

# Your Views



Shian Housing  
Association Ltd

## Resident Satisfaction Survey 2025

### About the Survey

In October and November 2025, many of you took part in an important survey. All residents were invited to take part in the survey by completing either an online, postal or telephone 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 Shian Housing Association (Shian) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



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

This report contains key survey results regarding residents' opinions about their homes and the services received.

114

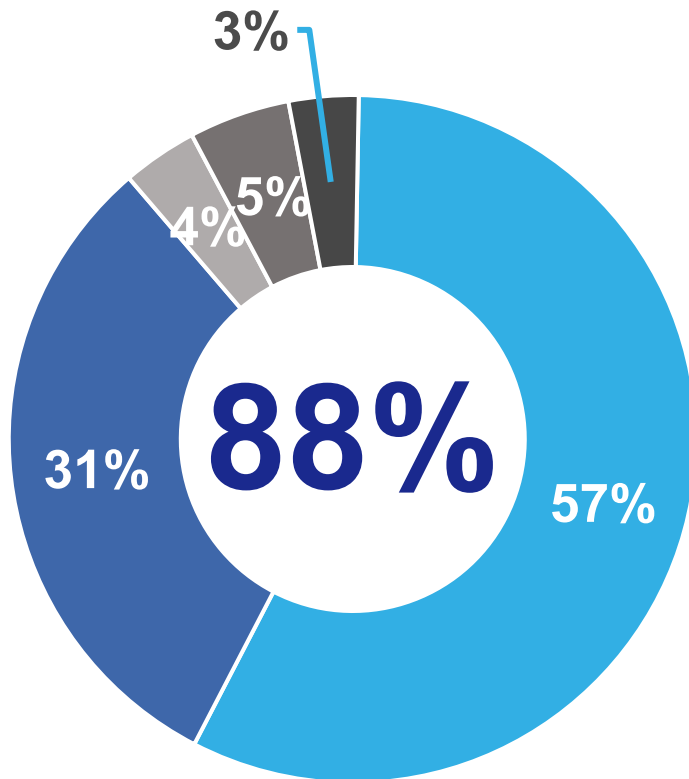
residents took part  
out of a total of 488  
(36 by telephone,  
58 online & 20 by  
post)

**A big thank you to everyone who took part!**

# Overall Service



Around nine out of ten residents are satisfied with the overall service from Shian (**88%**).



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



# The Home and Communal Areas



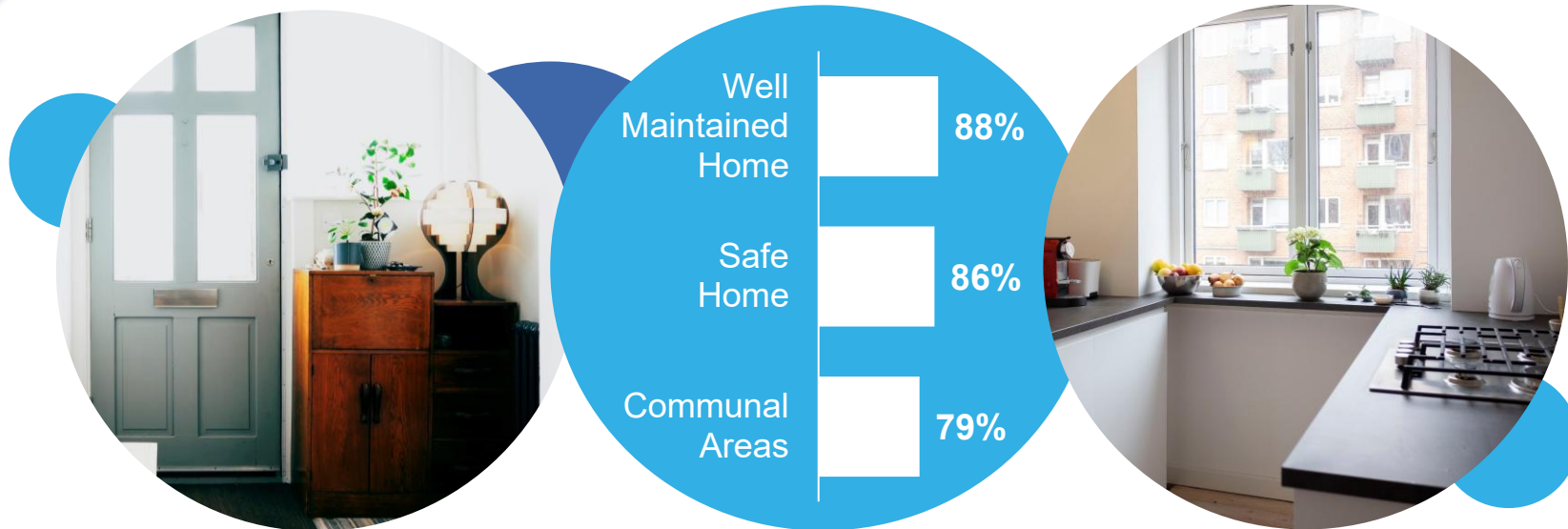
Around nine out of ten residents are satisfied that they are provided with a home that is well maintained (**88%**).



