



Soha Housing TSM LCRA Tracker Q2 2026/27 Report

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Introduction

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Trends

Summary

Sentiment

This report is based on the results from the second quarterly survey of 2026/27 and continues to use the Tenant Satisfaction Measures as a base, plus some further questions specific to Soha Housing (Soha).

Every quarter, tenants are telephoned and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 300 tenants per quarter, proportionately sampled by tenure, area, and age. A report is then produced for each quarter. This is the second report of the year 2026/27 (Q2). This report presents an analysis of the results based on the 300 completed interviews, plus 14 incomplete interviews. This report focuses on LCRA tenants, with a separate report focusing on LCHO residents.

Sentiment analysis has again been used to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Analysis of the six open questions and information about how this works is shown at the end of the report. The analysis adds an extra layer of focused insight to the results, which can help Soha better understand what is driving satisfaction and what areas are causing tenants' concern.

The telephone survey is confidential, and the results are sent back to Soha anonymised unless tenants give their permission to be identified – 77% of tenants gave permission for their responses to be shared with their details attached, and 96% of these tenants are happy for Soha to contact them to discuss the information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow Soha to:

- Provide information on tenants' perceptions of current services
- Compare the results across the previous set of surveys undertaken in the last two years
- Compare the results with other landlords (at year-end)
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing require that landlords with between 2,500 and 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For Soha, 314 responses were received this quarter for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 5.4\%$ for the quarter and $\pm 2.5\%$ annually, within the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down 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.

85%



Overall Satisfaction

Satisfaction with the range of services continues to be high, with all but three of these key metrics exceeding 80% satisfaction, and 85% satisfied with the overall service.

Again, there have been some changes, most of them positive, and these will be explored throughout the report.

The highest satisfaction this quarter is for the home being safe and treating tenants with respect (both 87%), whilst 86% feel their home is well maintained.

At the other end of the scale, 71% are satisfied with the handling of ASB and just 39% with the handling of complaints.

As with the previous quarterly report, this focuses on the headline figures from the survey, shows how satisfaction has changed and analyses the open comments by tenants.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

86%



Safe Home

87%



Repairs Last 12 Months

85%



Time Taken Repairs

81%

Respectful & Helpful Engagement



Listens & Acts

76%



Kept Informed

84%



Fairly & with Respect

87%



Complaints Handling

39%

Responsible Neighbourhood Management



Communal Areas

85%



Neighbourhood Contribution

82%



Approach to ASB

71%



Overall Satisfaction



Overall Satisfaction

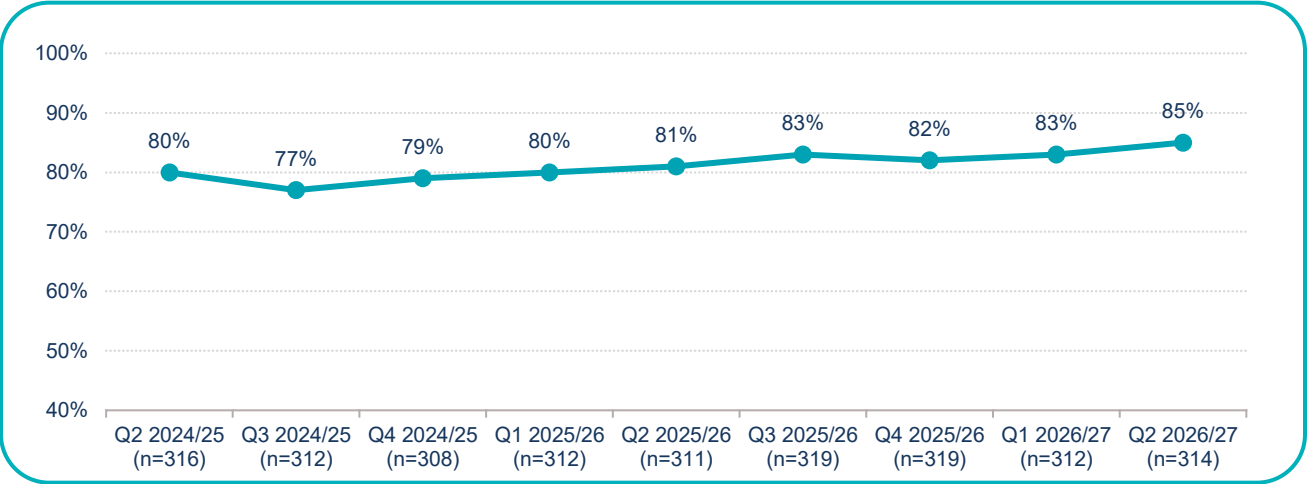
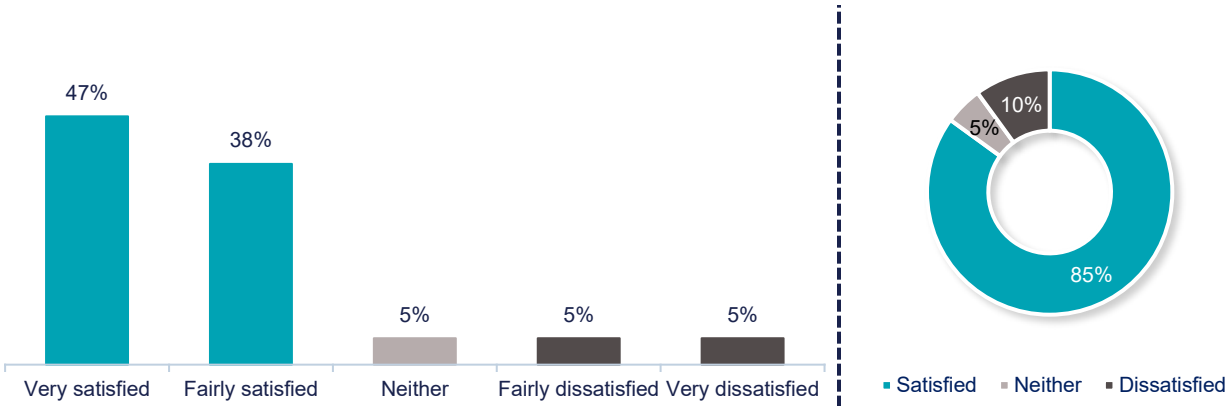
Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Soha?” This is the key measure in any tenant perception survey.

The chart shows that satisfaction has been slowly but surely increasing over time, and in Q2 it is up a further two percentage points (p.p) to the highest it has been in this series of surveys (85%).

More tenants are very satisfied (47%) than fairly satisfied (38%) and just 10% are dissatisfied with the service they receive.

Acuity produces a briefing paper at the end of each quarter, analysing the results from its client how undertake periodic surveys, such as Soha. For Q1 2026/27(the latest currently available) the median score from 71 clients is 75%, so Soha exceeds this by 10p.p.

Throughout the report, these median values will be shown to give some context to the results but note that these are from landlords of different types, sizes and locations, so more specific benchmarking will be shown in the end of year report.





Well-Maintained, Safety & Communal Areas



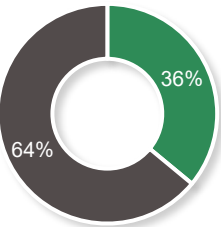
Well-Maintained, Safety & Communal Areas

Satisfaction with the home is also high, with 86% satisfied that it is well maintained, up 2p.p from Q1 and 87% are satisfied that it is safe, although this is down 1p.p this quarter. Very few are dissatisfied with either of these measures, 9% and 8% respectively and both compare well against the Acuity medians of 75% for the home being well maintained and 82% for it being safe.

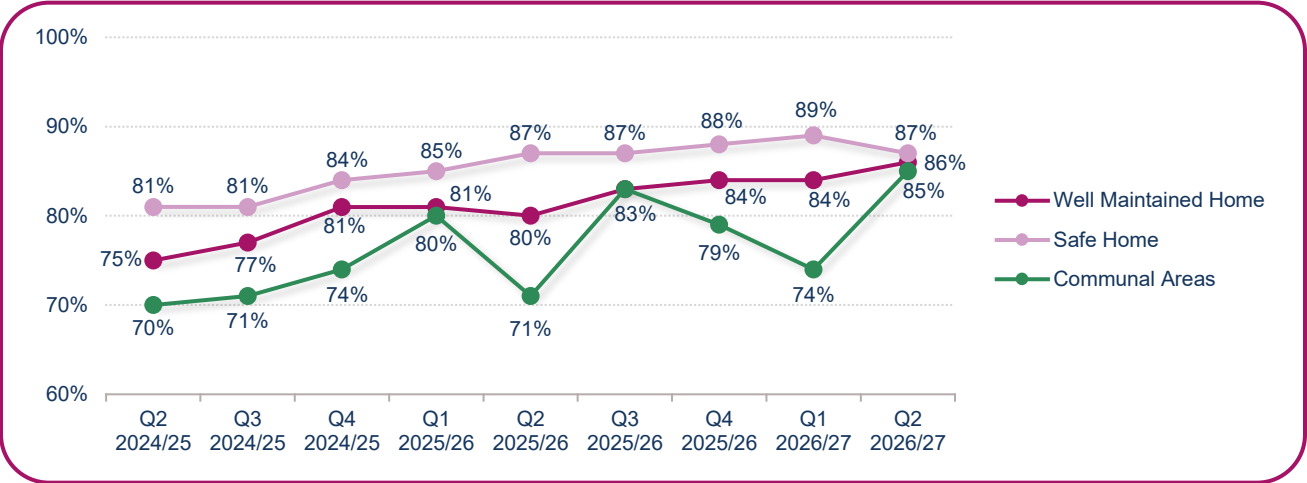
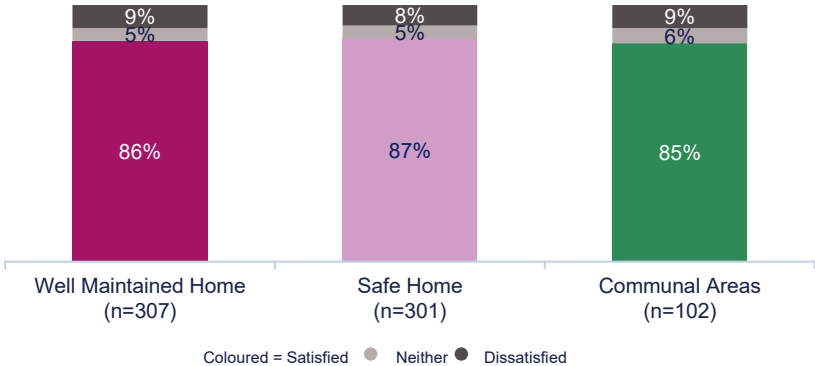
Over a third of tenants (36%) say they live in a building with communal areas, either inside or outside, that are the responsibility of Soha to maintain. Of these, 85% are satisfied, which has seen the biggest rise in satisfaction this quarter, up 11p.p. Just 9% are dissatisfied: the Acuity median is 68%.

All three measures have increased over time, with the maintenance of the home and of the communal areas both at their highest points in the series. The safety and maintenance measures have been more consistent, whereas for the communal areas, satisfaction has fluctuated between quarters.

Communal Areas?



