



Vectis Housing

TSM Report

2025/26

October 2025

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

NPS

Wellbeing

Improvements

Trends

Further Insight

Summary

Demographics

Introduction



Vectis Housing is a small, independently-run housing association operating exclusively on the Isle of Wight. Its mission is to "Deliver excellent homes, develop local neighbourhoods and support strong communities across the Isle of Wight." It owns and manages over 430 general needs dwellings and 40 shared ownership homes, striving to deliver the highest quality services within its size and financial capacity.

Acuity has been commissioned to undertake an independent satisfaction survey of the residents of Vectis Housing Association (Vectis) during 2025 to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The survey was conducted both online and by telephone interview, using Acuity's in-house telephone team. Initially, those with an email address were contacted and asked to complete the survey online, and this was followed by phone calls to those not responding and those without email addresses.

At the close of the survey, a total of 178 responses were received, 167 complete and 11 incomplete, which also have to be included. Of these, 86 were by telephone interview and 92 online. The survey was for all residents, and of the responses, 165 came from LCRA tenants and 13 from LCHO shared owners. The report mainly focuses on the LCRA results, but also shows these separately and includes comparisons between the two groups.

The report has used sentiment analysis on the only open question to better understand residents' comments and why they have responded the way they have. Information about how this works is shown at the end of the report and adds an extra layer of focused insight to the results to help Vectis better understand what is driving satisfaction, what residents are most concerned about, and, as a consequence, what could be improved.

The survey is confidential, and the results are sent back to Vectis anonymised unless residents give their permission to be identified. 82% of residents gave permission to share their responses with their details attached, and 95% of these are happy for Vectis to contact them to discuss any information they provided.

This survey aims to provide data on residents' satisfaction, which will allow Vectis to:

- Provide information on residents' perceptions of current services
- Compare the results with the previous surveys completed
- Inform decisions regarding future service development
- Publish the results, as required by the Regulator.

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. For Vectis, 176 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 5.8\%$, a little outside the required margin of error, but representing a good response from the relatively small resident population.

Note: The majority of figures in the report are presented as percentages. These percentages are rounded to the nearest whole number, which may result in some totals not adding up to 100%. Rounding can also cause discrepancies of $\pm 1\%$ between the described percentages in the supporting text and those in the charts when two percentages are combined. The number of responses is indicated next to each measure as n=...

87%

Overall Satisfaction



Satisfaction among the LCRA tenants is high at Vectis, with 87% of tenants satisfied with the overall service provided, although this is down marginally from last year.

Five of the measures have satisfaction above 80% with the highest ratings for the home being safe, at 89% and the time taken to complete repairs (90%).

However, in contrast, satisfaction is at 68% for the way instances of anti-social behaviour are handled, and just 36% are satisfied with the handling of complaints, with more (48%) being dissatisfied.

The report focuses on the headline figures from the survey, but also shows how satisfaction has changed over time, includes an analysis of the residents' comments, and breaks down the results into different sub-groups to get a better understanding of what is driving satisfaction.

TSM Key Metrics (LCRA)

Keeping Properties in Good Repair



Well Maintained Home

83%



Safe Home

89%



Repairs Last 12 Months

85%



Time Taken Repairs

90%

Respectful & Helpful Engagement



Listens & Acts

74%



Kept Informed

78%



Fairly & with Respect

86%



Complaints Handling

36%

Responsible Neighbourhood Management



Communal Areas

78%



Neighbourhood Contribution

74%



Approach to ASB

68%

38%

Overall Satisfaction



Satisfaction among LCHO residents is generally well below that of LCRA tenants, and that is the case for Vectis, with 38% satisfied with the overall service compared with 87% of tenants. In fact, across the sector, the difference is around 24 percentage points (p.p), so, an even bigger difference at Vectis.

However, satisfaction across the range of other measures, whilst well below the tenants, is still good for LCHO residents.

The highest satisfaction is for the safety of the home (62%), and 71% are satisfied with the maintenance of the communal areas.

Satisfaction does fall, to 20% for the handling of complaints and just 18% for the way Vectis listens to residents' views and acts upon them.

It should be noted that just 13 shared owners responded, and whilst the results are interesting, they are not as accurate as for Vectis' tenants.

TSM Key Metrics (LCHO)

The Home & Neighbourhood



Safe Home

62%



Communal Areas

71%



Neighbourhood Contribution

30%



Approach to ASB

29%

Respectful & Helpful Engagement



Listens & Acts

18%



Kept Informed

45%



Fairly & with Respect

50%



Complaints Handling

20%



Overall Satisfaction



The residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Vectis Housing Association?” This is the key metric in any tenant perception survey.

Shown here is the result from the LCRA tenants, with 87% satisfied with the overall service provided by Vectis. Over half the tenants are very satisfied, and just 4% are dissatisfied.

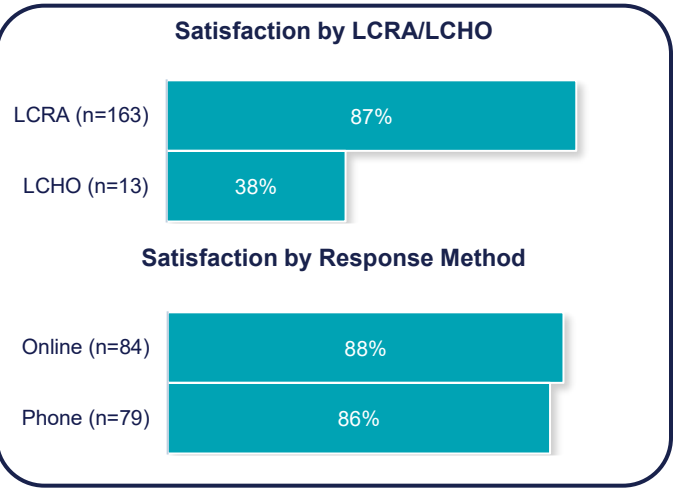
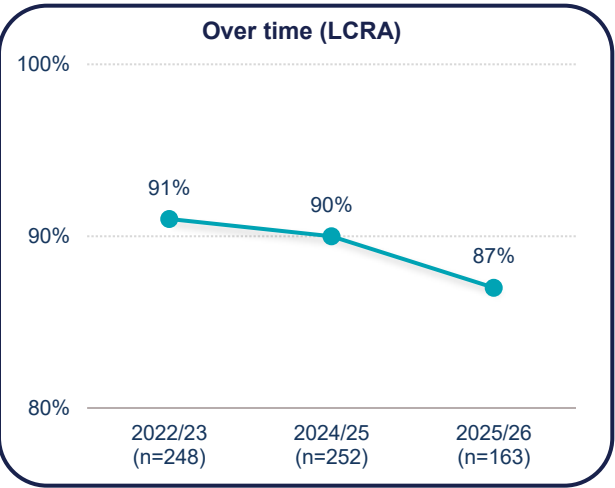
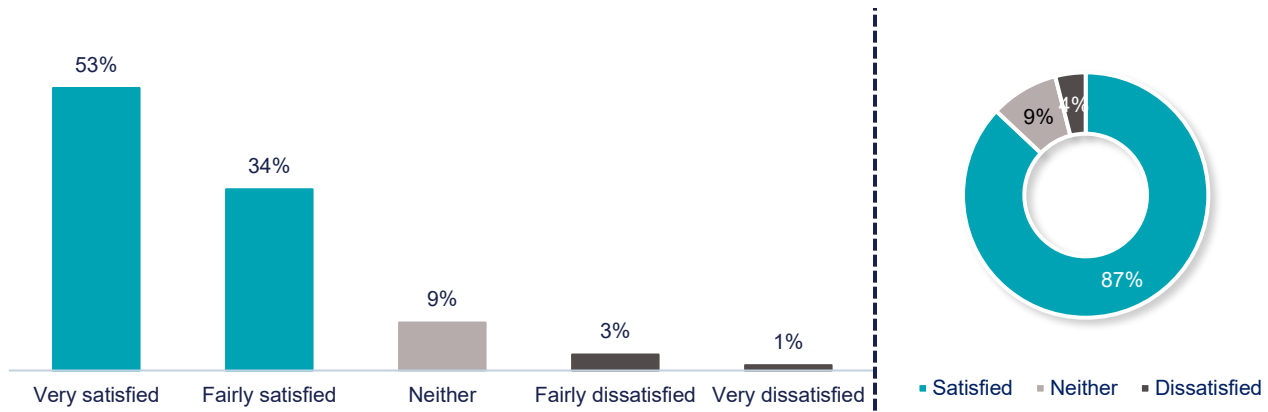
Despite the high satisfaction, this has fallen in each of the last two surveys, down just 1p.p in 24/25 and down a further 3p.p in 25/26. This is a little against the sector where satisfaction appears to be increasing a little after a long period of slow decline.

The marked difference between the LCRA tenants and LCHO residents is shown here, 87% compared with 38% and evidence across the sector suggests that the difference between the two groups is around 24p.p, so Vectis exceeds this.

There is a theory that those completing these surveys online are less satisfied than those using other methods, possibly linked to the age profile of those using this method; however, for Vectis, this is not the case, as these being marginally more satisfied. The small difference between the two may suggest that the method of response is less of an issue here than with some other landlords.

It should be noted that the methodology split is based on the LCRA responses only, to be consistent with the satisfaction level shown above.

