



Online Dashboard User Guide

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Overview



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Cross Table tool Form (for viewing respondent details & Adding Actions) Form (for viewing alerts) Sentiment Pop Up Question Set

Written Report

Sample Size Calculator **View Survey** **Support**

TSM Dashboard

Simplifying Insights and Action


Your dashboard is designed to provide quick access to key insights, resident feedback and performance trends. With tools to analyse data, view comments and track actions, you will have everything you need to stay informed and make impactful decisions. For help, to request new users, or if you have any queries, please raise a support request, alternatively you can email your client manager.

Click to Enter

Acuity Client Manager

Denise Raine

✉ denise.raine@arap.co.uk



Main Features

Explore the powerful tools designed to help you understand your residents and deliver better outcomes. Hover over any icon to learn about its features, and click for more details.

The landing page gives the contact details for your Client Manager and one of two routes to access content.

You can navigate to each section using the top menu in words, or the icons at the bottom of the screen; each icon will reveal a description of its contents when you hover over it:

Main

Dashboard
View overall scores, trends & visual charts to track performance at a glance.

Explore the powerful tools designed to help you...
Hover over any icon to learn about...

Or you can enter the Dashboard from the beginning by using:

Click to Enter





Overview



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Written Report

Acuity
Intelligence. insight. improvement.

TSM Dashboard

Simplifying Insights and Action

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Click to Enter

Sample Size Calculator **View Survey** **Support**

Acuity Client Manager

Denise Raine

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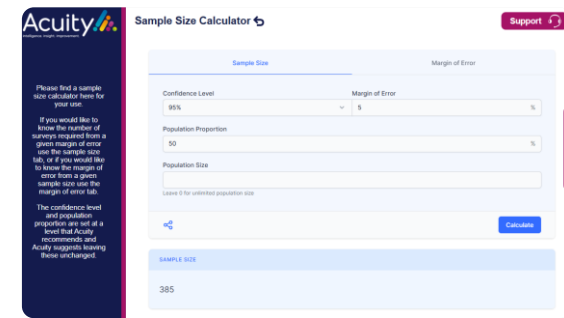


Main Features

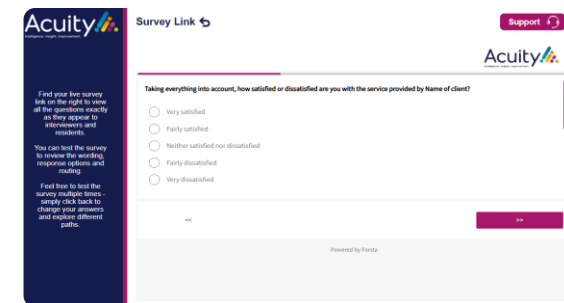
Explore the powerful tools designed to help you understand your residents and deliver better outcomes. Hover over any icon to learn about its features, and click for more details.



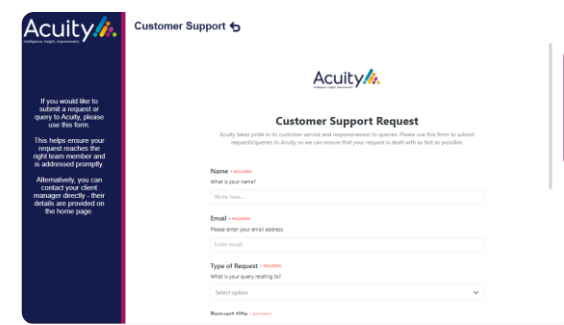
These three buttons will take you to:




A sample size calculator



A view of your survey



A form to request support from our Helpdesk

Always use the back arrow  to go back, not the arrows on your browser bar

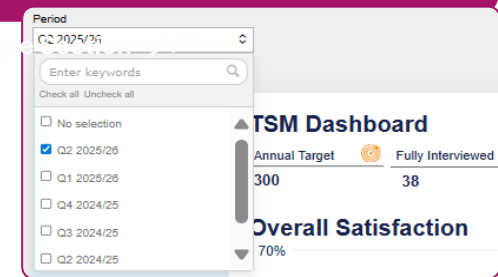




Dashboard



The top left-hand corner displays a dropdown box, use this to select the period(s) you would like to display. If available in your survey, other filter options may display here also:



The index list on the left will display to reflect the elements within your survey

Clicking on this icon will display your survey question set



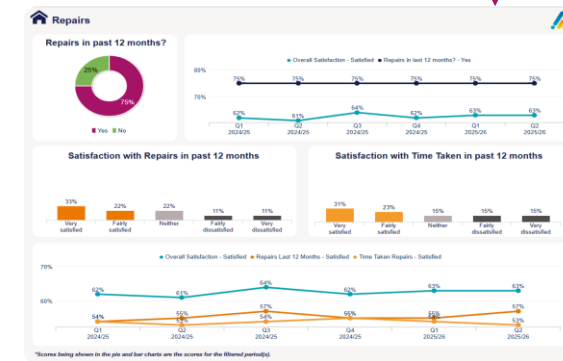
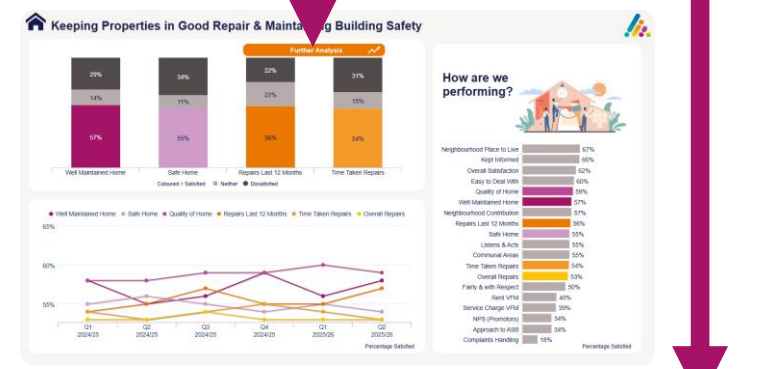


Dashboard



This is the dashboard front page and index. You can navigate to the various sections using the index arrows on the left, and wherever you see: Analyse Section ↗

Several charts also have a Further Analysis ↗ option which allows you to drill down further:





Dashboard

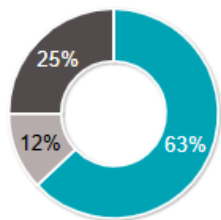


Correlation



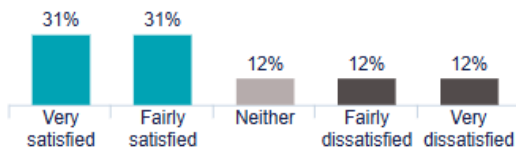
The base size at the top displays the number of respondents to the Overall Satisfaction question.

Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied

Base Size
105 ✓



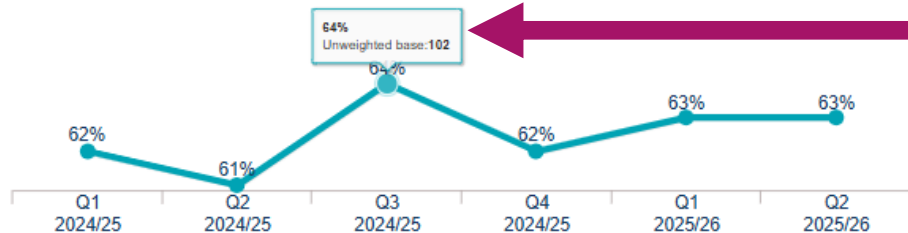
Correlation Analysis



Neighbourhood Contribution	0.66
Communal Areas	0.16
Complaints Handling	0.15
Listens & Acts	0.07
Well Maintained Home	0.06
Repairs Last 12 Months	0.06
Approach to ASB	0.04
Safe Home	0.00
Kept Informed	-0.03
Fairly & with Respect	-0.05
Easy to Deal With	-0.06
Time Taken Repairs	-0.09

This Correlation page shows the strength and direction of the relationship between Overall Satisfaction and the other measures within the survey.

70%



Hovering over the points on any of the graphs in the dashboard will show the score and base size.





