



**89%**

Overall Satisfaction  
with the Service  
Provided

### Home & Communal Areas



**93%**

SafeHome



**87%**

Well Maintained  
Home



**70%**

Communal Areas  
Clean & Well  
Maintained

### Repairs & Maintenance



**91%**

Repairs -  
Last 12 months



**82%**

Time Taken -  
Last Repair

### Communications & Resident Engagement



**90%**

Treats Fairly and  
with Respect



**79%**

Keeps you  
Informed



**77%**

Listens & Acts



**48%**

Complaints  
Handling

### Neighbourhood



**70%**

Positive Contribution  
to Neighbourhood



**74%**

Anti-social  
Behaviour

A big **THANK YOU** to everyone who took part in the recent Resident Satisfaction Survey.

**Acuity has again undertaken the annual, independent satisfaction survey of LRHA residents to collect data on their opinions of, and attitudes towards LRHA and the services provided.**

**The results of our third independent survey continue to build on our on-going holistic review of our residents' experience.**

We asked a question on 'growth/investment' to find out if our residents agreed with the strategic direction of LRHA, and the Board's firm commitment to balance future investment between building/buying new homes and in improving the existing homes. **The result was a resounding 'YES'.**

Residents' comments indicate a strong preference for maintaining the current independent structure of LRHA, with many residents valuing the personal service and community connection it provides. Concerns about losing this personal touch and facing bureaucratic challenges if merged with a larger organisation are prevalent.

### **Overall Satisfaction**

**Residents indicate a mix of satisfaction and frustration with LRHA,** although the general sentiment is positive. While many appreciate prompt communication and repairs, some residents report slow response times and unresolved issues, particularly regarding maintenance and communication gaps. Overall, the comments highlight excellent service from the staff but also suggest a need for improved efficiency and follow-up for some activities.

### **We have the following six key areas of focus going forward:**

- 1. The Home / Communal Areas** - When asked about the home and communal areas, residents indicate a generally positive sentiment towards home safety and maintenance, with many praising prompt repairs and upkeep of communal areas. However, there are some concerns about overgrown gardens, slow maintenance responses, and some specific communal area neglect is mentioned, highlighting areas for improved management and upkeep of communal areas to enhance resident satisfaction and community aesthetics.
- 2. Repairs & Maintenance** - Despite the high levels of satisfaction with the repairs service and the maintenance teams, comments suggest a mix of satisfaction and frustration regarding repair services. While many appreciate promptness, friendly staff, and effective communication, issues persist for some, with longer wait times, poor communication, and unresolved repairs. The feedback suggests that while the service is generally satisfactory, there are areas requiring attention to enhance overall resident satisfaction. The need for improved communication and resolution times for some repairs is evident.
- 3. Customer Service & Communication** – The survey responses indicate generally positive customer service experiences, highlighting staff politeness, helpfulness, and effective communication. Some staff are picked out specifically for the high level of service they provide. Some concerns include slow response times, inconsistent service quality, and issues with information relay. Overall, satisfaction levels are high, with personal touches appreciated. The majority of feedback is positive, indicating satisfaction with the service provided; however, there are areas for improvement, particularly in response times and ensuring that all communication is effectively managed and followed up.

4. **How complaints are dealt with** - 15% of residents said they had made a complaint to LRHA in the last 12 months, with 48% being satisfied with how their complaints were handled. LRHA are committed to a culture that values the voice and experience of our residents, to be open to challenge from them, to be honest where things have gone wrong, to be fair in putting things right and to learn from all our interactions including complaints to improve as an organisation.
5. **Customer Recovery** - The majority of residents can be contacted, and comments will be followed up.
6. **Resident Involvement** - Resident involvement is important to us, we do this because it matters, it will make a difference to the quality of their home and the people living in them both now and in the future. As a part of our resident engagement journey, we have developed a number of resident participation initiatives. Our residents help us shape the future of our housing services, these initiatives and this survey provide a platform for residents to directly shape and influence the services they receive and the decisions taken that impact their lives. We're on a mission to make our residents homes the best possible place to live and provide an excellent service. Those residents who have expressed an interest in working more closely with us will be contacted to talk about how we can take this forward.

The survey reveals that satisfaction with the range of services provided by LRHA is high and has generally increased since last year, but it has also highlighted some areas where improvements could be made. The comments made by residents give insight into what they are most concerned about and will help LRHA target services that may need some improvement.

The results show high levels of satisfaction and very strong performance when benchmarked against similar landlords; and we recognise that with some improvements in service delivery, there is the potential for the dissatisfied and neither satisfied/dissatisfied residents to move into the satisfied category when the next survey is carried out.