Overall Satisfaction





Well Maintained, Safety & Communal Areas



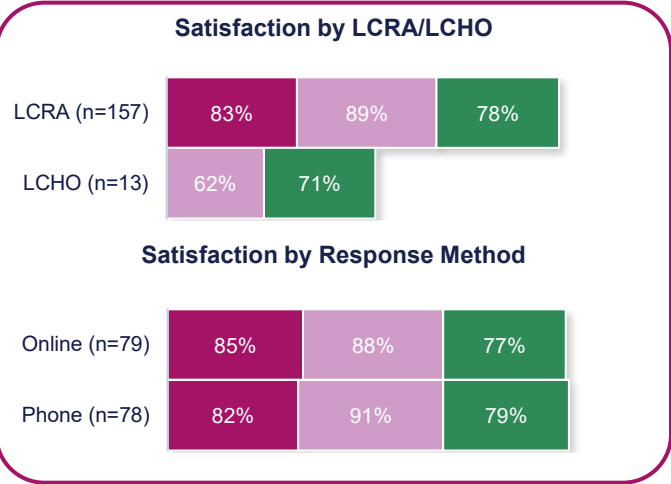
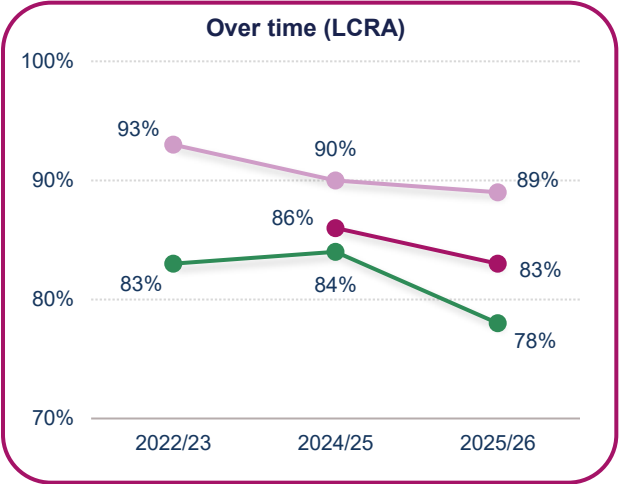
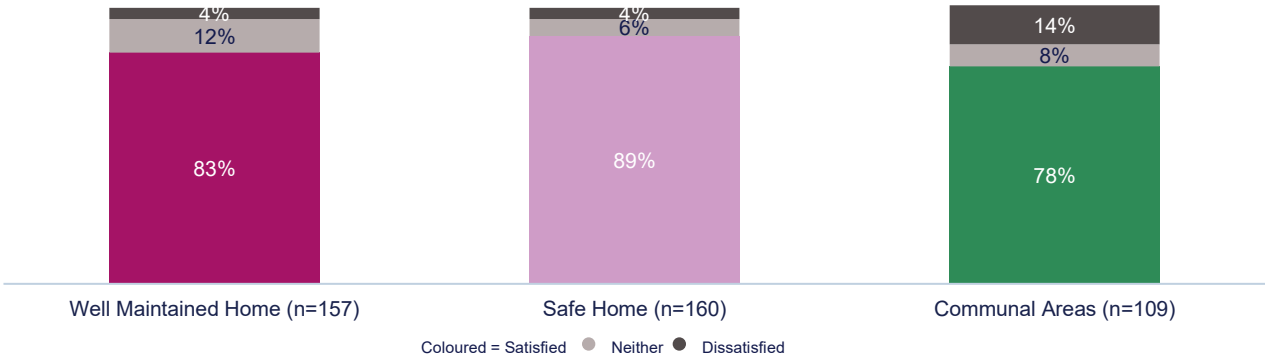
Over eight out of ten residents are satisfied that their home is kept well-maintained; just 4% are dissatisfied. However, satisfaction is down a little in 25/26, down 3p.p. It is known that there is a strong correlation between overall satisfaction and maintenance.

Commonly, more are satisfied with the safety of their home than with its maintenance, and this is true here, 89%, down marginally from 90% last year. In terms of the sector score, satisfaction is up 3p.p to a peak of 80% satisfied 25/26, after several months of consistency.

Seven out of ten residents said they live in a building that Vectis is responsible for maintaining, and of these 78% are satisfied that they are kept safe, clean and well-maintained, although this is down from 84% last year. The median satisfaction has risen by 4p.p to 71%, which, despite the increase, remains notably lower compared to individual home maintenance and safety metrics. This score is more prone to fluctuations as it depends upon the stock make-up of each individual HA, therefore, it is important to look at a longer trend rather than be reactive in a quarter.

LCRA residents are again more satisfied, following the usual pattern, but the method of response appears to make little difference.

Well Maintained, Safety & Communal Areas





Keeping Properties in Good Repair



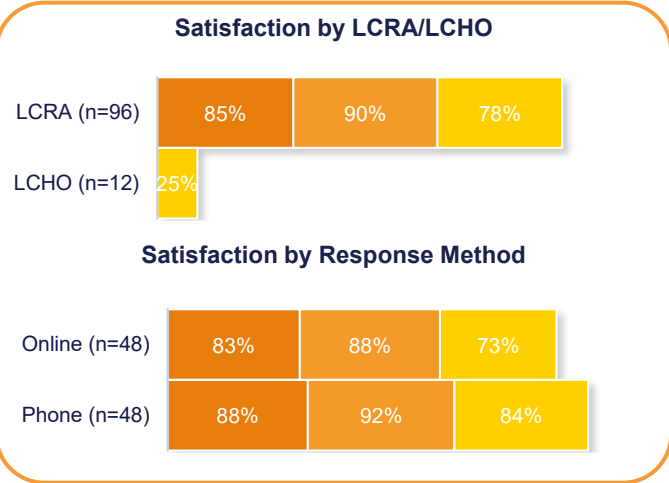
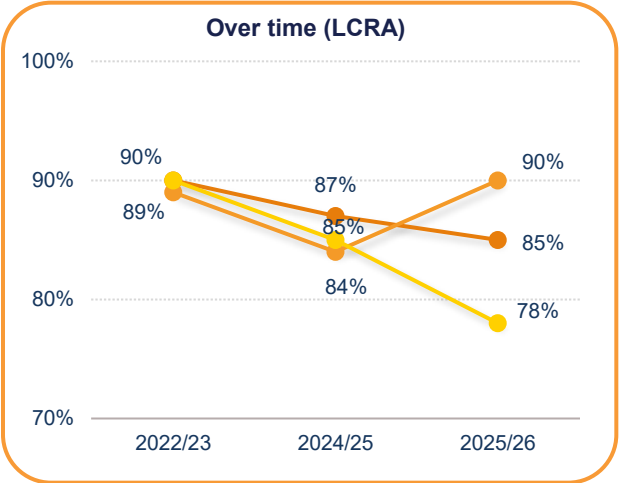
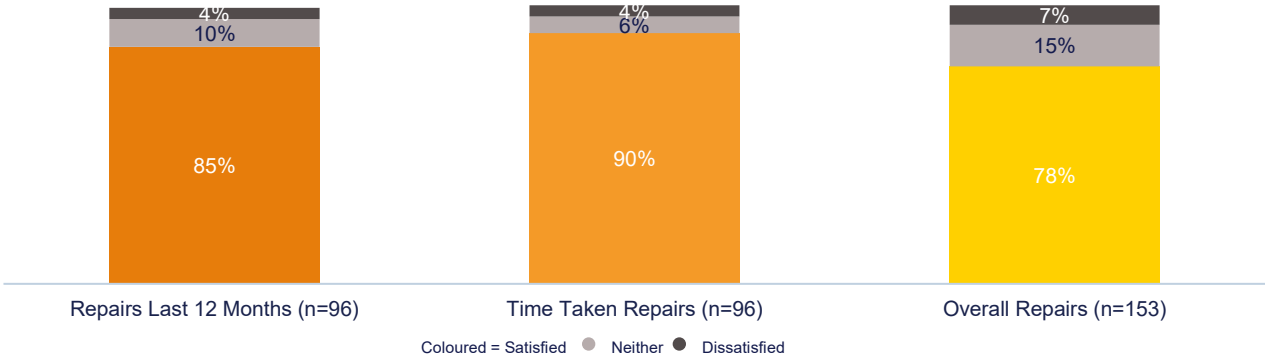
Six out of ten residents stated that they had a repair carried out to their home in the last 12 months (62%). Of these tenants, 85% are satisfied with the repairs service during this period, although this is down by 2p.p from last year. Median sector satisfaction is up 3p.p in 25/26, the highest score since Q4 23/24, potentially driven by increases in resourcing as HAs try to tackle backlogs and improve service as the Regulator publicises more downgrades.

Unusually, more residents are satisfied with the speed of response to repairs, up from 84% to 90%, and just 4% are dissatisfied. This is often the source of complaint, but it appears to be working well for Vectis. There has been very little change in the time taken to complete repairs across the sector (up 1p.p to 72%). While repairs have improved, the time to complete them hasn't changed, possibly suggesting that resourcing is still an issue.

All residents, whether they had a repair or not, were asked about the overall repairs and maintenance service, and 78% are satisfied, although this has fallen from 85% in the previous year.

The LCHO residents were not asked about the recent service and time to complete repairs, as their repair liabilities differ from tenants; however, just 25% are satisfied with the overall service. Those responding by telephone interview are a little more satisfied than those using the online option.