Dashboard

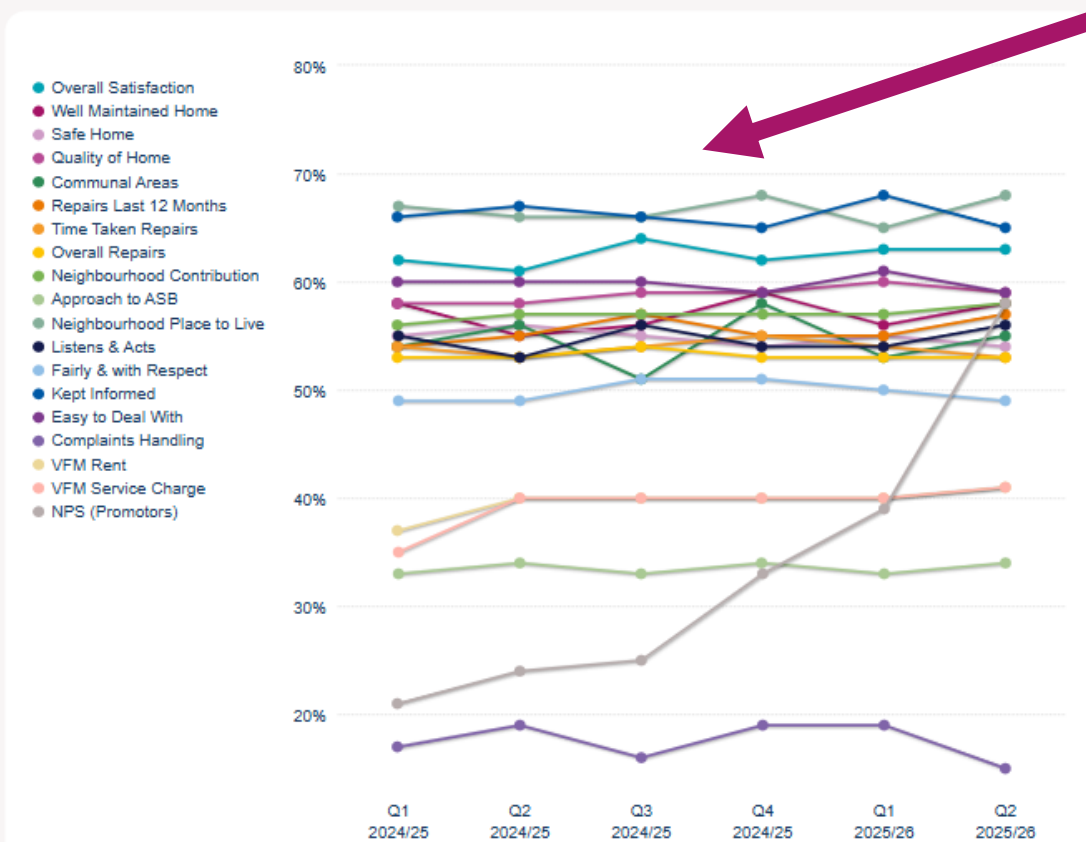


Satisfaction

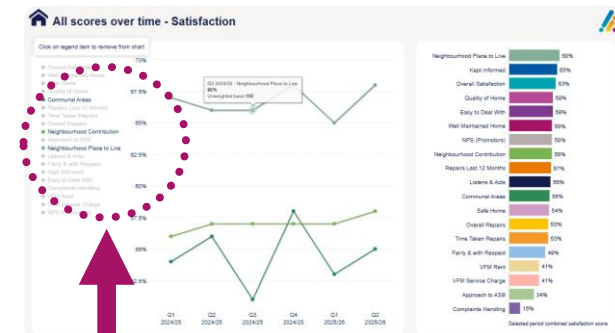
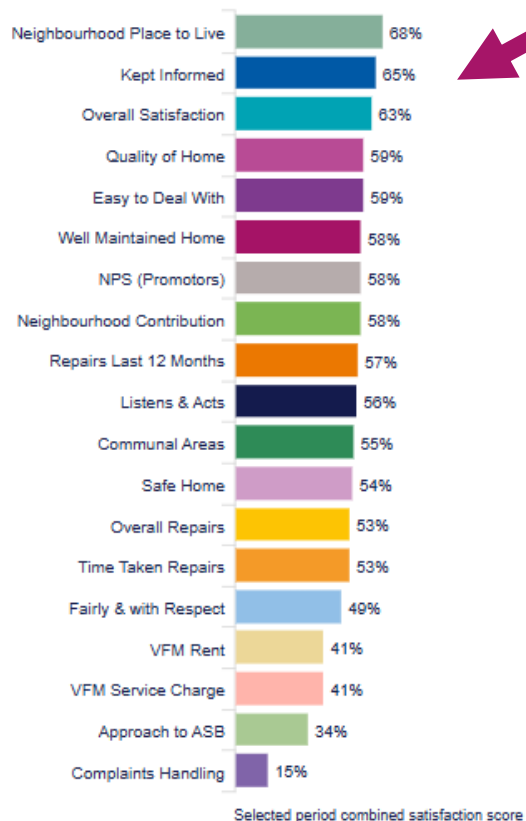


The line chart plots satisfaction with each measure over time.

All scores over time - Satisfaction



The bar chart shows each of the measures, ranked from the highest scoring to lowest.



The line chart is interactive, and you can turn the lines for each measure on and off by clicking on the legend.





Dashboard



Dissatisfaction



Dissatisfaction over time is shown in the same way as Satisfaction.

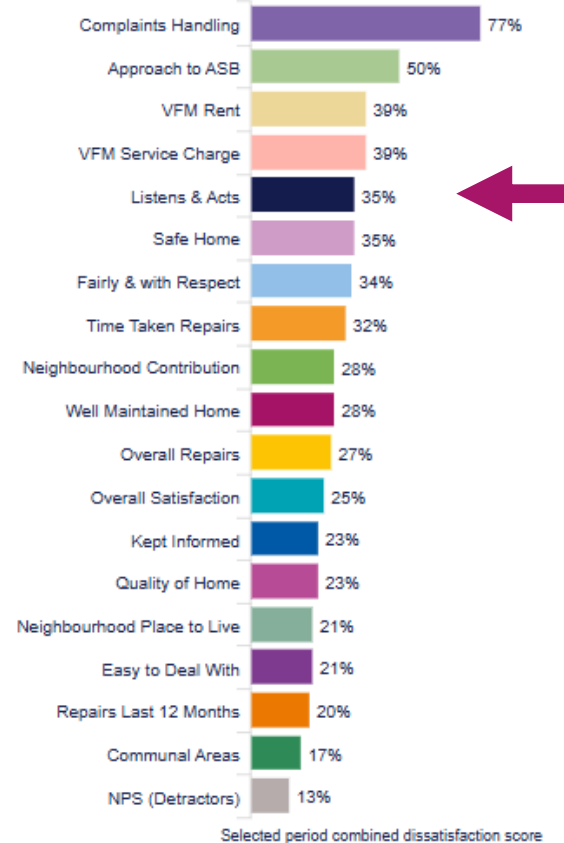
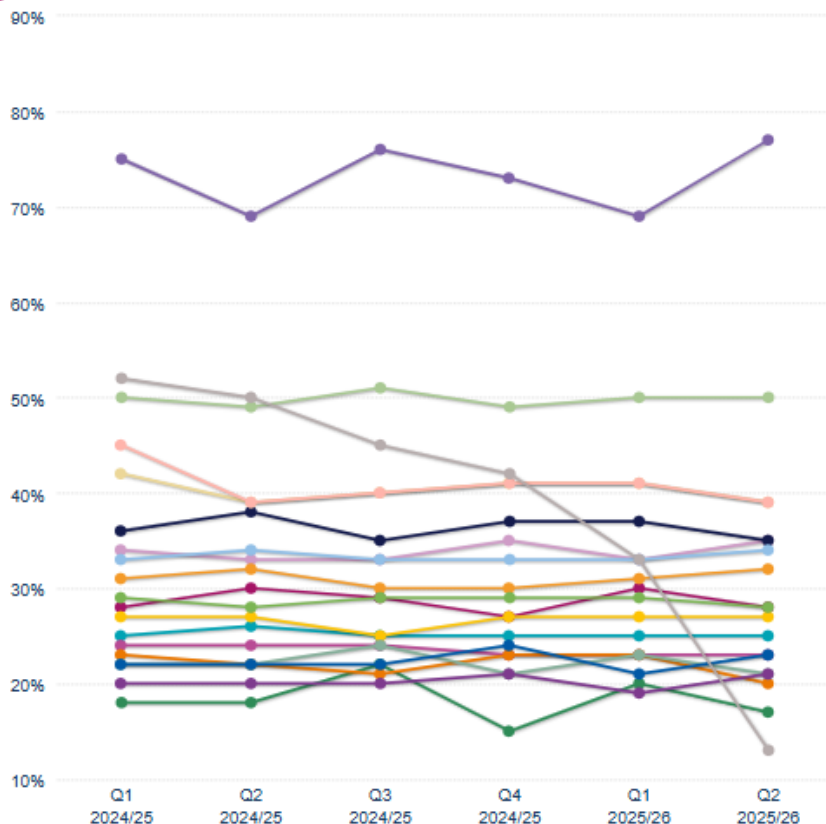
Similarly, you can click any of the lines on the chart and different measures on and off via the legend.



All scores over time - Dissatisfaction



- Overall Satisfaction
- Well Maintained Home
- Safe Home
- Quality of Home
- Communal Areas
- Repairs Last 12 Months
- Time Taken Repairs
- Overall Repairs
- Neighbourhood Contribution
- Approach to ASB
- Neighbourhood Place to Live
- Listens & Acts
- Fairly & with Respect
- Kept Informed
- Easy to Deal With
- Complaints Handling
- VFM Rent
- VFM Service Charge
- NPS (Detractors)



The bar chart shows the highest level of dissatisfaction to the lowest.

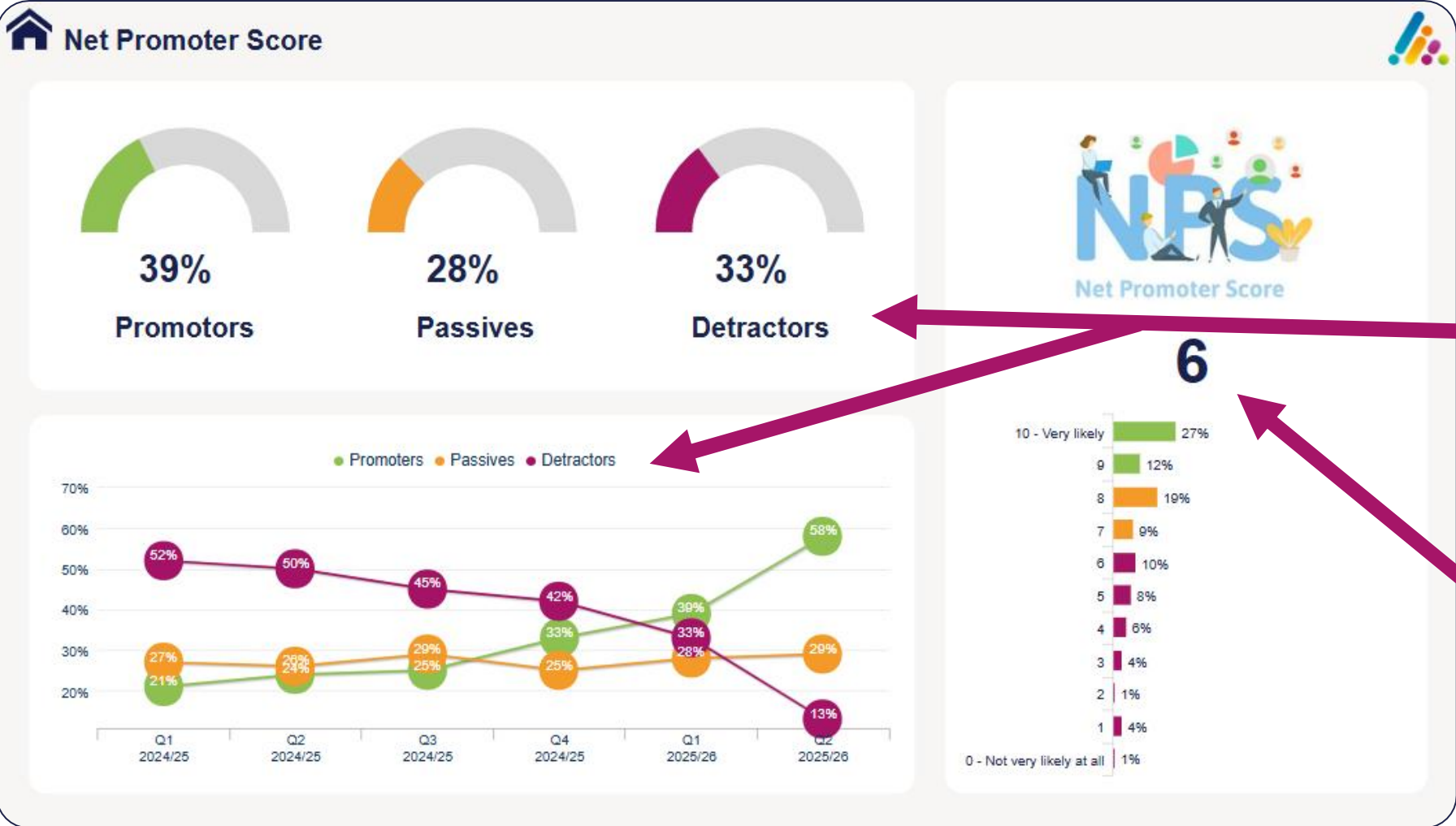




Dashboard



NPS



Should your survey include additional non-TSM questions, you will be able to access these on the main dashboard page by clicking into the relevant section.

Net Promoter Score, Cost of Living & Damp sections are given as examples in this Guide.

This page gives an example for NPS, or Net Promoter Score, which categories responses into Promoters (9-10), Passives (7-8) and Detractors (0-6). This page shows scores for each segment over time and current volumes per score

The overall Net Promoter Score is calculated using the following formula:
 $\% \text{ Promoters} - \% \text{ Detractors} = \text{NPS}$





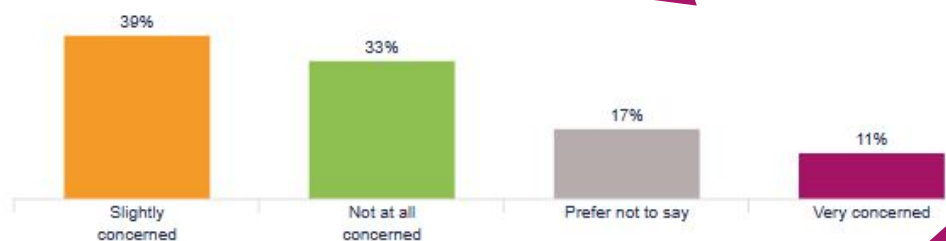
Dashboard



Cost of Living →

Cost of Living results are shown for the current period, and over time.