72% of residents would recommend LRHA to other people, with a Net Promoter Score of +60, which is excellent.

Housing is a place where people live, grow, and thrive. And our job is to make sure those homes are safe, warm and worthy of the residents who live in them. Our residents tell us they are seeing improvements, but there is still more to do.

Kind regards

*Katie Taylor*

Resident Engagement Manager

# Your Views

## Resident Satisfaction Survey 2025

### About the Survey

Between July and September 2025, many of you took part in an important survey.

The survey was carried out by online, postal and telephone questionnaires. It focused on how happy you are with the way Lincs Rural Housing Association (LRHA) maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

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

This report contains key survey results regarding residents' opinions about their homes and the services received. The figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%, or may differ to the text by 1% when two percentages are added together.

**227**  
residents took  
part out of a  
total of 428  
(53%)

216 rental &  
11 shared  
ownership

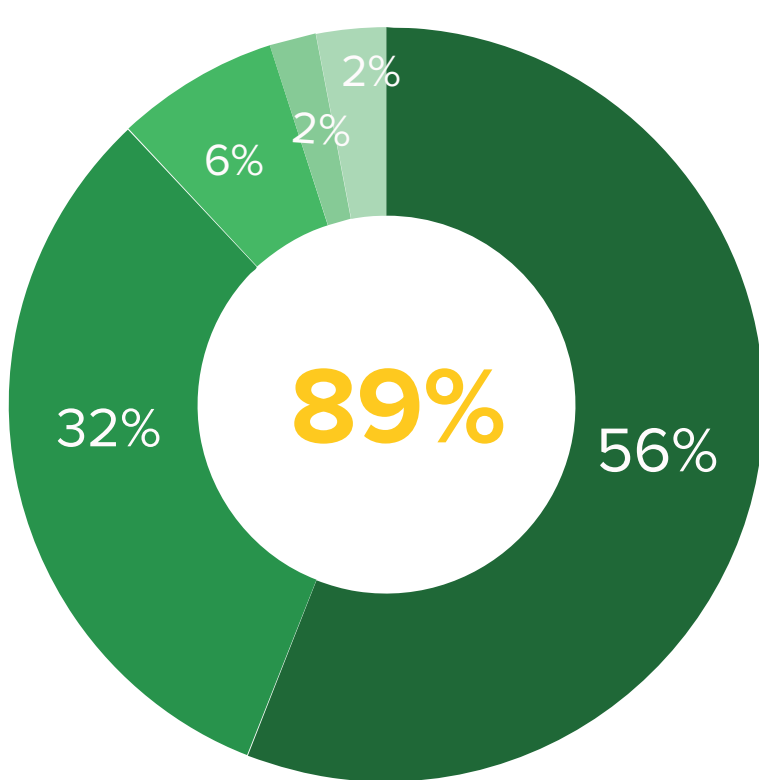
**A big thank you to everyone who took part!**

# Overall Service



A total of **89%** (86%-2024) of residents responding to the survey are satisfied with the overall service they receive from LRHA, and it is encouraging that more are very satisfied (**56%**) than fairly satisfied (**32%**).

Just **4%** of tenants are dissatisfied with the service provided and a further **6%** are neither satisfied nor dissatisfied.



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



# The Home and Communal Areas



Around nine out of ten residents are satisfied that their homes are well maintained **87%** (79% - 2024).



Around nine out of ten residents are satisfied that LRHA provides a home that is safe **93%** (89%-2024).



Fewer residents are satisfied that their communal areas are kept clean and well maintained **70%** (72%-2024).



# Repairs and Maintenance



Three-quarters of residents stated that they had a repair carried out to their home in the last 12 months (77%). Of these, **91%** (83%-2024) are satisfied with the repairs service during this period.



**82%** (76%-2024) of residents are also satisfied with the time taken to complete their most recent repair after they reported it.

**91%**

Overall Repairs Service  
(Last 12 months)

**82%**

Time Taken to Complete  
Last Repair



**77%**

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



# The Neighbourhood



Seven out of ten residents are satisfied with the positive contribution Lincs Rural makes to their neighbourhood **70%** (63%-2024).



Nearly three-quarters of residents are satisfied with LRHA's approach to handling anti-social behaviour **74%** (68%-2024). Just 6% are dissatisfied, but again, a significant proportion 20% gave a neutral response.





# Respectful & Helpful Engagement



Over three-quarters of residents are satisfied that their views are listened to and acted upon **77%** (68%-2024).



