

## PA Housing

### Summary of approach - Tenant Satisfaction Measures 2024

<b>a</b>	<b>Summary of achieved sample size (number of responses)</b>	<p>We surveyed 21,714 residents, including those in low-cost rented accommodation (LCRA) and low-cost home ownership (LCHO) homes.</p> <p>We received 5,444 responses, 5,083 of 19,843 (25.62% response rate) for our LCRA homes and 361 of 1871 (19.29% response rate) for our LCHO homes.</p>
<b>b</b>	<b>Timing of the survey</b>	<p>Our TSMs were collected from residents during the period from Monday, 16<sup>th</sup> September - Saturday, 28<sup>th</sup> September 2024. These timescales ensured we provided our residents with numerous opportunities to respond if the first attempt to undertake a survey was unsuccessful.</p>
<b>c</b>	<b>Collection Methods</b>	<p>The primary collection method was face-to-face; we systematically knocked on every resident's front door and surveyed the doorstep where residents agreed to participate. Follow-up door knocks were carried out when we failed to make contact the first time around or when the resident had indicated that they didn't have time to participate on the first attempt but would be available at another time. Some residents expressed a preference to arrange a time to survey over the phone, and this was accommodated where requested.</p> <p>Residents' responses were collected via an App on each colleague's mobile phone. This worked very well, with only a small number of locations experiencing a poor wi-fi signal. Where wi-fi access was problematic, hard copies of surveys were completed. The battery life of the mobile phones with backup packs was more than adequate for usage each day and worked well.</p>
<b>d</b>	<b>Sample Method</b>	<p>A 'Census' approach, where all households were invited to participate in the survey, was adopted.</p> <p>Colleagues from across the business were split into 65 Neighbourhood patches, which reflected our updated housing management model with reduced-size patches that had gone live in August 2024. Each neighbourhood team was led by a Neighbourhood Co-ordinator (NC) supported by volunteers from across the business, with approximately 200 colleagues taking part in the exercise.</p>

<b>e</b>	<b>Summary of the assessment of representativeness of the sample</b>	We adopted a 100% census approach to our collection
<b>f</b>	<b>Weighting applied</b>	No weighting has been applied.
<b>g</b>	<b>The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures</b>	<p>We engaged the services of M.E.L Research, a specialist market, social and behavioural research, and insights consultancy, to validate the collection method and analyse the data that we collected ourselves.</p> <p>Once collected by our colleagues, our survey results were independently collated by M.E.L Research, with daily updates provided on the volumes of surveys completed and results.</p> <p>M.E.L. issued their final report to us on 25 November 2024. This included a top-level analysis of the results of the 14 questions for both LCRA and LCHO and some further analysis of these results through the lens of the key characteristics of our homes and residents. This included location, property type, age, gender, and ethnicity of residents.</p> <p>M.E.L. provided robust external assurance that our approach and collection methods were compliant with the guidance issued by the RSH.</p>
<b>h</b>	<b>The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances, with a broad rationale for their removal</b>	192 of our LCRA vulnerable homes were omitted due to exceptional circumstances; all other homes were included, and there were no other circumstances that led to the removal of any households from the exercise.
<b>i</b>	<b>Reasons for any failure to meet the required sample size requirements</b>	Not applicable. The sample size requirements were met.
<b>j</b>	<b>Type and amount of any incentives offered to tenants to encourage completion</b>	There were no incentives offered.

k	Any other methodological issues likely to have a material impact on the TSMs being reported	None.
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- 1.1 In addition to the TSM requirement of the RSH for our regulated homes, we undertook to survey the residents of our **Leaseholders and King's Mill, which is a non-regulated estate providing short-term accommodation for workers at the adjoining NHS Trust in Mansfield under a PFI contract**. These resident groups are not part of the regulatory regime and, therefore, are not included in the reported TSM results. There are, however, approximately 1,200 leaseholders and approximately 200 King's Mill residents who were able to give feedback on the services they receive. Specific surveys for these resident groups were produced that mirrored those in the TSM for continuity. We followed the same exercise of face-to-face door-knocking methodology from 11th November 2024.