Cost of Living



Overall Satisfaction by Cost of Living

Overall Satisfaction is also correlated with the level of concern regarding the Cost of Living





Dashboard



Damp

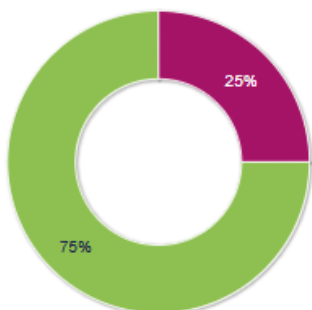


Responses regarding Damp and Mould are shown as currently impacts, over time as well as whether current issues have been reported

Damp & Mould

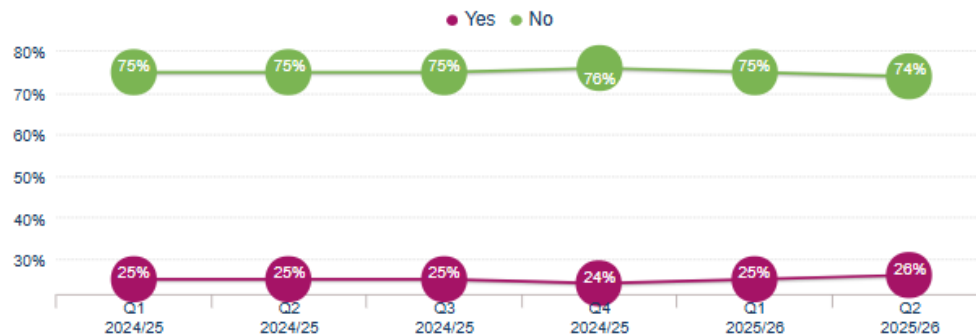


Currently Suffer from Damp & Mould

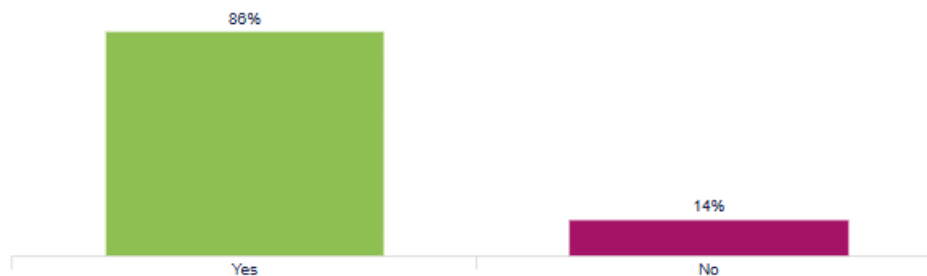


Yes No

Suffering from Damp & Mould over time



Reported Damp & Mould



Finally, Benchmarking is coming to dashboards soon – watch this space!

Benchmarking





Analysis



Period: Q2 2025/26

Acuity Analysis

LCRA/LCHO

Tenancy Length

Age Group

Gender

Click to view trend

	All Residents	LCRA	LCHO	Leaseholder
Overall Satisfaction	63%	63%	63%	64%
Well Maintained Home	58%	63%	57%	45%
Safe Home	54%	44%	60%	60%
Quality of Home	59%	61%	59%	55%
Repairs Last 12 Months	57%	55%	60%	50% *
Time Taken Repairs	53%	52%	52%	63% *
Overall Repairs	53%	53%	54%	55%
Communal Areas				
Neighbourhood Contribution				
Neighbourhood Place to Live				
Approach to ASB				
Listens & Acts				
Kept Informed				
NPS (Promoters)				
Fairly & with Respect				
Easy to Deal With				
Complaints Handling				
Rent VFM				
Service Charge VFM				

The analysis section allows users to view the results by the various characteristics provided in your data file – for example, tenancy length, age and gender. The period(s) you would like to include in the tables can be selected in the top left corner.

Acuity Analysis

LCRA/LCHO

Tenancy Length

Age Group

Gender

Click to view Trend

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	63%	50% *	33% *	100% *	100% *	70%	63%
Well Maintained Home	58%	50% *	50% *	100% *	100% *	50%	59%
Safe Home	54%	0% *	25% *	100% *	100% *	67% *	55%
Quality of Home	59%	100% *	67% *	0% *	0% *	70%	
Repairs Last 12 Months	57%	100% *	75% *	0% *	0% *		55%
Time Taken Repairs	53%						
Overall Repairs	53%						
Communal Areas	55%						
Neighbourhood Contribution	58%						
Neighbourhood Place to Live	68%						
Approach to ASB	34%						
Listens & Acts	56%						
Kept Informed	65%						
NPS (Promoters)	58%						
Fairly & with Respect	49%						
Easy to Deal With	59%						
Complaints Handling	15%						
Rent VFM	41%						
Service Charge VFM	41%						

Using Click to view Trend on any table will display the same data in graph format; this can also be directly accessed via 'Analysis Trend' on the main index.

Acuity Analysis

LCRA/LCHO

Tenancy Length

Age Group

Gender

Click to view Trend

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	63%	100% *	40%	65%	75%	50%	40%	78%	50% *	33% *
Well Maintained Home	58%	100% *	40%	65%	60%	40%	40%	61%	50% *	50% *
Safe Home	54%	100% *	33% *							
Quality of Home	59%	57% *	60%							
Repairs Last 12 Months	57%	33% *	57% *							
Time Taken Repairs	53%	67% *	43% *							
Overall Repairs	53%	57% *	60%							
Communal Areas	55%	100% *	60% *							
Neighbourhood Contribution	58%	83% *	33% *							
Neighbourhood Place to Live	68%	86% *	60%							
Approach to ASB	34%	33% *	25% *							
Listens & Acts	56%	60% *	57% *							
Kept Informed	65%	83% *	67% *							
NPS (Promoters)	58%	71% *	60%							
Fairly & with Respect	49%	57% *	33% *							
Easy to Deal With	59%	71% *	60%							
Complaints Handling	15%	0% *	0% *							
Rent VFM	41%	33% *	38% *							
Service Charge VFM	41%	33% *	38% *							

Acuity Analysis

LCRA/LCHO

Tenancy Length

Age Group

Gender

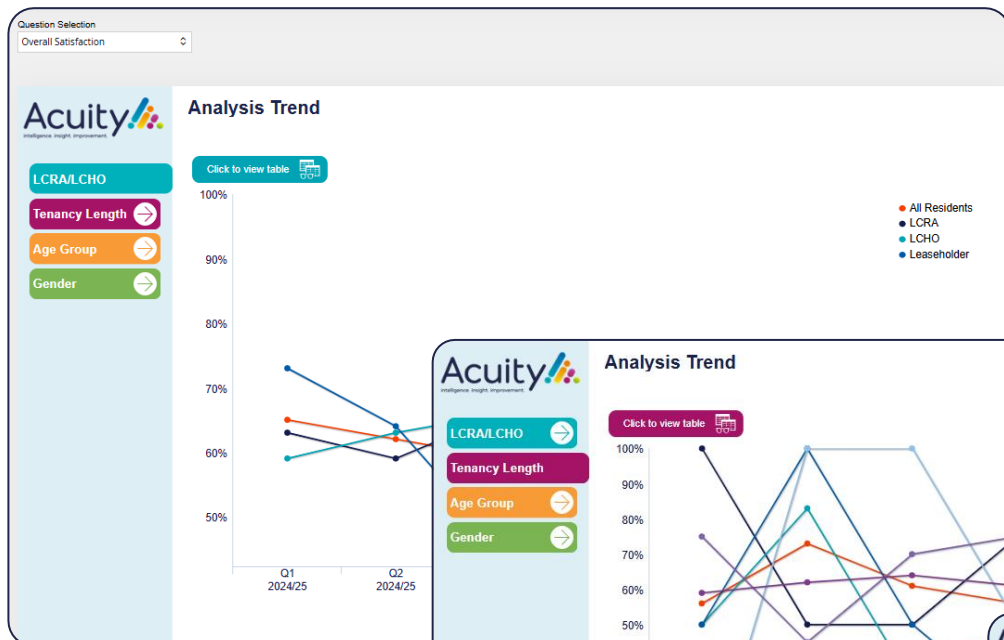
Click to view Trend

	All Residents	Unknown
Overall Satisfaction	63%	63%
Well Maintained Home	58%	58%
Safe Home	54%	54%
Quality of Home	59%	59%
Repairs Last 12 Months	57%	57%
Time Taken Repairs	53%	53%
Overall Repairs	53%	53%
Communal Areas	55%	55%
Neighbourhood Contribution	58%	58%
Neighbourhood Place to Live	68%	68%
Approach to ASB	34%	34%
Listens & Acts	56%	56%
Kept Informed	65%	65%
NPS (Promoters)	58%	58%
Fairly & with Respect	49%	49%
Easy to Deal With	59%	59%
Complaints Handling	15%	15%
Rent VFM	41%	41%
Service Charge VFM	41%	41%

