

Your First 12 months

1st January to 30th June 2026

27 customers responded to the survey

Customer Sentiment



20 comments



7 comments



2 comments

Residents' first year experiences are overwhelmingly positive. The strongest messages relate to feeling safe, settled, independent and connected to their community. The main opportunities for improvement centre on repairs, communication and ensuring homes continue to meet residents' changing needs over time.



Positive themes

Overall:

- Feeling safe, settled and secure in their home.
- Improved wellbeing, independence and quality of life.
- Warm, comfortable homes that meet their needs.
- Friendly communities and supportive neighbours.
- The stability of having a long-term home.

Extra Care/Market Rented Extra Care:

- Maintaining independence while having support available.
- Feeling safe and secure.
- Positive relationships with neighbours and staff.
- Homes helping residents continue living independently despite mobility challenges.

General Needs:

- Feeling safe, secure and settled.
- Improved mental wellbeing and reduced housing stress.
- Accessible homes supporting independence and health needs.
- Warm, comfortable homes and good neighbourhoods.
- Positive experiences with staff and repairs services.
- Several residents described finding a long-term or "forever" home.



Improvement themes

Overall:

- Faster resolution of repairs and defects.
- Clearer communication and updates on ongoing issues.
- Improvements to parking and communal areas.
- Addressing damp, ventilation and heating concerns where they occur.
- Minor accessibility and practical home improvements.

Extra Care/Market Rented Extra Care:

- Communication and responsiveness in some cases.
- Timeliness of actions and repairs.
- Minor accessibility and practical design improvements.

General Needs:

- Property defects remaining unresolved after move-in.
- Communication between residents, contractors and teams.
- Delays in repair completion.
- Parking pressures and fly tipping.
- Damp, mould and ventilation concerns in some properties.
- Homes becoming less suitable as family circumstances change



Positive themes

Supported Housing:

- Increased independence and confidence.
- Successful transition to managing a tenancy.
- Feeling respected and supported.
- Positive adjustment to living more independently.

Supported Housing for Older Persons:

- Strong sense of community and belonging.
- Reduced loneliness and increased social interaction.
- Greater independence and confidence.
- Feeling safe and secure.
- Accessible homes helping residents maintain their lifestyle.
- Positive feedback about staff support and customer service



Improvement themes

Supported Housing:

- Better information and expectation-setting before moving in.
- Continued support during the adjustment period to independent living

Supported Housing for Older Persons:

- Timeliness of repairs and completion of outstanding works.
- Damp, mould and ventilation concerns in a small number of homes.
- More flexible appointment scheduling.
- Parking availability.
- Street lighting and external security.
- Accessibility improvements such as easier-to-reach windows and controls.
- Opportunities for increased community activities and events.

Resident Stories

Extra Care: Independent living with reassurance

For residents living in extra care accommodation, maintaining independence remains a key priority. One resident described how having their own home, alongside access to support when needed, has enabled them to continue living independently despite mobility challenges.

Over the past year they have established friendships, personalised their home and developed a sense of belonging within the wider community. Knowing that assistance is available if required provides reassurance while allowing them to remain in control of their day-to-day life.

The resident sees their home as somewhere they can continue living independently for years to come.

"Living here allows me to remain independent while knowing support is available if I ever need it. It gives me confidence for the future."

General Needs: Creating stability for a young family

For this family, moving into their home represented a significant improvement in stability and security. After living in less suitable accommodation, they were able to settle in an area close to family, schools and local support networks.

During their first year they experienced a small number of repair and communication issues, but these did not outweigh the positive impact the move has had on family life. They described the home as somewhere their children can grow up safely and where they can focus on making family memories rather than worrying about housing.

The resident's feedback highlights the importance of providing not just a property, but the stability that allows families to put down roots in their community.

"Moving here has given my family stability. We feel settled, safe and part of the local community."

General Needs: A home that supports health and independence

This resident moved into a home that better met their mobility needs after struggling with accessibility challenges elsewhere. Having a property without stairs and with more usable space immediately made everyday tasks easier and reduced physical strain.

Over the course of the year, the resident reported feeling more comfortable, confident and able to manage daily life independently. The move has had a positive impact not only on physical wellbeing but also on confidence and quality of life.

Their experience demonstrates how providing the right home can help residents maintain their independence and remain active for longer.

"Living in a home that meets my mobility needs has transformed everyday life. It has helped me feel more independent and confident in my own home."

General Needs: From housing insecurity to a forever home

Before moving into their property, this resident experienced a prolonged period of housing insecurity. After spending time in temporary accommodation, having a secure and permanent home brought a significant sense of relief.

Throughout their first year, they described feeling safer, more settled and more optimistic about the future. The stability of having a permanent home has enabled them to focus on rebuilding their wellbeing and re-establishing routines that had previously been difficult to maintain.

The resident views their home as much more than accommodation; it represents security, independence and a fresh start.

"Having a safe and secure home has given me stability and peace of mind. I finally feel settled and able to focus on rebuilding my wellbeing."

General Needs: A home that changed family life

For this family, finding a home that met the needs of a child with complex health requirements has been life changing. Previous housing arrangements created daily challenges, but their new home provides a more suitable, accessible and supportive environment.

Over the last 12 months, the family have been able to focus less on the limitations of their home and more on spending time together. The resident described feeling a sense of relief knowing that their child has a safe environment tailored to their needs.

Their story demonstrates the wider impact that suitable housing can have on family wellbeing and quality of life.

"We finally have a home that works for us. Everyday life feels easier and less stressful, and we can focus on what matters most as a family."

Supported Housing: Developing independence

Moving into supported housing was an important milestone for this resident. Initially, adapting to a more independent way of living felt like a significant change, particularly after being used to a higher level of day-to-day support.

Throughout the year they gradually gained confidence, developed new routines and became comfortable managing their own tenancy. The resident now feels more independent and self-assured, viewing their home as an important step in their personal journey.

Their experience highlights how supported housing can help residents build confidence while maintaining the support they need.

"I have become more confident, independent and comfortable managing things for myself. I am proud of how far I've come."

Supported Housing for Older Persons: Remaining independent later in life

Several residents described how moving into their home has helped them maintain independence while feeling safe and secure. Practical features such as accessible layouts, manageable outdoor space and supportive neighbours have enabled residents to continue living independently and remain active within their community.

Residents spoke positively about having the confidence to come and go as they please, while benefiting from the reassurance that comes from living in a well-managed environment. Many described their home as somewhere they see themselves living long term.

"This home has given me the independence I wanted while also helping me feel safe and connected. It really feels like home."

Supported Housing for Older Persons: Finding community and confidence

When this resident moved into their home, they were managing health challenges and adapting to living alone. The first few months were focused on settling in and dealing with practical issues, but over time they became an active part of the community. Through meeting neighbours and joining social activities, they built friendships and support networks that have helped reduce feelings of isolation.

What began as a move to a suitable property has become much more than that. The resident now feels connected, supported and able to maintain their independence, while knowing there are people around them when they want company. They described the community as a key part of their quality of life and expect to remain in their home for the foreseeable future.

"I can still enjoy my independence and privacy, but I never feel alone. Looking back, I didn't realise how much of a difference that sense of community would make to my wellbeing."