

Shared Ownership Satisfaction

1st January to 31st December 2025

2025	Mid-year	End of year	
N/a	85.7%		⬆️ Satisfied with the ease of the application process and affordability checks
100.0%	100.0%		➡️ Satisfied with the viewing and demonstration of the home and its features
100.0%	100.0%		➡️ Satisfied the information received prior to purchasing, gave enough detail to understand the rights and responsibilities of shared ownership
100.0%	85.7%		⬇️ Satisfied with the handover process on the day of sale
100.0%	85.7%		⬇️ Overall satisfaction
24.0%	38.9%		⬆️ 7 out of 18 customers responded to the survey

Customer Sentiment

	😊	😐	😞
Scheme 1	0	2	0
Scheme 2	2	0	1
Scheme 3	2	0	0

Overall sentiment is **predominantly positive**. Most respondents described a smooth sales and move-in experience, with particular praise for staff support, communication and their new home.



Positive themes

Scheme 1:

- No significant concerns raised.
- One respondent did not suggest any improvements.
- Basic handover information generally appears satisfactory.



Improvement themes

Scheme 1:

- Provision of appliance instructions and user information packs.



Positive themes

Scheme 2:

- Very high levels of satisfaction with the home and overall experience.
- General appreciation for the purchase and move-in process.
- Positive emotional response to moving into a new home.

Scheme 3:

- Strong praise for staff support and customer service.
- Staff described as helpful, patient and easy to contact.
- Smooth and efficient purchase process.
- Customers expressed satisfaction with their new home and overall experience.



Improvement themes

Scheme 2:

- Greater clarity and consistency of information during the purchase process.
- Clearer communication regarding affordability assessments and broker requirements.
- Managing customer expectations around snagging inspections and outstanding defects.

Scheme 3:

- Snagging process may warrant review, particularly expectations around when issues can be reported and resolved. This was only mentioned by one respondent and was balanced with otherwise very positive feedback.