

Your Views

Resident Satisfaction Survey 2026/27

About the Survey

Between April and June 2026, many of you took part in an important survey. All residents were invited to take part in the survey by completing either a telephone, postal or online questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Christchurch Housing Society maintains your home and delivers key services.

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing Christchurch Housing Society's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received. Please note the results are shown as percentages and are rounded up or down from multiple decimal places to the nearest whole number. Therefore, they may not, in all cases, add up to 100%.



385

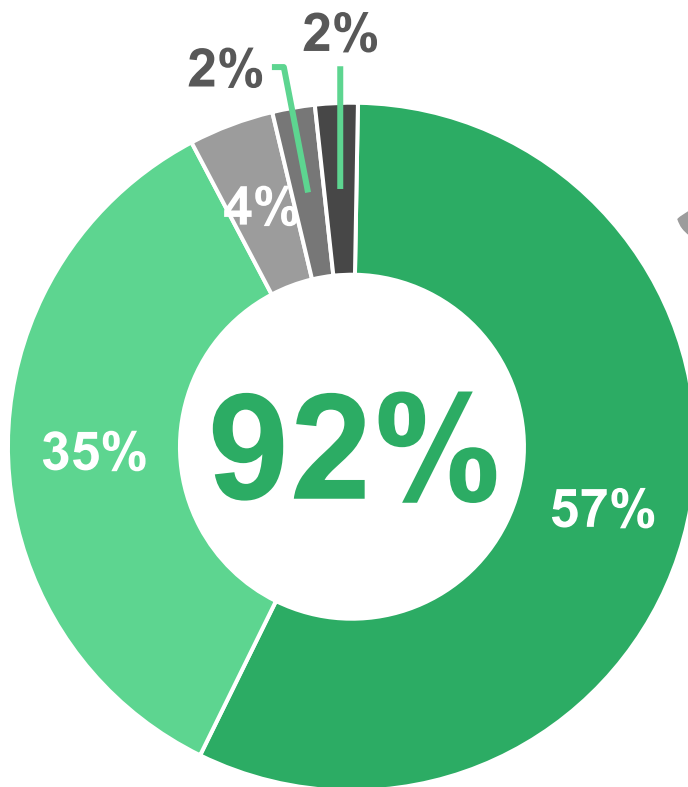
residents took part
out of a total of 612
– 63% (238 by
phone, 140 by post
& 7 online)

A big thank you to everyone who took part!

Overall Service



Over nine out of ten residents are satisfied with the overall service provided by Christchurch Housing Society (**92%**). This is an increase of **7%** compared with the last survey in 2024.



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



The Home and Communal Areas



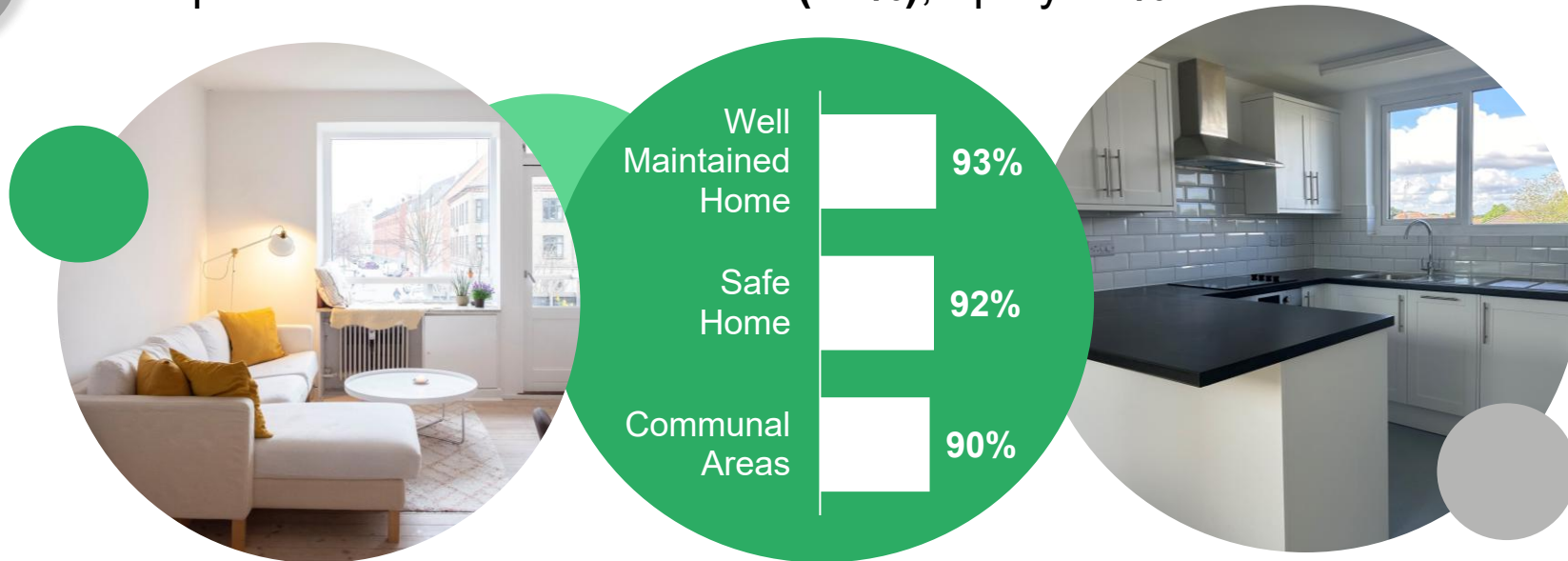
Over nine out of ten residents are satisfied that they are provided with a home that is well maintained (**93%**), an increase of **9%** since 2024.