Residents are similarly satisfied that Shian provides them with a home that is safe (**86%**).



Eight out of ten residents with communal areas are satisfied that Shian keeps these areas clean and well maintained (**79%**).



# Repairs Service



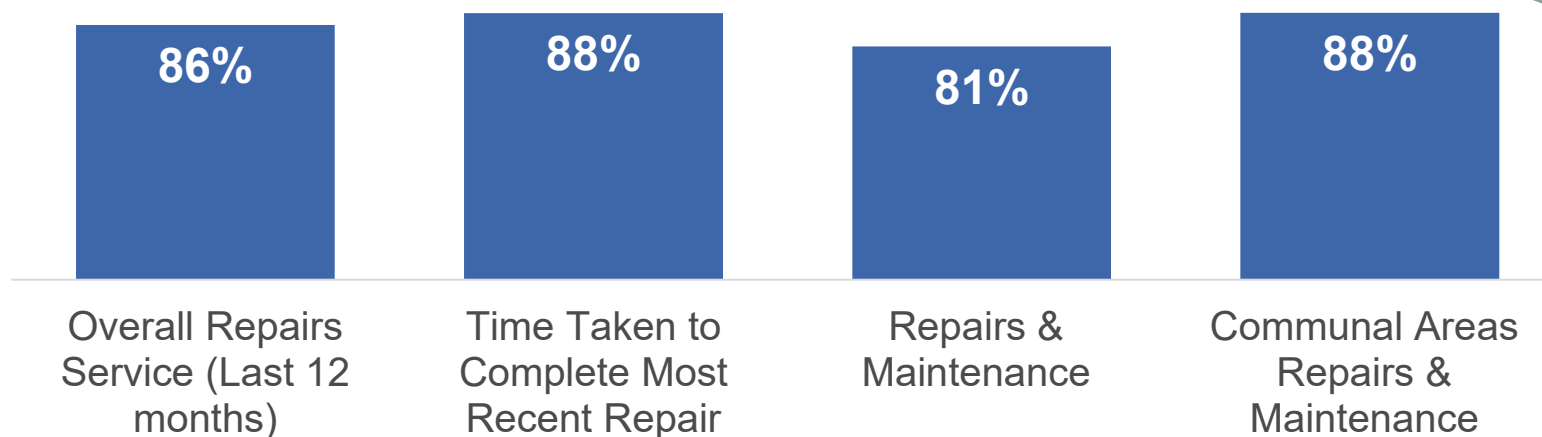
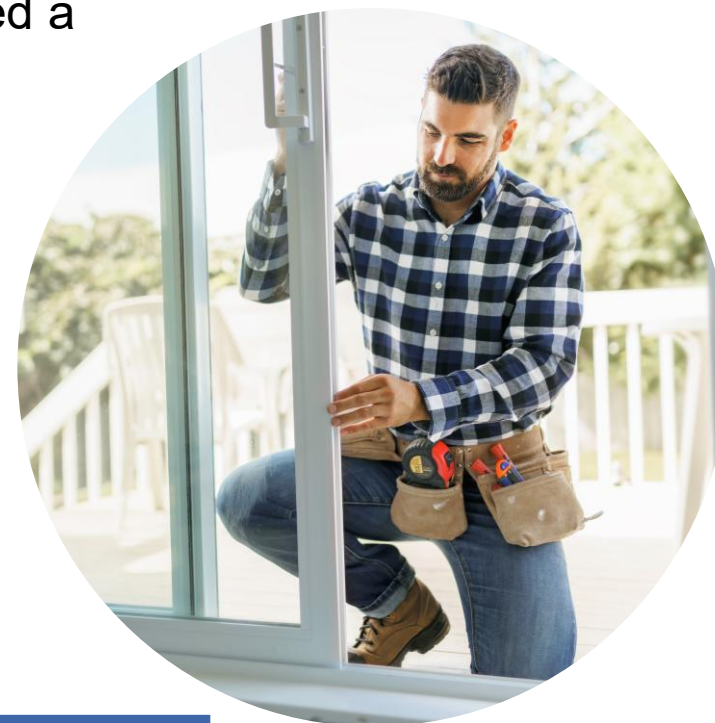
Almost nine out of ten residents who have received a repair in the last 12 months are satisfied with the overall repairs service during this period (**86%**).