■ Yes ■ No





Keeping Properties in Good Repair



Keeping Properties in Good Repair

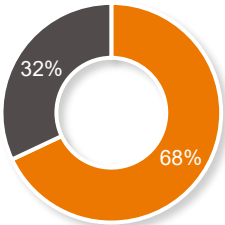
Just under seven out of ten tenants (68%) had a repair completed on their home by Soha in the last 12 months.

Of these, satisfaction has been steadily rising over time for both the overall service in the last 12 months, up 3p.p to 85% and the time to complete repairs, up 4p.p to 81%. Both of these are now at their highest points since this series of surveys began.

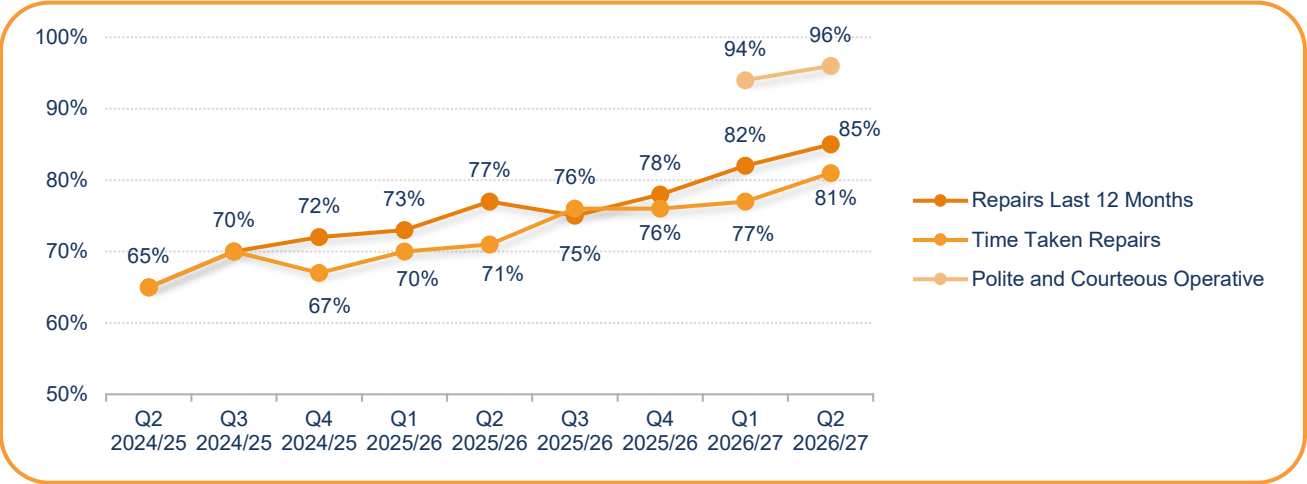
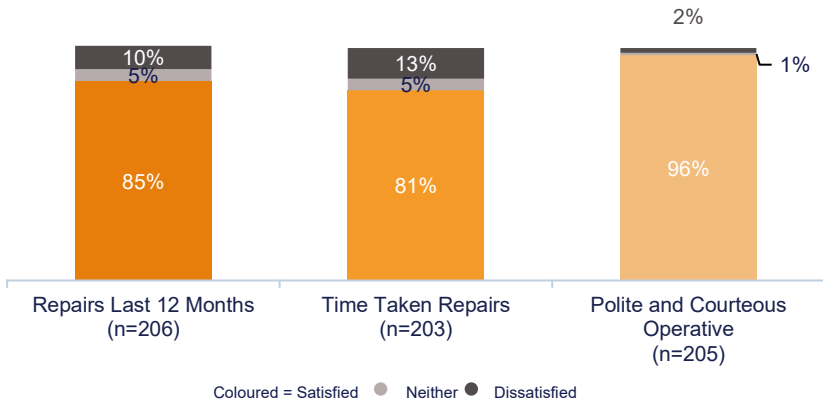
These again compare well with the Acuity median for the year so far of 78% for the service and 75% for the time to complete repairs.

Just added this year is a question asking whether the repairs operatives were polite and courteous, and satisfaction is very high, having increased by a further 2p.p in Q2 to 96%. Just 2% are dissatisfied with their conduct.

Repairs in Last 12 Months?



■ Yes ■ No





Contribution to the Neighbourhood

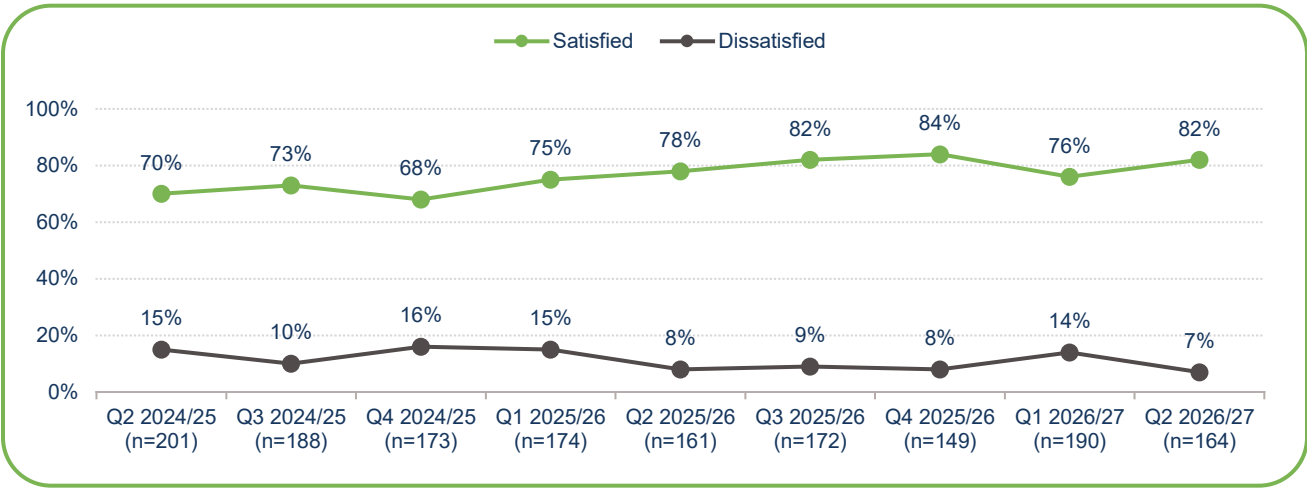
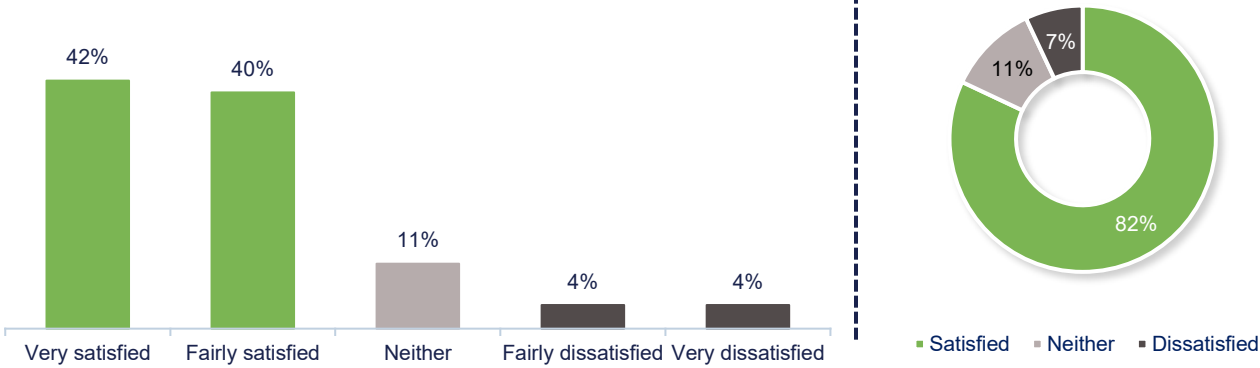


Contribution to the Neighbourhood

Satisfaction with the positive contribution made by Soha to the neighbourhood is back above 80% following a fall last quarter. It is up 5p.p in Q2 to 82%, and some way ahead of the Acuity median of 67%.

There are more very satisfied (42%) than fairly satisfied (40%), and 11% are neither satisfied nor dissatisfied; just 7% are dissatisfied.

How tenants recognise a contribution will vary, but it may cover the maintenance of the communal areas and community activities. The sentiment analysis shown at the end of the report unpacks this further and shows where tenants are most concerned and, consequently, where improvements could be made.





Approach to ASB



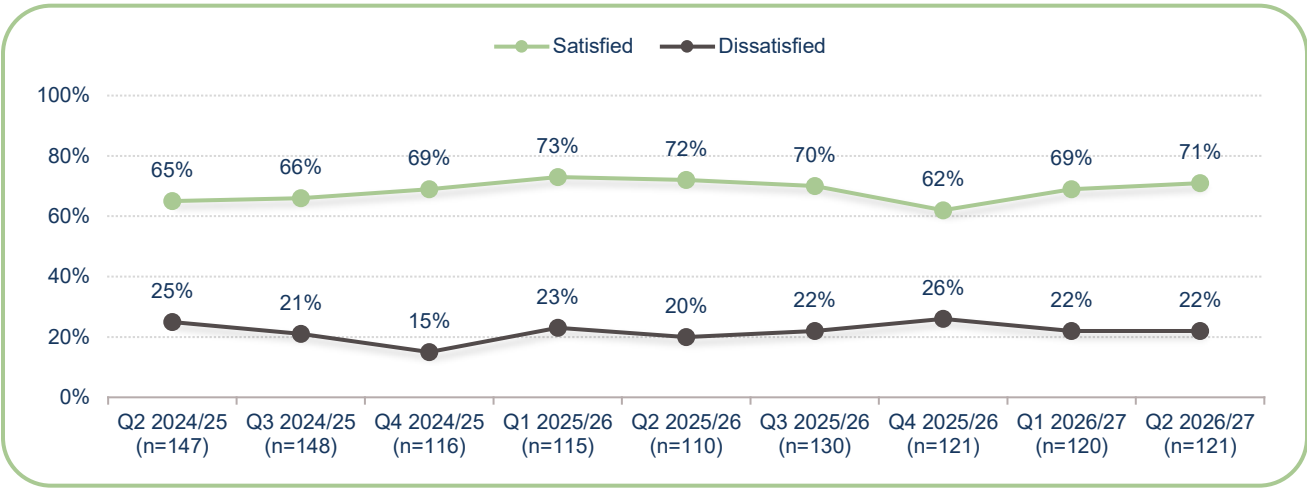
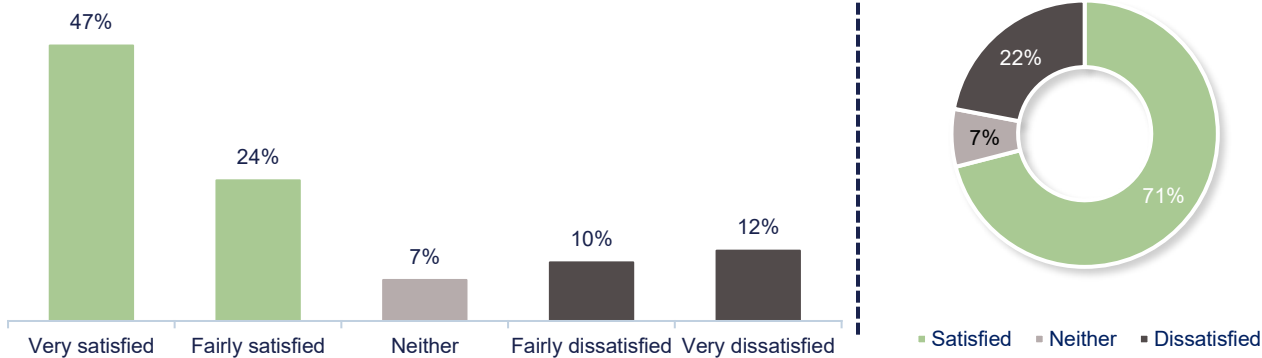
Approach to ASB

Although this remains one of the lowest-scoring measures in the survey, there are still 71% satisfied with how Soha handles anti-social behaviour, and this is up 2p.p this quarter.

