

## Tenant Satisfaction Summary of Approach 2024-25

### Summary of achieved sample size

Total Responses – 324

### Timing of survey

11/06/2024 – 31/03/2025

### collection method(s)

We used a phased approach for collecting the surveys. These were available in three formats, a digital Microsoft form, face to face hard copies, and telephone. Below is breakdown of the responses by method:

Telephone	11
Internet	283
Face to face	30
<b>Total</b>	<b>324</b>

### sample method

All tenants were offered the chance to complete the survey.

### 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)

All tenants were offered the opportunity to complete the Tenant Perception Survey. Of the 324 that completed it, 6 remained anonymous.

LCRA - Area		
West Midlands	100%	100%

LCRA - Accommodation Type		
Supported Housing	100%	100%

Age Group	Total Population		Survey Respondents	
	Number of Tenants	Percentage	Number of Tenants	Percentage
18-25	350	14%	14	4%
26-35	670	27%	58	18%
36-45	595	24%	77	24%
46-55	459	18%	78	25%
56-65	307	12%	63	20%
66-75	78	3%	23	7%
76-85	21	1%	5	2%
86+	2	0%	0	0%

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

N/A

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

N/A

**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 63 with a broad rationale for their removal<sup>16</sup>**

N/A

**reasons for any failure to meet the required sample size requirements summarised in Table 5**

N/A

**type and amount of any incentives offered to tenants to encourage survey completion**

N/A

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

N/A