



We're Listening

Getting to know our Shared Ownership customers

Livv
housing group

Who did we talk to?

Although we're not required to complete Tenant Satisfaction Measures (TSM) surveys for shared ownership customers, as we have fewer than 1000 low-cost home ownership homes, we choose to do so. Understanding our customers' experiences helps us understand what we are doing well, and where we can improve.

In 2024/25 we heard from 93 shared owners through our TSM survey.

What did you tell us?

- Overall satisfaction with our services had declined to 48.9% in 2024/25
- Of the nine perception measures, seven had declined and two had improved
- Customers who were satisfied highlighted the speed of handling enquiries and the customer service provided by colleagues
- Many customers told us that the main reason for lower satisfaction was increased in insurance and service charge costs.
- Customers who were dissatisfied also talked about the speed of handling enquiries and complaints

What are we doing?

We're taking action based on customer's feedback including:

- Re-procuring insurance providers to ensure best value for money
- Improving communication around any changes to annual service charges and insurance costs
- Strengthening contract management and defects processes to ensure issues are resolved promptly
- Recruited a new Sales and Leaseholder Assistant to support shared owners and provide quick responses to any queries they may have
- Introducing new ways to engage with shared owners
- Developing a new customer handbook tailored specifically for shared ownership
- Enhancing website content to better support shared owners

Thank you

We'd like to thank everyone who took time to complete the TSM survey.

Your voice matters!