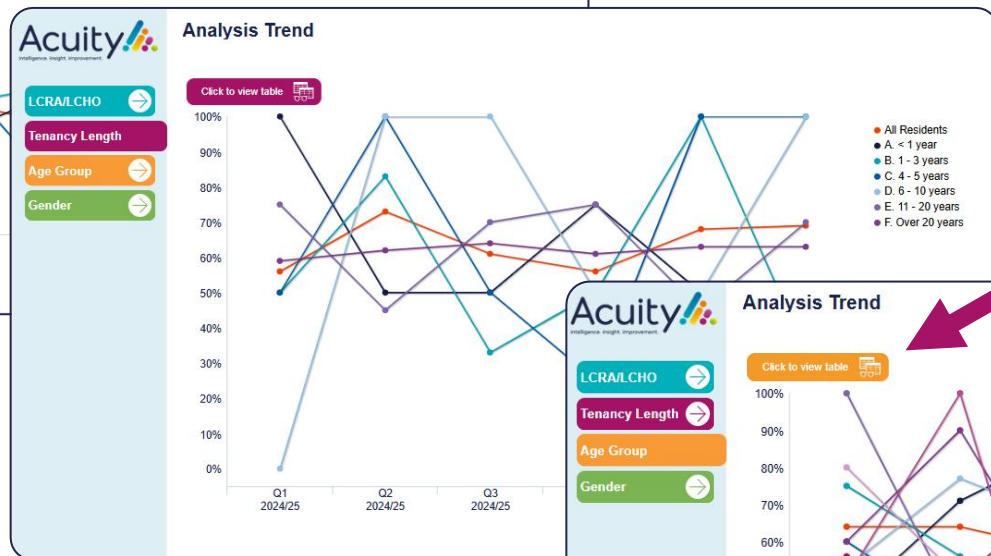




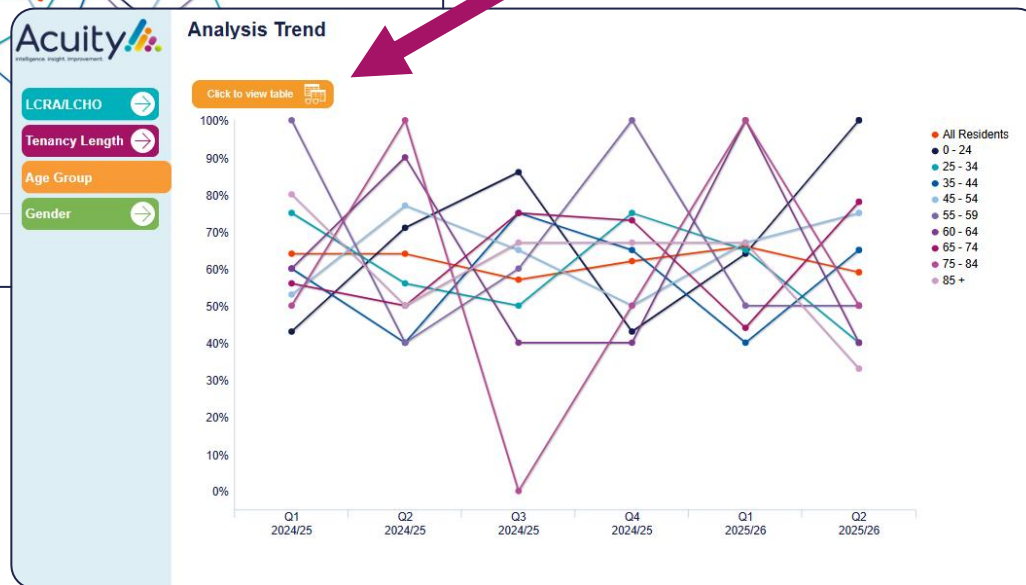
Analysis Trend



Similarly to the analysis section, the analysis trend pages allow users to view trends over time by the characteristics provided in your data file – for example, tenancy length, age and gender. The question you would like to view the trend data for can be selected in the top left corner.

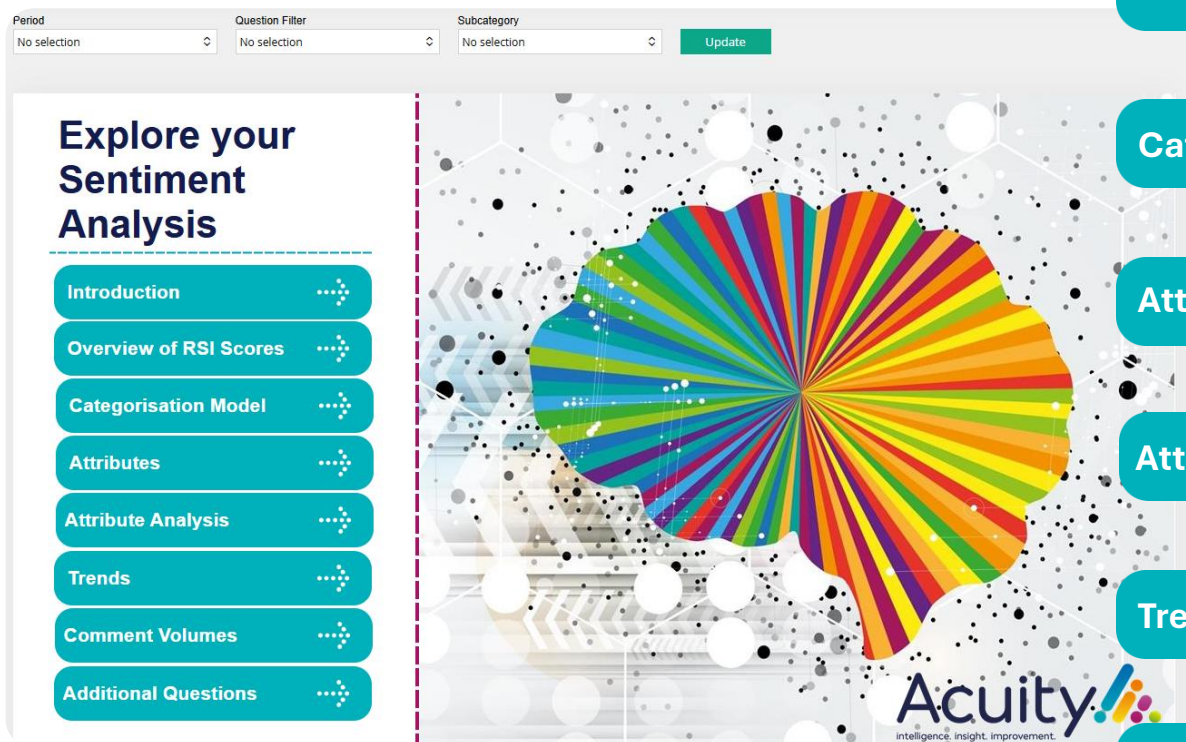


Using Click to view table on any page will switch back to the analysis table view; this can also be accessed directly via 'Analysis' in the main menu.





Sentiment Analysis & Comments



Introduction



Provides an introduction to sentiment, including the scoring and how the model was designed.

Overview of RSI Scores



This is the main page for overall scores for each question and a place to view residents' comments.

Categorisation Model



Groups sentiment subcategories (service type, e.g. responsive repairs) into categories (service areas, e.g. property services).

Attributes



Here there is a list of all the attributes and the number of comments linked to each of them, with a full summary of how we created the attributes in the model.

Attribute Analysis



Provides a deeper breakdown of attributes by subcategory, question.

Trends



You can find trends graphs for attributes, categories and other themes.

Comment Volumes



View how many comments have been mentioned in each area from highest to lowest (a key place to look when deciding where to focus attention first).

Additional Questions



Where you can find any additional questions not included in our standard sentiment suite.



Sentiment Analysis & Comments



Introduction



Resident Sentiment Index (RSI)



At Acuity, our mission is to turn resident feedback into powerful insights that drive real service improvements. With 27 years of experience in capturing and analysing housing data, we have developed a robust, sector-specific sentiment categorisation model - one that reflects the true complexity and nuance of social housing resident feedback.

Our new model is built on a refined category frame, the result of a year-long deep dive into decades of resident commentary. This framework now includes 10 categories, 61 subcategories, and 17 cross-cutting attributes, ensuring that every theme and driver of resident sentiment is represented. It should be noted that not every sub category will have attributes (e.g. property condition, neighbourhoods).

To analyse resident feedback at scale, we harness the power of Forsta's deep learning sentiment engine. Resident comments are automatically scored on a five-point scale (-5, -3, 0, +3, +5), providing a clear, consistent measure of sentiment for each area of service. This goes beyond traditional satisfaction metrics - helping landlords not only see what residents think, but also understand why they feel that way.

The foundation of our analysis is the Resident Sentiment Index (RSI) Framework. This innovative approach measures resident sentiment across key open-ended questions within TSMs (in England) and STAR surveys (in Wales and Ireland). RSI provides:

- An overall sentiment score for your organisation and each service area
- Detailed breakdowns by category, subcategory, and attribute -highlighting what drives satisfaction or dissatisfaction
- Automated, regulator-ready reporting designed to support both compliance and real service improvement

Our RSI framework also lays the groundwork for benchmarking. Later this year, organisations will be able to compare their results against sector peers - empowering you to track trends, celebrate strengths, and identify opportunities for targeted improvement.

We are proud to offer a standardised, regulator-aligned approach to sentiment analysis that helps you move from data to meaningful decisions - reducing complaints, increasing resident engagement, and supporting best practice in social housing.

This page provides an introduction to our Sentiment Analysis model and the Resident Sentiment Index.

This includes a summary of how the model was designed and built, along with details on scoring.

Benefits



Goes Beyond Satisfaction Scores

Traditional surveys tell you what residents rate but not why they feel that way. The Index fills this gap in understanding and uncovers both satisfaction and dissatisfaction drivers.



Data-Driven Decision Making

Prioritise service improvements based on real residents' experiences, not just broad satisfaction scores.



Benchmarking & Trend Analysis

Standardised questions allow landlords to compare resident sentiment across different service areas and against sector peers while monitoring trends over time.

If you have any further questions about the model, please get in touch via the Helpdesk.





Sentiment Analysis & Comments



Overview of RSI Scores



Rolling over the graph will show you the percentage breakdown and respondent numbers for each. You can also click to view the comments from each coloured segment

Here, you can see how the sentiment question is worded.

You can filter by period (month, quarter, year).

Period	Question Filter	Subcategory		
No selection	No selection	No selection	Update	
Organisational Level RSI -1.71	The Organisational Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. Based on open-ended survey responses, it reflects how positively or negatively residents feel about the organisations performance across the key areas. If your organisation does not ask all 7 questions, you are unable to benchmark your organisational RSI score.			
Overall Satisfaction +1.45	Please describe your specific experiences that have shaped your view of your landlords service.		Satisfaction Scores 62%	View Comments
The Home & Communal Areas -2.98	Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.		57% 55% 55%	View Comments
Neighbourhood Contribution N/A	Share your views on your landlord's contribution to your neighbourhood.		57%	N/A
Repairs & Maintenance -2.81	Tell us more about your experience with the repairs service over the last 12 months.		56% 54%	View Comments
Customer Service & Communication -2.34	Describe your experience with the customer service and communications you receive.		55% 66% 50%	View Comments
ASB N/A	Give us your thoughts on your landlords approach to handling anti-social behaviour.		34%	N/A
Complaints -1.88	Please describe your experience of how complaints are handled.		18%	View Comments

Click here to view comments from all questions.

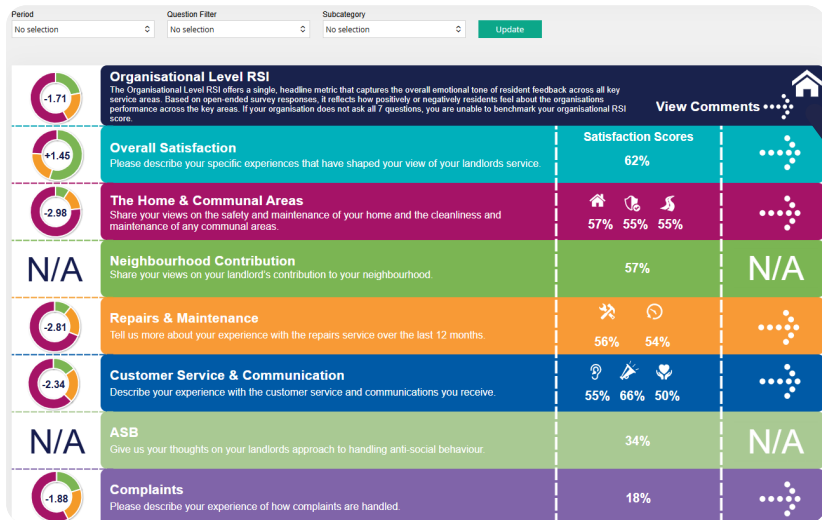
Click the arrow on the individual question to view those specific comments.

Here are the satisfaction scores for questions in the area.





Sentiment Analysis & Comments



Clicking the 'view comments' arrow will display this page where you can scroll through all residents' comments and responses.