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it (**88%**).



Four out of five residents are satisfied with the way Shian deals with repairs and maintenance generally (**81%**), with more satisfied with repairs and maintenance in communal areas (**88%**).



**61%**  
of residents had a repair carried out in the last 12 months

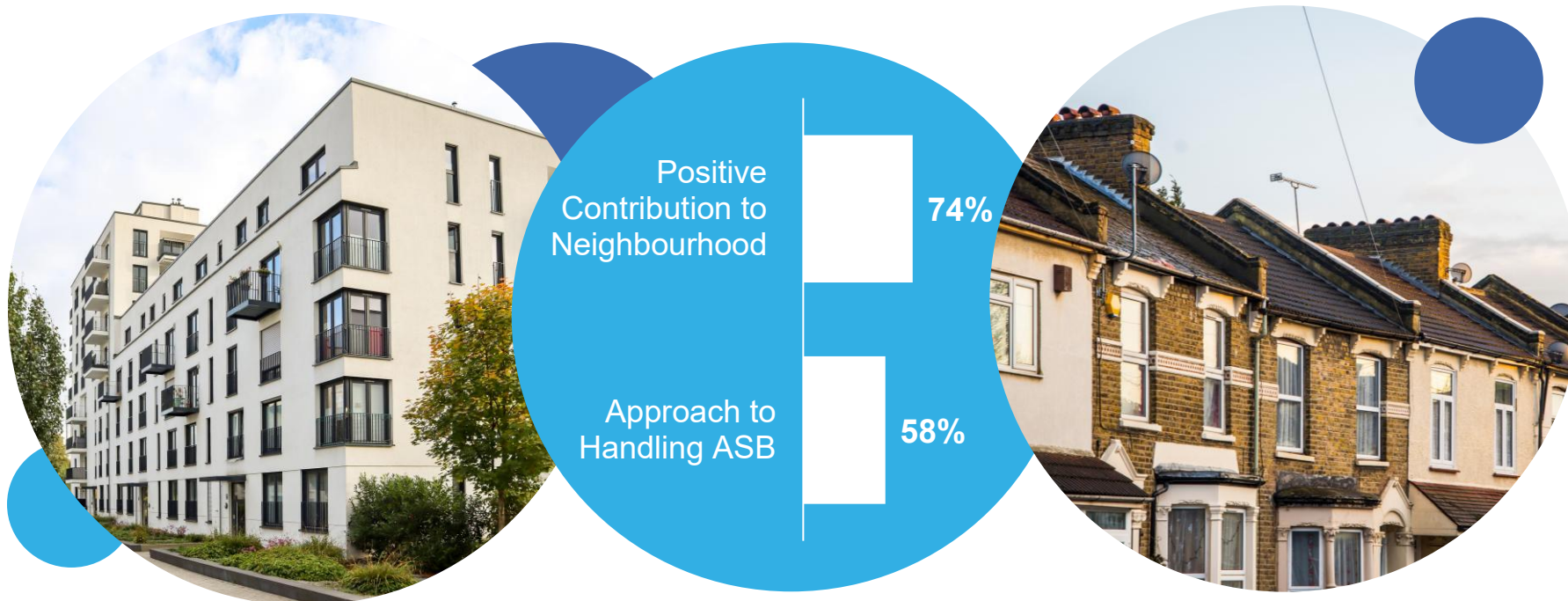
# The Neighbourhood



Three out of four residents are satisfied that Shian makes a positive contribution to the neighbourhood (**74%**).



