

Tenant Services Measures – Supporting information

The Regulator of Social Housing now requires all registered providers to generate and report Tenant Satisfaction Measures (TSMs) yearly as part of the new Customer Standards framework.

These measures combine data generated from internal management information with data derived from perception surveys. This combined data will enable customers to scrutinise their landlord's performance effectively. The first surveys were required to be undertaken between 01 April 2023 and 31 March 2024, with the formal submission of results required by 30 June 2024.

We have now completed the Tenant Satisfaction surveys for the year 2023-24, and below is a summary of the approach we used.

Sample Size: the required minimum levels of statistical accuracy for overall satisfaction was set at a confidence level of 95% and margin of error rate of +/- 5%.

The minimum requirement for UHA was to have 298 surveys completed of the 1323 Low Cost Rented Accommodation (LCRA) properties. The 333 surveys completed provides 112% of the requirement.

Timing of the survey: For 2023-2024, survey data was collected between February and March 2024 and management data was collated throughout the year.

Collection Method: The approach taken was to conduct telephone surveys. This method allowed us to gather feedback from a broad range of customers and ensure our results were representative.

To comply with the guidelines issued by the Regulator of Social Housing, the results excluded tenants of certain property types such as leaseholders, shared ownership and non-social housing.

Sampling Approach: the approach taken has been a Sample Approach – where a sample of relevant tenant households are invited to participate in the survey.

Representativeness of responses: UHA must ensure that, as far as possible, survey responses used to calculate perception TSMs are representative of the relevant tenant population. Ensuring that there is no material under – or over – representation of tenant groups that is likely to affect calculated satisfaction scores.

Where this assessment of the survey sample is unrepresentative and is likely to have a material impact on the outcomes, the responses should be weighted accordingly.

The guidance suggests that the following characteristics are material for large providers:

- age of respondent
- ethnicity
- building type
- property or household size
- geographical area or estate.

The analysis shows that the surveys completed provide a positive spread across each of the characteristics and weighting of the responses is not required. However, more effort should be made in the following period to survey properties managed by 3rd parties.

External Contractors: Tenant perception surveys were completed by our appointed partner, Callerz Ltd, who completed 333 telephone surveys in February and March 2024, and these have been used to calculate performance for TP01 to TP12.

Exclusions: All relevant stock types and tenant groups were included and with no exclusions.

Incentives: Customers were not offered incentives to take part, but we strongly encouraged our tenants to take part in the surveys as the results helped improve overall services

Summary of Representativeness

The tables below show how the TSM survey returns for 2023-24 closely map to our actual stock and tenant profiles:

Property Type	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
Affordable Rent Unity Owned	139	10.5%	40	12.0%	1.5%	33	82.5%	8.0%
Affordable Rent WC accessible flagged	4	0.3%	0	0.0%	-0.3%	0	-	-
General Needs - Housing for Older People	91	6.9%	29	8.7%	1.8%	26	89.7%	15.2%
General Needs - Unity Owned	1056	79.8%	263	79.0%	-0.8%	189	71.9%	-2.6%
General Needs -WC accessible flagged	9	0.7%	1	0.3%	-0.4%	0	0.0%	-74.5%
Supported Housing Managed by Agency	24	1.8%	0	0.0%	-1.8%	0	-	-
	1323		333			248	74.47%	

Building Type	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
Bungalow	60	4.5%	12	3.6%	-0.9%	10	83.3%	8.9%
Flat	424	32.0%	115	34.5%	2.5%	91	79.1%	4.7%
House	839	63.4%	206	61.9%	-1.6%	147	71.4%	-3.1%
	1323		333			248	74.47%	

Household Size (Bedrooms)	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
1	262	19.8%	75	22.5%	2.7%	57	76.0%	1.5%
2	480	36.3%	115	34.5%	-1.7%	94	81.7%	7.3%
3	379	28.6%	91	27.3%	-1.3%	62	68.1%	-6.3%
4	164	12.4%	42	12.6%	0.2%	27	64.3%	-10.2%
5	32	2.4%	9	2.7%	0.3%	8	88.9%	14.4%
6	6	0.5%	1	0.3%	-0.2%	0	0.0%	-74.5%
	1323		333			248	74.47%	