All Comments

View & Add	User Added Action Status	Period	Response Date	Permission 1 - Happy to be identified	Permission 2 - Follow up	Overall Satisfaction Comments	Sentiment Score - Overall Satisfaction	Home/communal areas safe or well maintained	Sentiment Score - Home, Communal, Safe, Well Maintained	Repairs Comments	Sentiment Score - Repairs	Customer Service and Communication Comments	Sentiment Score - Customer Service and Communication	Options
[View & Add]		Q2 2025/26	01-07-2023	Yes	Yes	They are genuinely interested in their residents.	5	They need to improve with the repairs, I have outstanding repair to be done a year ago.	5	Takes ages to come. When first moved in, called 15 times in the space of 3 months for a repair with no updates.	-5	When they come out to do the bathroom, it's a false economy, they put all the repairs in and a year later you're calling them out again for leaks and what have you because it wasn't done right in the first instance.	-5	[Options]

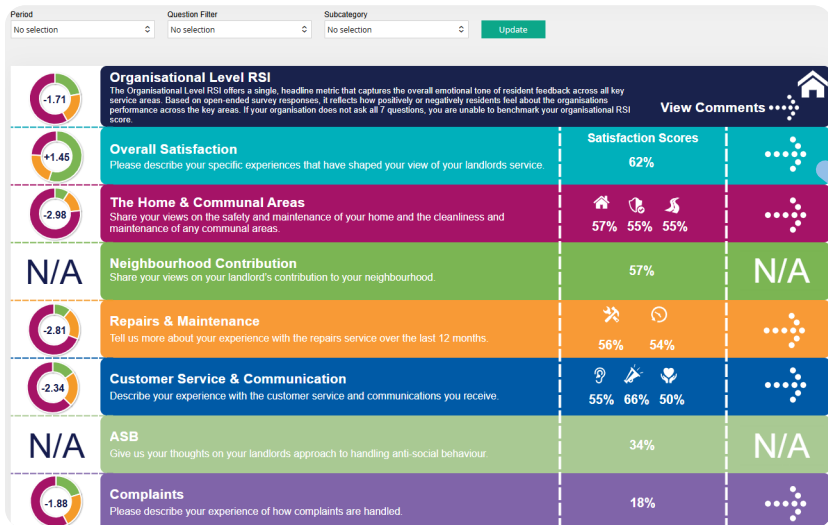
Clicking the 'view and add' button on a particular comment will allow you to view all comments from that particular respondent and add actions if needed: please see the actions page.

Hovering over the table will show the 'options' button in the top right corner, allowing you to export comments to Excel.





Sentiment Analysis & Comments



View & Add	User Added Action Status	Period	Response Date	Permission 1 - Happy to be identified	Permission 2 - Follow up	Overall Satisfaction	Overall Satisfaction Comments	Sentiment Score - Overall Satisfaction	Category/Subcategory/Attribute	Name_Client	TenancyRef_Client	PropertyRef_Client
View & Add		Q2 2025/26	04-11-2024	Yes	Yes	No reason.		-5	Housing Services - Customer Service & Contact - Other			
View & Add		Q2 2025/26	01-07-2023	Yes	Yes	Very satisfied	They are genuinely interested in their residents.	5	Uncategorized Comments	Test Name 511	Land511	Prop511
View & Add		Q2 2025/26	01-07-2023	Yes	Yes	Fairly satisfied	When they come in, they are friendly in their manner.	5	Property Services - Responsive Repairs - Worker Conduct	Test Name 512	Land512	Prop512
View & Add		Q2 2025/26	01-07-2023	Yes	No	Very satisfied	They are ok on repairs generally for	0	Property Services - Responsive Repairs - Satisfaction	Test Name 513	Land513	Prop513

When you click the arrow alongside one of the sentiment questions, it will open this page. Here you can view all the comments for that specific question.

Search: happy

View & Add	User Added Action Status	Period	Response Date	Permission 1 - Happy to be identified	Permission 2 - Follow up	Overall Satisfaction	Overall Satisfaction Comments	Sentiment Score - Overall Satisfaction	Category/Subcategory/Attribute	Name_Client	TenancyRef_Client	PropertyRef_Client
View & Add		Q2 2025/26	01-07-2023	Yes	Yes	Very satisfied	They look after the property, maintenance was, I am happy with that.	5	Property Services - Responsive Repairs - Other	Test Name 524	Land524	Prop524
View & Add		Q2 2025/26	01-07-2023	No		Very satisfied	I am happy with the services provided.	5	Housing Services - Customer Service & Contact - Satisfaction			

You can type specific words into the search bar to understand if they have been used within any comment. You can then review these with the word / phrase highlighted.

AI Summary

The survey responses reveal a mixed sentiment towards the services provided by Acis, particularly regarding repairs and maintenance. Many respondents express satisfaction with the promptness and friendliness of staff, highlighting that issues are often resolved quickly when reported. Positive comments frequently mention the helpfulness of customer service representatives and the overall quality of housing, with several residents noting improvements such as new heating systems and windows.

However, a significant number of respondents voice dissatisfaction, particularly concerning the repair service. Common complaints include delays in addressing maintenance issues, lack of follow-up on reported problems, and instances where repairs were not completed to a satisfactory standard. Specific issues such as mould, dampness, and inadequate communication about repair timelines are frequently mentioned. Some residents feel that their concerns are not taken seriously, leading to frustration and a sense of neglect.

Additionally, there are concerns about the management of communal areas and grounds maintenance, with several respondents noting that these areas are often neglected. The inconsistency in service quality, particularly with contractors, is also a recurring theme, with some residents reporting that while some repairs are handled efficiently, others take an unacceptably long time or are poorly executed.

Overall, while many residents appreciate the support and responsiveness of Acis, the feedback indicates a clear need for improvement in the repair and maintenance processes, as well as better communication regarding service expectations and timelines. Addressing these issues could enhance overall satisfaction and trust in the housing association.

Also included here is an AI Summary of all the comments received for this question. You can filter this at the top by period to understand if there have been changes. The bottom right corner shows the base size.





Sentiment Analysis & Comments



Categorisation Model



Period: No selection | Question Filter: No selection | Subcategory: No selection | Update

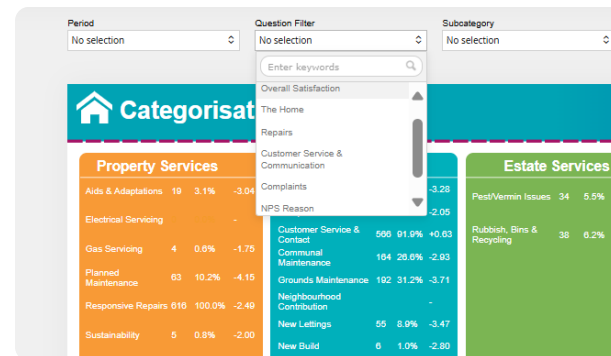
Categorisation Model

Property Services	Housing Services	Estate Services	Property Condition	Building Safety
Aids & Adaptations 10 3.1% -3.04	ASB 18 2.9% -3.28	Pest/Vermin Issues 34 5.5% -3.74	Asbestos 4 0.6% -2.60	Door/window/gate security 25 4.1% -3.52
Electrical Servicing -	Complaints 614 99.7% -2.05	Rubbish, Bins & Recycling 38 6.2% -3.05	Bathrooms 61 9.9% -3.75	Fire safety 46 7.5% -4.47
Gas Servicing 4 0.6% -1.75	Customer Service & Contact 566 91.9% +0.63		General Condition 88 11.0% -1.70	Intercoms 12 1.9% -3.50
Planned Maintenance 63 10.2% -4.15	Communal Maintenance 164 26.6% -2.93		Damp 157 25.5% -3.74	Lifts 36 5.8% -3.84
Responsive Repairs 616 100.0% -2.49	Grounds Maintenance 192 31.2% -3.71		Decoration 57 9.3% -3.90	
Sustainability 5 0.8% -2.00	Neighbourhood Contribution -		Energy Efficiency 1 0.2% -5.00	
Safety Inspections 5 0.8% -5.00	New Lettings 55 8.9% -3.47		Flooring 45 7.3% -4.04	
	New Build 6 1.0% -2.80		Heating 24 3.9% -2.46	
	New Sales -		Internal layout/space 2 0.3% +2.50	
			Kitchens 46 7.5% -2.81	
			Lighting 23 3.7% -4.13	
			Noise insulation 2 0.3% -2.60	
			Roofs & Gutters 81 13.1% -3.83	
			Window/doors 128 20.8% -3.66	

Neighbourhoods	Support Services	Tenancy Management	Community & Engagement	Equality, Diversity & Inclusion
Anti Social Behaviour 73 11.8% -2.37	Care services 8 1.3% -3.00	Policies 10 1.6% -2.57	Community Centres & Facilities 3 0.5% -2.33	Discrimination 6 1.0% -5.00
Crime 22 3.6% -4.57	Catering Services -	Rent & Arrears 80 13.0% -2.38	Community Spirit / Pride / Belonging 28 4.5% +2.14	Vulnerabilities 84 13.6% -3.08
Dogs - noise/fouling 16 2.6% -3.69	Employment & Education 6 1.0% -2.50	Service Charges 31 5.0% -4.13	Resident Events / Activities 1 0.2% +5.00	Wellbeing, Independence & Inclusion 39 6.3% -2.68
Lighting / Visibility 24 3.9% -4.17	Financial Support & Advice 9 1.5% -3.67	Tenancy Changes 1 0.2% -5.00		
Parking & garages 31 5.0% -4.53	Safety & Crisis Support 10 2.6% -3.44	Transfers & Moving 33 5.4% -3.54		
Parks, Play Areas & Local Facilities 6 1.0% -1.33				
Security & Safety 21 3.4% -3.86				
Transportation 1 0.2% -5.00				

Displayed above are all the categories and subcategories in Acuity's master housing sentiment model. The tables also show the number & percentage of mentions and the sentiment score for each category/sub category across your entire survey dataset, across all questions. Click the number or percentage to explore the corresponding resident comments.

Here you can see all the sentiment subcategories which have been grouped into categories, or service areas / themes. All the numbers are clickable and will show you the related comments.



You can filter by period, but also by question, to see trends / themes for each question.

Housing Services

ASB	18	2.9%	-3.28
Complaints	612	99.7%	-2.05
Customer Service & Contact	564	91.9%	+0.64
Communal Maintenance	162	26.4%	-2.93
Grounds Maintenance	192	31.3%	-3.71
Neighbourhood Contribution	-	-	-
New Lettings	55	9.0%	-3.47
New Build	6	1.0%	-2.80
New Sales	-	-	-

The first column shows how many comments have been mentioned in this subcategory.

The second column shows this as a percentage of the total comments.

The third column shows you the sentiment score for this specific subcategory within the category.





