78%	74%
Kept Informed	88%	71% *	91%	84%
Fairly & with Respect	93%	71% *	96%	90%
Easy to Deal With	92%	100% *	93%	91%
Complaints Handling	56%	- *	59%	52%
Energy Efficiency	81%	71% *	85%	76%
Energy Supplier Satisfaction	91%	86% *	92%	89%
VFM Energy Cost	88%	67% *	90%	84%
NPS (Promoters)	71%	86% *	67%	76%

*Base below 10



Age Group

It is common in surveys of this type that satisfaction generally increases with age, and this appears to be the case for the CHS.

Residents aged 85 and over are the most satisfied with the overall service provided by CHS (97%), with those aged 65 to 74 the least satisfied (88%). Residents aged over 85 are also the most satisfied with the majority of the other measures, with the repairs over the last 12 months and the time taken to complete the last repair both scoring 100%.

Residents aged 60 to 64 are the least satisfied with five other measures besides overall satisfaction. However, it should be noted that these scores are very close to one another, and high across age groups.

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

Since CHS provides homes for older people, this pattern is perhaps less clear than for a larger age spectrum, although it still generally holds true. CHS's high scores across measures may also be related to older populations generally having higher satisfaction.

	All Residents	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	92%	95%	88%	93%	97%
Well Maintained Home	93%	100%	91%	92%	94%
Safe Home	92%	100%	91%	90%	92%
Communal Areas	90%	100%	90%	88%	92%
Neighbourhood Contribution	85%	80%	87%	87%	82%
Approach to ASB	74%	73%	75%	68%	91%
Repairs Last 12 Months	95%	90%	97%	92%	100%
Time Taken Repairs	94%	90%	97%	91%	100%
Overall Repairs	89%	88%	85%	88%	97%
Listens & Acts	76%	75%	69%	77%	86%
Kept Informed	88%	89%	89%	85%	93%
Fairly & with Respect	93%	79%	94%	94%	97%
Easy to Deal With	92%	95%	89%	92%	98%
Complaints Handling	56%	75% *	54%	50%	75% *
Energy Efficiency	81%	78%	80%	79%	90%
Energy Supplier Satisfaction	91%	83%	90%	92%	95%
VFM Energy Cost	88%	79%	92%	87%	85%
NPS (Promoters)	71%	79%	68%	69%	76%

*Base below 10



Length of Tenancy

Since no resident has been at CHS for longer than three years, it is difficult to make a useful analysis based on length of tenancy.

When excluding measures with fewer than ten responses, just overall satisfaction and the provision of a safe home are left. Here, those with 1 to 3 year tenancies are slightly more satisfied (92%) than those with tenancies of under a year (90%).

Conversely, for measures including well maintained home, safe home, and easy to deal with, all those with tenancies of under a year are satisfied (100%), compared with 92% of those with 1 to 3 year tenancies.

As time goes on, it will be interesting to see what patterns may develop here.

	All Residents	< 1 year	1 - 3 years
Overall Satisfaction	92%	90%	92%
Well Maintained Home	93%	100% *	92%
Safe Home	92%	100%	92%
Communal Areas	90%	100% *	90%
Neighbourhood Contribution	85%	88% *	85%
Approach to ASB	74%	67% *	74%
Repairs Last 12 Months	95%	80% *	96%
Time Taken Repairs	94%	80% *	94%
Overall Repairs	89%	78% *	89%
Listens & Acts	76%	71% *	76%
Kept Informed	88%	88% *	88%
Fairly & with Respect	93%	89% *	93%
Easy to Deal With	92%	100% *	92%
Complaints Handling	56%	- *	56%
Energy Efficiency	81%	86% *	81%
Energy Supplier Satisfaction	91%	86% *	91%
VFM Energy Cost	88%	75% *	88%
NPS (Promoters)	71%	100% *	70%

*Base below 10



Asset Type

Residents living in flats and rooms have the same level of overall satisfaction (92%), although those in rooms have the highest level of satisfaction across the most measures.

