**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 LtdCollecting, 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 |