Fewer residents are satisfied with Shian's approach to handling anti-social behaviour (**58%**).



# Communications and Resident Engagement



Three out of four residents are satisfied that Shian listens to their views and acts upon them **(74%)**.



Eight out of ten residents are satisfied that they are kept informed about things that matter to them **(79%)**.



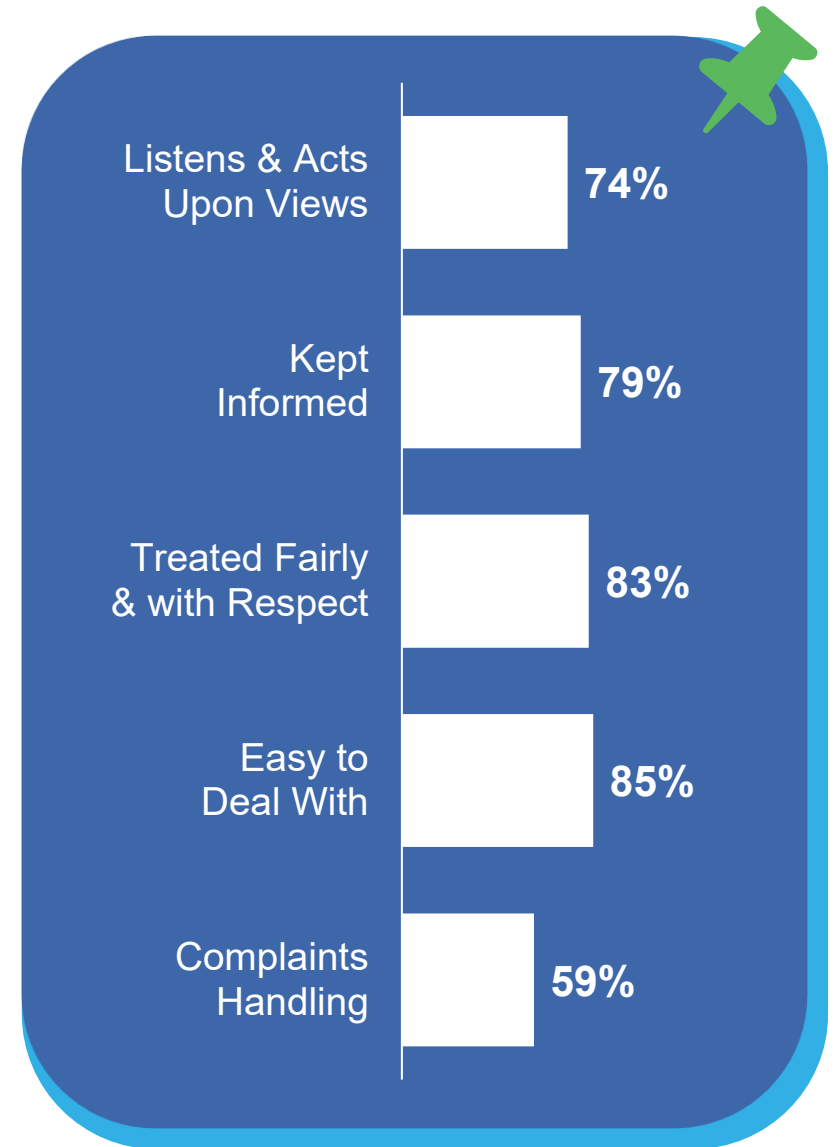
Slightly more residents agree that Shian treats them fairly and with respect **(83%)**.