Residents are similarly satisfied that Christchurch Housing Society provides them with a home that is safe (**92%**), up by **1%**.



Nine out of ten residents with communal areas are also satisfied that these areas are kept clean and well maintained (**90%**), up by **12%**.



Repairs Service



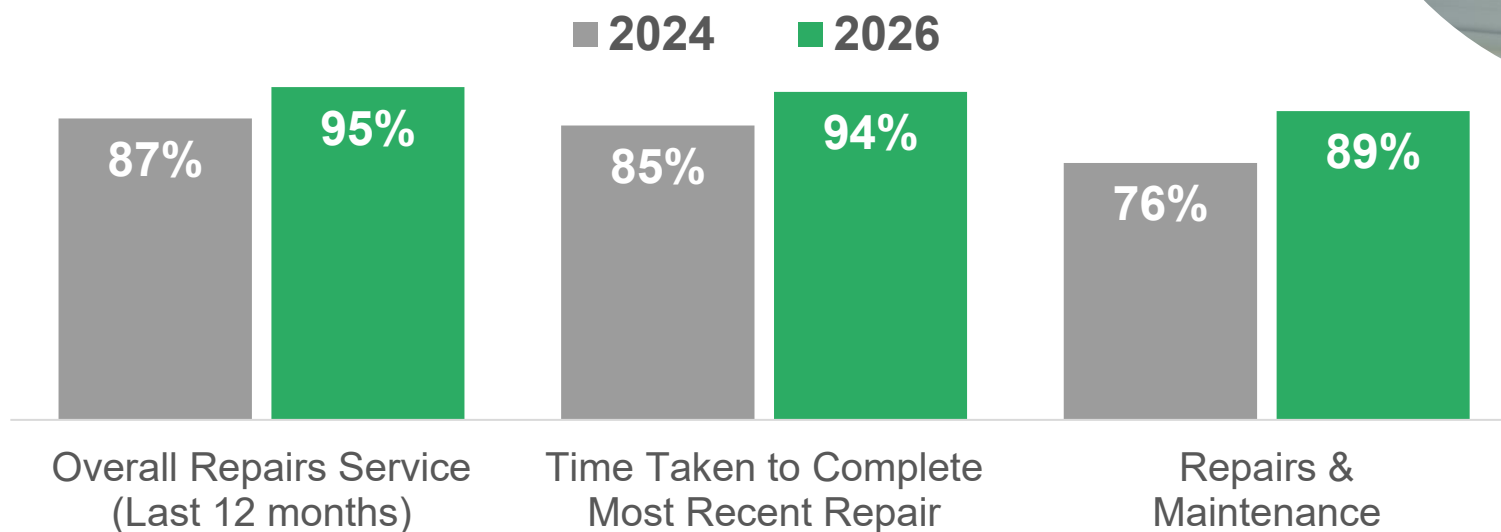
Almost all residents who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(95%)**.