Sentiment Analysis & Comments



Attributes



eriod:
 Question Filter:
 Subcategory:

Attributes

Attribute	Count	%	Sentiment Score
Accessibility	9	1.5%	-2.10
Accountability	41	6.7%	-4.31
Appointments / Convenience	67	10.9%	-3.26
Communication / Transparency	382	62.0%	-3.02
Consistency	19	3.1%	-1.26
Effort	157	25.5%	-2.65
Empathy	61	9.9%	-1.05
Fairness	16	2.6%	-2.00
Listening / Acting	210	34.1%	-2.62
Quality of Work / Service	337	54.7%	-2.19
Resolution	348	56.5%	-2.65
Safety	66	10.7%	-3.64
Satisfaction	209	33.9%	+3.53
Staff Conduct	149	24.2%	+2.10
Trust	36	5.8%	-3.25
Worker Conduct	33	5.4%	-1.57
Timeliness / Responsiveness	542	88.0%	-2.42
No Comments	113	18.3%	-1.14
Subcategory, no attribute (yet)	480	77.9%	-1.38

Categorising Resident Feedback: Our Approach

Not every category in the Acuity framework includes cross-cutting attributes. Some categories - such as Property Condition, Building Safety, Neighbourhoods, Estate Services, and Equality, Diversity & Inclusion - capture highly specific topics or issues in their own right. For these, attributes are not always relevant or applicable. Instead, they provide direct insights on particular themes (e.g., "damp", "anti-social behaviour", or "wellbeing and inclusion") without layering on further attributes.

For categories such as Property Services, Housing Services, Support Services, Estate Services, and Tenancy Management, we apply a suite of cross-cutting attributes to capture the underlying drivers of sentiment and identify what matters most to residents within those service areas.

How We Categorise Comments

Turning unstructured resident feedback into meaningful insights requires a careful, multi-stage process:

Model Design: We start by defining a robust categorisation model tailored to the complexities of social housing feedback - balancing top-down knowledge of sector priorities with bottom-up analysis of real resident language.

Expression Building: For each category and attribute, we develop comprehensive Boolean expressions, using both natural language variations and real comment data. These expressions identify key terms, phrases, and patterns relevant to each theme or attribute.

Testing & Tuning: We rigorously test and refine each expression to maximise both precision (how accurately comments match the intended theme) and recall (how many relevant comments we capture). This is an iterative process that balances depth, breadth, and business relevance.

Deployment: Once expressions are built and quality assured, comments are automatically categorised by the model, enabling us to quantify feedback at multiple levels (category, sub-category, attribute) and track sentiment for each.

The table shows the number & percentage of mentions and the sentiment score for each attribute across your entire survey dataset, across all questions. Click the number or percentage to explore the corresponding resident comments.


Why Are Some Comments "Uncategorised"?

No matter how comprehensive our model, there will always be a proportion of comments that remain "uncategorised" - which can be seen in the "Sub category, no attribute" section. This is perfectly normal - resident language is endlessly varied, and some comments fall outside the scope of defined themes, offer too little detail, or reference issues not yet captured by the model. Currently, the uncategorised bucket is larger than usual as we are actively writing and expanding our expressions. Over time, as our model matures, the proportion of uncategorised comments will reduce, helping us ensure the vast majority of meaningful feedback is captured and analysed.



On the attributes page you can see a list of the attributes and details around the design of the model and our approach.

You can click on any of the numbers, and they will show you the related comments.

If you click the  icon, this will show you the subcategories

Which Subcategories have attributes?



- | | |
|-------------------------------|-------------------------------------|
| 1 Aids & Adaptations | 13 New Lettings |
| 2 Electrical Servicing | 14 New Build |
| 3 Gas Servicing | 15 New Sales |
| 4 Planned Maintenance | 16 Care services |
| 5 Responsive Repairs | 17 Catering Services |
| 6 Safety Inspections | 18 Policies |
| 7 ASB | 19 Rent & Arrears |
| 8 Complaints | 20 Service Charges |
| 9 Customer Service & Contact | 21 Tenancy Changes |
| 10 Communal Maintenance | 22 Transfers & Moving |
| 11 Grounds Maintenance | 23 Resident Events / Activities |
| 12 Neighbourhood Contribution | 24 Resident Involvement / Influence |

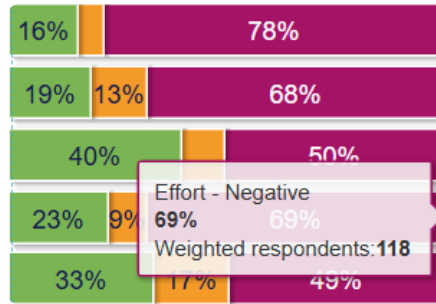
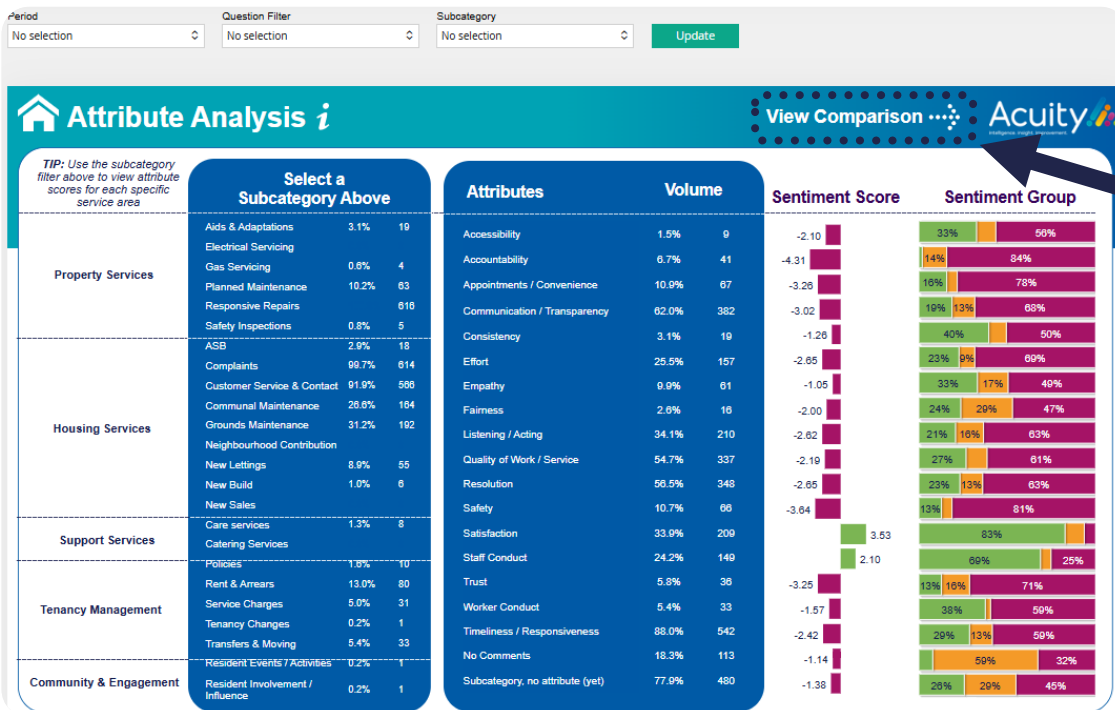




Sentiment Analysis & Comments



Attribute Analysis



If you roll over any of the graphs, this will show the percentage and number of respondents. All are clickable, so you can view the related comments.

When you click 'View Comparison', the view below will open and show the score breakdown for each area. All the numbers are clickable, so you can view the related comments.

Here is a view of the attribute analysis with additional detail and splits.

Attribute Comparison Analysis

	Accessibility	Accountability	Appointments / Convenience	Communication / Transparency	Consistency	Effort	Empathy	Fairness	Listening / Acting	Quality of Work / Service	Resolution	Safety	Satisfaction	Staff Conduct	Trust	Worker Conduct	Timeliness / Responsiveness	No Comments	Subcategory, no attribute (yet)
Mean Value	-2.1	-4.3	-3.3	-3.0	-1.3	-2.6	-1.1	-2.0	-2.6	-2.2	-2.6	-3.6	3.5	2.1	-3.3	-1.6	-2.4	-1.1	-1.4
Aids & Adaptations	3.0	-5.0	-1.0	-5.0		-5.0				0.0	-5.0						-5.0		-2.0
Electrical Servicing										-5.0						-5.0	-5.0		3.0
Gas Servicing																			
Planned Maintenance		-5.0	-5.0	-5.0		-5.0	-5.0		-5.0	-4.7	-4.6	-5.0			0.0	-1.7	-4.7		-2.4
Responsive Repairs	-0.7	-4.6	-3.3	-3.4	-0.4	-3.5	-2.4	-2.8	-3.9	-2.3	-2.9	-4.4	1.8	-2.3	-3.5	-1.0	-2.6	-0.5	-1.7
Sustainability																			
Safety Inspections												-5.0					-5.0		-5.0
ASB				-5.0	-5.0	-3.0	-2.0		-5.0	-5.0	-3.8	-5.0					-0.8	-5.0	-2.5
Complaints		-3.9	-3.3	-3.3	-3.0	-1.8	-2.1	-3.3	-2.8	-3.1	-3.8	3.3	-1.0	-4.0	-4.5	-1.9	-0.6		-1.2
Customer Service & Contact	-3.0	0.0	-1.0	-1.7	0.1	-1.2	0.9	0.2	-0.2	1.9	-0.1	1.1	4.0	2.8	-1.9		0.8	-1.4	-0.2
Communal Maintenance		-4.6	-5.0	-3.9	-5.0	-4.4	-1.7	0.0	-5.0	-2.7	-3.0	-2.4		-5.0	-3.0	-1.0	-3.2	0.0	-2.2
Grounds Maintenance	-5.0	-5.0	-5.0	-4.6	-5.0	-2.8	-2.5	-5.0	-4.8	-3.4	-4.5	-4.8	0.0	-4.5	-2.5	-1.7	-4.3		-3.0
Neighbourhood Contribution																			
New Lettings		-5.0		-3.3		-5.0			-5.0	-4.5	-3.3	-4.0	0.0	0.0	-3.0	-5.0	-4.8		-1.9
New Build				-5.0						-5.0							-5.0		5.0
Care services				-5.0						-5.0	-5.0				-5.0		-5.0		1.7
Catering Services																			
Polices				-2.3		-5.0								-5.0			-5.0		-1.3
Rent & Arrears		-5.0	-5.0	-3.4	-2.5	-5.0	-3.3		-5.0	-2.3	-4.4		2.5	0.0	-3.8		-3.3		-1.4
Service Charges		-2.5		-4.5		-5.0	-5.0		-5.0	-3.9	-3.8						-3.5		-4.4
Tenancy Changes				-5.0										-5.0					
Transfers & Moving	-5.0	-5.0	-5.0	-4.6	-5.0	-5.0	-4.0	-5.0	-5.0	-5.0	-5.0			5.0	-5.0		-3.5		-3.0
Resident Events / Activities																			5.0
Resident Involvement / Influence		0.0		-5.0															

Resident comments are automatically scored on a five-point scale (-5, -3, 0, +3, +5), providing a clear, consistent measure of sentiment for each area of service. The average score for each subcategory/attribute are shown above.