Six out of seven residents are satisfied that Shian is easy to deal with **(85%)**.



Six out of ten residents who said they made a complaint in the last 12 months are satisfied with Shian's approach to complaints handling **(59%)**.



# Recommending Shian



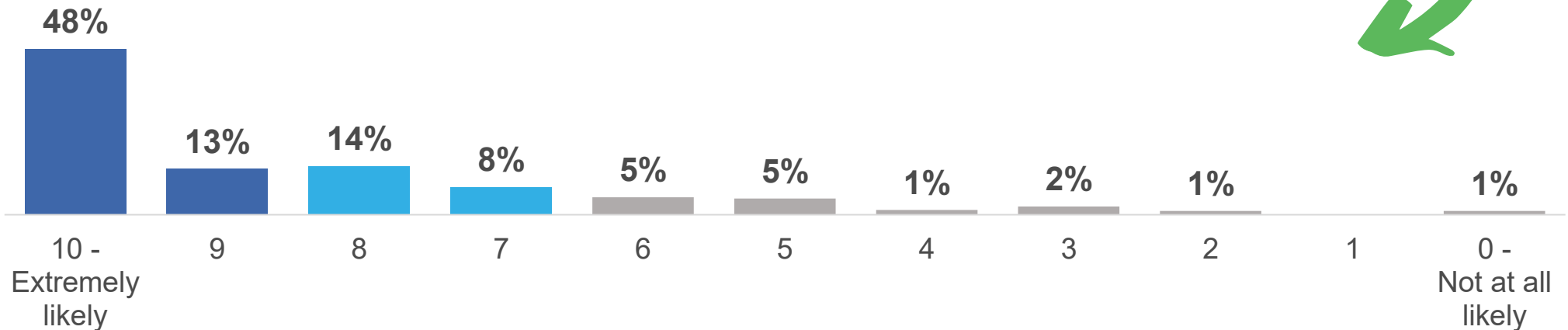
Residents were also asked how likely they would be to recommend Shian to other people. This is a 0-10 point rating. Those who would recommend Shian score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around six out of ten residents are happy to recommend Shian to other people (**62%**). However, **22%** of residents are unsure, and **16%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Shian (the percentage of those who would recommend Shian minus the percentage of those who would not) is **+46**.

