

Tenant Satisfaction Measures

Sampling requirements and methodology

To ensure a sample that reflects our population TLF will collect circa 560 responses across the year from General Needs and Sheltered Housing on behalf of Saffron. These responses will be collected by telephone interview for the first year, after which we will review whether alternative data collection methods should be utilised to maximise response rates.

The proposed quota for surveys per quarter can be viewed in the table below.

Quarter	Telephone Interviews
Q1 – Mar, Apr, May	140
Q2 – Jun, Jul, Aug	140
Q3 – Sept, Oct, Nov	140
Q4 – Dec, Jan, Feb	140
TOTAL	560

KEY SURVEY INFORMATION



SAMPLING

- Total tenant population: 5989
- A stratified random sampling was used
- Total sample size achieved: 566 by telephone



QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines
- Questionnaire can be found in the Appendix



DATA COLLECTION

- Data collected quarterly
- Data collected between 2nd May 2023 and 13th February 2024
- TLF Research used as the external contractor
- Incentives were not used



WEIGHTING

- Weighting was not necessary, the sample is representative of the total population



RELIABILITY

- With a total population of 5989 the confidence level must achieve within at least +/-4%
- We are 95% confident that the overall % satisfied is within +/-3.7%



ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

TSM MEASURES (LCRA) – Figures needed for TSM submission



Questions	Response
Survey approach used to generate reported perception TSMs	Rolling survey
Collection date of earliest survey response	02/05/2023
Collection date of latest survey response	13/02/2024
Did you use a census or a sample to collect survey responses?	Sample
Please confirm the total number of responses to your survey for each of the following survey methods	
Telephone	566
Internet	0
Face to face	0
Postal	0
SMS	0
All other methods	0
Total sample size achieved	566
Please confirm whether the average satisfaction by survey method reported below has been calculated using weighted or unweighted responses	Unweighted
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:	
Telephone	72.0%
Internet	-
Face to Face	-
Postal	-
SMS	-
All other methods	-

% VERY & FAIRLY SATISFIED



Section	TSM code	TSM measure	LCRA
Overall satisfaction	TP01	Overall satisfaction	72.0%
Keeping properties in good repair	TP02	Satisfaction with repairs	73.3%
	TP03	Satisfaction with time taken to complete most recent repair	65.1%
	TP04	Satisfaction that the home is well maintained	71.3%
Maintaining building safety	TP05	Satisfaction that the home is safe	81.5%
Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	59.8%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	70.4%
	TP08	Agreement that the landlord treats tenants fairly and with respect	78.1%
Effective handling of complaints	TP09	Satisfaction with the landlord's approach to handling complaints	31.1%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	53.4%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	58.5%
	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	60.5%

TSM MEASURES (LCRA) – Figures needed for TSM submission



	TP01 Overall satisfaction	TP02 Overall repairs	TP03 Time taken repairs	TP04 Well maintained	TP05 Safe	TP06 Listens & acts	TP07 Informed	TP08 Fairly and respect	TP09 Complaints	TP10 Communal areas	TP11 Contribution Neighbourhood	TP12 ASB
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.	-	348	348	-	-	-	-	-	164	170	-	-
Number of respondents who responded 'No' to the filter question relevant to the perception measure.	-	216	216	-	-	-	-	-	388	359	-	-
Very satisfied	198	148	147	214	287	171	215	183	20	47	124	117
Fairly satisfied	208	104	73	179	162	140	154	242	30	40	133	91
Neither satisfied nor dissatisfied	67	28	19	76	40	70	81	56	25	16	111	64
Fairly dissatisfied	47	39	45	39	25	72	38	31	34	29	34	25
Very dissatisfied	44	25	54	43	37	67	36	32	52	31	37	47
Total base used to calculate % satisfied	564	344	338	551	551	520	524	544	161	163	439	344
Not applicable / Don't know	-	-	-	-	6	36	29	8	-	-	112	206

The option 'Not applicable/ don't know' is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12. The submission return requires responses for N/A to be shown.