**Tenant Satisfaction Measures 2023-2024**

**Summary of Approach**

The Regulator of Social Housing requires us to publish a summary of our approach used to generate the published tenant satisfaction measures.

| **Requirement** | **Response** |
| --- | --- |
| Number of responses | 1157 |
| Timing of survey | 11/01/2024 – 18/01/2024 |
| Collection Method(s) | Mixed mode approach by telephone, email and postal. |
| Sample Method | Random, Stratified with quotas: Tenure, Age and Management Area |
| Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results) | N/A |
| The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures | Acuity Research & Practice Ltd  Collecting, generating, validating 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 described in paragraph below\* with a broad rationale for their removal | N/A |
| Reasons for any failure to meet the required sample size requirements summarised in Table below\*\* | N/A |
| Type and amount of any incentives offered to tenants to encourage survey completion | Shopping Vouchers. 1x £50 Voucher and 2x £25 vouchers. |
| Any other methodological issues likely to have a material impact on the tenant perception measures reported. | N/A |
| 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) | See below |

This table shows the number of tenants surveyed in each tenure

This table shows the locations in the borough of the number of people surveyed 

This table shows the age range of tenants surveyed. 