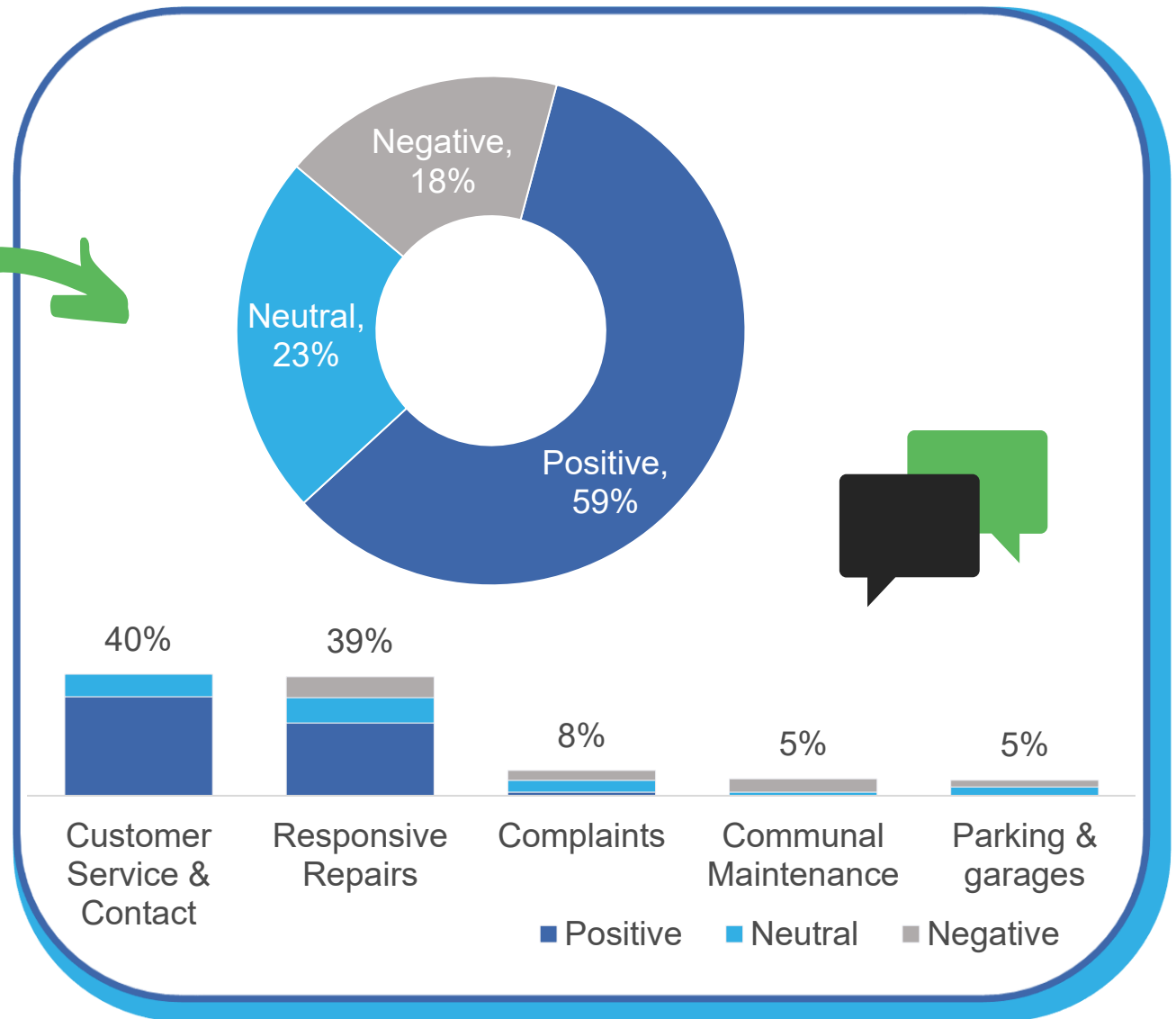


# Residents' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the overall service provided by Shian, and 69 comments were received.

Six out of ten of these comments have positive feeling (**59%**), **23%** neutral, and **18%** negative.

The most commonly mentioned categories by tenants are customer service and contact (**40%**) and responsive repairs (**39%**), followed by complaints (**8%**), communal maintenance (**5%**), and parking and garages (**5%**).