Keeping Properties in Good Repair





Contribution to the Neighbourhood



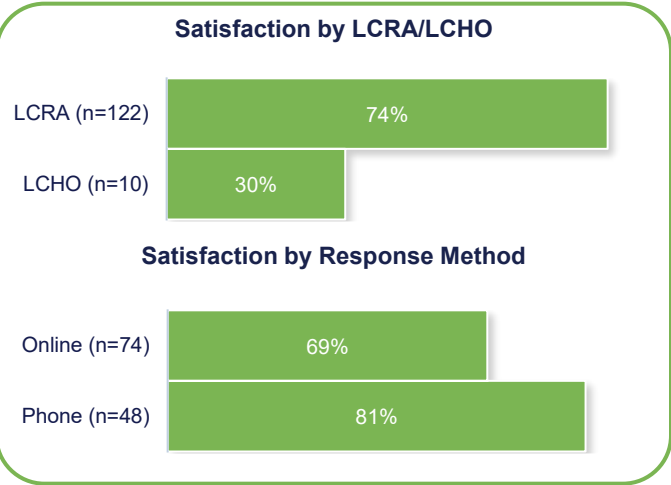
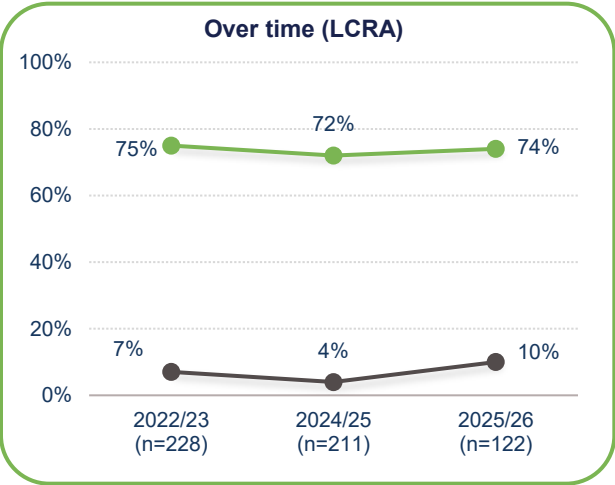
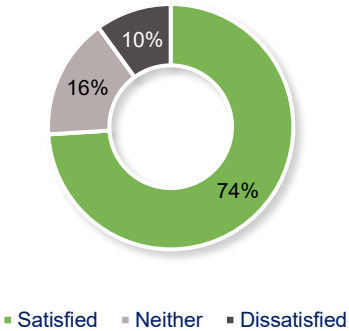
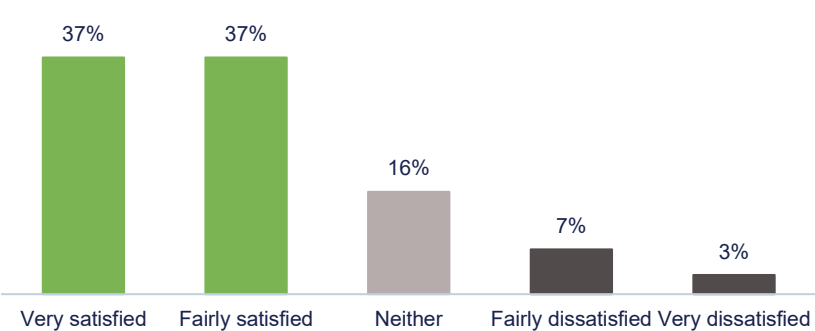
Contribution to the Neighbourhood


Satisfaction with the positive contribution made by Vectis to the neighbourhood has been quite consistent over time and is up 2p.p in 25/26 to 74%, whilst 10% are dissatisfied.

There are 16% of residents who gave a neutral response, and often, some struggle to understand and answer this question definitively.

Nationally, satisfaction has reached its highest level since the beginning of the TSMs, currently sat at 69% satisfied, an increase of 2 p.p. There is a large range of satisfaction from 0% to 89%, showing the contrast and confirming the difficulty some respondents have in responding to the question.

Again, there is quite a difference between the LCRA and LCHO residents, 74% compared with 30%, and those responding to a telephone interview are more satisfied, 81% compared with 69% online.





**Please respect our
neighbours and
keep noise to a
minimum**

Approach to ASB



Approach to ASB

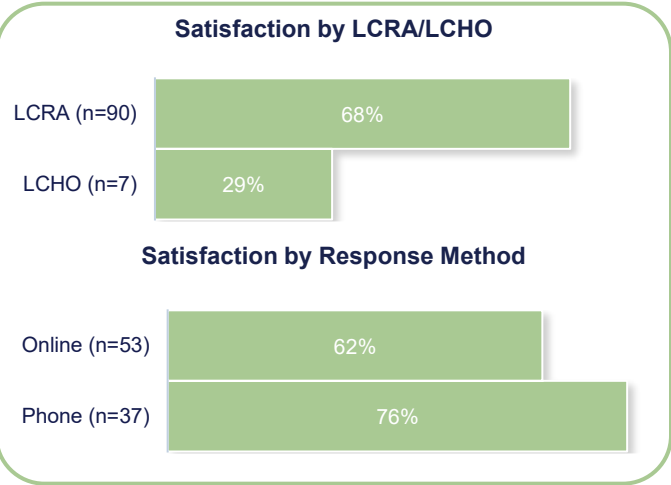
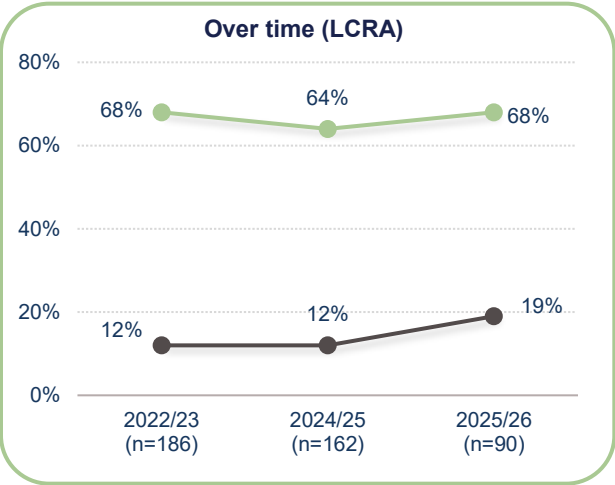
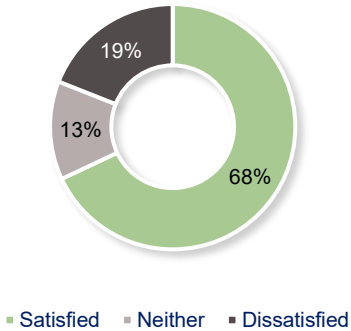
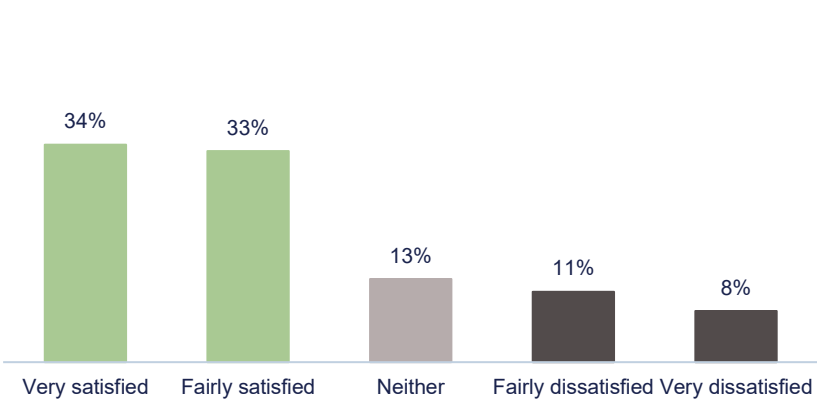
Around seven out of ten residents (68%) are satisfied with the approach taken by Vectis to handling anti-social behaviour. Similar numbers are very satisfied, as are fairly satisfied, whilst 19% are dissatisfied.

Satisfaction fell a little in 24/25 to 64% but has risen again in 25/26 back to the same level of satisfaction shown in the earlier survey in 22/23.

Again, there is a marked difference between tenures, and fewer responding online are satisfied.

Median satisfaction in 25/26 has dropped slightly to 60% satisfied (down 2 p.p), however, the score hasn't changed much in the past years, hovering around to 60% mark, a little lower than the Vectis score.

Note: all residents were asked about their perception of how Vectis handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all residents, not just those who have experienced ASB in the past.





Respectful & Helpful Engagement



Just over eight out of ten residents find Vectis easy to deal with (83%), down from 91% in 24/25, while 78% are satisfied with how they are kept informed about things that matter to them (down 6p.p). However, slightly fewer residents are satisfied that Vectis listens to their views and acts upon them (74%), which is also down by 3p.p since last year.