Far more are very satisfied with the approach taken (47%) than fairly satisfied (24%), although 22% of tenants are dissatisfied. The Acuity median is 59%, which Soha exceeds by some way.

Satisfaction and dissatisfaction have been quite consistent over time, with only small changes from quarter to quarter.

However, it should be noted that all tenants are asked about the handling of ASB, not just those experiencing issues first-hand, so responses are based on the perception of how ASB is handled, not just personal experience of it. As such, how Soha communicates the way they deal with ASB to their tenants can have an impact on satisfaction scores.





Respectful & Helpful Engagement

Respectful & Helpful Engagement



Satisfaction with these engagement measures is generally high, although there have been some changes, mostly negative, since the last survey.

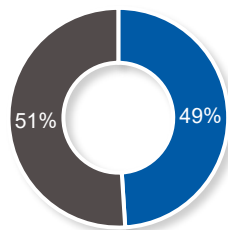
There are now 83% of tenants who find dealing with Soha easy, down 3p.p since Q1, although only 9% are dissatisfied. The Acuity median is 75%.

More tenants agree they are treated fairly and with respect (87%), although this is also down 3p.p this quarter, but is well above the Acuity median of 80%.

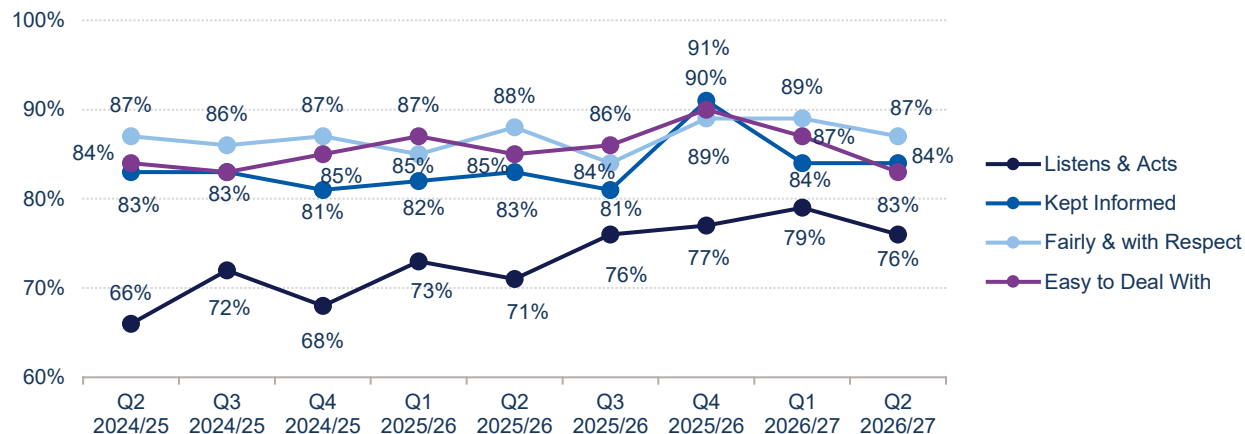
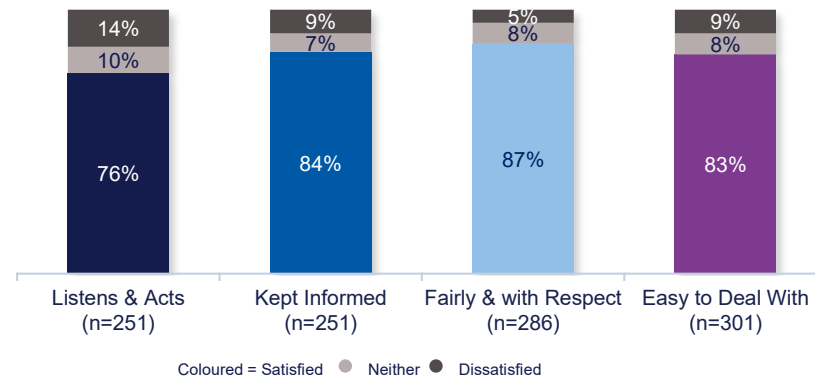
Slightly fewer (84%) are satisfied that they are kept informed about things that matter to them, up 1p.p, and 8p.p above the Acuity median of 76%.

Finally, in this section, 76% are satisfied that Soha listens to their views and acts upon them, down 3p.p following a rise to its highest position in last quarter's survey. This is also some way above the Acuity median of 64%.

Getting Involved



■ Yes ■ No





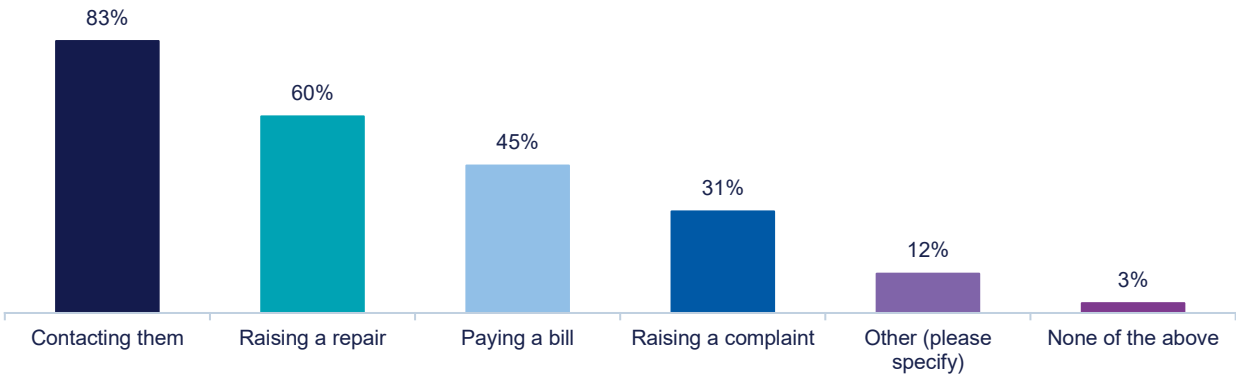
Easy to Deal With Actions

There are 83% of tenants who find dealing with Soha easy. Whilst this is not part of the TSM suite, it is regularly used.

As a follow-up, the survey asked about a series of actions and if tenants found these easy with Soha.

Making contact was seen as the easiest at 83%, and raising a repair is next (60%). However, raising a complaint (31%) and paying a bill (45%) were seen as less easy.

The survey also asked tenants to expand on this, and examples of the comments made are shown to the right. These help to provide a bit more context and will help Soha target areas which are not working as well as they could.



Easy to Deal With Actions Other

communication(1)
contractors(1)
talking(1)
nicely(1) staff(3) runs(1)
phone(2) app(8) touch(1)
queries(2) easy(5) complicated(1)
support(1) listen(2)
difficult(1)

Easy to Deal With Difficulties - Example Comments

- "Easy to deal with all services."
- "They are easy to talk to and easy to get hold of."
- "They need a better system when you call the emergency system."
- "It all runs nicely, so I don't have to get in touch with them."
- "Talking to staff, contractors. Everything is not complicated or difficult."
- "I find it easier logging repairs using the app at lunchtime when I've got time."
- "They communicate well and answer queries when needed."
- "They support you with any queries you have."
- "The App is easy to use."



Respectful & Helpful Engagement

Soha also asked a few more questions to find out more about its tenants.

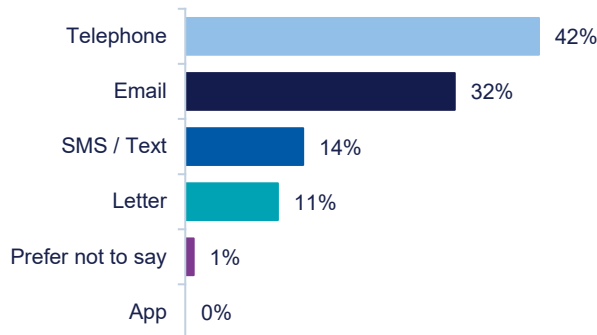
Firstly, tenants were asked how they would like to be contacted, and 42% said by a telephone call, with 32% preferring an email. There are still 11% who would like to receive a letter and 14% a text. Interestingly, none want to be contacted via the app.

In terms of how tenants want to contact Soha, most (76%) said by phone, with 12% preferring to use email, whilst 10% would use the app. When making contact, none want to send a letter or a text.

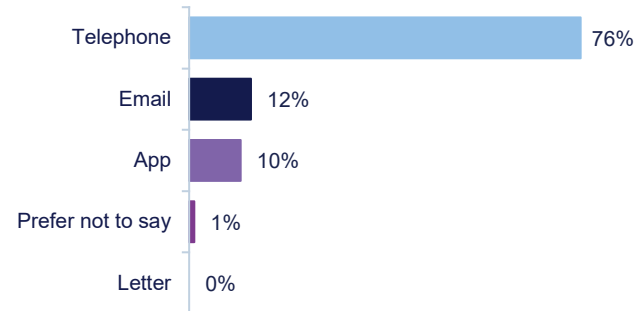
English is the first language of 90% of tenants, but it is not clear what languages would be spoken by the remaining 10%, so this may need a follow-up.

Nearly all (90%) use the internet at some time or other, and this opens up an alternative avenue for contact and providing different online services.

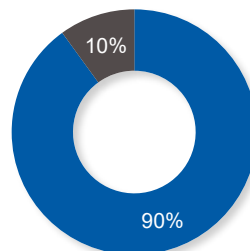
Contacting You Method



Contacting Us Method

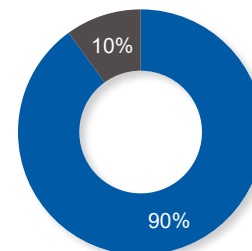


English First Language



■ Yes ■ No

Internet Use



■ Yes ■ No



Effective Handling of Complaints



Effective Handling of Complaints

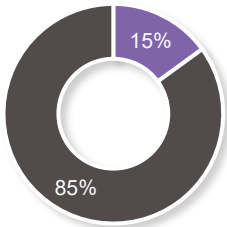
Some 15% of tenants stated they had made a complaint to Soha in the last 12 months, down 2p.p from Q1. There remains the issue of how many reported complaints are actually complaints or service requests.

