

## Tenant Satisfaction Measures: Summary of Approach

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the Regulator of Social Housing. Part of that requirement is to outline to customers how Tendring District Council has carried out the TSM Perception Survey and collection of data.

This document outlines Tendring District Council's approach and sets out the criteria as contained in the Regulator of Social Housing's document *Tenant Satisfaction Measures (Tenant Survey Requirements)*.

Kwest Research Ltd were selected to carry out Tendring District Council's TSM survey following a procurement process conducted in 2023. This process enabled us to choose a supplier who could carry out the research in line with the requirements set out by the Regulator of Social Housing.

### A. Survey content

The survey met the criteria set out in Annex 4: Tenant Survey Requirements. Some additional questions were included to maximize the tenant insight obtained from this census survey. A copy of the questionnaire used is included as Appendix A

### B. Number of responses

Tendring District Council has a housing stock of 3062 properties (as at 31 March 2024). In order to achieve the statistical reliability required in connection with the TSMs, all tenants were invited to participate in the survey – a total of 2,990 tenants living in general needs and sheltered housing.

During the survey period, 745 tenants completed and returned a survey. This provides data accuracy of  $\pm 3.1\%$  for the tenant results overall.

### C. Timing of survey

The first mailing was sent to all tenants at the end of October 2023. This was followed by an initial reminder in November 2023 with a final reminder, including a further copy of the survey and pre-paid envelope, being sent in December 2023.

The first survey response was received on 6 November 2023 with the final response being received on 15 January 2024.

### D. Collection methods

All Tendring District Council tenants as at the end of October 2023 were provided with the opportunity to participate in the survey. This was carried out as a postal survey with the option given for tenants to complete the survey online. 83 respondents completed the survey online with 662 returning a postal survey. Contact details were provided for both Kwest Research Ltd and the Council for anyone with any queries regarding the survey.

This mixed methodology supports inclusivity and flexibility for survey completion so that there were limited barriers for completion.

### E. Survey method

All Tendring District Council tenants who had a tenancy as at the end of October 2023 were given the opportunity to complete the survey via the methods described in Section D above.

### F. Representativeness

This was a census survey, so all Tendring District Council tenants were given an opportunity to take part. Due to the relatively small size of this landlord’s housing stock, it would have been exceedingly difficult to specifically target any particular demographic.

### G. Weighting of results

Whilst this was a census survey, Kwest Research Ltd advised that there was an over response from older tenants and a weighting was applied to compensate for this. This is illustrated in the table below which shows that the unweighted response for TP01 – Overall satisfaction with the Council as a landlord was 80.9% (total of responses in the Count column divided by the 741 respondents) compared with the weighted response of 80.1%

## Overall Satisfaction

Percentage and count of 741 Respondents

	Percent	Count	Weight
Very satisfied	46.8%	356	347.5
Fairly satisfied	33.2%	244	246.8
Neither satisfied nor dissatisfied	7.9%	56	58.3
Fairly dissatisfied	6.7%	49	49.9
Very dissatisfied	5.4%	36	39.7
<b>Total Satisfied</b>	<b>80.1%</b>	<b>600</b>	<b>594.3</b>

### H. External collection methods

Kwest Research Ltd were selected to carry out Tendring District Council's TSM survey following a procurement process conducted in 2023. This process enabled us to choose a supplier who could carry out the research in line with the requirements set out by the Regulator of Social Housing.

Kwest Research Limited is a long standing research organization that works exclusively for social housing providers. Kwest undertook the Tenant Satisfaction Measures survey on behalf of Tendring District Council and was responsible for all elements of the research.

### I. Exclusions

As this was a census survey, no households were excluded from the survey selection criteria.

### **J. Reasons for any failure to meet the required sample size**

A census survey was carried out and the number of responses received exceeded the required sample size.

### **K. Incentivisation**

The following incentives were offered to all Council tenants who returned a survey:

- £250 (1st prize).
- £150 (2nd prize).
- £100 (3rd prize).

### **L. Other methodological issues impacting on the reported results.**

There are no other issues which have impacted on the collection of Tendring District Council's TSM's.