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it **(94%)**.



Nine out of ten residents are satisfied with the way Christchurch Housing Society deals with repairs and maintenance generally **(89%)**.



50%
of residents had
a repair carried
out in the last 12
months

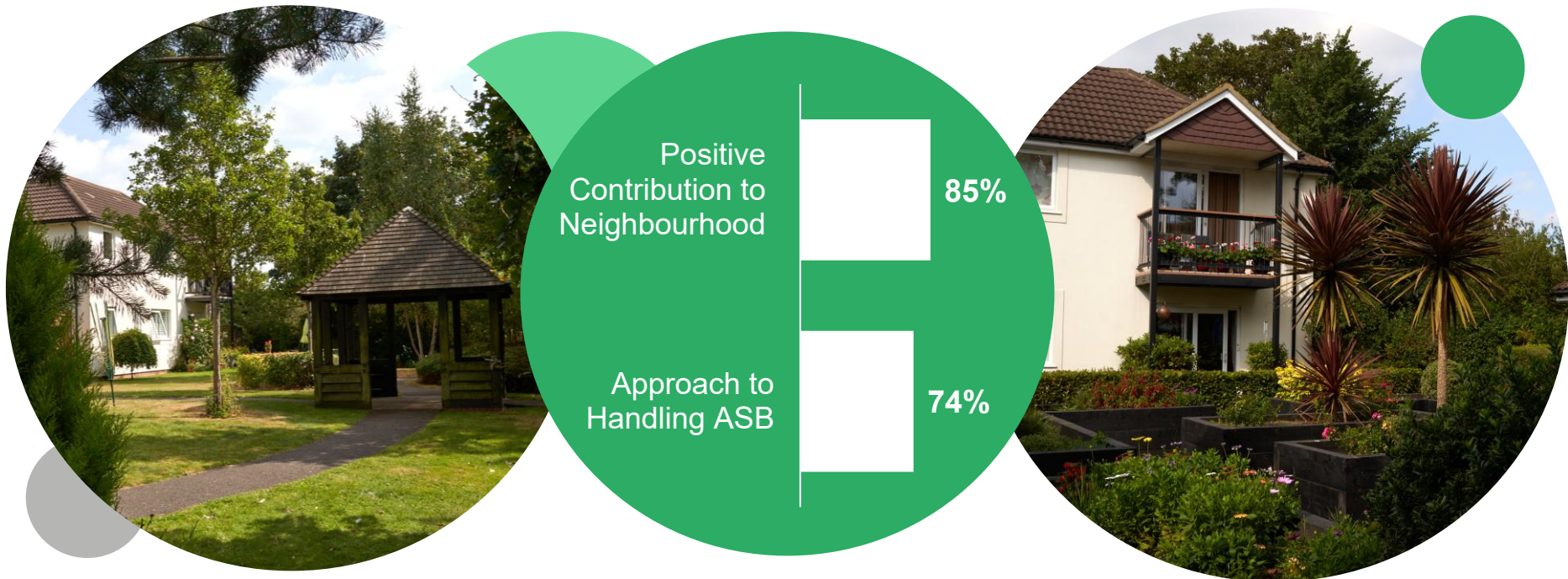
The Neighbourhood



Six out of seven residents are satisfied that Christchurch Housing Society makes a positive contribution to their neighbourhood (**85%**), an increase of **9%** since 2024.



Three-quarters of residents are satisfied with Christchurch Housing Society's approach to handling anti-social behaviour (**74%**), up by **8%**.



Communications and Resident Engagement



Three-quarters of residents are satisfied that their views are listened to and acted upon (**76%**).



Seven out of eight residents are satisfied that they are kept informed about things that matter to them (**88%**).



Over nine out of ten residents agree that they are treated fairly and with respect by Christchurch Housing Society (**93%**).



Residents are similarly satisfied that Christchurch Housing Society is easy to deal with (**92%**).



