



## Tenancy Satisfaction Measures (TSMs) 2024/25 Summary of Approach

## a. Summary of Achieved Sample Size

Area	Population	Surveys conducted	Valid responses to TP01	TP01 positive response rate	Margin of error
LCRA	>25,000	2,219	2,210	78.7%	<2%
LCHO	<2,500	336	325	53.5%	<5%
<b>Total</b>	-	<b>2,555</b>	<b>2,535</b>	-	-

## b. Timing of survey

Reporting period	Surveys conducted	Valid responses to TP01	Earliest survey date	Latest survey date
Q1	611	606	08/05/2024	26/06/2024
Q2	656	650	18/07/2024	23/09/2024
Q3	692	684	23/10/2024	07/01/2025
Q4	596	595	30/01/2025	04/03/2025
<b>Total</b>	<b>2,555</b>	<b>2,535</b>	<b>08/05/2024</b>	<b>04/03/2025</b>

## c. Collection methods

- All our surveys were collected by telephone by independent third-party contractors registered with the Market Research Society (MRS): IFF Research and MEL Research (see section G).
- Our contractors offered interpretation services so that those who did not have English as their first language could take part. We offered alternative response options for those unable to take part over the telephone in the form of an e-mail link.
- We chose to collect surveys by telephone for the following reasons:
  - Telephone surveys can reduce the self-selection bias commonly associated with email, SMS, and postal surveys while allowing us to use an independent third-party to conduct interviews. Self-selection bias can lead to only those who feel strongly – either positively or negatively – choosing to take part in a survey.
  - Interviewers can clarify questions and probe for detailed, verbatim responses, leading to richer analysis.
  - We have more flexibility to adjust interview targets throughout the year, ensuring our samples remain representative and no over-sampling takes place.
  - By reviewing call recordings from our contractors, we can quality-check TSM interviews to uphold high interviewing standards.
  - Our monthly post transactional satisfaction surveys are also conducted by telephone, giving us a consistent approach across the transactional programme and the TSMs.

## d. Sample method

- We used a stratified sampling approach to ensure that our sample was representative of our population. This was independently proposed by our external research contractor.

**e. 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)**

**LCRA representation**

<b>Tenure Type</b>	<b>Population size</b>	<b>Share of population</b>	<b>Valid responses to TP01</b>	<b>Share of sample</b>
General Needs	24,679	92.2%	2,022	91.5%
Supported Housing and Housing for Older People	1,812	6.8%	165	7.5%
Intermediate Market Rent	263	1.0%	23	1.0%
<b>Total</b>	<b>26,754</b>	<b>100.0</b>	<b>2,210</b>	<b>100.0</b>

<b>Age Band</b>	<b>Population size</b>	<b>Share of population</b>	<b>Valid responses to TP01</b>	<b>Share of sample</b>
16 - 25	1,314	4.9%	90	4.1%
26 - 40	8,334	31.2%	664	30.0%
41 - 64	12,765	47.7%	1,050	47.5%
65+	4,303	16.1%	406	18.4%
Unknown	38	0.1%	0	0.0%
<b>Total</b>	<b>26,754</b>	<b>100.0%</b>	<b>2,210</b>	<b>100.0%</b>

<b>Ethnic Group</b>	<b>Population size</b>	<b>Share of population</b>	<b>Valid responses to TP01</b>	<b>Share of sample</b>
BME	11,750	43.9%	941	42.6%
Non BME	10,956	41.0%	943	42.7%
Undisclosed	4,048	15.1%	326	14.8%
<b>Total</b>	<b>26,754</b>	<b>100.0%</b>	<b>2,210</b>	<b>100.0%</b>

**LCHO representation**

- During 2024/25, we improved our LCHO records, reducing the share of the population with an 'Unknown' Age Band. This led to the proportion of our sample coming from homeowners with known Age Bands being greater than their initial share of our population on 31 March 2024, making our findings more insightful.

<b>Age Band</b>	<b>Population size</b>	<b>Share of population</b>	<b>Valid responses to TP01</b>	<b>Share of sample</b>
16 - 25	95	4.5%	18	5.5%
26 - 40	687	32.6%	113	34.8%
41 - 64	873	41.4%	137	42.2%
65+	257	12.2%	51	15.7%
Unknown	198	9.4%	6	1.8%
<b>Total</b>	<b>2,110</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>

<b>Ethnic Group</b>	<b>Population size</b>	<b>Share of population</b>	<b>Valid responses to TP01</b>	<b>Share of sample</b>
BME	360	17.1%	56	17.2%
Non BME	1,135	53.8%	169	52.0%
Undisclosed	615	29.1%	100	30.8%
<b>Total</b>	<b>2,110</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>

## Comparison to 2024 SDR submission

Our relevant tenant population was based on our 2024 SDR submission. Some LCRA and LCHO units declared in our SDR stocklist submitted were excluded for the following reasons:

<b>Table 1: exclusion reasons</b>
Our Extra Care retirement living properties that were to have been sold to Housing 21 (now completed).
Properties which were void or unsold.
Tenancies which were coming to an end – including because the tenant had passed away. In the case of a small number of tenants who had handed in their Notice to Quit, these tenancies were excluded to avoid the risk of making some quotas difficult to achieve. For example, a tenant from a very small subset based on key characteristics who subsequently left their tenancy before interviews commenced could leave us unable to achieve enough interviews to satisfy that quota.
Special short-term tenancies of the type 'Goods Left in Property' or 'Use and Occupation' used in special circumstances at the end of a tenancy. These tenancies did not represent permanent tenancies and were in effect considered void.
A small number of tenancies where the tenant-landlord relationship was managed by an external agency on our behalf. It was felt that the lack of a relationship between Midland Heart and the tenant could lead to misleading or unusable responses.
Homes providing specialist accommodation for tenants with significant capacity issues. This meant their exclusion from the population was permitted according to paragraphs 63 & 64 of the RSH <i>Tenant Survey Requirements</i> guidance.

### **f. Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)**

- We explored weighting and found that applying weighting to either our LCRA or LCHO samples results in adjustments to their respective overall satisfaction rates of well under a margin of error for TP01. We have therefore chosen not to apply weighting to either result.

### **g. The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures**

- MEL Research was successful in the re-tender of our research programme, replacing IFF Research from September 2024.
- 1,210 TSM surveys were conducted by IFF Research during Q1 and Q2 of 2024/25.
- 1,345 TSM surveys were conducted by MEL Research during Q3 and Q4 of 2024/25.

### **h. 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 63 with a broad rationale for their removal**

- 214 LCRA tenants living in specialist accommodation housing were excluded from our population because their high needs meant we could not conduct surveys with this group. For example, residents who were non-verbal.

**i. Reasons for any failure to meet the required sample size requirements summarised in Table 5**

- Not applicable.

**j. Type and amount of any incentives offered to tenants to encourage survey completion**

- Not applicable.

**k. Any other methodological issues likely to have a material impact on the tenant perception measures reported.**

- Not applicable.