

Tenant Perception Measures Summary of Approach



HELPING PEOPLE MAKE A HOME

Summary of approach

Introduction

This document is an outline of Leeds Federated's approach to the Tenant Perception Measures element of the Tenant Satisfaction Measures (TSMs).

Tenant Satisfaction Measures are collected by landlords according to requirements set by the Regulator for Social Housing. Landlords owning more than 1000 properties are required to submit TSM results annually, which contain information from tenant satisfaction surveys and management information including repairs and maintenance, complaints and engagement, respectful and helpful engagement and building safety. They are intended as a tool to allow tenants, such as Leeds Federated customers, to scrutinise their landlord's performance.

Summary of achieved sample size

We are required to generate a sample size for overall satisfaction (TP01) that meets the minimum level of statistical accuracy set out by the Regulator. **This means that we had to complete a minimum of 526 surveys**, based on the number of LCRA properties at year end with a minimum statistical accuracy of +/- 4% and margin of error at a 95% confidence level. **We completed a total of 600 surveys, meaning we exceeded the minimum requirement.**

As we have fewer than 1000 LCHO properties, it is not currently required of us to survey LCHO tenants.

Timing of survey

We carry out our surveys quarterly, with four survey waves taking place annually between 1st April 2024 and 31st March 2025. We collected our first survey response on 14th May 2024 and our final response on 3rd March 2025.

Sample methodology

Our sampling process is managed by MEL Research to ensure independence in approach. Ahead of each surveying period, MEL are provided with our full LCRA tenant profile (this is stored in a secure data file and deleted 90 days after completion and added to their data asset register). MEL clean (de-dupe) the data file to remove duplicate contacts. They then calculate a full profile of our tenant population. Using this profile, they compile a representative sample of 900 tenants. MEL ensure that any tenant who has completed the survey in the previous three waves aren't included, to ensure tenants don't feel survey fatigue. These 900 contacts are then loaded into the MEL platform as eligible for calls.

Collection methodology

MEL use the sample to contact tenants by telephone at different times of the day to gain a range of responses. They also set quotas, that are representative of our tenant profile – for example, this could be age, geographic area or gender. Once the quota is complete for a particular group, other individuals from that group won't be contacted. If MEL are struggling to get responses, they will seek authority to 'open quotas' to ensure we have the required 150 responses per quarter. The purpose and rough duration of the survey are outlined to the tenant at the start of the call, along with details of who to contact to confirm the validity of the survey. Tenants can also request a copy of MELs privacy notice before taking part. If a tenant would like to complete the survey, but they've been contacted at a bad time, then a call back will be scheduled for a time convenient to them.

Summary assessment of representativeness

We applied a sampling approach to our collection of Tenant Perception measures. To ensure that survey responses were as representative as possible, samples are monitored by MEL against our tenant profile. Quotas are in place for both age and management area, following previous over representation of these characteristics.

Weightings

When all the data for the past 12 months was collated and reviewed, a decision was made to weight the results to ensure that they were representative of the tenant population. The results were weighted by age only as it was found certain groups were over and underrepresented.

A summary of the weighting is shown in the table below:

Age Group	Response Profile	Stock Profile	Weighted profile
Under 25	3%	2%	2%
25 - 34	12%	15%	15%
35 - 44	20%	21%	21%
45 - 54	16%	20%	21%
55 - 64	20%	21%	21%
65 or over	30%	21%	21%

The role of our external contractor

We employ MEL Research as our sole external contractor of the purpose of managing and collecting our TSM responses. MEL are a specialist market and social behavioural research insight consultancy. Their role is to receive and process sample data, contact tenants and report on survey data. MEL adhere to the MRS code of conduct and all data is shared securely.

Exclusions

No households have been excluded due to exceptional circumstances

Incentives

No incentives, financial or otherwise, were used to encourage completion.

Methodological issues

We are unaware of any methodological issues likely to have a material impact on our TSM measures.

Other tenant perceptions surveys including TSMs

No other tenant perception surveys were carried out which contained TSM questions.

Visual features used

No visual features were used alongside the required response options.