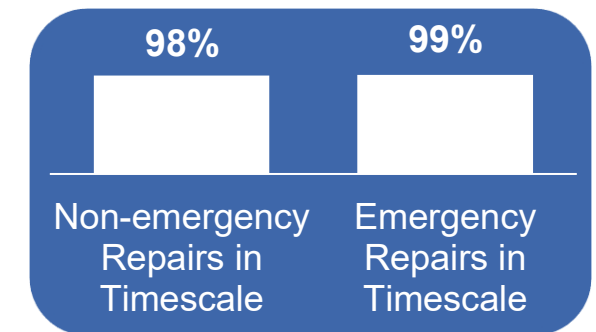
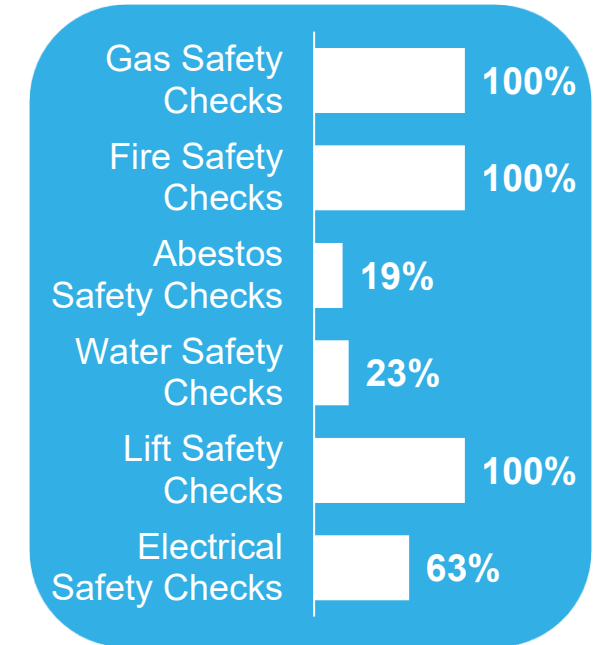
# Summary of Tenant Satisfaction Measures (TSM)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	88.4%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	85.7%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	88.1%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	87.9%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	86.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	73.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	79.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.0%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	58.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	78.9%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	73.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57.6%

# TSM Management Information: Safety and Repairs

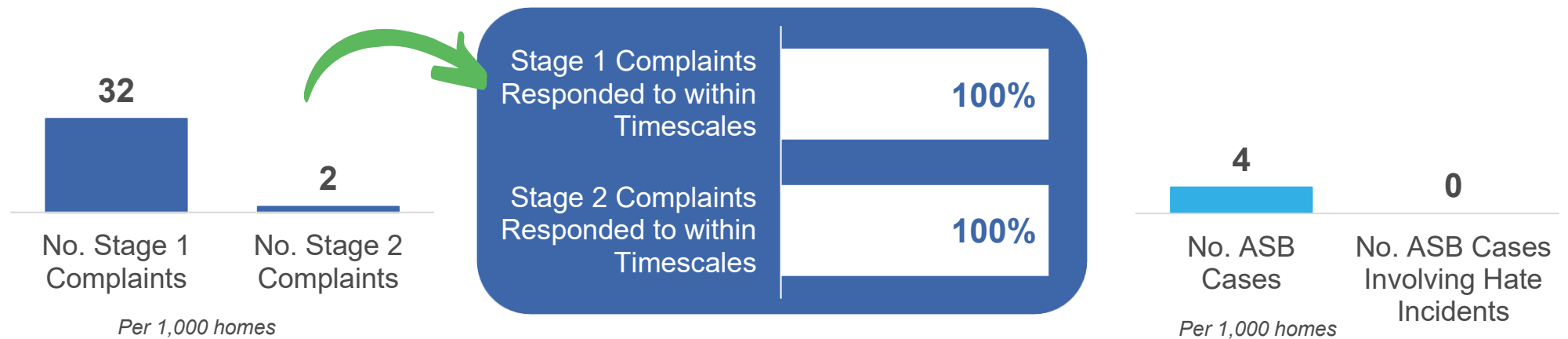
The following two pages include a summary of the TSMs generated from Shian's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Shian.

<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100%</b>
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>19%</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>23%</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>
<b>BS06</b>	Proportion of homes for which all required electrical safety checks have been carried out.	<b>63%</b>
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>0%</b>
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>98%</b>
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>99%</b>



# TSM Management Information: Complaints and ASB

<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	<b>32</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	<b>2</b>
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100%</b>
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100%</b>
<b>NM01 (1)</b>	Number of anti-social behaviour cases opened per 1,000 homes.	<b>4</b>
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0</b>



# Your Views



Shian Housing  
Association Ltd

Shian 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 Shian does to involve you in developing services. As well as publishing the results of the survey, Shian 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,  
communications and  
customer service



Involve residents in  
shaping service  
improvements