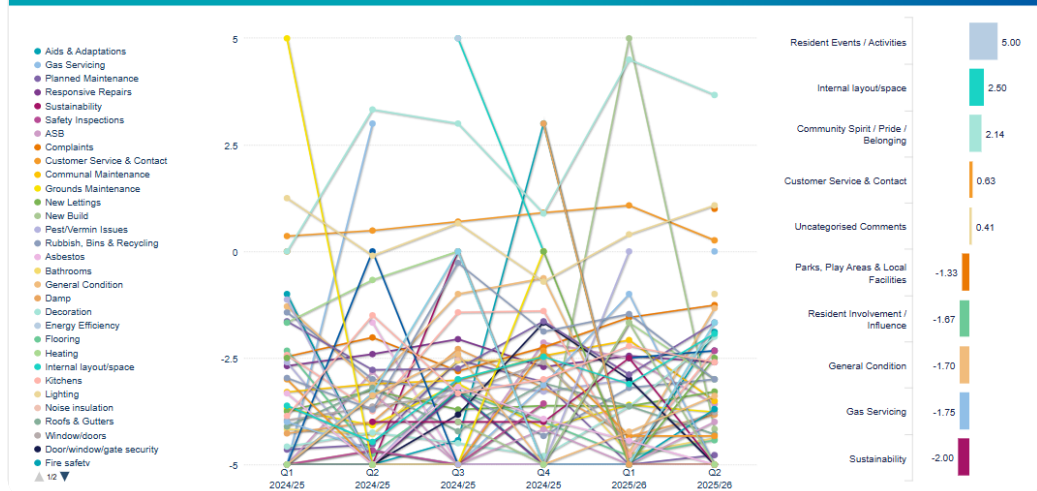




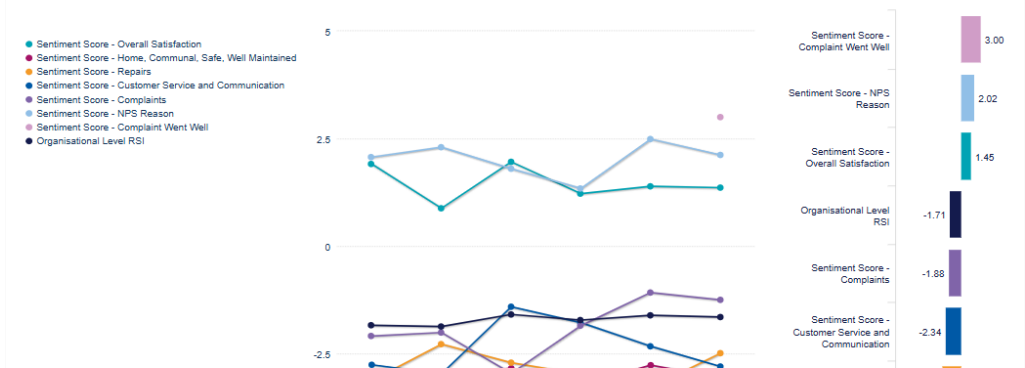
Sentiment Analysis & Comments



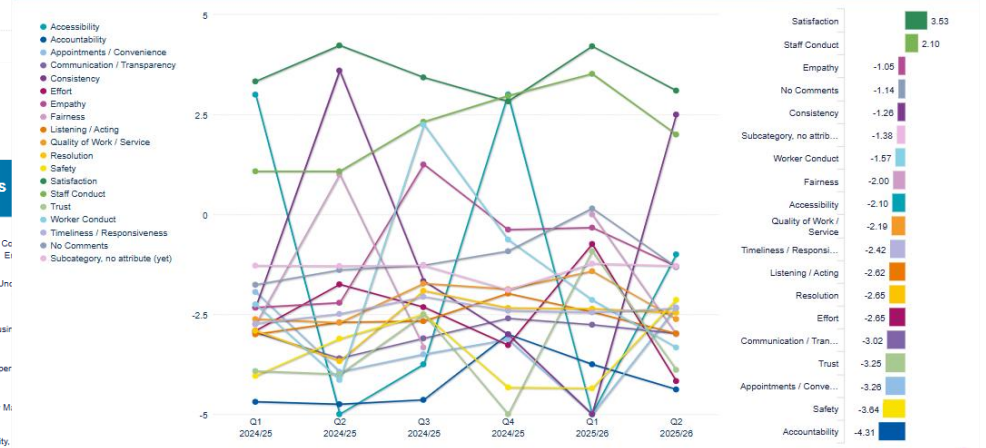
Sentiment Trends - Sub-Category Level



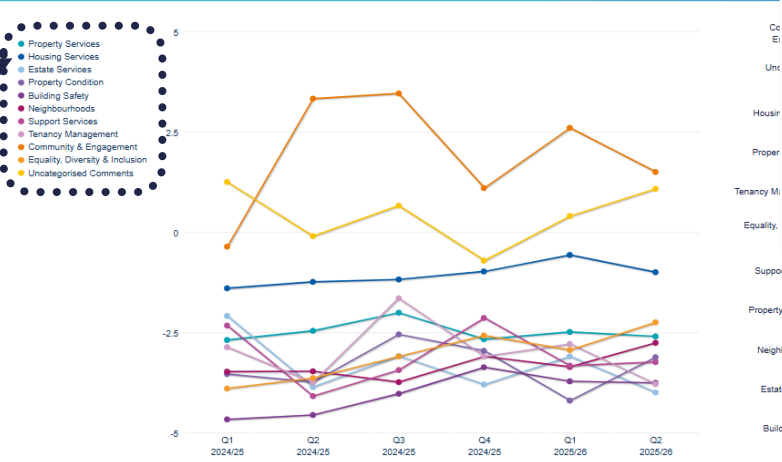
Sentiment Trends - Question Level



Sentiment Trends - Attribute Level



Sentiment Trends - Category Level



*The subcategory filter has no effect on this slide

The sentiment trends pages show a number of trends, split by question, category, subcategory and attribute level.

You can remove lines by selecting them on the left to make the view clearer.





Sentiment Analysis & Comments



Comment Volumes



Period:
 Question Filter:
 Subcategory:

Comment Volumes

View Trends

	%	Count	Score	Positive	Neutral	Negative
Property Services - Responsive Repairs - Timeliness / Responsiveness	77.80%	478	-2.65	26%	14%	84%
Property Services - Responsive Repairs - Other	43.51%	268	-1.72	22%	28%	61%
Property Services - Responsive Repairs - Resolution	41.40%	255	-2.89	20%	9%	80%
Uncategorized Comments	37.01%	228	0.41	45%	29%	35%
Property Services - Responsive Repairs - Quality of Work / Service	36.69%	226	-2.28	25%	8%	73%
Housing Services - Complaints - Other	35.55%	219	-1.16	25%	31%	47%
Property Services - Responsive Repairs - Communication / Transparency	32.95%	203	-3.42	12%	9%	84%
Housing Services - Customer Service & Contact - Other	32.79%	202	-0.20	35%	33%	39%
Housing Services - Complaints - Timeliness / Responsiveness	30.03%	185	-1.90	29%	8%	66%
Housing Services - Customer Service & Contact - Satisfaction	28.57%	176	3.96	88%	9%	3%
Housing Services - Customer Service & Contact - Communication / Transparency	28.41%	175	-1.72	27%	15%	62%
Property Condition - Damp	25.49%	157	-3.74	10%	4%	
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	24.84%	153	0.77	54%	13%	
Housing Services - Complaints - Resolution	24.35%	150	-2.08	21%	19%	
Housing Services - Customer Service & Contact - Staff Conduct	22.89%	141	2.76	77%	6%	
Housing Services - Complaints - Communication / Transparency	21.43%	132	-3.26	13%	11%	
Property Condition - Window/doors	20.78%	128	-3.66	10%	5%	
Housing Services - Complaints - Listening / Acting	18.83%	116	-2.78	15%	16%	
Housing Services - Communal Maintenance - Quality of Work / Service	14.61%	90	-2.74	13%	13%	
Property Services - Responsive Repairs - Effort	14.12%	87	-3.50	9%	9%	
Equality, Diversity & Inclusion - Vulnerabilities	13.64%	84	-3.08	18%	6%	
Property Condition - Roofs & Gutters	13.15%	81	-3.83	7%	9%	
Housing Services - Customer Service & Contact - No Comments	12.66%	78	-1.38	9%	56%	
Neighbourhoods - Anti Social Behaviour	11.85%	73	-2.37	19%	16%	
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	11.69%	72	-4.35	4%	1%	
Housing Services - Customer Service & Contact - Listening / Acting	11.36%	70	-0.19	41%	20%	
Housing Services - Customer Service & Contact - Quality of Work / Service	11.36%	70	1.91	64%	11%	
Property Condition - General Condition	11.04%	68	-1.70	24%	22%	
Property Services - Responsive Repairs - Appointments / Convenience	10.88%	67	-3.26	15%	6%	

The comment volumes displays the trending themes from your comments.

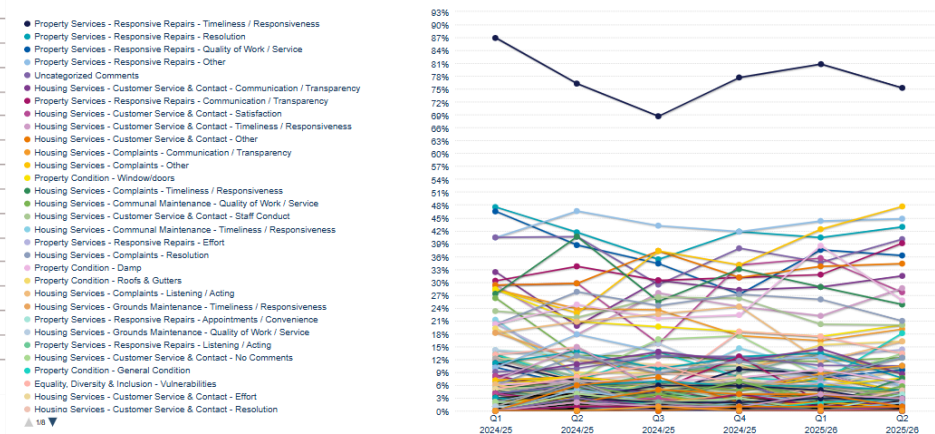
This is a great place to start when wanting to know where to focus your efforts.

It shows the top volumes of comments, alongside the sentiment score and the percentage of the comments.

All numbers are clickable, so you can view the related comments.

Comment Volume Trends

Go Back



TIP: Use the question filter at the top to view responses per question. The subcategory filter can also be used to scale back what is being displayed in the chart.





Sentiment Analysis & Comments



Additional Questions



Period: No selection | Question Filter: No selection | Subcategory: No selection | Update

Additional Questions

Outside of the RSI framework, clients can opt to add any of their own open ended questions, these can be found below. Click on the arrow to view the comments and AI summaries. [View Comments](#)

	NPS Reason Share the reasons behind your likelihood to recommend Anon HA	Satisfaction Scores 34%	
	Complaint Went Well What went well about the way your complaint was handled?	18%	

The additional questions page, shows any extra open-ended questions not included in our standard sentiment questions.

This includes the wording, satisfaction score, and comment views.





Alerts



This page will show any alerts that have been raised by our telephone interviewers.

You can click resolve to view (as displayed to the right) the comment and the customer's details, if they have agreed to share them.

The screenshot shows the Acuity Alerts dashboard. At the top, there's a 'Period' dropdown set to 'No selection' and an 'Update' button. Below the Acuity logo, there are three status indicators: 'New Alerts' (98), 'Actions in progress' (0), and 'Resolved Actions' (0). A table lists various alerts with columns for 'Resolve Case', 'Date', 'Period', 'Alert Level', 'Alert Type', 'Name', 'Property_Code', 'Alert Notes', 'Department', and 'Action Status'. The first row is highlighted, and a red arrow points to the 'Resolve' button in the 'Resolve Case' column.