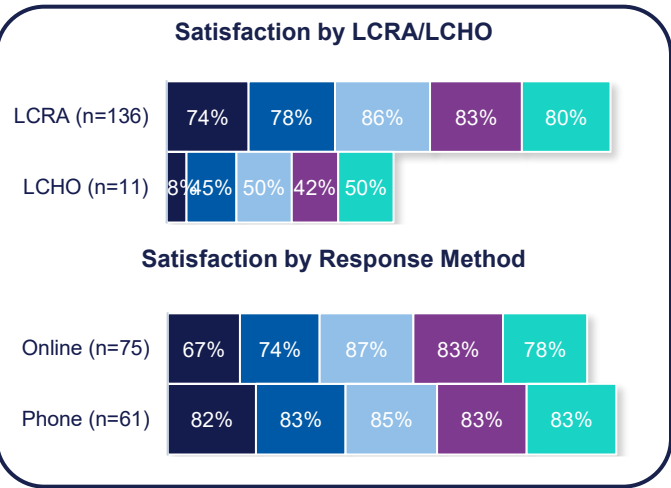
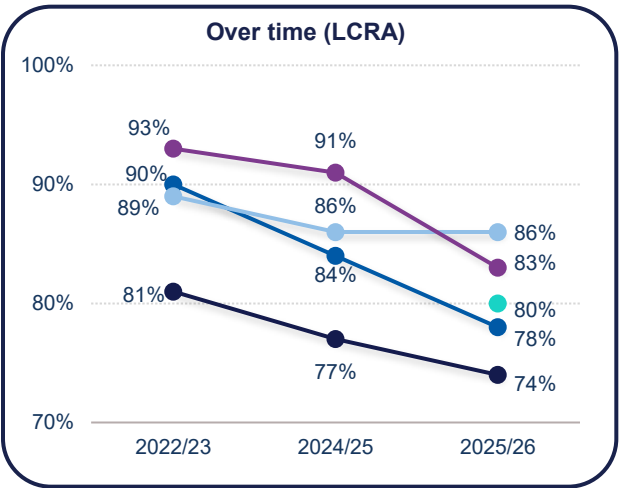
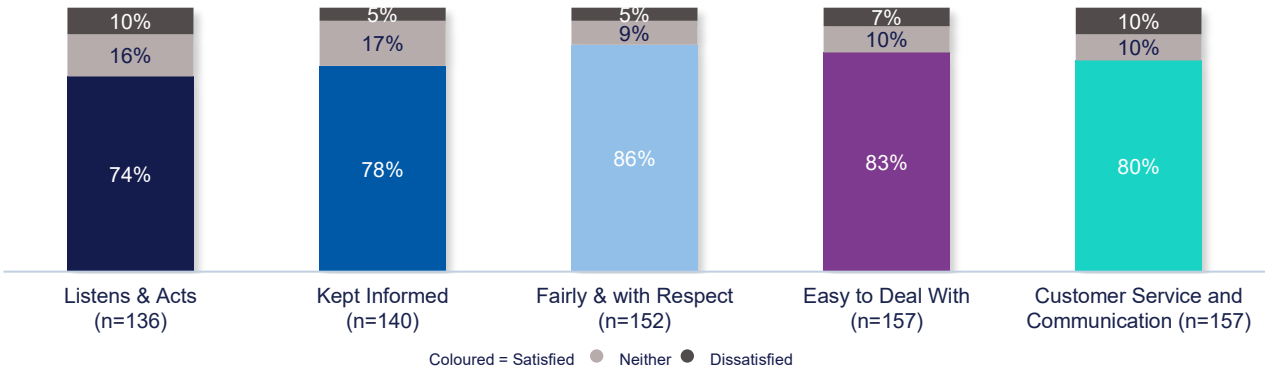
A larger proportion of residents agree that they are treated fairly and with respect by Vectis (86%), the same as last year. There are also eight out of ten who are satisfied with the overall customer service and communication from Vectis, this being a new question added this year.

LCHO residents are considerably less satisfied, just 18% with how their views are listened to, and those completing a telephone interview are again more satisfied, although the difference between the groups is relatively small.

Sector scores remain consistent with no change in satisfaction, listens and acts continues to be the lowest scoring metric at 59% suggesting that HAs are still not advertising what they are doing.

Anecdotally, we have started to notice that although they are promoting the TSMs, most won't make it obvious where the results are, so still not enough awareness of TSMs in the sector, both in terms of what they are and what HAs are doing with the results.

Respectful & Helpful Engagement





Effective Handling of Complaints



Effective Handling of Complaints

A fifth of residents said they had made a complaint to Vectis in the last 12 months, although it isn't clear how many are genuine complaints, or service requests yet to be fully actioned, a problem faced across the sector.

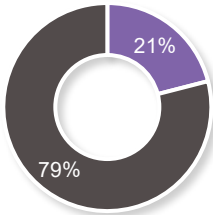
Of these, just 36% are satisfied, but more are dissatisfied, 48%. However, the gap between the two closed a little this year, with satisfaction up 5p.p and dissatisfaction down by 6p.p.

Just 20% of LCHO residents are satisfied, and online respondents are, again, less satisfied than those using the phone interviews.

The proportion of respondents reporting a complaint is at its highest level in the sector at 37% while satisfaction with how HAs handle complaints is at its lowest at just 23% satisfied (no change from Q4 24/25), below that of Vectis.

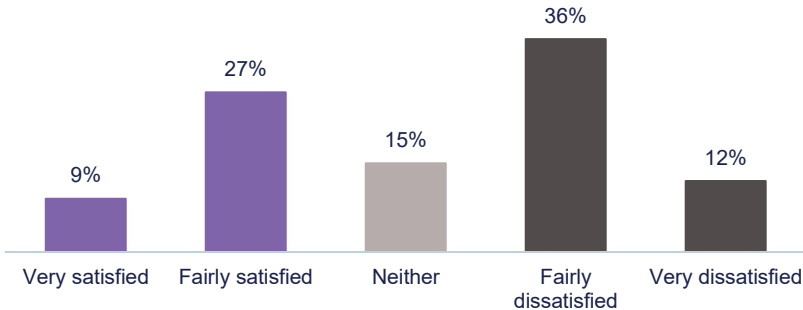
This is, perhaps, to be expected with the release of the Ombudsman's complaints code. Ideally, all HAs should have a probe on complaints as this is the best method for understanding what respondents interpret as a complaint and, more importantly, what HAs can do to address these issues; something Vectis may wish to consider in future.

Complaint in last 12 months

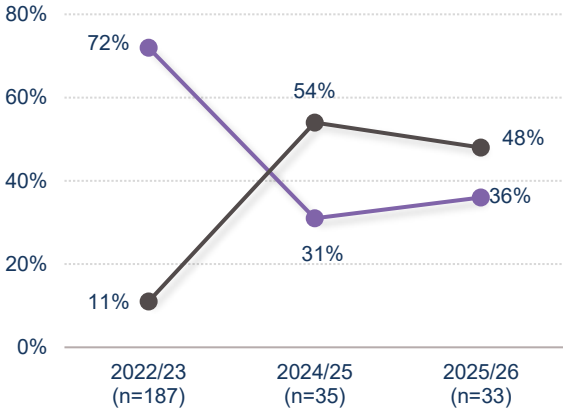


■ Yes ■ No

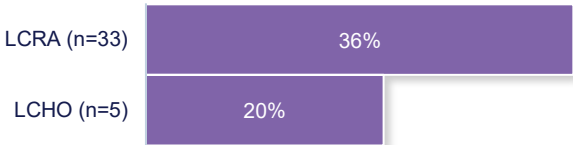
Satisfaction with Complaints Handling



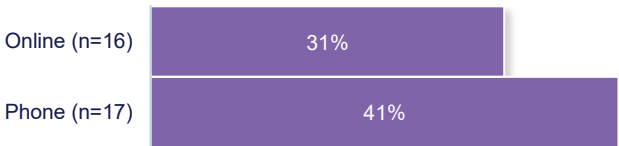
Over time (LCRA)



Satisfaction by LCRA/LCHO



Satisfaction by Response Method





Net Promoter



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

Seven out of ten LCRA residents are promoters, very loyal and happy to promote Vectis to other people (70%), with 57% giving a score of 10 out of 10. Just 13% of residents are currently passive and could be persuaded either way, whilst under a fifth are detractors (17%), and likely to have negative views about the Association.

Some 10% of tenants gave a score of 8, and it would be interesting to know how this group could be converted into promoters. Looking at the comments from these tenants, their main concerns appear to be around property maintenance and repairs.

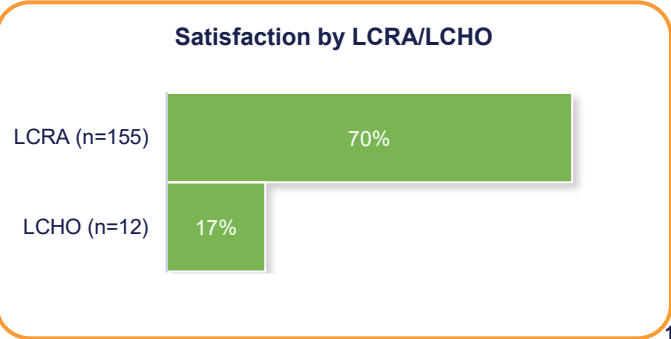
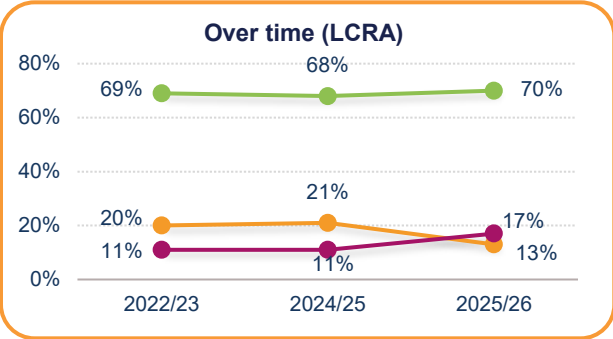
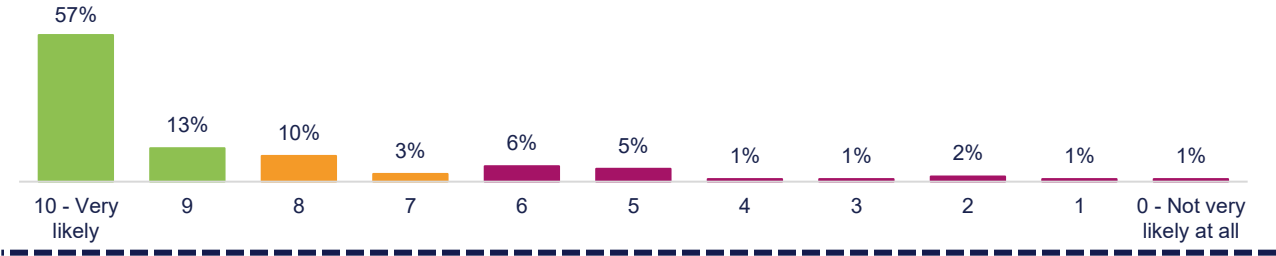
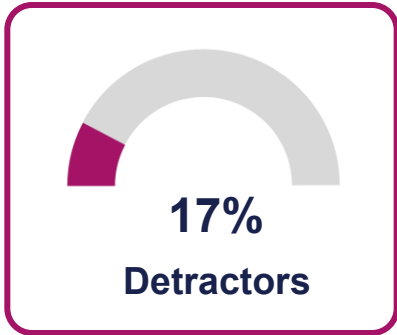
The Net Promoter Score (promoters minus detractors) is +52, which is excellent (Acuity clients 24/25 average is around +25), but despite this high level, it has decreased by 5 points since the previous survey.

