

Summary of Approach to the Tenant Satisfaction Measures Survey

The following is a summary of the survey approach used to generate our published tenant perception measures.

Achieved sample size

The total number of responses collected was 351.

Timing of survey

The survey was conducted from 15 January 2024 to 31 March 2024.

Collection methods

Data was collected through postal surveys, online surveys and via the telephone.

Sample method

A census style approach was used for the survey, ensuring every tenant (x 2485) had the opportunity to participate.

Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

We surveyed all our tenants rather than identifying a sample based on representativeness.

Any weighting applied to generate the reported perception measures (including reference to all characteristics used to weight results)

No weighting was applied as the survey was sent to all our tenants. We are satisfied the achieved sample is largely representative of our population of tenants.

Role of any named external contractor in collecting, generating or validating the reported perception measures

All completed inhouse.

Number of tenant households within relevant population that have not been included in the sample frame due to the exceptional circumstances

No tenant households were excluded from the sample frame due to exceptional circumstances

Reasons for any failure to meet the required sample size requirements

Insufficient responses.

Type and amount of any incentives offered to tenants to encourage survey completion

All tenants who completed the survey were automatically entered into a draw to win one of three £50 shopping vouchers.

Any other methodological issues likely to have a material impact on the tenant perception measures reported

There were no methodological issues identified that are likely to have a material impact on the tenant perception measures reported.