Resolve Case	Date	Period	Alert Level	Alert Type	Name	Property_Code	Alert Notes	Department	Action Status
Resolve	01-04-2022	Q1 2024/25	High	Suicide risk					
Resolve	01-04-2022	Q1 2024/25	High	Safeguarding issue					
Resolve	01-04-2022	Q1 2024/25	High	Major property risk alert					
Resolve	01-04-2022	Q1 2024/25	High	Damp/mould					
Resolve	01-04-2022	Q1 2024/25	High	No heating/hot water					
Resolve	01-04-2022	Q1 2024/25	Medium	Deceased, Outstanding ASB					
Resolve	01-04-2022	Q1 2024/25	Medium	Outstanding ASB					
Resolve	01-04-2022	Q1 2024/25	Medium	Outstanding complaint					
Resolve	01-04-2022	Q1 2024/25	Medium	Outstanding repair					
Resolve	01-04-2022	Q1 2024/25	Medium	Outstanding any other issue					

The detailed view of an alert form is shown. It includes an 'Alert Form' section with a warning icon and 'Alert Type' (Suicide Risk) and 'Alert Notes' fields. The 'Resident Details' section contains fields for Name, Tenancy Ref, Property Ref, Phone, and Postcode. The 'Resolution' section includes a 'Status' dropdown (set to 'New'), a 'Department' dropdown (set to 'Neighbourhoods'), and a 'Case Notes' text area.

On the right-hand side of the form, you can update the status of the alert and add a note in the box to help manage it.





Actions



All Comments

View & Add	User Added Action Status	Period	Response Date	Permission 1 - Happy to be identified	Permission 2 - Follow up	Overall Satisfaction Comments	Sentiment Score - Overall Satisfaction	Home/communal areas safe or well maintained	Sentiment Score - Home, Communal, Safe, Well Maintained	Repairs Comments	Sentiment Score - Repairs	Customer Service and Communication Comments	Sentiment Score - Customer Service and Communication	Complai
------------	--------------------------	--------	---------------	---------------------------------------	--------------------------	-------------------------------	--	---	---	------------------	---------------------------	---	--	---------

		Q2 2025/26	01-07-2023	Yes	Yes	They are genuinely interested in their residents.	5	They need to improve with the repairs, I have outstanding repair to be done a year a go.	5	Takes ages to come. When first moved in, called 15 times in the space of 3 months for a repair with no updates.	-5	When they come out to do the bathroom, it's a false economy, they put all the repairs in and a year later you're calling them out again for leaks and what have you because it wasn't done right in the first instance.	-5	They deal with it straight away and they apologise
--	--	------------	------------	-----	-----	---	---	--	---	---	----	---	----	--

When viewing the resident comments within the Sentiment Analysis and Comments section of the dashboard, the view and add icon appears on the left.

When you click this, the Resident Details, Alerts and Actions box will open (Shown top right). Here you can add details of the actions required.

You can then save these details with the save button. This action will then appear within the actions tab (Shown bottom right). You can then select resolve or in progress when working on the case

Resident Details, Alerts & Actions

Tenancy Ref: 7611 77773

Existing Alert Info

Update contact/communication
 Department: Customer support
 Status: New
 Alert Info:
 Case Notes:

Add Action

New Action Status: New
 Department: Customer support
 User Added Action Notes: TEST

Scores

Overall Satisfaction	Very satisfied
Well Maintained Home	Very dissatisfied
Safe Home	Very dissatisfied
Quality of Home	Very satisfied
Communal Areas?	Yes
Communal Areas	Very dissatisfied
Repairs in last 12 months?	Yes
Repairs Last 12 Months	Fairly satisfied
Time Taken Repairs	Fairly dissatisfied
Overall Repairs	Very satisfied
Neighbourhood Contribution	Very satisfied
Neighbourhood Place to Live	Fairly satisfied
Approach to ASB	Not applicable / Don't know
Lists & Acts	Very satisfied
Fairly & with Respect	Disagree
Kept Informed	Very satisfied
Easy to Deal With	Very satisfied
NPS	10 - Very likely
VFM Rent	Very satisfied
VFM Service Charge	Very satisfied
Damp	Yes
Reported Damp	Yes
Energy Efficiency	Very satisfied
Complaints in last 12 months?	No
Getting Involved	Yes
Meeting cost utility / fuel bills	I am worried about the future

Acuity

User Added Actions

New Actions: 2 Actions in progress: 0 Resolved Actions: 0

Resolve	Date	Period	Name	Address	User Added Action Notes	User Added Action Status
Resolve	01-07-2023	Q2 2025/26	Test Name 511	Test Address One511	TEST	
Resolve	01-07-2023	Q2 2025/26	Test Name 513	Test Address One513		

All Actions

New

In Progress

Resolved





Raw Data



Period
6 selected

Raw data

Here you can view and download all the raw data for your project.

Residents personal information will only be shown where permission has been given.

You can filter by period at the top of the page and search & sort in the table before downloading the file by clicking on "options" at the top right.

If you would like to add more standard filters to the top of the page, please request this by emailing helpdesk@arap.co.uk.

Raw Data

Damp →

Involvement →

Period	Response Date	Interview Status	Overall Satisfaction	Repairs in last 12 months?	Repairs Last 12 Months	Time Taken
Q1 2024/25	01-04-2022	Complete	Fairly satisfied	No		
Q1 2024/25	01-04-2022	Complete	Neither satisfied nor dissatisfied	Yes	Neither satisfied nor dissatisfied	Neither satisfied nor dissatisfied

This page allows you to review the full raw data file.

By hovering over the table and selecting 'options', you can export the data to Excel at any time.

Options

- Full Screen
- Export to Excel





Cross Table Tool



When using the cross-table tool, be sure to select the 'Shared Workbook' and then the 'Pre Defined Cross Tabs'.

Create a new or open an existing workbook to get started

Do not show this again

Create a new or open an existing workbook to get started

Do not show this again

Name	Description	Collaborative editing allowed	Owner	Created	Modified	Modified by
Pre Defined Cross Tabs		<input checked="" type="checkbox"/>	Alison White	20/10/2023	19/08/2025	Adam Williams

Table type:

Show code

Workbook filters: Period: Q1 2024/25

PERIOD

Filters: Time period: Full period

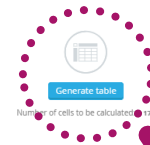
Columns: Period: 8 of 8 selected

Rows

Table breaks

- Overall Satisfaction: 8 of 8 selected
- Well Maintained Home: 8 of 8 selected
- Safe Home: 8 of 8 selected
- Repairs in last 12 months?: 3 of 3 selected
- Quality of Home: 8 of 8 selected
- Communal Areas?: 8 of 8 selected
- Communal Areas: 8 of 8 selected
- Safe and Secure Home: 8 of 8 selected
- Repairs in last 12 months?: 2 of 2 selected
- Repairs Last 12 Months?: 8 of 8 selected
- Time Taken Repairs: 8 of 8 selected
- Overall Repairs: 8 of 8 selected
- Neighbourhood Contribution: 8 of 8 selected
- Approach to ASB: 8 of 8 selected
- ASB in Last 12 Months: 2 of 2 selected
- Ever ASB?: 8 of 8 selected
- Neighbourhood Place to Live: 8 of 8 selected
- Lists & Acts: 8 of 8 selected
- Fairly & with Respect: 5 of 5 selected
- Fairly & with Respect: 8 of 8 selected
- Kept Informed: 8 of 8 selected
- Easy to Deal With: 8 of 8 selected
- Complaints in last 12 months?: 2 of 2 selected
- Complaints Handling: 8 of 8 selected

Once you have selected the data you would like, click 'Generate Table' to generate your cross-tabs.



Within the table, you can choose to add counts, change decimal places and add weighting in 'Calculations'.

Calculations: Percentage share, Mean, Standard Deviation, Count

Overall Satisfaction	Unweighted base	Period					
		Total	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Very satisfied	32	30	31	32	31	32	
Fairly satisfied	31	31	31	31	31	32	
Neither satisfied nor dissatisfied	13	13	13	12	13	12	
Fairly dissatisfied	13	13	13	12	13	12	
Very dissatisfied	13	12	13	12	12	13	
Satisfied	62	62	61	64	62	63	
Dissatisfied	25	25	26	25	25	25	





Document Archive



+ New Folder

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Setup

Document Archive

Name	Uploaded date	Uploaded by	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Reports 2024/25	2023-12-03	alison.white@arap.co.uk	
Reports 2025/26	2025-08-19	adam.williams@arap.co.uk	

The Document Archive provides access to any previous reports or documents we have shared with you

There will be a folder for any relevant years – click on the folder name to open and see the reports for that year.



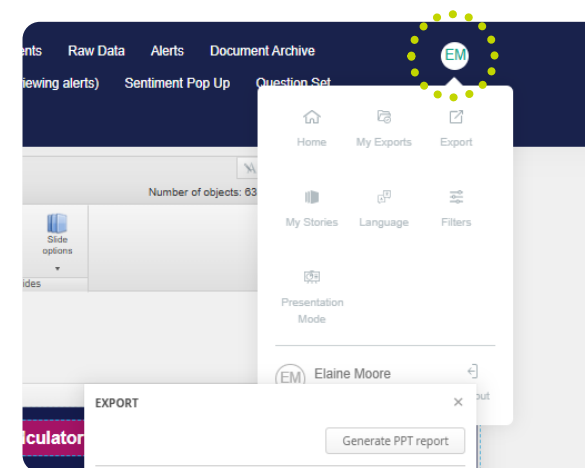


FAQs



Q. Can I export the content of the dashboard without using screenshots?

A. Yes, if you scroll over the circle with your initials at the top right-hand side of the header menu and select 'Export', you can click 'Generate PPT report' to export the slides to PowerPoint.

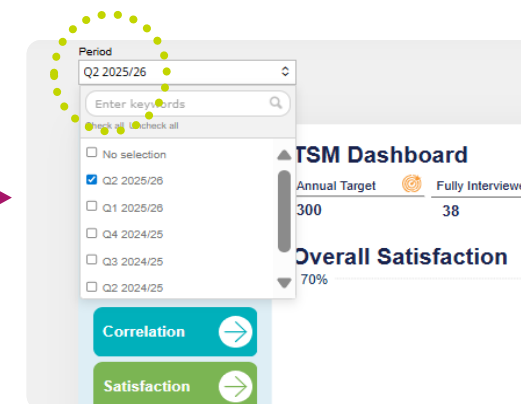


Q. We have data from previous surveys; is it possible to add this to our dashboard?

A. Yes, if you would like to share historic results data so this can be incorporated into your dashboards, please contact helpdesk@arap.co.uk, and our team will advise how to send this to Acuity via secure transfer.

Q. There is data covering several years in our dashboard. How do I select which periods to display?

A. Use the period dropdown list in the top left-hand corner to add or remove specific survey periods, and the dashboard will then display your selection. Some surveys may have other dropdown options, for example, to add/remove data for LCHO/LCRA residents, and this works in the same way.





Contact Information



Need further help? Feel free to get in touch with the team via one of the following methods:



Email the helpdesk at helpdesk@arap.co.uk



Call our telephone helpline on **01273 287114**



Fill out the contact form on your dashboard



Visit our website at www.arap.co.uk/#contact

