

Summary of approach to collection of 2025/26 Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSMs) Standard requires registered providers to conduct tenant perception surveys and report TSMs annually. TSMs are designed to increase transparency regarding landlord performance and allow tenants to assess their landlords.

This document outlines South Liverpool Homes' (SLH) approach to capturing and measuring our published tenant perception measures.

Number of responses

The Regulator of Social Housing (RSH) requires that social housing providers must, as far as possible, generate a sample size for overall satisfaction (TP01) that meets the minimum level of statistical accuracy. SLH is required to complete at least 518 surveys annually among low-cost rental accommodation (LCRA) customers, with a +/- 4% margin of error at a 95% confidence level.

SLH achieved 596 valid TP01 responses from LCRA customers during 2025/26, surpassing the minimum target of 518.

As SLH has fewer than 1,000 low-cost home ownership (LCHO) properties, conducting and reporting this survey to the regulator for LCHO customers is not mandatory. However, the Regulator advises that LCHO and other customers should be given the opportunity to provide feedback. Consequently, SLH included LCHO customers in the research and surveyed 20% of the LCHO customer base (eight customers).

Timing of survey

The TSM survey was conducted on a monthly basis from 26 April 2025 – 18 March 2026.

Collection method

All surveys were conducted via telephone interviews. This was to facilitate continued and comparable trend with SLH's existing customer satisfaction programme.

Sample method

SLH provided IFF Research (an independent research agency who complete the surveys on our behalf, as detailed further below) with a spreadsheet of current LCRA tenants every month and they completed 50 surveys per month.

A stratified sampling approach based on agreed characteristics was used to represent the profile of the full customer population. Strata were set for age and area.

During fieldwork, the sample profile was monitored for all available demographics to ensure that the final sample profile was representative of the full customer population. Part-way through fieldwork, strata was set for property type and gender.

Summary of the assessment of representativeness of the sample against the relevant tenant population

The Regulator requires providers to ensure, as far as possible, that the survey responses used to calculate the perception TSMs are representative of the relevant tenant population. The below table compares the demographic profile (LCRA) of customers who completed the TSM survey between Apr 2025 - March 2026, against SLH's most recent population profile (as provided in March 2026). Based on the review we are satisfied that the sample population and TSM results accurately reflect that of the full customer population:

LCRA population			Achieved counts 2025-26	
Age	Count	%	Count	%
Under 25	41	1%	7	1%
25 to 34	482	13%	70	12%
35 to 59	1890	50%	299	50%
60-74	968	26%	165	27%
75+	376	10%	60	10%
Grand Total	3757	100%	601	100%

LCRA population			Achieved counts 2025-26	
Property type	Count	%	Count	%
Bedsit	6	0%	2	0%
Bungalow	195	5%	32	5%
Flat	571	15%	97	16%
House	2983	79%	469	78%
Maisonette	2	0%	1	0%
Grand Total	3757	100%	601	100%

LCRA population			Achieved counts 2025-26	
Area	Count	%	Count	%
East Speke	1391	37%	218	36%
West Speke	1285	34%	210	35%
Garston	962	26%	151	25%
Cobden	57	2%	10	2%
Millcroft	62	2%	12	2%
Grand Total	3757	100%	601	100%

LCRA population			Achieved counts 2025-26	
Ethnic group	Count	%	Count	%
Asian / Asian British	19	1%	5	1%
Black / Black British	42	1%	8	1%
Mixed ethnicity	40	1%	5	1%
Other ethnicity	25	1%	5	1%
White British	3014	80%	475	79%
White Other (inc. Polish, Irish)	126	3%	22	4%
Unknown	449	12%	74	12%
Prefer not to say	42	1%	7	1%
Grand Total	3757	100%	601	100%

LCRA population			Achieved counts 2025-26	
Gender	Count	%	Count	%
Female	2607	69%	409	68%
Male	1150	31%	192	32%
Grand Total	3757	100%	601	100%

LCRA population			Achieved counts 2025-26	
Tenure type	Count	%	Count	%
General needs	3638	97%	579	96%
Housing for older people	119	3%	22	4%
Grand Total	3757	100%	601	100%

Any weighting applied to generate the reported perception measures

No weighting has been applied to the reported perception measures, as we are satisfied that the sample population and TSM results accurately reflect that of the full customer population.

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

IFF Research were commissioned to carry out this research in accordance with guidance provided by the RSH on behalf of SLH in 2025/26, including the completion of telephone surveys, raising any causes for concern with SLH that required immediate action, ensuring responses were representative of the LCRA population, analysis and reporting of results.

IFF Research is an independent research agency with extensive experience in gathering robust customer feedback for a wide range of sectors.

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 the requirements

No tenant households have been removed due to exceptional circumstances described in the requirements.

Reasons for any failure to meet the required sample size requirements

As detailed above, the required sample size was exceeded.

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

SLH did not offer any incentives for the completion of TSM surveys.

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

There are no other issues which have impacted on the collection of SLH's perception TSMs.

If the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs.

N/A

Information on any visual features used alongside the required response options

This is not applicable, as 100% of surveys were completed by telephone.