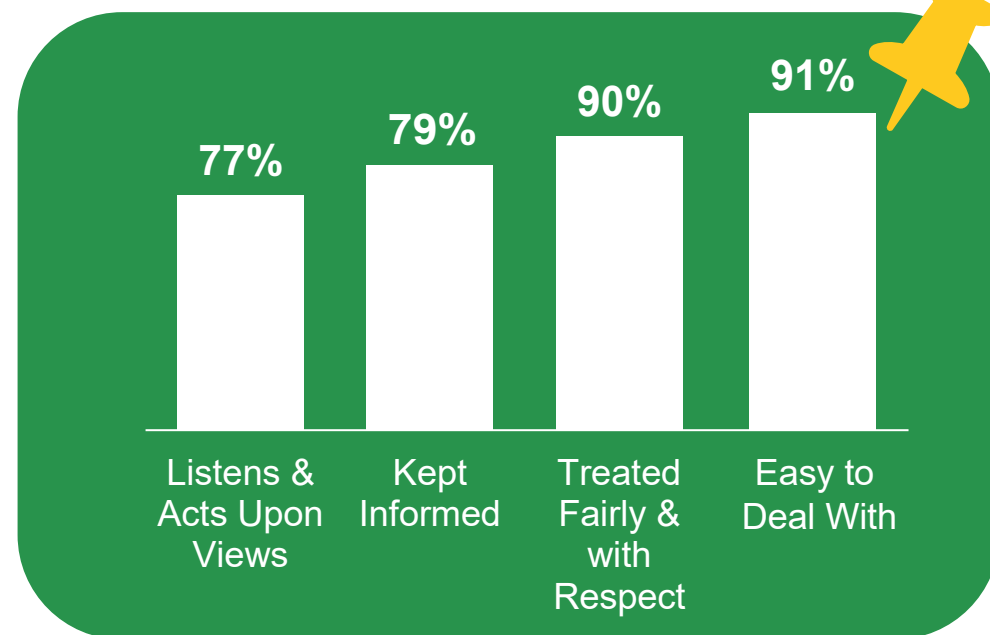
Four-fifths of residents are satisfied that they are kept informed about things that matter to them **79%** (79%-2024).



Nine out of ten residents agree that LRHA treats them fairly and with respect **90%** (90%-2024).



Nine out of ten residents find LRHA easy to deal with 92% - (not asked in 2024).