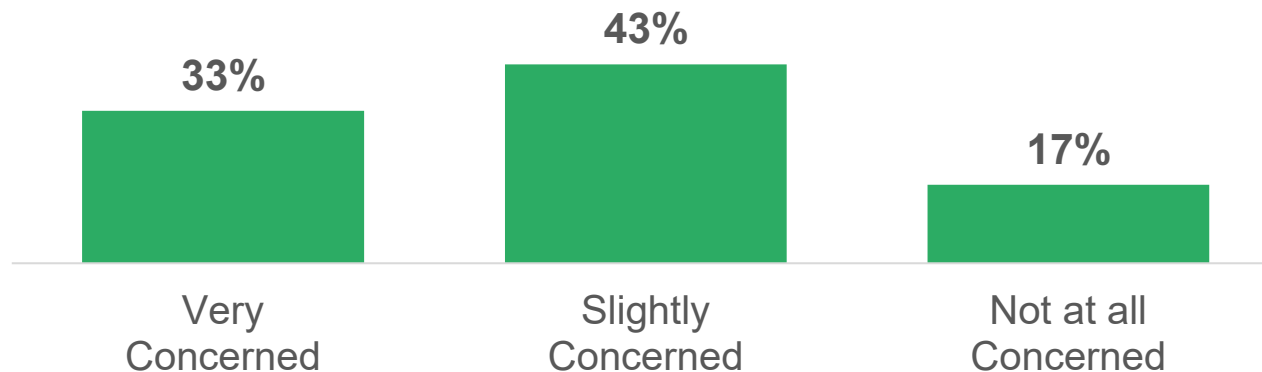
Over half of residents who made a complaint in the last 12 months are satisfied with complaints handling (**56%**).



Wellbeing



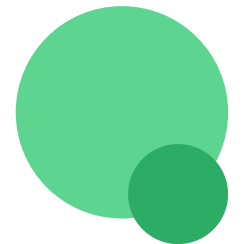
Three-quarters of residents are at least slightly concerned about the cost of living crisis (**76%**), with **43%** slightly concerned and **33%** very concerned. Just **17%** of residents are not at all concerned.



Around one-quarter of residents said they currently have damp or mould in their home (**26%**).



Eight out of ten residents are satisfied with the energy efficiency of their home (**81%**), with more residents satisfied with the value of their energy costs (**88%**) and their energy supplier (**91%**).



Recommending Christchurch Housing Society



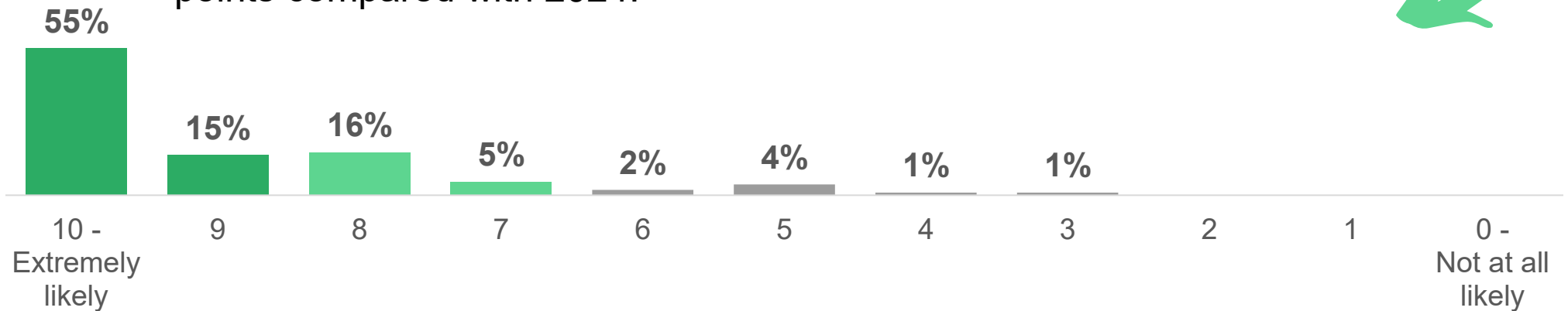
Residents were also asked how likely they would be to recommend Christchurch Housing Society to other people. This is a 0-10 point rating. Those who would recommend Christchurch Housing Society score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them score 6 or below.



Seven out of ten residents are happy to recommend Christchurch Housing Society to other people (**71%**). However, **22%** of residents are unsure, and **8%** would not recommend them, feeling rather more negative about the Society.