From the previous high of 52%, satisfaction with the handling of complaints fell 13p.p in Q2 to 39%. At the same time, dissatisfaction rose 5p.p and is now equal with satisfaction at 39%.

Analysing the Acuity data for the year so far shows that an average of 22% of tenants made a complaint to their landlord, and satisfaction stands at 35%; so despite the fall, Soha is a little above this.

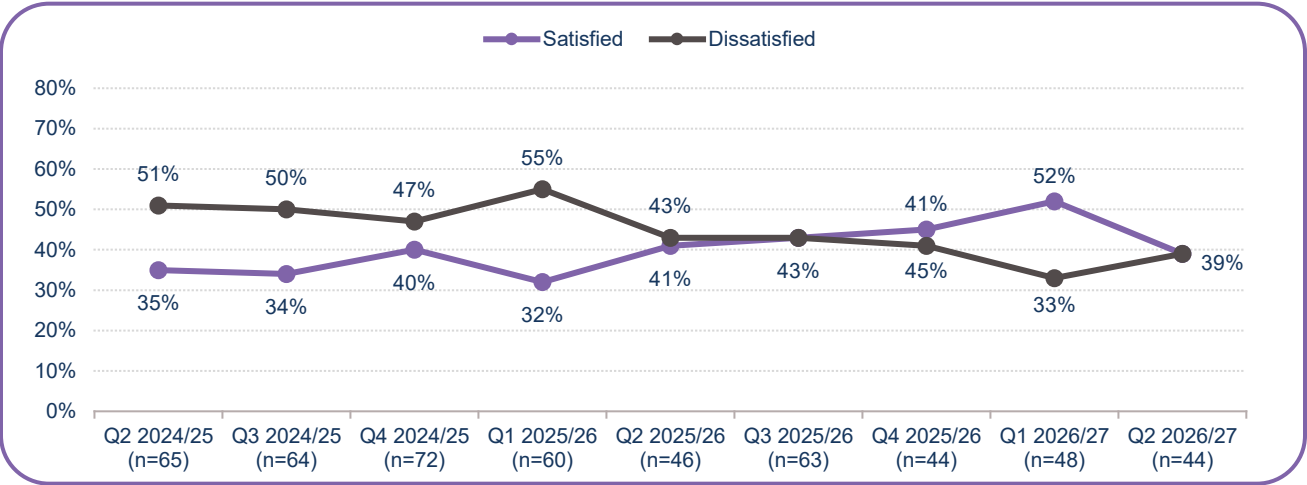
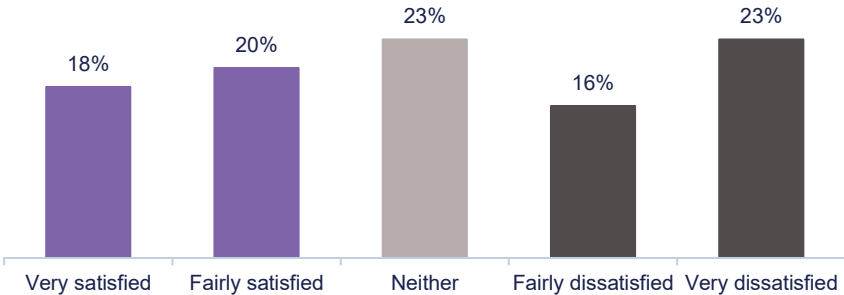
This continues to be the lowest-rated measure, not just for Soha but also for most other landlords.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





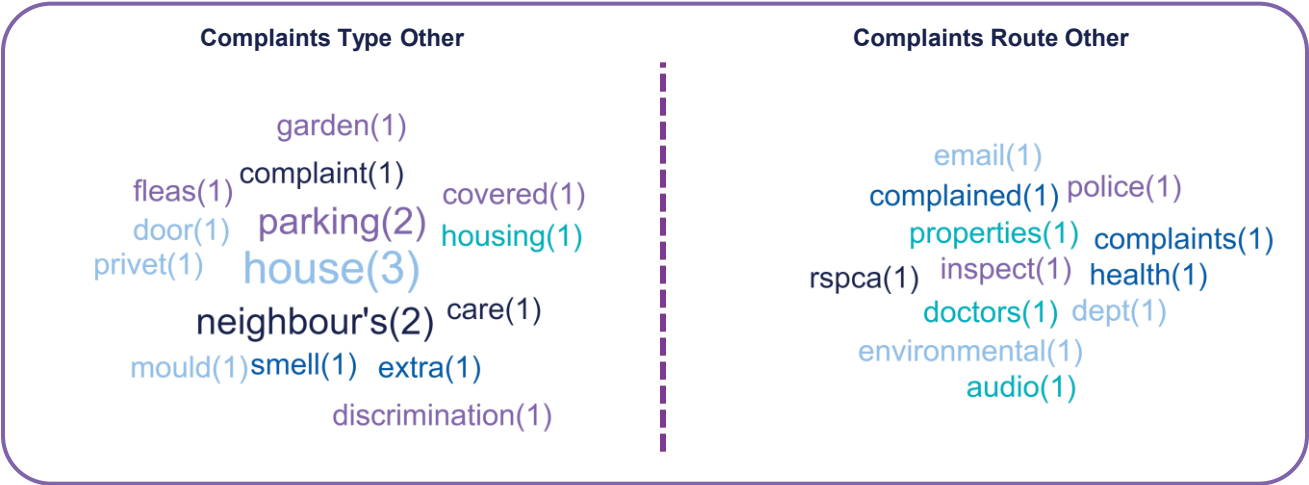
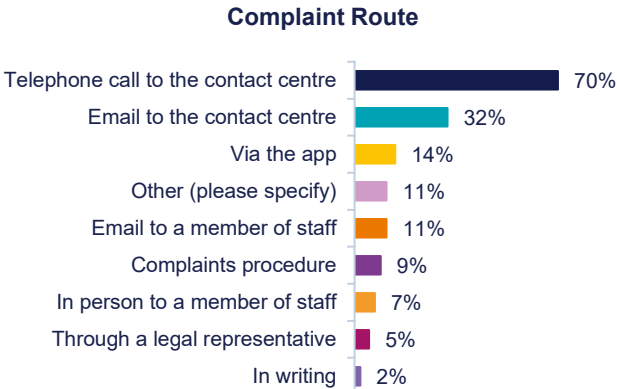
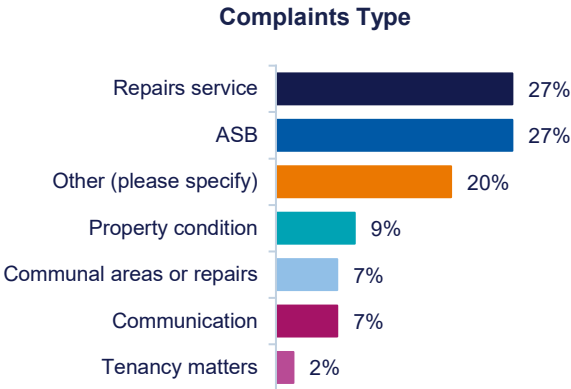
Effective Handling of Complaints

Soha also chose to add some further questions about the complaints process to find out a little more about the challenges faced by tenants.

In Q2, complaints were jointly most about repairs and ASB (both 27%). However, 20% gave an 'Other' reason; these included parking, neighbours and care.

Most make their complaint via a phone call to the contact centre (70%), although 32% said they like to use email. Just 14% used the app to report the problem.

As these add to more than 100%, it suggests that some made two or more attempts to report their complaint.





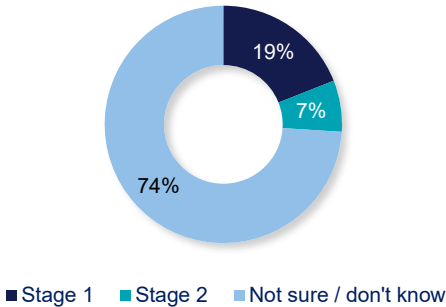
Effective Handling of Complaints

Of some concern is that three-quarters of complainants (74%) are unsure about the stage the complaint has reached. This may be because some of these will be service requests and not recorded as formal complaints. This is an area Soha may wish to concentrate on, as there is still some confusion among tenants.

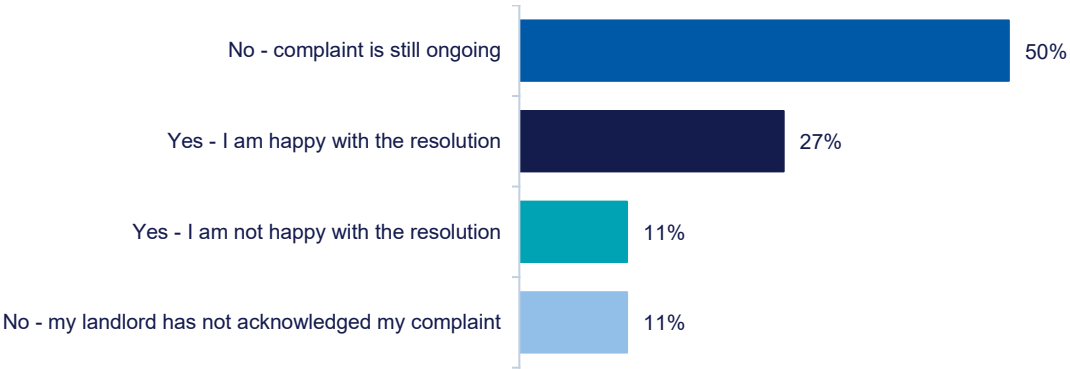
Of the complaints recorded, half are still ongoing and have not been resolved.

Of the remaining, 27% are happy with the result, 11% are not happy, and 11% said they had not received an acknowledgement.

Complaint Stage Resolution



Complaint Resolution





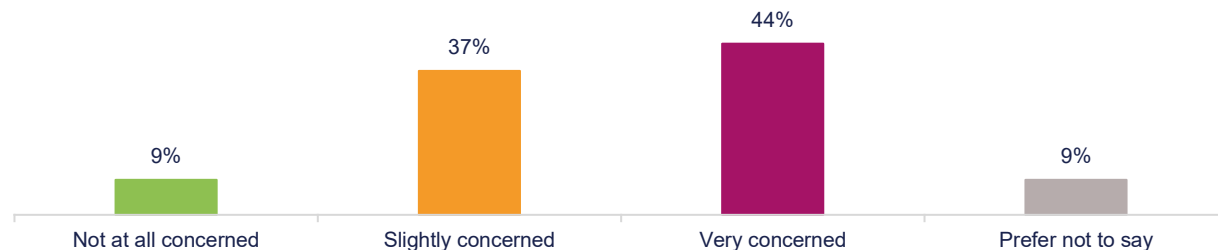
Wellbeing

Cost of Living

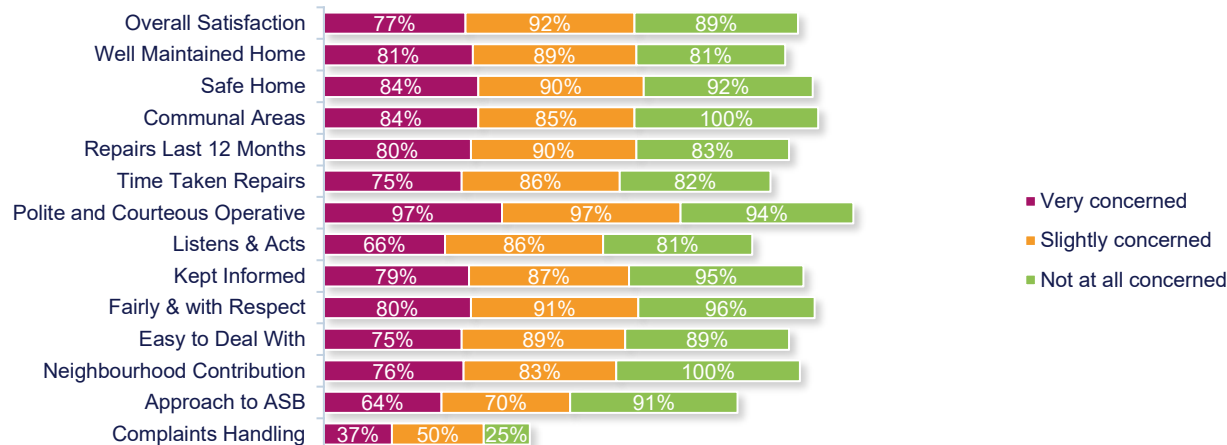
Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” Overall, 44% of tenants are very concerned, with a further 37% slightly concerned. Just 9% of customers are not at all concerned, whilst 9% preferred not to say. This has changed very little since the last survey.