As expected, LCHO residents have a considerably lower score, just -50, with 17% as promoters and 67% detractors.

+52

NPS ↓ 5

Net Promoter





Wellbeing



Cost of Living

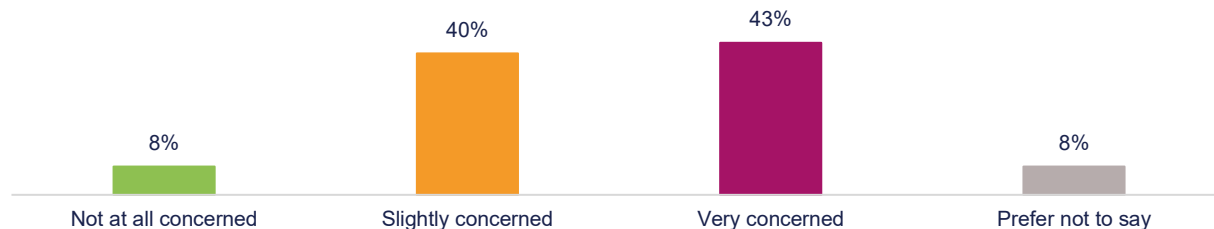
Over eight out of ten residents are concerned about the cost of living, 43% are very concerned, and 40% are slightly concerned. Just 8% are not concerned at all, and 8% preferred not to say.

It is often shown that those struggling financially are a little less satisfied with the range of services they receive. However, as shown on the chart opposite, this is not the case for Vectis.

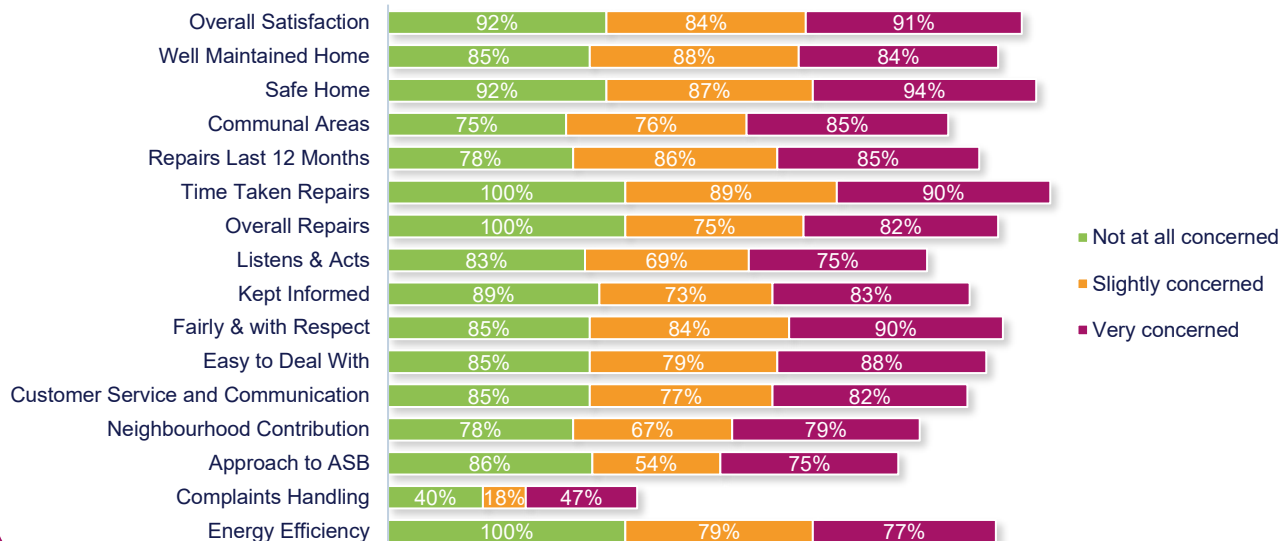
Those very concerned have similar levels of satisfaction to those not concerned at all, and, if anything, it is those slightly concerned who are less satisfied. This suggests that this general principle is not as strong for Vectis as with some other landlords.

Despite this, anything Vectis can do to help, with things like budgeting or benefits, is likely to be appreciated and will make life better for those concerned.

Cost of Living Concern



Cost of Living Concern & Satisfaction





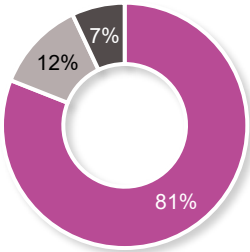
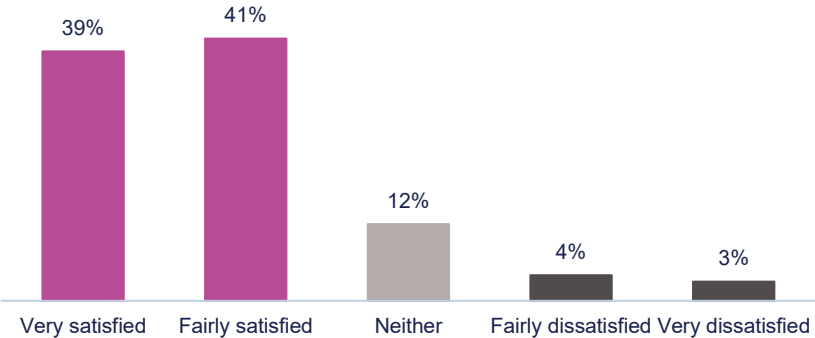
Wellbeing

A fifth of LCRA residents say they have problems with damp and mould in their homes, although this is down a little since last year. Of these, 77% have reported the problem, but 23% haven't.

It is important that Vectis contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important because Awaab's Law, which comes into force on the 27th October, will bring further scrutiny from the Regulator into how HAs respond to damp and mould issues. To help the process, Acuity has forwarded the list of all those with damp problems in 25/26.

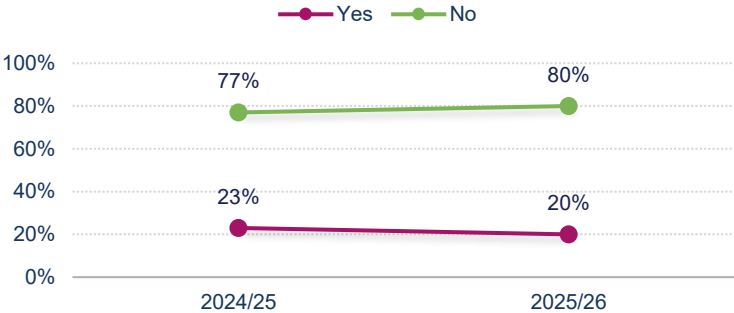
Residents were also asked about the energy efficiency of their home, and 81% are satisfied, just 7% are dissatisfied. This suggests that most homes already perform well, although there will be some where extra works are needed.

Energy Efficiency

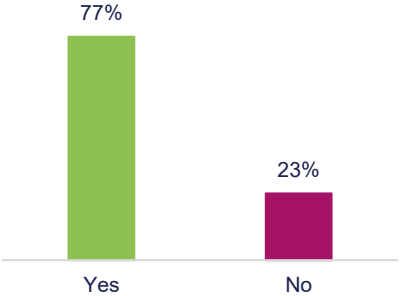


■ Satisfied ■ Neither ■ Dissatisfied

Currently Suffering from Damp & Mould



Reported Damp & Mould





Improvements

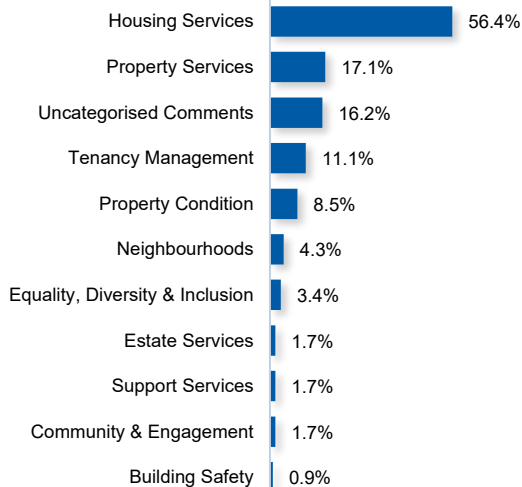
One Thing Improve

What one thing could Vectis Housing improve?

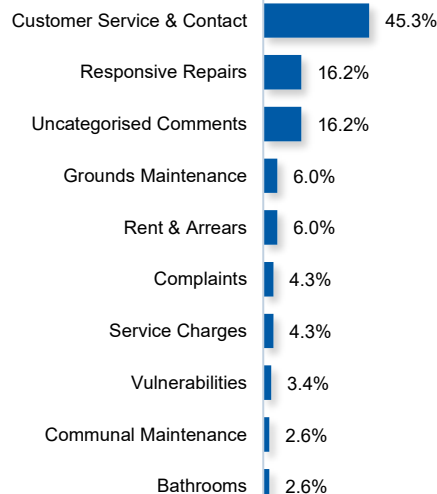
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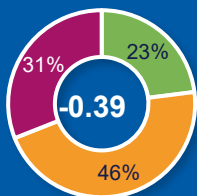
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	23	28.8%	-1.00
Communication / Transparency	15	18.8%	-1.67
Satisfaction	13	16.3%	+2.69
No Comments	12	15.0%	-0.83
Timeliness & Responsiveness	10	12.5%	-1.80
Effort	5	6.3%	-2.60
Quality of Work / Service	5	6.3%	+1.20
Listening / Acting	4	5.0%	0.00
Resolution	3	3.8%	-4.33
Appointments / Convenience	1	1.3%	0.00
Empathy	1	1.3%	-5.00
Safety	1	1.3%	-5.00
Trust	1	1.3%	+3.00
Accessibility			-
Accountability			-
Consistency			-
Fairness			-
Staff Conduct			-
Worker Conduct			-



Residents were asked, "What one thing could Vectis Housing improve?" 117 comments were made, and these highlight several areas for improvement. A number of residents express concerns about the maintenance and condition of communal areas, with calls for better upkeep and repairs, particularly regarding water damage and blocked drains. Communication issues are also mentioned, with residents reporting delays in responses to emails and phone calls, as well as a lack of updates on repair timelines. Some residents suggest enhancing the online services and providing clearer information about rent and maintenance.