## Interest in Involvement

Resident Armchair Panel

23%

Resident Focus Group

13%

Other

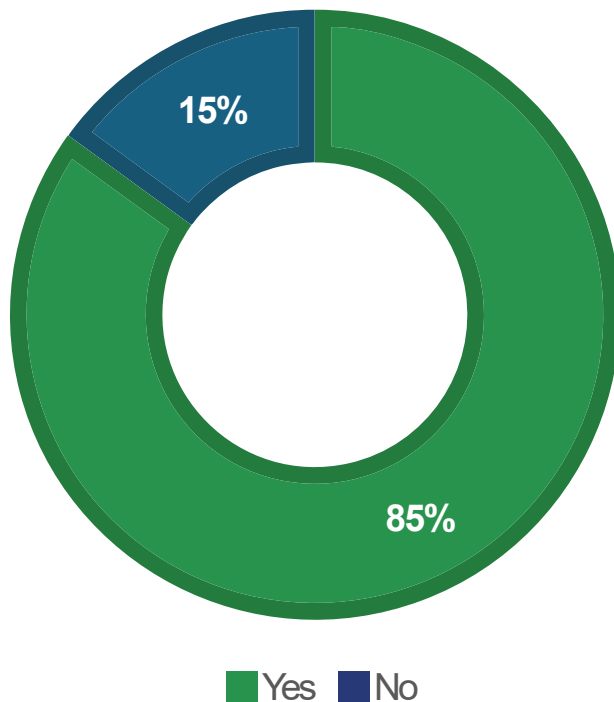
71%



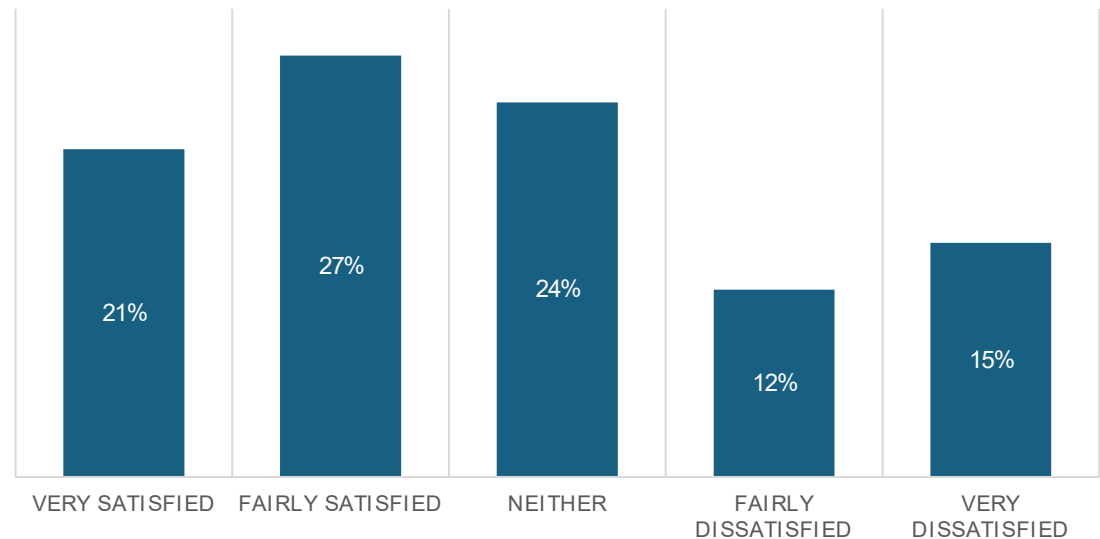
# Effective Handling of Complaints

Just **15%** of residents said they had made a complaint to LRHA in the last 12 months, this represents 33 residents. However during 2024-25 we received 11 complaints and 12 service recovery requests. We use resident interactions including complaints to learn and we will cross-reference the TSM responses and follow-up with the residents who consented to sharing their responses.

**Complaint in last 12 months**



**Satisfaction with complaints handling**

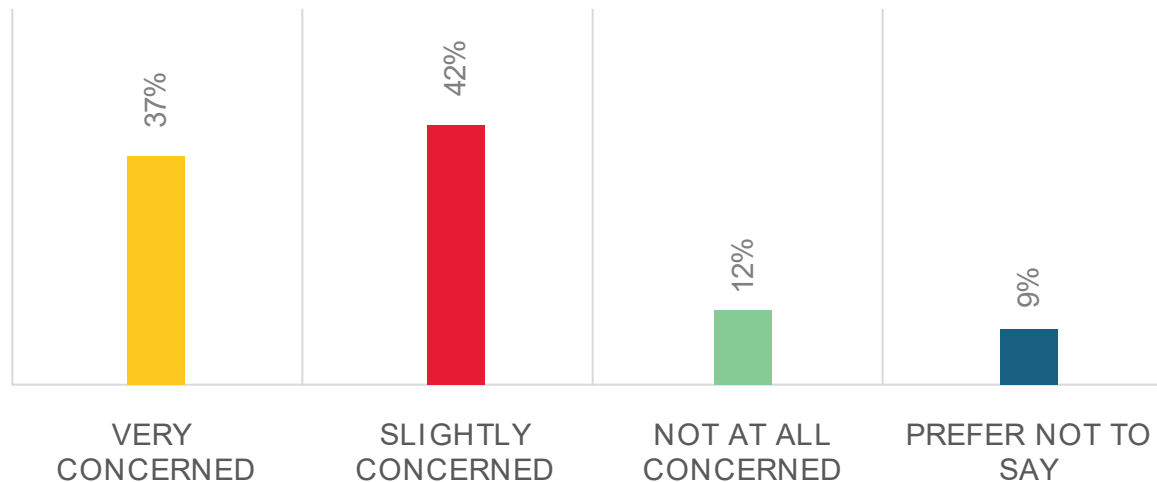


# Wellbeing



Residents were asked, “How concerned are you about the cost-of-living crisis for you personally?” Some **37%** of residents are very concerned, with a further **42%** slightly concerned. Just **12%** of residents are not at all concerned, with **9%** preferring not to say.

Cost of living concern



Residents were asked residents whether they would like the future focus to be on developing more homes or investing in existing properties to make them more energy-efficient. Most **62%** would like a mixture of the two, whilst more favour investing in existing homes 30% than developing new 8%.