As with previous surveys, concern about the cost of living does appear to affect views on satisfaction. On the overall service, 77% of those very concerned are satisfied, but this rises to 89% for those not concerned at all. This pattern continues across most other measures, whereas being slightly concerned doesn’t appear to affect satisfaction by much.

Cost of Living Concern



Cost of Living Concern & Satisfaction



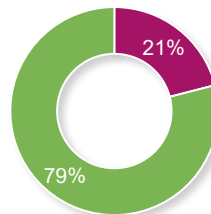
Damp and Mould

A fifth of tenants (21%) say they currently suffer from damp and mould in their homes, this remaining at the same level seen in Q1, which in turn was down from 27% at the end of 25/26.

Of these, three-quarters have reported the problem, but a quarter haven't.

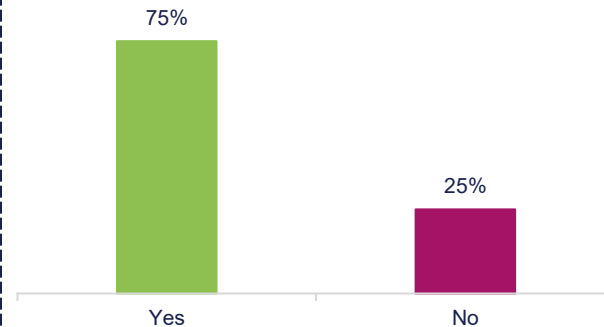
Soha will be aware of the seriousness of the problems and will be acting to alleviate these as soon as it can. Awaab's Law is an important piece of legislation, placing strict responsibilities on landlords, some of whom have had to change the way they work to meet the requirements. The overriding principle is to keep tenants safe, which is a fundamental concern for all social landlords.

Currently Suffer from Damp & Mould

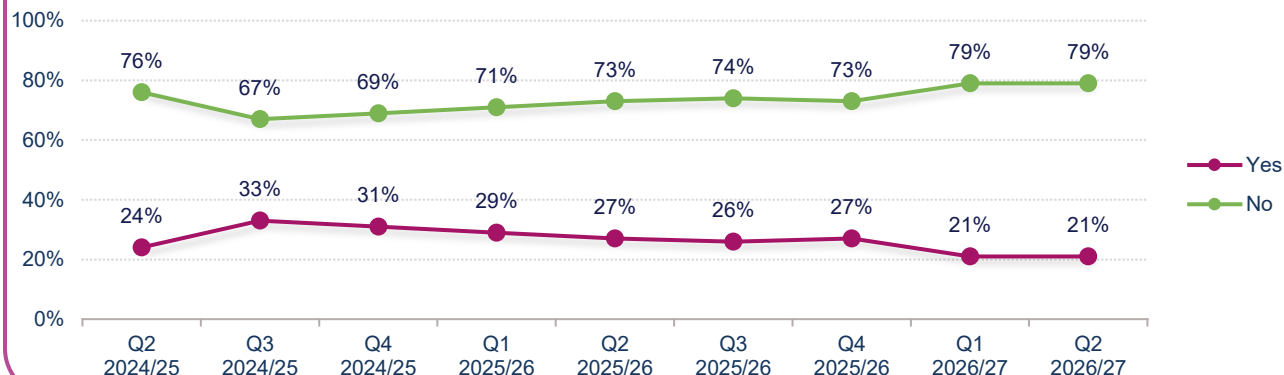


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould over time



Disability

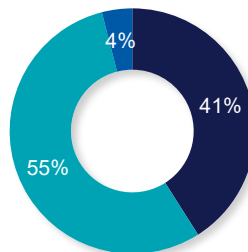
Two-fifths of tenants (41%) say they have a disability of some sort. This is the same proportion as was recorded last quarter.

When asked if tenants need any extra support from Soha because of their disability or long-term illness, 35% said they do need help.

Most (81%) said they would be happy for Soha to contact them to discuss their needs.

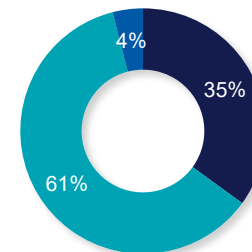
Few require information to be provided in different formats, although 4% would like large print for written information and just a few would like other forms. The majority (96%) do not need anything different.

Disability



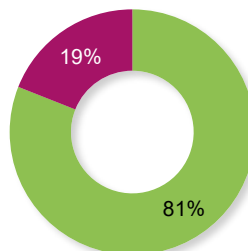
■ Yes ■ No ■ Prefer not to say

Disability Needs



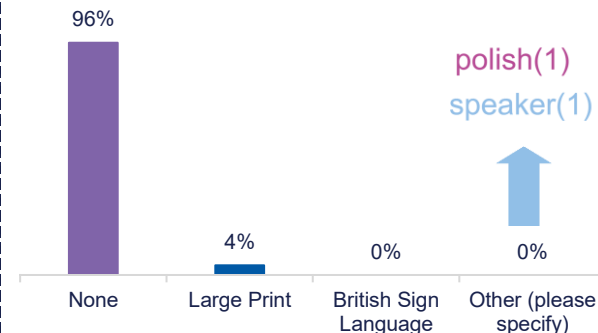
■ Yes ■ No ■ Prefer not to say

Disability Needs Contact



■ Yes ■ No

Alternative Formats





Trends

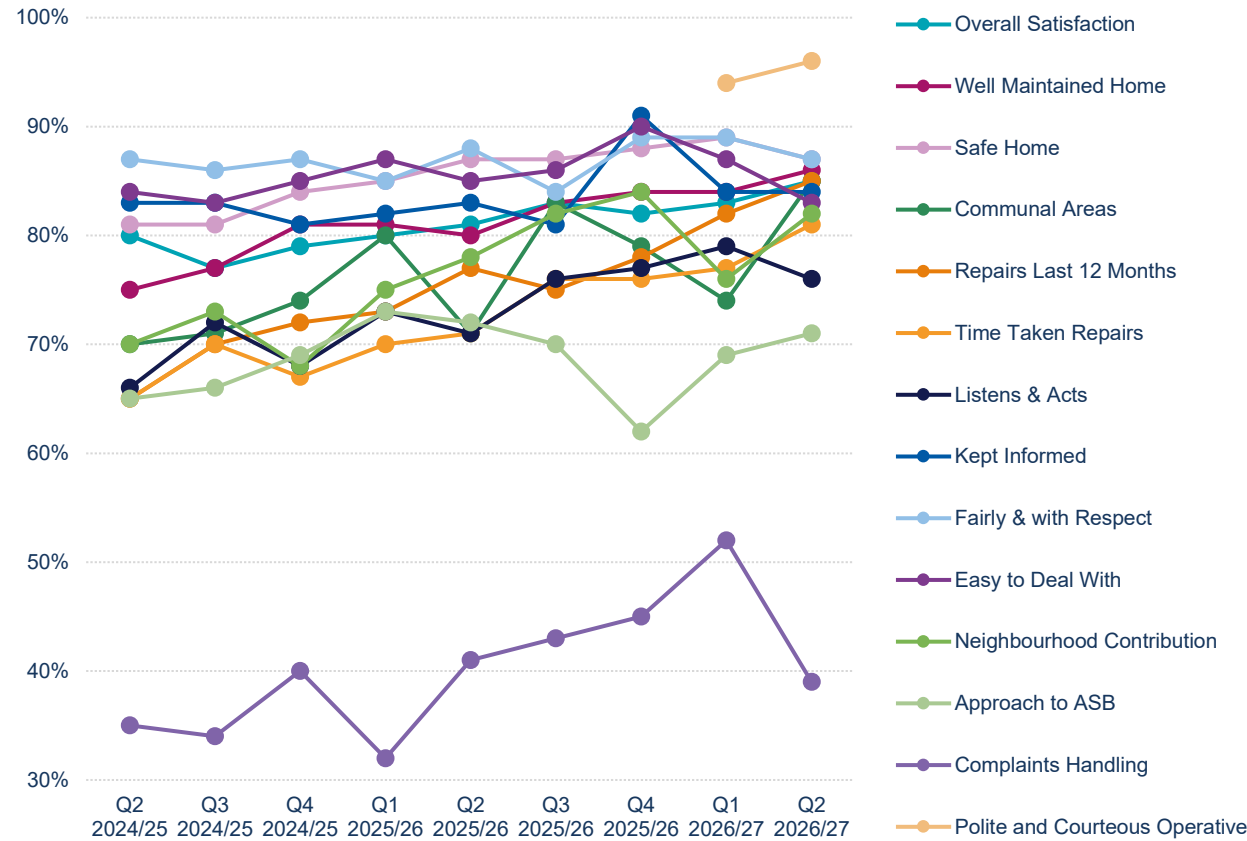


Trends Over Time

Whilst this chart shows that some measures fluctuate over time, the general trend for some, including overall satisfaction and with the home and repairs service, has been upward over this series of surveys, and many are now at the highest point they have been.

Satisfaction with the maintenance of the communal areas has seen the biggest increase this quarter, up 11p.p, whilst complaint handling is down by 13p.p. This measure stands out, being some way adrift of the other survey measures.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around ± 11 p.p, so the two biggest changes do meet this.





Quarterly Change

As stated above, when viewed over a longer period, here over four quarterly surveys, many of the measures show a steady increase in satisfaction.

Overall satisfaction has gone from 83% in Q3 of last year to 85% now, and the repairs measures are up by more: the service itself from 75% to 85% and the time to complete repairs from 76% to 81%. Five other measures have increased over this time, and three have stayed the same.

The exception is for the handling of complaints, which was at 43% in Q3 last year, rose to 52% in Q1 this year and is down back to 39%.