Conversely, those living in flats have the lowest level of satisfaction across the most measures, although many of these are not far away from one another score-wise. For instance, 92% of both groups are also satisfied that they are treated fairly and with respect.

	All Residents	Flat	Room
Overall Satisfaction	92%	92%	92%
Well Maintained Home	93%	91%	94%
Safe Home	92%	90%	94%
Communal Areas	90%	88%	93%
Neighbourhood Contribution	85%	86%	82%
Approach to ASB	74%	73%	75%
Repairs Last 12 Months	95%	93%	99%
Time Taken Repairs	94%	94%	95%
Overall Repairs	89%	88%	91%
Listens & Acts	76%	73%	81%
Kept Informed	88%	89%	87%
Fairly & with Respect	93%	93%	93%
Easy to Deal With	92%	90%	96%
Complaints Handling	56%	57%	55%
Energy Efficiency	81%	78%	86%
Energy Supplier Satisfaction	91%	87%	96%
VFM Energy Cost	88%	84%	92%
NPS (Promoters)	71%	70%	71%

Estate



Responses were received from eleven Estates.

The table highlights the highest and lowest ratings against the different measures and shows that those in St Catherines Court had the highest overall satisfaction (96%). St Catherines Court also had the joint most satisfied scores in four measures, alongside Stour Road and Greystones Estate. The estate that had the highest net promoter (NS) result was Dorset Grange and Grove Court (93%).

However, those in Lansdell Court are the least satisfied, including with the overall service, albeit with a score that is still relatively high (87%). Lansdell Court was the least satisfied across 10 measures, with the next highest being Twynham Court, with six measures (including being joint with Lansdell Court and Priory Court for the least overall satisfaction and the lowest recommendation score at 63%).

	All Residents	Dorset Grange and Grove Court	Greystones Estate	Homelands Estate	Lansdell Court	Priory Court	St Catherines Court	Stour Court and Avon Court	Stour Road	Twynham Court
Overall Satisfaction	92%	94%	92%	93%	87%	87%	96%	94%	90%	87%
Well Maintained Home	92%	94%	90%	91%	80%	100%	100%	90%	93%	100%
Safe Home	92%	100%	86%	90%	86%	93%	100%	92%	97%	97%
Communal Areas	90%	92%	92%	86%	73%	100%	100%	91%	88%	95%
Neighbourhood Contribution	84%	90%	84%	91%	88% *	83%	73%	81%	75%	75%
Approach to ASB	74%	67% *	76%	68%	43% *	80%	90%	86%	93%	46%
Repairs Last 12 Months	96%	100% *	98%	96%	83% *	89% *	90%	96%	100%	95%
Time Taken Repairs	94%	100% *	98%	98%	83% *	89% *	90%	95%	90%	79%
Overall Repairs	89%	87%	90%	90%	67%	92%	88%	96%	93%	87%
Listens & Acts	76%	75%	81%	72%	69%	77%	71%	81%	83%	65%
Kept Informed	88%	93%	88%	92%	73%	85%	91%	96%	89%	71%
Fairly & with Respect	93%	93%	95%	91%	85%	93%	92%	98%	100%	86%
Easy to Deal With	93%	100%	95%	90%	69%	93%	96%	96%	93%	93%
Complaints Handling	56%	100% *	18%	67%	0% *	60% *	50% *	70%	100% *	43% *
Energy Efficiency	83%	83%	90%	75%	64%	85%	78%	89%	81%	86%
Energy Supplier Satisfaction	91%	92%	99%	86%	79%	85%	87%	93%	86%	97%
VFM Energy Cost	88%	92%	95%	82%	73%	86%	83%	90%	85%	97%
NPS (Promoters)	71%	93%	72%	64%	69%	71%	76%	73%	86%	63%

*Base below 10



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

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