The 'Net Promoter Score' for Christchurch Housing Society (the percentage of those who would recommend Christchurch Housing Society minus the percentage of those who would not) is **+63**, an increase of **32** points compared with 2024.

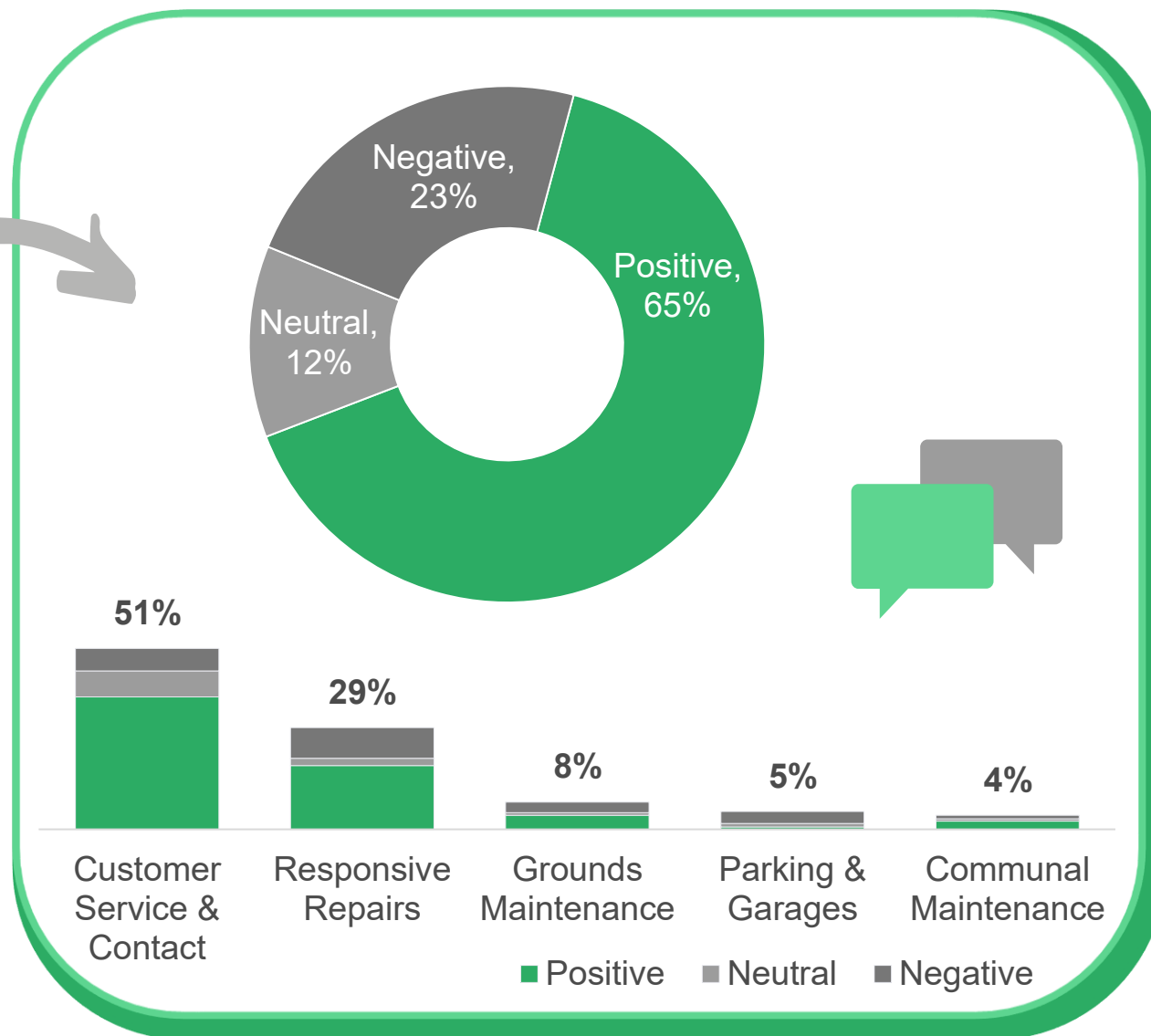


Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of Christchurch Housing Society's service, and 298 comments were received.

