

Tenant Satisfaction Measures Summary of approach 2025/26



Tenants Introduction

The Regulator for Social Housing (RSH) requires all social housing providers to participate in the Tenant Satisfaction Measures (TSM).

The TSMs are two distinct sets of insights, the first a series of Management Information metrics and the second a series of insights gathered from an annual Tenant Perception Survey.

The requirements for the tenant perception survey and this summary of approach document are set out in Tenant Satisfaction Measures: Tenant Survey Requirements.

Sample size achieved

Over the year, we surveyed 1350 households out of a possible 1400 households. The 50 properties not surveyed were either empty properties during the time of survey, or, new residents that had held their tenancy for under six months on the day the survey was issued. The 1350 households is a sample size of 96% with a response rate of 33%. We achieved the required sample size of 1350 (based on a margin of error of $\pm 5\%$ at 95% confidence level).

Timing of survey

We surveyed on a quarterly basis, with a quarter of residents surveyed each quarter. In quarter four we included any new residents who were not residents at the beginning of the year. The first survey response date was 13/06/2025 and the last survey response date was 10/03/2026.

Collection method

We surveyed residents using a wide range of methods to suit their preferences, including telephone, internet (sent via email and SMS) and post. The table below shows the number of responses by survey method.

Survey method	Amount Sent	Responses received
Internet (Email & Text Message Survey Links)	1009 (74.7%)	309 (69%)
Phone Calls	170 (12.6%)	93 (21%)
Postal form	171 (12.7%)	44 (10%)

Sample Method

We used a census approach where surveys were sent to all residents in our rented accommodation.

Assessment of the representativeness of the sample against the relevant tenant population

Representativeness check on housing type – one housing type so representative.

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)	Calculated satisfaction score
Housing type			
General needs housing	1350 (100%)	446 (33%)	88.6%

Representativeness check on age - under-representation of some younger age groups and over-representation of some older age groups.

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)	Calculated satisfaction score
Age group			
16-24	13 (1%)	4 (1%)	75%
25-34	170 (13%)	46 (10%)	82%

35-44	272 (20%)	73 (16%)	90%
45-54	252 (19%)	61 (14%)	81%
55-64	291 (21%)	109 (24%)	87%
65-74	180 (13%)	80 (18%)	91%
75-84	124 (9%)	56 (13%)	96%
85 and older	48 (4%)	17 (4%)	100%

Representativeness check on ethnicity - under-representation of those for whom we do not know ethnicity and over-representation of White British residents.

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)	Calculated satisfaction score
Ethnicity			
White, British	649 (46%)	251 (56%)	88%
Unknown	636 (45%)	171 (38%)	93%
White, Other	26 (2%)	14 (3%)	50%
Other Ethnic Group	31 (2%)	9 (2%)	89%
Prefer Not To Say	8 (1%)	1 (0.2%)	100%

Weighing applied to generate the reported perception measures

We reviewed the under-representation of some younger age groups and the over-representation of some older groups and applied a weighting to assess the overall impact on the calculated score for overall satisfaction. Weighting the result adjusted overall satisfaction from 88.6% to 87.8%, however, this 1.2% difference is well within the +/-5% margin of error (at 95% confidence level). We have therefore not weighted the reported perception measures.

The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures

We did not use any external contractors in collecting, generation or validating the reported perception measures.

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

No residents were excluded from the sample on these grounds.

Reasons for any failure to meet the required sample size requirements

Not applicable, required sample size met.

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

Residents were informed that if they completed a survey, they would be entered into a prize draw with the chance of winning a £100 shopping voucher.

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

No.