

## PA Housing

### Summary of approach - Tenant Satisfaction Measures 2023

<b>a</b>	<b>Summary of achieved sample size (number of responses)</b>	<p>We surveyed 19,696 residents which included low cost rented accommodation homes (LCRA) and low-cost home ownership (LCHO) homes.</p> <p>We received 5261 responses (29.2%) for our LCRA homes and 344 (20.8%) for our LCHO homes.</p>
<b>b</b>	<b>Timing of the survey</b>	<p>Our TSM's were collected from residents during a period from Monday 18th September - Saturday 23rd September 2023, with two additional days of 25th &amp; 27th September. These timescales ensured we provided our residents with numerous opportunities to respond.</p>
<b>c</b>	<b>Collection Methods</b>	<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 mobiles phones with back up packs was more than adequate for the 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 55 Neighbourhood patches, which reflected our new housing management model which had gone live in June 2023. Each neighbourhood team was led by a Neighbourhood Co-ordinator (NC) supported by volunteers from across the business with approximately 240 colleagues taking part in the exercise.</p>
<b>e</b>	<b>Summary of the assessment of representativeness of the sample</b>	<p>We adopted a 100% census approach to our collection. In a small number of cases, we applied weighting to the responses to ensure that it was representative of our resident population. The summary of this can be found in appendices 1 &amp; 2.</p>
<b>f</b>	<b>Weighting applied</b>	<p>LCRA – weighted based on age, needs type, geographical area.</p>

		LHCO – weighted based on age and geographical area
<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.</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 Friday 27 October 2023. This included top level analysis of the results of the 12 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. This was shared with the RSH, the Board and with residents externally on our website.</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 TSM's 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 our residents of our **Leaseholders and PFI (King's Mill)** - These 2 resident groups were not part of the regulatory regime and therefore not included in the TSM exercise. There were, however, approximately 1,200 leaseholders and approx. 200 King's Mill residents who were also given the opportunity to feedback on the services they receive. Specific surveys for these resident groups were produced that modelled those in the TSM for continuity. We followed the same exercise of face-to-face door knocking methodology from 6<sup>th</sup> November 2023.
- 1.2 We also used email and letters to survey approximately 400 absentee leaseholders who do not live in our homes and a small number of scattered leasehold properties.

## Appendix 1- Low-Cost Rent Accommodation (LCRA) Homes.

Category			Stock %	Survey Responses	Weighting Applied
London	General Needs	Under 35	4.21	141	1.56953
London	General Needs	35 to 44	6.02	227	1.39543
London	General Needs	45 to 54	6.95	282	1.29586
London	General Needs	55 to 64	6.33	298	1.1171
London	General Needs	65+	5.69	298	1.00431
Midlands	General Needs	Under 35	7.61	345	1.16055
Midlands	General Needs	35 to 44	8.48	473	0.9437
Midlands	General Needs	45 to 54	7.96	432	0.96915
Midlands	General Needs	55 to 64	6.65	397	0.88188
Midlands	General Needs	65+	5.04	400	0.66283
South East	General Needs	Under 35	3.76	3	1.40361
South East	General Needs	35 to 44	4.76	5	1.16983
South East	General Needs	45 to 54	4.53	13	1.20936
South East	General Needs	55 to 64	4.82	92	1.1486
South East	General Needs	65+	5.36	265	0.97511
London	Sheltered	Under 35	0.01	1	0.5378

Category			Stock %	Survey Responses	Weighting Applied
London	Sheltered	35 to 44	0	0	0
London	Sheltered	45 to 54	0.03	2	0.8067
London	Sheltered	55 to 64	0.94	53	0.93353
London	Sheltered	65+	2.98	206	0.76101
Midlands	Sheltered	Under 35	0.06	3	1.07559
Midlands	Sheltered	35 to 44	0.07	5	0.75292
Midlands	Sheltered	45 to 54	0.15	13	0.62053
Midlands	Sheltered	55 to 64	1.16	92	0.66348
Midlands	Sheltered	65+	2.57	265	0.5104
South East	Sheltered	Under 35	0	0	0
South East	Sheltered	35 to 44	0	0	0
South East	Sheltered	45 to 54	0.03	2	0.67225
South East	Sheltered	55 to 64	1.01	63	0.84084
South East	Sheltered	65+	2.82	201	0.73847
			<b>Total</b>	<b>5261</b>	

## Appendix 2- Low-Cost Home Ownership

Category		Stock %	Survey Responses	Weighting Applied
London	Under 35	15.13	48	1.08449
London	35 to 44	22.01	76	0.99605
London	45 to 54	11.20	31	1.2425
London	55 to 64	3.88	12	1.1123
London	65+	3.60	8	1.54927
Midlands	Under 35	2.44	7	1.19856
Midlands	35 to 44	4.43	19	0.80286
Midlands	45 to 54	3.44	14	0.84444
Midlands	55 to 64	3.27	17	0.66177
Midlands	65+	3.49	22	0.54604
South East	Under 35	7.76	32	0.83422
South East	35 to 44	9.87	26	1.30542
South East	45 to 54	5.88	22	0.91873
South East	55 to 64	2.27	8	0.97723
South East	65+	1.33	2	2.28816
Total			344	

