

Summary of approach to collection of 2024/25 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 600 valid TP01 responses from LCRA customers during 2024/25, 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 24% of the LCHO customer base (10 customers).

Timing of survey

The TSM survey was conducted on a monthly basis from 17 April 2024 – 31 March 2025.

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. Based on the review we are satisfied that the sample population and TSM results accurately reflect that of the full customer population:

LCRA population			Surveys completed 2024-25	
Age	Count	%	Count	%
Under 25	52	1%	10	2%
25 to 34	517	14%	81	14%
35 to 59	1842	49%	294	49%
60-74	959	26%	156	26%
75+	365	10%	59	10%
Grand Total	3735	100%	600	100%

LCRA population			Surveys completed 2024-25	
Property type	Count	%	Count	%
Bedsit	6	0%	0	0%
Bungalow	193	5%	30	5%
Flat	570	15%	93	16%
House	2964	79%	477	80%
Maisonette	2	0%	0	0%
Grand Total	3735	100%	600	100%

LCRA population			Surveys completed 2024-25	
Area	Count	%	Count	%
East Speke	1387	37%	223	37%
West Speke	1287	34%	206	34%
Garston	943	25%	151	25%
Cobden	57	2%	11	2%
Millcroft	61	2%	9	2%
Grand Total	3735	100%	600	100%

LCRA population			Surveys completed 2024-25	
Ethnic group	Count	%	Count	%
Asian / Asian British	15	0.4%	5	1%
Black / Black British	39	1%	10	2%
Mixed ethnicity	37	1%	8	1%
Other ethnicity	24	1%	4	1%
White British	2997	80%	499	83%
White Other (inc. Polish, Irish)	124	3%	16	3%
Unknown	458	12%	48	8%
Prefer not to say	41	1%	10	2%
Grand Total	3735	100%	600	100%

LCRA population			Surveys completed 2024-25	
Gender	Count	%	Count	%
Female	2570	69%	413	69%
Male	1165	31%	187	31%
Grand Total	3735	100%	600	100%

LCRA population			Surveys completed 2024-25	
Tenure type	Count	%	Count	%
General needs	3617	97%	580	97%
Housing for older people	118	3%	20	3%
Grand Total	3735	100%	600	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 2024/25, 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.