There are also requests for additional facilities, such as dog waste bins, outdoor drying areas, and improved accessibility features for disabled residents and the need for more proactive engagement from Vectis Housing.

The feedback indicates a desire for improved communication, timely maintenance, and better support for residents' needs.



Trends



Year-on-Year Change (LCRA)

The table shows the annual LCRA results for 2025/26 against those for 2024/25. Positive changes are shown in green and negative in purple.

Generally, the changes are small and none are statistically significant. To be so, the changes would need to exceed the combined margins of error for both surveys, around 12p.p.

Satisfaction with the overall service is down by 3p.p from last year, with the maintenance of the communal areas down 6p.p, the overall repairs down 7p.p and being easy to deal with down 8p.p.

The biggest positive changes are for the time to complete repairs and handle complaints, both up 5p.p.

Vectis should be pleased with the results. Residents have a lot to deal with; the cost of living is still biting, so to achieve such high levels of satisfaction is encouraging. However, there are some areas which could be improved.

	2024/25	2025/26
Overall Satisfaction	90%	87% (-3)
Well Maintained Home	86%	83% (-3)
Safe Home	90%	89% (-1)
Communal Areas	84%	78% (-6)
Repairs Last 12 Months	87%	85% (-1)
Time Taken Repairs	84%	90% (+5)
Overall Repairs	85%	78% (-7)
Listens & Acts	77%	74% (-3)
Kept Informed	84%	78% (-6)
Fairly & with Respect	86%	86% (+0)
Easy to Deal With	91%	83% (-8)
Customer Service and Communication	- *	80% (-)
Neighbourhood Contribution	72%	74% (+2)
Approach to ASB	64%	68% (+4)
Complaints Handling	31%	36% (+5)
Energy Efficiency	79%	81% (+1)
NPS (Promoters)	68%	70% (+2)



Year-on-Year Change (LCHO)

The range of satisfaction for the LCHO residents is much lower and has largely fallen from last year's survey. However, the results are based on just 13 responses, so care needs to be taken in reaching any firm conclusions.

Just one measure has increased in satisfaction for these residents, the maintenance of the communal areas, which is up 11p.p.

However, there are double-figure falls for a number of the survey measures, including the overall service (down 19p.p), how Vectis listens to residents' views and acts upon them (down 21p.p) and the contribution made to the neighbourhood, which is down 26p.p.

Below shows how these compare with other LCHO residents, but the small numbers do affect the accuracy of these results.

	2024/25	2025/26
Overall Satisfaction	57%	38% (-19)
Safe Home	81%	62% (-19)
Communal Areas	60%	71% (+11) *
Overall Repairs	43%	25% (-18)
Listens & Acts	39%	18% (-21)
Kept Informed	65%	45% (-20)
Fairly & with Respect	62%	50% (-12)
Easy to Deal With	62%	42% (-20)
Customer Service and Communication	- *	50% (-)
Neighbourhood Contribution	56%	30% (-26)
Approach to ASB	42%	29% (-13) *
Complaints Handling	40% *	20% (-20) *
Energy Efficiency	81%	67% (-14)
NPS (Promoters)	29%	17% (-12)



Further Insight



Satisfaction & Dissatisfaction (LCRA)

The charts opposite summarise both the satisfaction and dissatisfaction from the measures in this year's survey; LCRA only.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For Vectis it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

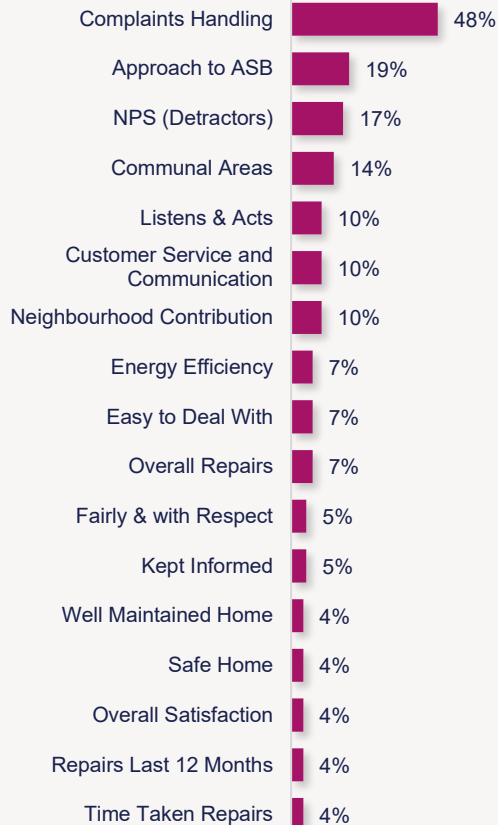
The highest satisfaction is for the time taken to complete repairs, and this has the correspondingly lowest dissatisfaction.

Complaint handling is the only measure where there are more dissatisfied than satisfied. Also, the Net Promoter Score is high, suggesting strong support for the Association.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26



Benchmarking – Acuity Clients (LCRA – under 1,000)

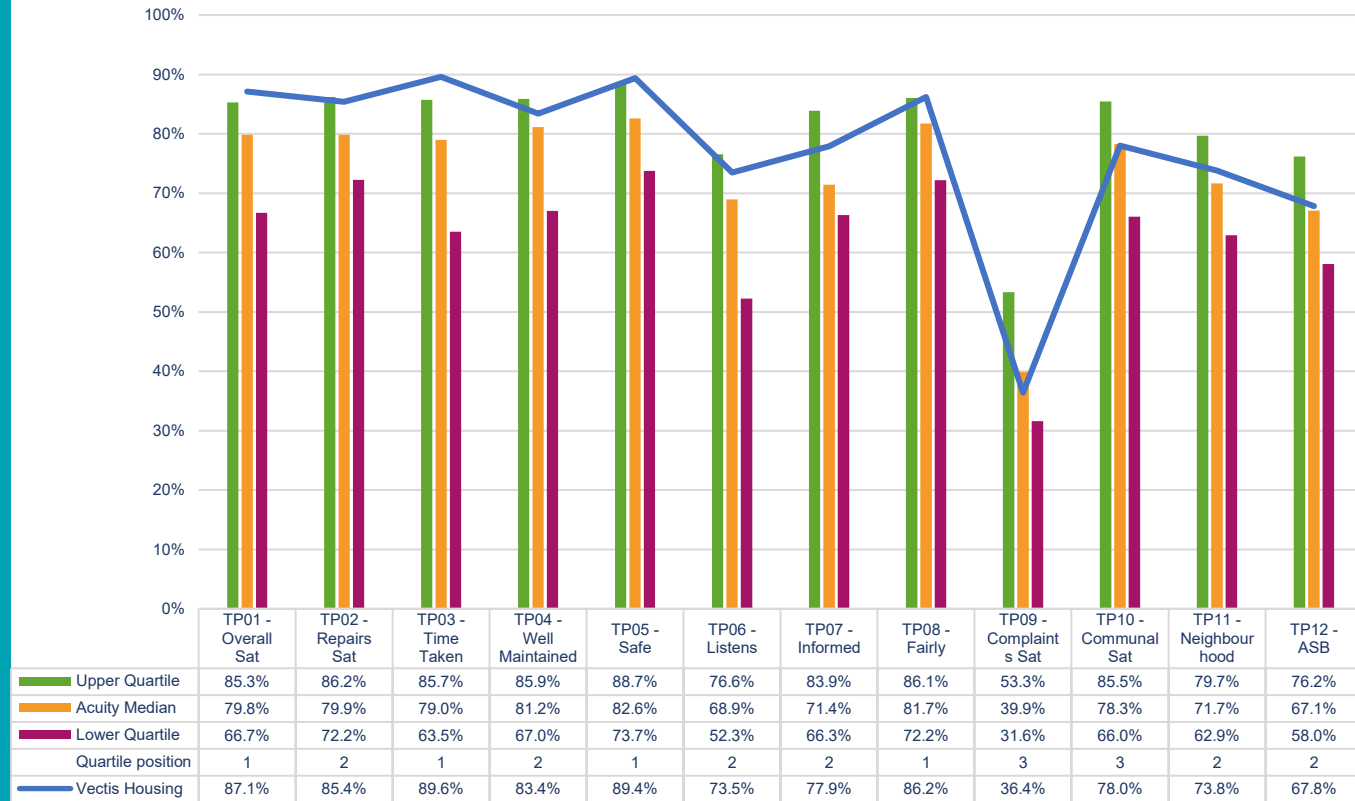


It is possible to compare performance on the core questions against Acuity clients who have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected during 2024/25, but only for those with fewer than 1,000 properties, to be closer in character to Vectis.

The results from Vectis compare well against this group, which is generally high performing, evidence suggesting that small landlords often have higher satisfaction from larger landlords.

All but two of the measures are above the group medians, with four in the top quartile, including the overall service. Just the complaint handling and communal upkeep fall below the medians, and both of these are in the third quartile.

Vectis should be pleased with this comparison, but perhaps this suggests that the handling of complaints and communal maintenance should be the priority for improvement.



