

## Summary of Approach to Tenant Satisfaction Measure Collection

### 1. Achieved sample size (number of responses)

515

### 2. Timing of survey

17/07/2023 – 08/02/2024

### 3. Collection method(s) — Including summary of responses by survey collection method and the rationale for the survey collection method(s) chosen.

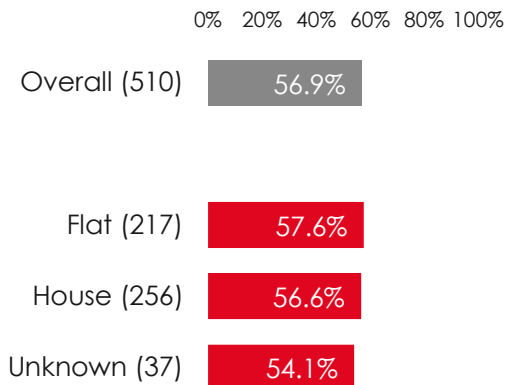
100% telephone Surveys

### 4. Sample method

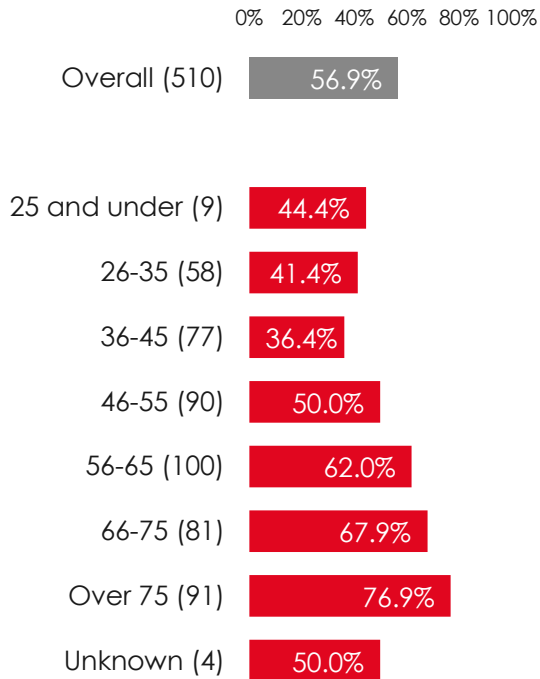
Sample

### 5. 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) To include proportion of the relevant (a) tenant population and (b) total survey responses that share the principal characteristics for which representativeness has been assessed.

Housing group



Age group



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

Unweighted

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

The Leadership Factor

**8. 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 below\* with a broad rationale for their removal**

N/A

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

None

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

N/A