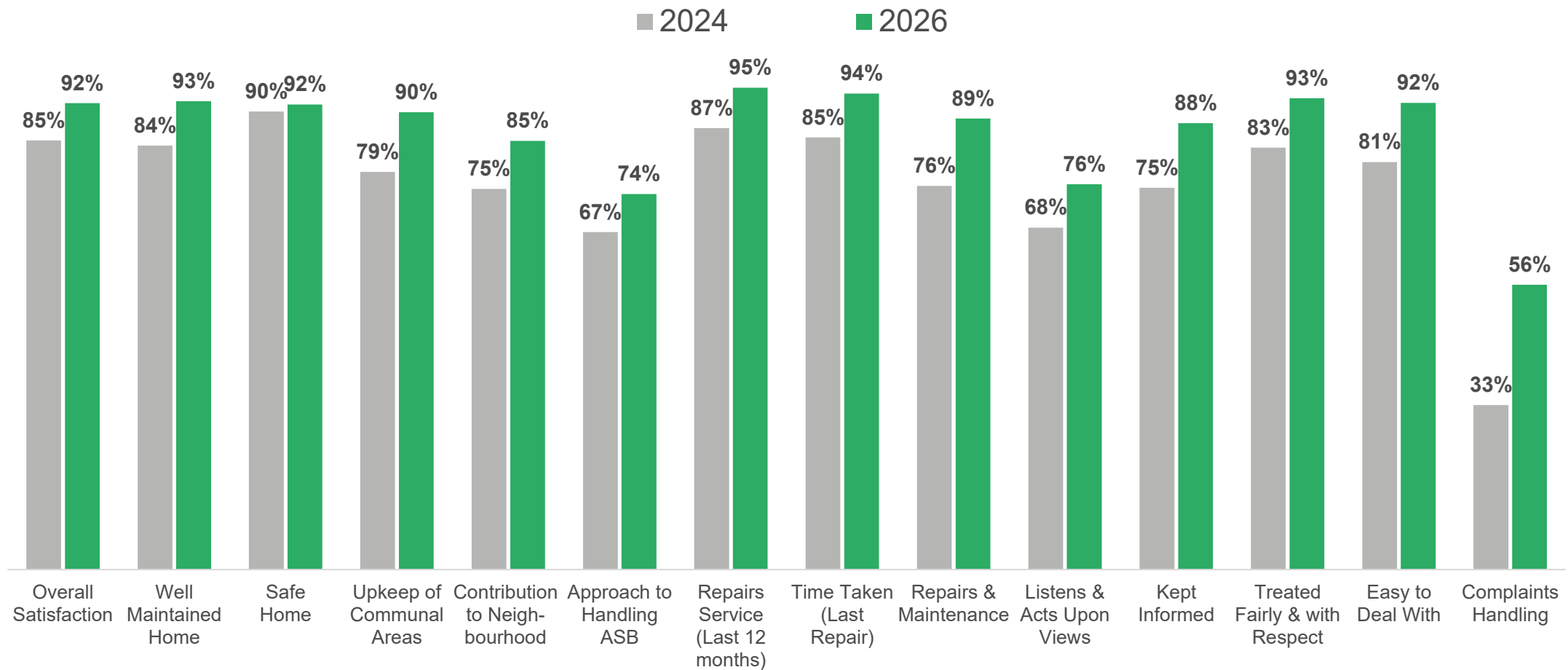
Around two out of three of these comments have positive feeling **(65%)**, **12%** neutral, and **23%** negative.

The most commonly mentioned category by residents is customer service and contact **(51%)**, followed by responsive repairs **(29%)**, grounds maintenance **(8%)**, parking and garages **(5%)**, and communal maintenance **(4%)**.



Comparison With Previous Survey

Christchurch Housing Society carried out a similar survey with residents in 2024, asking the same questions. The graph below shows the satisfaction ratings for the 2024 survey, alongside those for 2026. This shows that the ratings have increased for all measures since the previous survey, from **1%** for the home being safe to **24%** for complaints handling.



Your Views

Christchurch Housing Society appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

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



Thank you
once again to
everyone who
took part.



Publish findings to
residents



Use findings to plan
and improve services,
such as repairs,
grounds maintenance
and customer service



Involve residents in
shaping service
improvements