# Recommending Lincs Rural



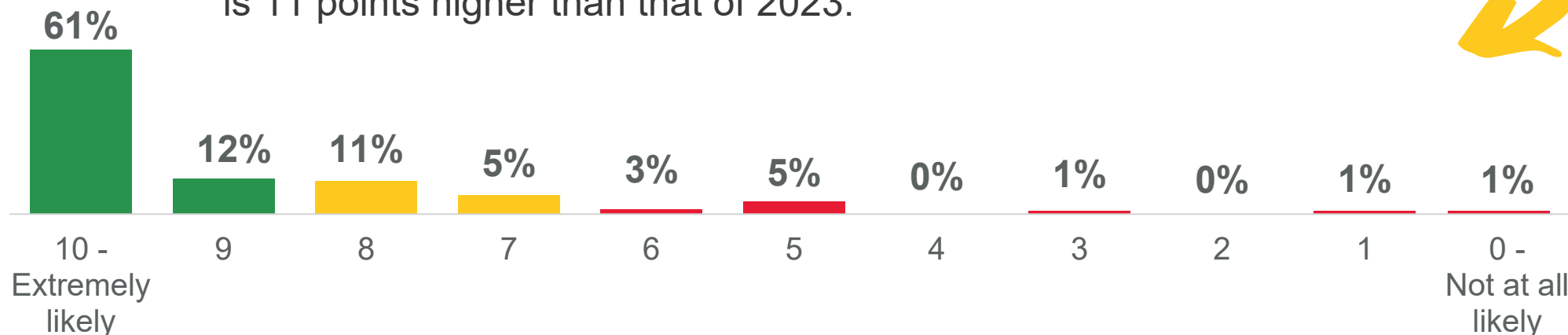
Residents were asked, “How likely would you be to recommend LRHA to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”



Almost three-quarters of residents are promoters, very loyal and happy to promote LRHA to other people **73%**, with 61% of residents giving a score of 10 out of 10. Just 16% are currently passive and could be persuaded either way, whilst even fewer are detractors 11%, and likely to have negative views about LRHA.



The Net Promoter Score (promoters minus detractors) is **+60** (+49-2023), which is very good (Acuity clients' 2024/25 average is around +25). This question wasn't used last year, but this year's score is 11 points higher than that of 2023.



# Residents Experience

For the first time, sentiment analysis has been used, covering the main areas of the service. Analysing the sentiment scores will help LRHA get a better understanding of what is driving satisfaction, and what is not working.

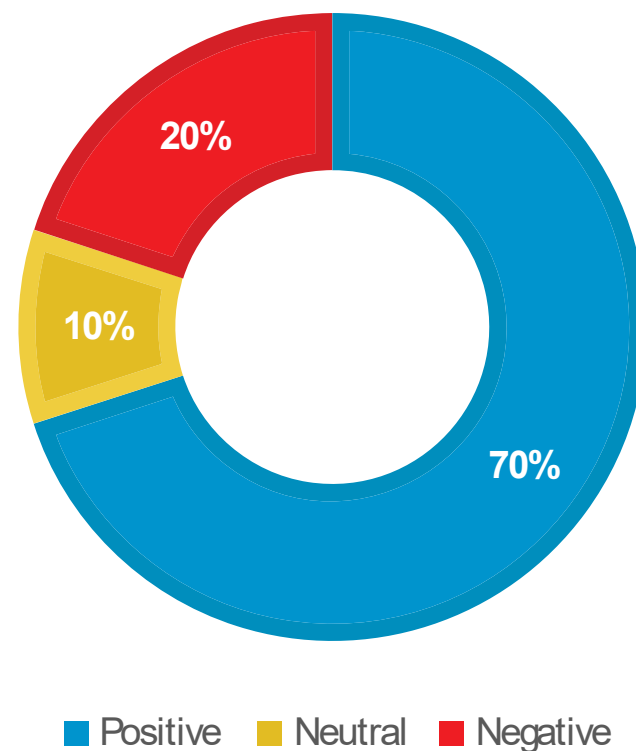
While individual home safety and maintenance received praise, there is a clear need for improved management and upkeep of communal areas to enhance resident satisfaction and community aesthetics.

Additionally, while there are positive experiences with the repair service, the need for improved communication and faster resolution times for certain repairs is evident. The feedback suggests that while the service is generally satisfactory, there are areas requiring attention to enhance overall resident satisfaction.

The majority of feedback is positive, indicating satisfaction with the service provided. Regular updates and newsletters are appreciated, contributing to a sense of being informed and valued as residents.

Overall, while LRHA is viewed as a reliable and caring landlord, there is still room for improvement in maintenance response times and customer service consistency to enhance resident satisfaction further.

**Overall Satisfaction**



# Your Views

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

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



Thank you  
once again to  
everyone who  
took part.



Publish findings to  
residents



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



Involve residents in  
shaping service  
improvements