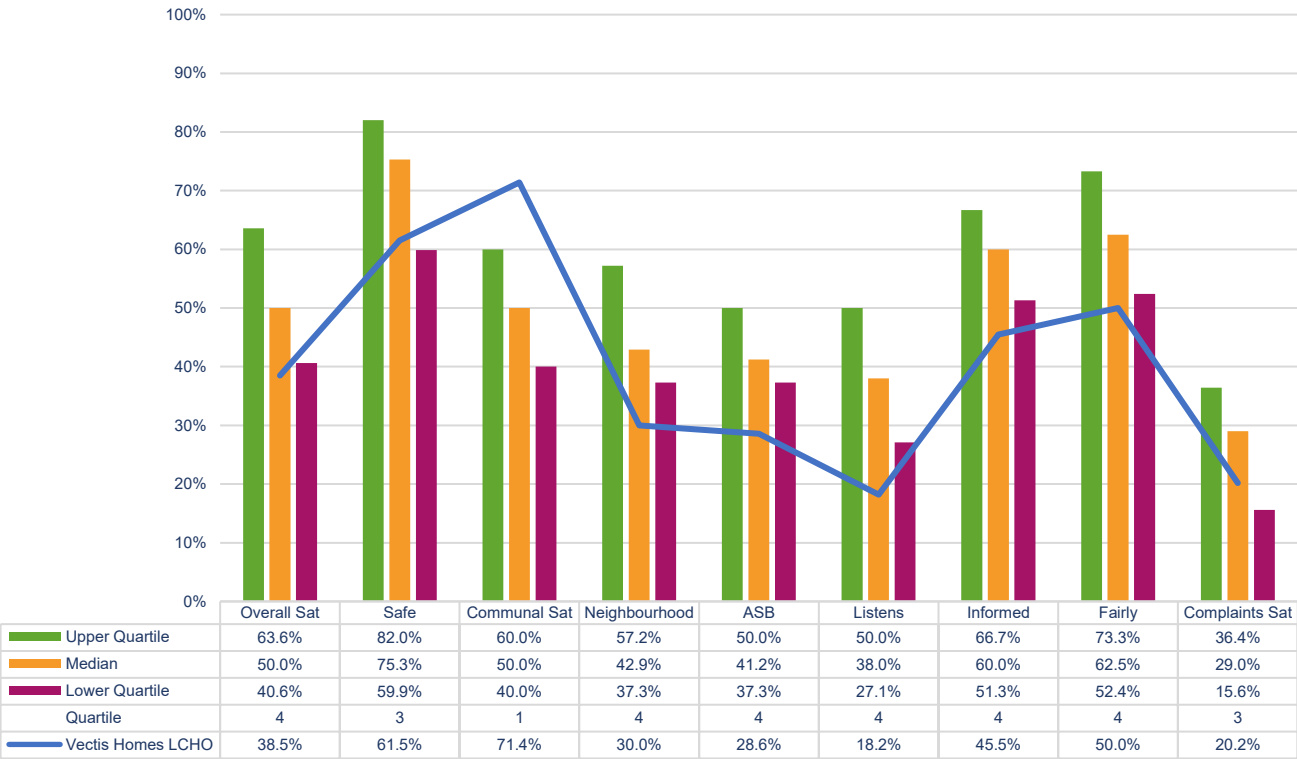
Benchmarking – Acuity Clients (LCHO)



This slide looks at how the LCHO residents of Vectis compare with other LCHO residents, although, again, it should be remembered these are only based on 13 responses.

However, the results are quite mixed, the communal maintenance is in the top quartile, but the remaining eight fall below the medians for the group, the safe home and complaints handling in the third quartile and all others in the lower quartile.

It may be worth investigating the results further to see why these residents are far less satisfied than their tenant counterparts and many other LCHO residents. However, Vectis shouldn't be too disappointed as it only affects relatively few residents.





National Context

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

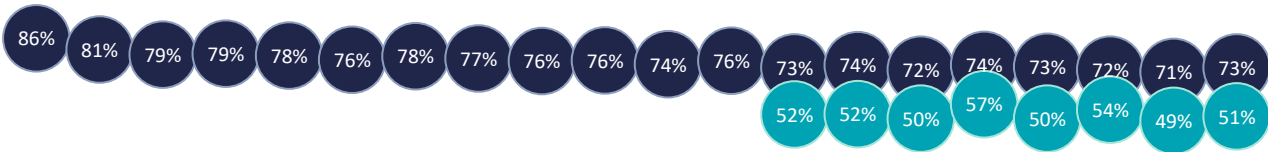
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

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

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move into 2025/26.

The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since, but again, Housemark is also starting to see some revival in satisfaction in 2025/26.

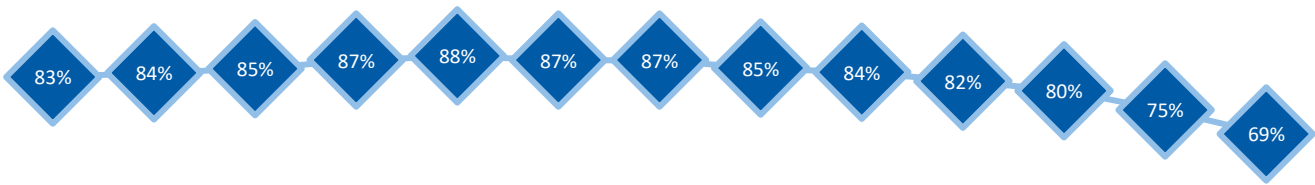
Overall Services (Acuity Clients)



Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4
(20/21)(20/21)(20/21)(20/21)(21/22)(21/22)(21/22)(21/22)(22/23)(22/23)(22/23)(22/23)(23/24)(23/24)(23/24)(23/24)(24/25)(24/25)(24/25)(24/25)

LCRA LCHO

Satisfaction with services provided



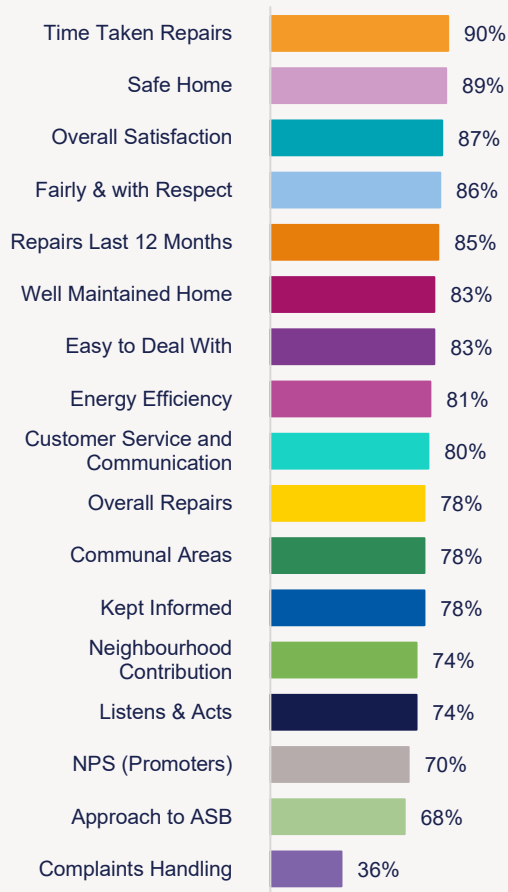
11/12 12/13 13/14 14/15 15/16 16/17 17/18 18/19 19/20 20/21 21/22 22/23 23/24



Summary



Satisfaction with Measures - LCRA



Summary

Acuity has been commissioned to undertake a satisfaction survey of the residents of Vectis in 2025/26, using the Tenant Satisfaction Measures from the Regulator of Social Housing. At the close of the survey, 178 responses were received from the 460 owned by Vectis. The survey used a mixture of online and telephone interviews, with similar numbers responding from each method. The report focuses on the results from the LCRA residents, although the results from the small number of LCHO responses are also shown.

Satisfaction with the range of services is high and compares well with other small landlords. Satisfaction with the overall service is at 87% in 2025/26, and this sits towards the top of the range of measures, suggesting strong support for the organisation, even if some services are not performing as well as they should. The highest ratings are for the time to complete repairs, with 90% satisfied, and 89% with the safety of the home. All other measures have in excess of 70% of residents satisfied, apart from the handling of ASB and complaints. These are often the lowest-rated services, and, to some extent, it is difficult to achieve high satisfaction due to the nature of the problems presented. The residents do generally appreciate the efforts made by Vectis, but the response does seem to be a little inconsistent, with some praising the work done, but some being more critical.

Satisfaction among the LCRA residents has not changed significantly since the last survey, although more measures have fallen than increased. This includes the overall service, with satisfaction down 3p.p, but the biggest falls are for the overall repairs service (down 7p.p) and being easy to deal with (down 8p.p). The biggest moves in the upward direction are for the time to complete repairs and the handling of complaints, both up 5p.p. In addition, there are 2p.p more who would recommend Vectis to other people, the Net Promoter Score being an excellent +52. There are far bigger changes for the LCHO residents, with all but two measures falling, overall satisfaction down by 19p.p.

Most residents continue to be at least slightly concerned with the cost of living, and a fifth have problems with damp and mould, which will need to be addressed. When compared against other small landlords, the results compare very well, being in the top quartile for four measures and the second for a further six. However, LCHO residents compare less well against others, all but one measure being below the group medians.

Sentiment analysis has been used, but just on the one open question, asking what could be improved. This gives a negative score of -0.39, but analysing the comments will help Vectis get a better understanding of what is driving satisfaction, and what is not working quite as well.

Although there is a clear difference between the LCRA and LCHO residents, the other splits on methodology, age, length of tenure and gender suggest these are not major factors affecting the levels of satisfaction.