	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Overall Satisfaction	83%	82% (-1)	83% (+1)	85% (+2)
Well Maintained Home	83%	84% (+1)	84% (+0)	86% (+2)
Safe Home	87%	88% (+1)	89% (+1)	87% (-1)
Communal Areas	83%	79% (-4)	74% (-5)	85% (+11)
Repairs Last 12 Months	75%	78% (+4)	82% (+4)	85% (+3)
Time Taken Repairs	76%	76% (0)	77% (+1)	81% (+4)
Listens & Acts	76%	77% (+1)	79% (+2)	76% (-3)
Kept Informed	81%	91% (+10)	84% (-7)	84% (+1)
Fairly & with Respect	84%	89% (+4)	89% (+1)	87% (-3)
Easy to Deal With	86%	90% (+4)	87% (-3)	83% (-3)
Neighbourhood Contribution	82%	84% (+2)	76% (-8)	82% (+5)
Approach to ASB	70%	62% (-8)	69% (+7)	71% (+2)
Complaints Handling	43%	45% (+3)	52% (+7)	39% (-13)
Polite and Courteous Operative	- *	- (-) *	94% (-)	96% (+2)

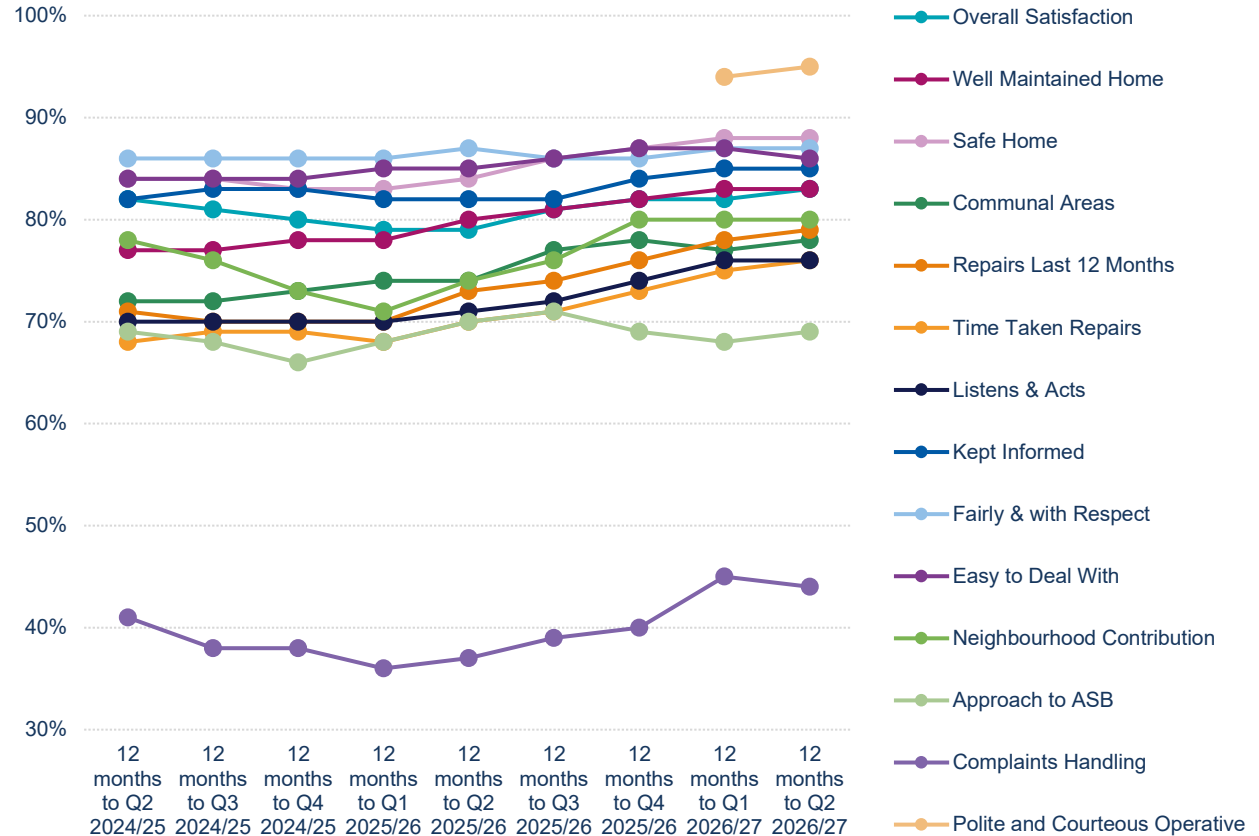
*Base below 10



12 Month Rolling Averages

The chart opposite plots the 12-month rolling averages and these provide a better view of the longer-term or underlying levels of satisfaction but the averages are as much influenced by those results dropping off as by those being added on.

There has been very little change from quarter to quarter, as expected. Six measures have increased, and two decreased, although none by more than 1p.p, whilst six are at the same level in Q2 as in Q1.





Summary

Sentiment Scores



Summary

Overall Satisfaction

Tenants report generally reliable, timely repairs for urgent issues and good communication from some staff, but many complain about slow, repeated or incomplete repairs, poor contractor quality, missed appointments, damp/mould, leaks and inconsistent garden/communal maintenance. Service-charge value and accessibility (disability, rehousing) are concerns. Overall sentiment is mixed: appreciative when responsive, frustrated by delays, poor follow-up and communication gaps.

The Home

Tenants mostly find homes safe and regular gas/electrical checks reliable, with many praising prompt boiler servicing and communal cleaning. Recurring issues: damp and mould, slow or incomplete repairs, leaking roofs/subsidence, faulty doors/locks, inconsistent communal cleaning and grounds maintenance, and poor communication/long waits. Vulnerable tenants report accessibility, security and delayed adaptations concerns; some praise responsive support and specific staff help.

Repairs

There are broadly positive views about repair staff professionalism and some quick fixes, but frequent delays, poor communication, repeated visits, missing parts and inconsistent contractor quality cause frustration. Recurring issues: slow scheduling, long waits for parts, unresolved or low-quality work, and coordination problems between the call centre and contractors. Vulnerable tenants report unmet urgency needs; many cases require repeated chasing before satisfactory completion.

Neighbourhood Contribution

There is also broad satisfaction with Soha's upkeep: regular grass cutting, hedge/tree maintenance, litter bins, skips and occasional events are appreciated. Criticisms focus on inconsistent engagement, slow or inadequate responses to ASB, garden/rubbish complaints, tree ownership issues and perceived reduced proactivity. Some report no contact or unclear responsibilities. Overall sentiment is mixed-positive, valuing visible grounds maintenance but asking for better communication and nuisance handling.

ASB

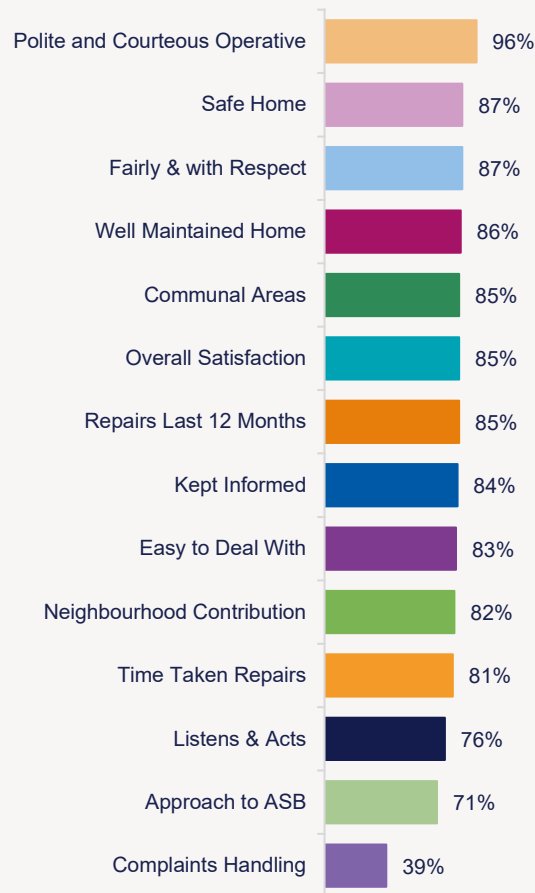
When asked about Soha's handling of anti-social behaviour, many praise prompt action, letters, and successful evictions; others cite slow responses, poor follow-up, inconsistent communication, and cases where complaints weren't believed. Common issues include persistent noise, dog fouling, smoking/drug use, and neighbour harassment. Several respondents feel limited by policy or police reliance, needing clearer, faster, more supportive interventions.

Easy to Deal With Difficulties

There is some consistent frustration with poor communication, unresponsive staff, missed or delayed repairs, and difficulty reaching the right contacts (especially disability support). Many cite rude or dismissive attitudes, lack of follow-through, app/IT issues, and long waits for maintenance or replacements. Several note contractors' no-shows, inconsistent workmanship, and feeling ignored or treated unfairly because of health conditions.



Satisfaction with Measures



Summary & Recommendations



Summary

This report focuses on the findings from the second TSM-based satisfaction survey of 2026/27. At the close of the survey, a total of 314 responses had been received: 300 complete and 14 incomplete, all by telephone interview. Satisfaction has remained high, and whilst there have been some changes since the previous survey, most are positive and small.

The range of satisfaction is shown to the left, ranked in order of satisfaction. This shows that the most satisfaction (96%) is for the newly introduced question about the conduct of the repairs operatives being polite and courteous; this is followed by 87% satisfied with the safety of their home and how they are treated fairly and with respect by Soha. In all, of the 14 measures, 11 have satisfaction above 80%, which is excellent and should be appreciated by Soha and the staff. The exceptions are for the way Soha listens to tenants' views and acts upon them, still at 76%; the handling of ASB at 71%, whilst 39% are satisfied with the handling of complaints; this again being the lowest-scoring measure and showing the biggest fall in satisfaction this quarter.

Of the nine measures increasing in satisfaction this quarter, none are up by more than 5p.p apart from the maintenance of the communal areas, which is up 11p.p. Five measures are down, three by just 3p.p but the handling of complaints has dropped by 13p.p since Q1.

A fifth of tenants still say they have issues with damp and mould in their home, and 81% are concerned to some level about the cost of living. The internet is used by 90% of tenants, although some still struggle online, and this emphasises the need to have a variety of contact methods available.

Sentiment analysis has again been used against the six qualitative questions, covering the main areas of service, giving a sentiment score based on the comments made and highlighting where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is +0.90 in Q2. Individually, there are five positive scores and one negative, as in Q1. The highest sentiment score is for the contribution to the neighbourhood, at +1.39, while the lowest is ease of dealing, at -4.38, although this was only asked of those finding things difficult. Analysing the sentiment scores and reading the comments will help Soha get a better understanding of what is driving satisfaction, and what is not working quite as well.

Recommendation

Complaints Handling – After performing well in last quarter's survey, the handling of complaints as seen a fall in satisfaction of 13p.p and with an increase in dissatisfaction; there are now as many dissatisfied as satisfied (both 39%). Complaints are mostly about repairs and ASB, but three-quarters still don't know what stage their complaint has reached. This may partly be because it is likely that some of these 'complaints' will, actually, be service requests and not dealt with through the formal complaints process. However, this needs to be pointed out to tenants so they are aware of what will happen next and if it is a fully blown complaint, what options they have to escalate it if not happy with the result. Soha needs to revisit this to ensure communication is on point and tenants are aware of how and when to complain and how it will be dealt with.

