

Tenant Satisfaction Summary of Approach 2025-26

This document sets out the approach used by Sustain UK to collect and report Tenant Satisfaction Measures (TSMs) for 2025–26, in line with the Regulator of Social Housing's (RSH) Tenant Satisfaction Measures: Tenant Survey Requirements.

It provides a summary of the methodology used to generate tenant perception measures (TP01–TP12), enabling an assessment of the validity and robustness of the published results.

Summary of achieved sample size

Total Responses – 286

Timing of survey

11/06/2025 – 29/03/2026

collection method(s)

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

Telephone	63
Internet	223
Total	286

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)

An assessment of representativeness was undertaken by comparing the profile of survey respondents to the wider tenant population.

This assessment focused on age profile, as the most consistently available and reliable demographic characteristic.

The analysis identified:

- Slight overrepresentation of tenants aged 26–35
- Slight underrepresentation of tenants aged 36–65
- Limited responses from tenants aged 75+

Overall, the sample was considered to broadly reflect the tenant population, although some variation across age groups was identified.

This assessment was used to inform further analysis, including testing the impact of weighting.

LCRA - Area			LCRA - Accommodation Type		
West Midlands	100%	100%	Supported Housing	100%	100%

Age Group	Total Population		Survey Respondents	
	Number of Tenants	Percentage	Number of Tenants	Percentage
18-25	113	8%	32	11%
26-35	298	22%	83	30%
36-45	272	20%	42	15%
46-55	313	23%	59	21%
56-65	246	18%	46	16%
66-75	83	6%	16	6%
76-85	19	1%	2	1%
86+	2	0%	0	0%

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

A weighting exercise was undertaken to assess whether adjusting survey responses to reflect the age profile of the tenant population would materially impact reported results.

- Responses were grouped into standard age bands
- Weights were applied based on the proportion of tenants in each age group
- Weighted results were compared to unweighted results across all TSMs

Having reviewed the effect of weighting we found there was minimal impact on headline measures, including:

- Overall satisfaction (TP01) reduced from 92.0% to 91.5%
- Repairs and property-related measures showed changes of less than 2 percentage points
- Greater variation observed in perception-based measures, including complaints handling, neighbourhood contribution and anti-social behaviour

These measures are based on smaller sub-samples and were more sensitive to response distribution across age groups. On this basis, results have been reported on an unweighted basis, as the weighting did not materially affect headline performance measures and applying weighting introduced increased variability in measures with smaller base sizes

This approach ensures transparency, comparability with sector benchmarks, and alignment with regulatory expectations.

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

No external contractors were used.

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 removal¹⁶

No tenants were excluded from the survey frame. All tenants were offered the opportunity to participate.

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

The achieved response level met the requirements set out in the RSH Tenant Survey Requirements for statistical reliability. No material issues were identified in relation to sample size.

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

No incentives were offered to tenants to encourage survey participation.

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

A number of factors were identified which may have a bearing on interpretation of the results:

- Some variation in response rates by age group, with younger tenants slightly overrepresented
- Certain measures (including complaints handling, neighbourhood contribution, and anti-social behaviour) are based on smaller sub-samples, and therefore are more sensitive to variation in responses
- A small number of responses did not include demographic data and were excluded from representativeness and weighting analysis, but included in overall TSM calculations

These factors have been considered in the interpretation of results and do not materially affect overall conclusions regarding headline performance.