Recommendations

Handling of complaints

The handling of complaints is once again the lowest-performing metric in the survey, and more residents are dissatisfied than satisfied; this is in the context of generally high satisfaction across the range of other services. Vectis didn't include a specific question about complaints, but this may have provided useful information about the process and why satisfaction is low. Perhaps this could be added to future surveys. Evidence from other similar survey suggests that good communication is the key to improving satisfaction with complaints. Residents want to know they complaint is taken seriously, that their landlord is proactive in dealing with the problem, and they are constantly kept up to date with progress. Vectis may wish to revisit this to see where improvements could be made.

Damp and mould

A fifth of residents say they have problems with damp and mould in their homes, whilst 77% have reported this 23% haven't. It is not clear to the extent or the seriousness of the problems, but with the advent of Awaab's Law about to become operative, all landlords must be on top of the issue and acting to alleviate problems, where necessary. To help the process, Acuity has sent the list of those responding positively to this question. Vectis will be aware of the issue, but this underlines the extent of the problem.

Communal maintenance

Satisfaction with the upkeep of the communal areas has fallen this year, and the issue has been highlighted by some when asking what Vectis could do to improve. Apart from keeping the areas clean, safe and well-maintained, some want facilities such as dog waste bins, outdoor drying areas and improved accessibility for disabled residents. All these could improve the living experience of residents. How ASB is handled is also a concern to some. Satisfaction is generally good, and these types of issues are not widespread, but by focusing on these issues, the areas could be significantly improved.

LCHO residents

Although few LCHO residents responded to the survey, they are significantly less satisfied than their tenant counterparts, and satisfaction has generally fallen since last year. Lower satisfaction is common among this group, but it is recommended that Vectis contact those LCHO residents, giving their permission to find out more about their issues and what they would like to see improved. By working with this group, issues could be sorted and satisfaction increased as a result.

In future TSM surveys, Vectis could benefit from more open questions, focusing on the specific TSM areas to help identify opportunities for improvement and highlight any pain points for residents.

Vectis Housing is a small, independently-run housing association operating exclusively on the Isle of Wight. Its mission is to "Deliver excellent homes, develop local neighbourhoods and support strong communities across the Isle of Wight." It owns and manages over 430 general needs dwellings and 40 shared ownership homes, striving to deliver the highest quality services within its size and financial capacity.

A survey of this type can not address or provide evidence of all of these aims, but the level of satisfaction does suggest Vectis is performing well.

However, there are always areas that can be improved, and the recommendations opposite give some suggestions that Vectis may wish to follow up on.

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.



Demographics



LCRA/LCHO

The levels of satisfaction from both the LRA and LCHO residents are summarised here.

This clearly shows the difference between the two, with the LCRA residents consistently more satisfied. The difference are also quite high for some measures, on the overall service 87% of LCRA residents are satisfied compared with just 38% of LCHO residents.

There is also a considerable difference on the Net Promoter Score, from +52 for the LCRA residents but -50 for LCHO.

Whilst it is common for LCHO residents to be less satisfied, it is not entirely clear why. It could be linked to levels of expectation, or that services are sometimes not as geared for shared owners as for tenants.

	All Residents	LCRA	LCHO
Overall Satisfaction	84%	87%	38%
Well Maintained Home	83%	83%	- *
Safe Home	87%	89%	62%
Communal Areas	78%	78%	71% *
Repairs Last 12 Months	85%	85%	- *
Time Taken Repairs	90%	90%	- *
Overall Repairs	75%	78%	25%
Listens & Acts	69%	74%	18%
Kept Informed	75%	78%	45%
Fairly & with Respect	84%	86%	50%
Easy to Deal With	80%	83%	42%
Customer Service and Communication	78%	80%	50%
Neighbourhood Contribution	70%	74%	30%
Approach to ASB	65%	68%	29% *
Complaints Handling	34%	36%	20% *
NPS (Promoters)	66%	70%	17%
Energy Efficiency	80%	81%	67%

*Base below 10



Response Method

Commonly, those completing the survey online are less satisfied than those using other methods. This is often put down to the age profile as, with younger residents choosing the online option, these generally being less satisfied than older residents.

However, for Vectis, whilst those responding to a phone interview are more satisfied with a number of measures, those responding online are a little more satisfied overall and have marginally more would recommend Vectis to others.

The age profiles are quite similar with 32% of those over 65 using the telephone interviews and 28% of those online.

This suggests that for Vectis, the method of response is less of an issue as with some other landlords.

	All Residents	Online	Phone
Overall Satisfaction	84%	85%	82%
Well Maintained Home	83%	85%	82%
Safe Home	87%	86%	89%
Communal Areas	78%	76%	80%
Repairs Last 12 Months	85%	83%	88%
Time Taken Repairs	90%	88%	92%
Overall Repairs	75%	71%	78%
Listens & Acts	69%	63%	77%
Kept Informed	75%	71%	81%
Fairly & with Respect	84%	84%	83%
Easy to Deal With	80%	81%	79%
Customer Service and Communication	78%	76%	80%
Neighbourhood Contribution	70%	67%	76%
Approach to ASB	65%	59%	74%
Complaints Handling	34%	32%	37%
NPS (Promoters)	66%	66%	65%
Energy Efficiency	80%	74%	86%



Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

For Vectis this tends to be the case, with residents aged over 60 the most satisfied, and those under 44 the least satisfied.

In regard to overall satisfaction with the services provided, 94% of residents aged 60 to 65 are satisfied, compared with 77% of those aged 35 to 44.

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.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service, whereas younger tenants can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	84%	100% *	88%	77%	79%	88%	94%	89%	79%	100% *
Well Maintained Home	83%	100% *	79%	81%	85%	82%	100%	89%	91%	75% *
Safe Home	87%	100% *	81%	79%	86%	94%	100%	93%	86%	100% *
Communal Areas	78%	50% *	70%	79%	67%	80%	89% *	95%	70%	50% *
Repairs Last 12 Months	85%	100% *	80%	80%	81%	85%	100% *	89%	100% *	50% *
Time Taken Repairs	90%	100% *	100%	87%	81%	92%	100% *	100%	89% *	50% *
Overall Repairs	75%	100% *	75%	65%	71%	88%	94%	93%	85%	75% *
Listens & Acts	69%	100% *	79%	62%	67%	69%	92%	78%	64%	75% *
Kept Informed	75%	100% *	71%	68%	79%	77%	93%	81%	69%	100% *
Fairly & with Respect	84%	100% *	81%	81%	73%	94%	100%	81%	79%	100% *
Easy to Deal With	80%	100% *	75%	77%	81%	88%	100%	79%	79%	100% *
Customer Service and Communication	78%	100% *	69%	69%	78%	94%	94%	82%	71%	75% *
Neighbourhood Contribution	70%	100% *	80%	67%	70%	50%	86%	76%	63% *	67% *
Approach to ASB	65%	100% *	88% *	47%	68%	90%	90%	59%	67% *	50% *
Complaints Handling	34%	100% *	0% *	0% *	17% *	50% *	100% *	44% *	33% *	100% *
NPS (Promoters)	66%	100% *	67%	58%	63%	71%	94%	71%	57%	67% *
Energy Efficiency	80%	100% *	93%	68%	77%	63%	88%	89%	86%	67% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to be high in these groups, but new residents are also often highly satisfied.

However, for Vectis, there is no particular pattern, those of 6 to 10 years are the most satisfied overall, with those of 4 to 5 years the least. The longest serving residents are the most likely to recommend Vectis to other people, with those of less than a year the least.

Given this inconsistency, this suggests that the length of tenancy is also not a major factor in determining satisfaction.

	All Residents	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years
Overall Satisfaction	84%	85%	82%	70%	96%	83%
Well Maintained Home	83%	72%	92%	93%	80%	78%
Safe Home	87%	84%	88%	84%	96%	83%
Communal Areas	78%	79%	86%	73%	80%	60%
Repairs Last 12 Months	85%	75% *	88%	100%	78%	71%
Time Taken Repairs	90%	75% *	88%	100%	83%	93%
Overall Repairs	75%	38%	71%	84%	71%	81%
Listens & Acts	69%	71%	73%	61%	73%	70%
Kept Informed	75%	62%	87%	61%	83%	67%
Fairly & with Respect	84%	91%	85%	84%	81%	85%
Easy to Deal With	80%	72%	85%	79%	85%	80%
Customer Service and Communication	78%	72%	82%	79%	73%	80%
Neighbourhood Contribution	70%	79%	77%	53%	85%	54%
Approach to ASB	65%	50%	61%	50%	80%	60%
Complaints Handling	34%	0% *	50% *	0% *	29% *	33% *
NPS (Promoters)	66%	60%	64%	63%	68%	74%
Energy Efficiency	80%	83%	84%	83%	71%	74%



Gender

Female tenants outnumber their male counterparts, but there is little difference between the two genders in terms of satisfaction.

Male residents are a little more satisfied overall, but female residents are more likely to recommend Vectis to other people.

The differences are very small, with female residents being the most satisfied with some measures and males with others.

Again, this suggests no causal link between gender and satisfaction.

	All Residents	Female	Male
Overall Satisfaction	84%	83%	84%
Well Maintained Home	83%	86%	79%
Safe Home	87%	89%	84%
Communal Areas	78%	76%	80%
Repairs Last 12 Months	85%	86%	85%
Time Taken Repairs	90%	90%	88%
Overall Repairs	75%	74%	76%
Listens & Acts	69%	70%	68%
Kept Informed	75%	76%	74%
Fairly & with Respect	84%	82%	86%
Easy to Deal With	80%	79%	81%
Customer Service and Communication	78%	78%	78%
Neighbourhood Contribution	70%	73%	67%
Approach to ASB	65%	64%	67%
Complaints Handling	34%	39%	27%
NPS (Promoters)	66%	68%	62%
Energy Efficiency	80%	83%	73%



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

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