Disability Support – A considerable proportion of tenants say they have a disability or long-term illness (41%), which is likely to affect their daily living. Of these, 35% asked for extra support, with 81% asking for contact to discuss their issues. Having highlighted the extent of disability among the tenant population, Soha needs to follow this up as a matter of urgency to support disabled tenants as much as possible and to give them a voice in managing their affairs.



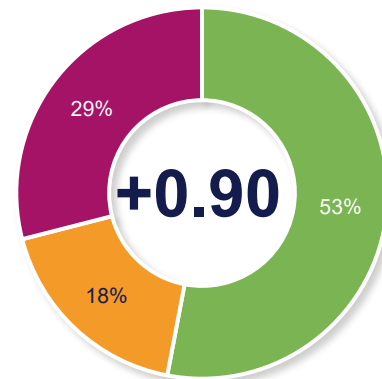
Sentiment

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

It is based exclusively on responses to the six RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that if your organisation does not ask all seven 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

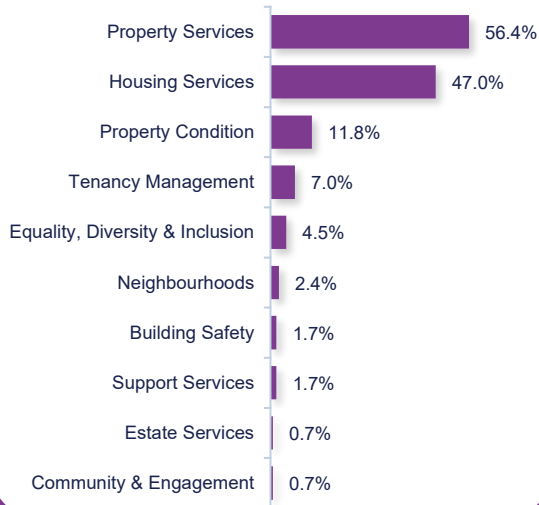
For further information about Acuity's Resident Sentiment Index, please see Appendix 1.



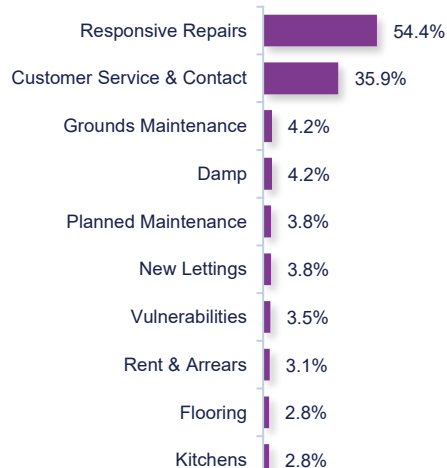
Please describe your specific experiences that have shaped your view of Soha Housing's service.

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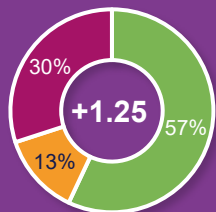
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	138	49.1%	+1.11
Resolution	55	19.6%	0.00
Subcategory, no attribute (yet)	53	18.9%	+1.42
Quality of Work / Service	47	16.7%	+0.94
Communication / Transparency	33	11.7%	-0.45
Satisfaction	25	8.9%	+3.20
Staff Conduct	20	7.1%	+4.15
Appointments / Convenience	17	6.0%	+1.12
Effort	16	5.7%	+0.75
Listening / Acting	12	4.3%	+1.58
Worker Conduct	9	3.2%	+1.89
Consistency	6	2.1%	-2.17
Empathy	5	1.8%	+3.00
No Comments	5	1.8%	0.00
Trust	2	0.7%	0.00
Safety	1	0.4%	-3.00
Accessibility			-
Accountability			-
Fairness			-



+1.25

Tenants describe the experiences that have shaped their view of Soha's service. Many commend quick, polite staff and timely fixes, with several praising recent improvements and major works (kitchens, boilers, retrofits, new homes). Recurrent strengths: clear communication when appointments are kept, helpful reception staff, and effective handling of short-term repairs and emergencies.

However, some concerns recur: delays on complex or long-term repairs, repeated visits without resolution, poor quality or "bodge" repairs, missed appointments, and inconsistent contractor standards. Multiple tenants report persistent damp, mould, leaks and unresolved roof or structural issues lasting months or years, sometimes causing major disruption and health impacts. Service-charge value and communal maintenance (gardens, lighting, cleaning) are questioned. A minority describe poor communication, lack of follow-up, and difficulties with specific officers or ASB management.

Overall sentiment is cautiously positive for routine responsiveness but highlights systemic issues in longer, complex repairs, contractor quality control, and estate-level maintenance that require attention to restore full tenant confidence.

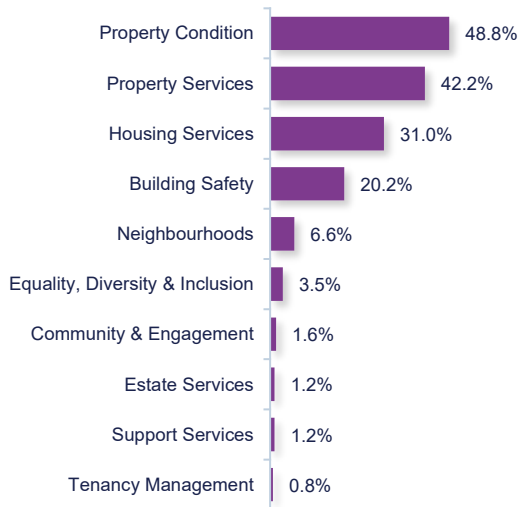
The Home

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

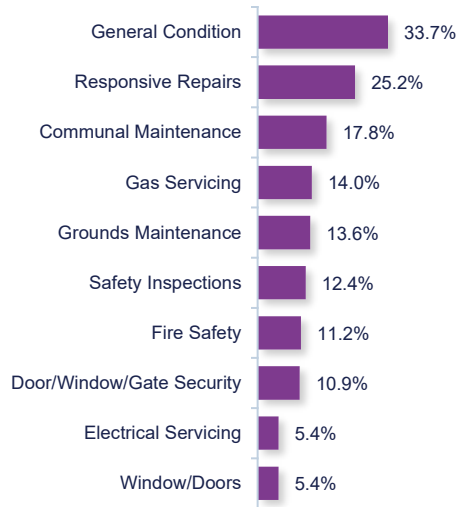
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Categories

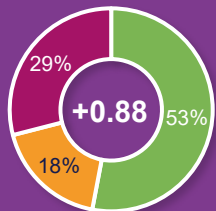


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	58	33.3%	-1.12
Quality of Work / Service	52	29.9%	+1.19
Subcategory, no attribute (yet)	49	28.2%	-1.29
Safety	26	14.9%	+0.46
Resolution	19	10.9%	-1.68
Satisfaction	7	4.0%	+3.43
Communication / Transparency	6	3.4%	0.00
No Comments	6	3.4%	0.00
Appointments / Convenience	4	2.3%	+2.00
Worker Conduct	4	2.3%	-1.00
Listening / Acting	3	1.7%	0.00
Consistency	2	1.1%	+1.00
Effort	2	1.1%	+1.00
Accessibility			-
Accountability			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-



Tenants share their views on the safety and maintenance of their home and communal areas. Many tenants report regular statutory checks (gas, electrics, smoke and CO alarms) and annual boiler servicing, with cleaners and gardeners attending communal areas; these services generate broad reassurance. Positive comments cite secure doors, CCTV, adaptations for disabled tenants, and prompt fixes for urgent hazards.

However, some note damp and mould, persistent leaks, roof/guttering failures, and unreliable boilers. Contractors sometimes lack parts or fail to complete jobs, leaving repairs outstanding. Communal cleaning and grounds maintenance are seen as inconsistent: carpets worn, bins and glass not cleared, hedges and external lighting neglected. Several tenants describe insecure or faulty entrance doors, intercoms, and fire exits. Communication and slow follow-up on surveys, adaptations, and substantive structural issues (subsidence, cracks, asbestos) are frequent complaints. Vulnerable tenants report accessibility and safety anxieties.

Overall sentiment is cautiously positive about routine safety checks but critical of repair quality, responsiveness on complex or recurring issues, and upkeep of communal external areas.

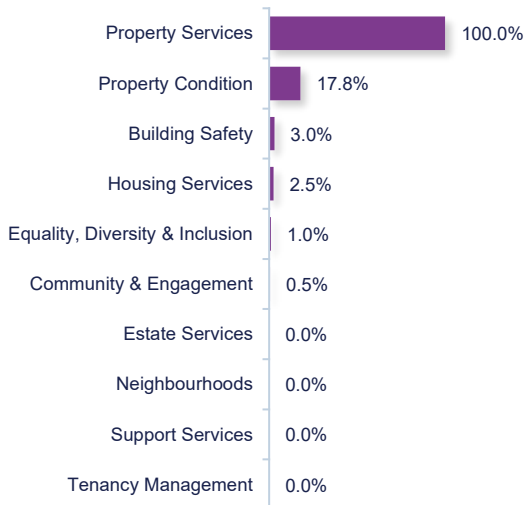
Repairs & Maintenance

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

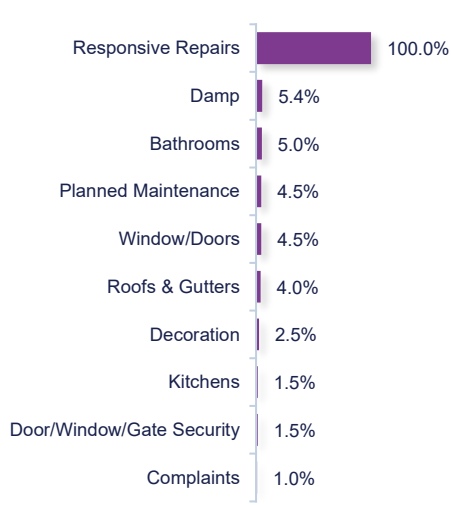
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Categories

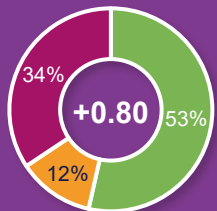


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	110	54.5%	+0.72
Subcategory, no attribute (yet)	42	20.8%	-0.05
Quality of Work / Service	39	19.3%	+1.62
Resolution	38	18.8%	-0.21
Communication / Transparency	17	8.4%	+0.06
Satisfaction	15	7.4%	+4.07
Worker Conduct	15	7.4%	+3.93
Effort	13	6.4%	-1.62
Appointments / Convenience	10	5.0%	+0.10
Safety	4	2.0%	-4.50
Listening / Acting	3	1.5%	+1.67
Empathy	2	1.0%	+4.00
Staff Conduct	2	1.0%	+3.00
Trust	2	1.0%	-5.00
No Comments	2	1.0%	0.00
Accessibility	1	0.5%	+3.00
Accountability	1	0.5%	+3.00
Consistency	1	0.5%	-5.00
Fairness			-



Tenants describe their experience with the repairs service over the last 12 months. Tenants' views on repairs show a generally positive frontline experience but consistent issues with timeliness, communication and quality control. Many praise polite, professional operatives who often arrive and complete straightforward jobs quickly; emergency and same-day responses are frequently noted.

However, some reports describe long waits for appointments or parts, repeated visits for the same issue, missed or unarranged appointments, and contractors arriving without the correct parts or trade. Some note poor updates, lack of advance calls, unclear job descriptions and repeated re-bookings. Quality concerns include incomplete or poor repairs, multiple return visits to rectify work, and inconsistent standards across subcontractors. Damp, mould, window and boiler works generate a disproportionate share of complaints, often involving lengthy resolution and disruption. Several respondents emphasise vulnerability impacts (health, mobility, work commitments), making delays particularly problematic.

Overall, responsiveness and individual operatives are valued, but systemic scheduling, parts supply, contractor work and communication need improvement.

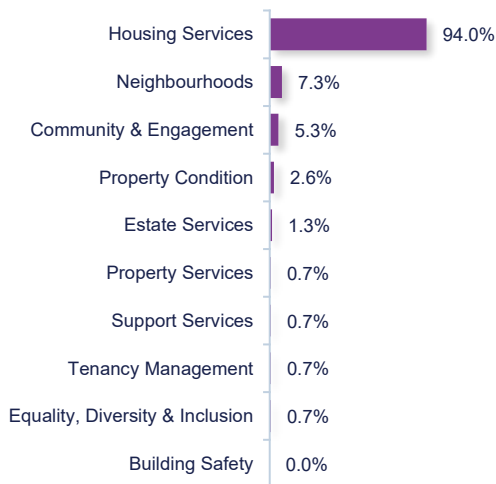
Neighbourhood Contribution

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

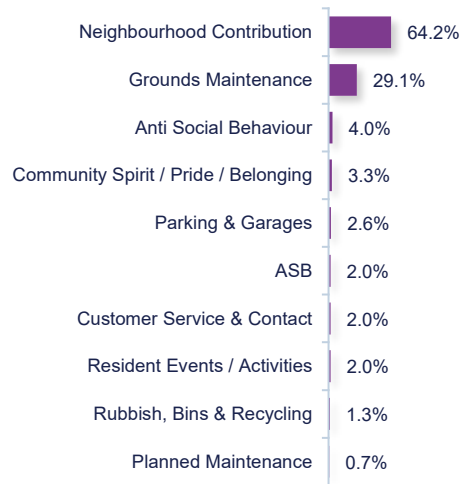
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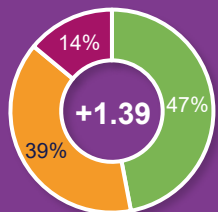
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	43	29.7%	+2.09
No Comments	36	24.8%	-0.22
Subcategory, no attribute (yet)	31	21.4%	+1.42
Satisfaction	20	13.8%	+4.30
Listening / Acting	11	7.6%	-1.64
Timeliness / Responsiveness	8	5.5%	-1.25
Communication / Transparency	4	2.8%	+0.25
Worker Conduct	4	2.8%	-0.75
Staff Conduct	3	2.1%	+1.67
Trust	3	2.1%	-2.67
Consistency	2	1.4%	-2.50
Resolution	2	1.4%	-1.00
Safety	2	1.4%	+1.50
Accessibility			-
Accountability			-
Appointments / Convenience			-
Effort			-
Empathy			-
Fairness			-



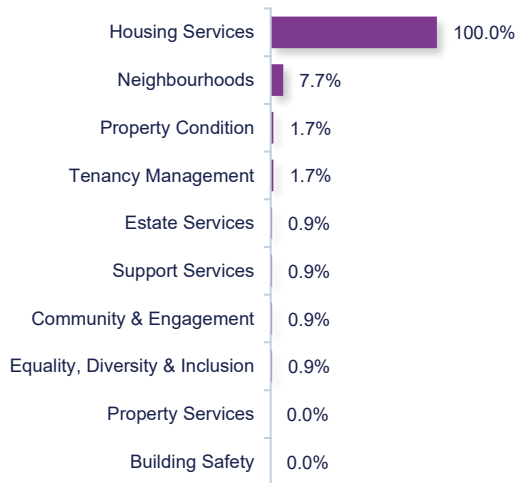
Tenants describe their views on Soha's contribution to the neighbourhood. Many tenants appreciate visible, practical services: regular grass cutting, hedge and tree maintenance, bin emptying, occasional skips, gardening, and prompt emergency engineering visits. Several note good communication via newsletters, drop-in sessions and door knocks, and some praise community events and support for children.

However, numerous respondents are unsure what Soha does locally or report little direct contact; some experienced only token visits. Key criticisms concern inconsistent estate management: unresolved rubbish, overgrown gardens, neglected communal areas, slow or absent responses to antisocial behaviour (including drug use and stalking), inadequate neighbour screening, and delayed tree or gutter work.

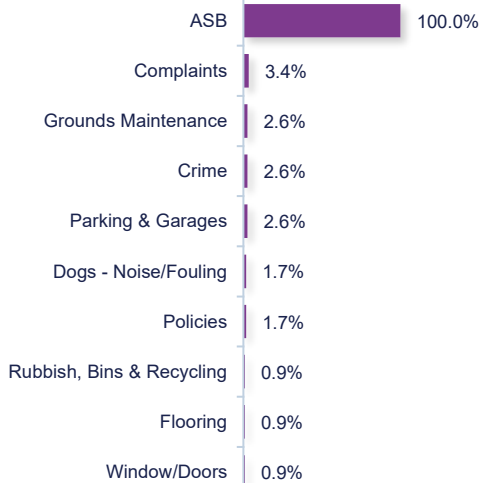
A minority feel Soha fulfils only basic obligations and has become less proactive since taking on estates. There are isolated positive comments about responsiveness and well-maintained greens, but recurring themes are uneven service delivery, communication gaps, and perceived lack of action on persistent neighbourhood issues, particularly around rubbish, troublesome tenants and garden maintenance.



Categories

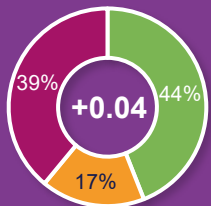


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	33	28.2%	-0.03
Listening / Acting	20	17.1%	-0.85
Timeliness / Responsiveness	20	17.1%	-0.85
Quality of Work / Service	18	15.4%	+2.33
Satisfaction	16	13.7%	+1.56
No Comments	16	13.7%	-1.06
Communication / Transparency	11	9.4%	-3.36
Resolution	10	8.5%	+0.40
Safety	6	5.1%	-4.67
Empathy	3	2.6%	-2.33
Effort	1	0.9%	-5.00
Fairness	1	0.9%	+5.00
Staff Conduct	1	0.9%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Trust			-
Worker Conduct			-



Tenants describe their experiences with Soha's handling of anti-social behaviour (ASB). Many report prompt action: letters, visits, police referrals, CCTV use and successful evictions in some cases, with several praising individual housing officers for being responsive and supportive. Positive reports often note multi-agency work with police and use of evidence (diaries/CCTV) leading to resolution.

Still, negative reports emphasise lack of timely investigation, poor follow-up and inconsistent enforcement. Several describe slow or inadequate responses with complaints of little follow-up, poor communication, limited enforcement beyond warning letters, and long delays before effective action. Common issues include persistent dog noise and fouling, cannabis smoking, noisy or violent neighbours, flatmates with drug or alcohol problems, and youth nuisance. Vulnerable tenants report insufficient safeguarding and support after serious incidents. Several comments assert perceived bias favouring neighbours, requests to resolve matters themselves, and lack of updates contrary to policy.

Overall sentiment is split between appreciation for effective interventions and frustration at inconsistent, slow or minimal responses.

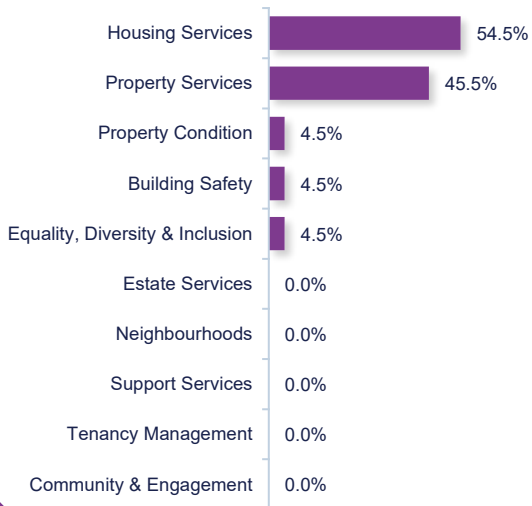
Easy to Deal With Difficulties

What makes dealing with Soha Housing difficult?

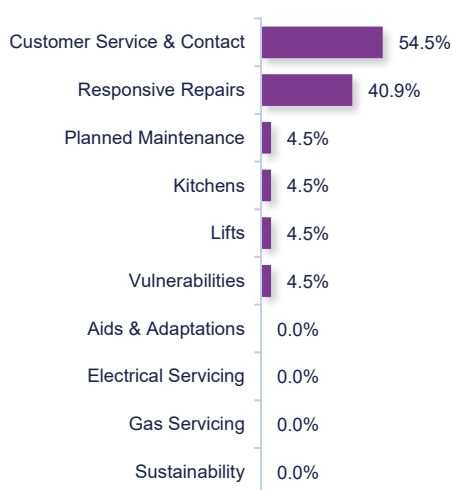
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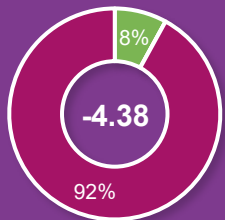
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	13	59.1%	-4.38
Effort	5	22.7%	-5.00
Timeliness / Responsiveness	5	22.7%	-3.40
Resolution	4	18.2%	-3.00
Appointments / Convenience	3	13.6%	-5.00
Listening / Acting	3	13.6%	-5.00
Accessibility	2	9.1%	-5.00
Staff Conduct	2	9.1%	-5.00
Quality of Work / Service	1	4.5%	-5.00
Subcategory, no attribute (yet)	1	4.5%	-5.00
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-
No Comments			-



Just 22 tenants responded to this question, 'What makes dealing with Soha Housing difficult to deal with?' These report frustration with communication and service delivery. The key theme is poor responsiveness: tenants cannot get through by phone or email, reported issues are not acknowledged or logged correctly in the app, and promised callbacks or appointments frequently do not happen.

Several comments describe long delays for repairs, missed appointments, and work that is either not completed or of poor quality. Tenants feel staff do not listen, misunderstand issues, or give inconsistent information (e.g. asking for photos but then providing unrelated responses). There are repeated accounts of difficulty reaching specific teams or individuals, long minimum response times, and lack of flexible scheduling which forces tenants to accommodate contractor availability. Some note coordination failures between teams and contractors, leading to protracted jobs. Several responses express that staff attitude is dismissive, with some tenants feeling treated unfairly or intimidated, and one report of alleged bullying over the phone.

Comments note communication issues, delays, and poor repair outcomes. However, only those finding contact difficult responded, suggesting most are happy.

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 seven 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.



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

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