Geographical Areas	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
BD19	7	0.5%	1	0.3%	-0.2%	1	100.0%	25.5%
HD1	10	0.8%	8	2.4%	1.6%	6	75.0%	0.5%
HD3	9	0.7%	3	0.9%	0.2%	2	66.7%	-7.8%
HD4	15	1.1%	4	1.2%	0.1%	3	75.0%	0.5%
LS10	12	0.9%	1	0.3%	-0.6%	1	100.0%	25.5%
LS11	130	9.8%	34	10.2%	0.4%	30	88.2%	13.8%
LS12	67	5.1%	15	4.5%	-0.6%	11	73.3%	-1.1%
LS15	65	4.9%	27	8.1%	3.2%	21	77.8%	3.3%
LS17	26	2.0%	7	2.1%	0.1%	5	71.4%	-3.0%
LS19	3	0.2%	0	0.0%	-0.2%	0	-	-
LS2	28	2.1%	8	2.4%	0.3%	4	50.0%	-24.5%
LS25	23	1.7%	10	3.0%	1.3%	8	80.0%	5.5%
LS28	10	0.8%	7	2.1%	1.3%	6	85.7%	11.2%
LS3	18	1.4%	2	0.6%	-0.8%	1	50.0%	-24.5%
LS6	95	7.2%	28	8.4%	1.2%	23	82.1%	7.7%
LS7	519	39.2%	101	30.3%	-8.9%	69	68.3%	-6.2%
LS8	171	12.9%	61	18.3%	5.4%	45	73.8%	-0.7%
LS9	101	7.6%	14	4.2%	-3.4%	10	71.4%	-3.0%
WF16	14	1.1%	2	0.6%	-0.5%	2	100.0%	25.5%
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Age Bands	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
18-25	14	1.0%	4	1.2%	0.2%	4	100.0%	25.5%
26-34	119	8.6%	30	9.0%	0.5%	21	70.0%	-4.5%
35-44	303	21.8%	77	23.1%	1.3%	56	72.7%	-1.7%
45-54	350	25.2%	74	22.2%	-2.9%	56	75.7%	1.2%
55-64	334	24.0%	86	25.8%	1.8%	61	70.9%	-3.5%
65-74	137	9.8%	36	10.8%	1.0%	28	77.8%	3.3%
75-84	75	5.4%	19	5.7%	0.3%	15	78.9%	4.5%
85+	36	2.6%	7	2.1%	-0.5%	7	100.0%	25.5%
Not Known	23	1.7%	0	0.0%	-1.7%	0		
	1391		333			248	74.47%	

Gender	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
F	915	65.8%	231	69.4%	3.6%	163	70.6%	-3.9%
M	475	34.1%	102	30.6%	-3.5%	85	83.3%	8.9%
O	1	0.1%	0	0.0%	-0.1%	0		
	1391		333			248	74.47%	

Ethnicity	UHA Tenants		TSM Survey					
	Number	% of tenants	Surveyed	% of Surveys	variance from stock to survey	Count of Overall Satisfaction	Overall Satisfaction	variance to average satisfaction
Asian or Asian British - Bangladeshi	25	1.8%	5	1.5%	-0.3%	4	80.0%	5.5%
Asian or Asian British - Indian	23	1.7%	4	1.2%	-0.5%	4	100.0%	25.5%
Asian or Asian British - Other	38	2.7%	7	2.1%	-0.6%	6	85.7%	11.2%
Asian or Asian British - Pakistani	94	6.8%	29	8.7%	2.0%	23	79.3%	4.8%
Black or Black British - African	177	12.7%	38	11.4%	-1.3%	30	78.9%	4.5%
Black or Black British - Caribbean	303	21.8%	72	21.6%	-0.2%	45	62.5%	-12.0%
Black or Black British - Other	39	2.8%	8	2.4%	-0.4%	7	87.5%	13.0%
Chinese	9	0.6%	0	0.0%	-0.6%	0		
Mixed - Other	14	1.0%	2	0.6%	-0.4%	1	50.0%	-24.5%
Mixed - White & Asian	8	0.6%	1	0.3%	-0.3%	0	0.0%	-74.5%
Mixed - White & Black African	13	0.9%	3	0.9%	0.0%	2	66.7%	-7.8%
Mixed - White & Black Caribbean	71	5.1%	26	7.8%	2.7%	16	61.5%	-12.9%
Other	19	1.4%	3	0.9%	-0.5%	3	100.0%	25.5%
Refused	11	0.8%	1	0.3%	-0.5%	1	100.0%	25.5%
White - British	404	29.0%	107	32.1%	3.1%	82	76.6%	2.2%
White - Irish	3	0.2%	2	0.6%	0.4%	2	100.0%	25.5%
White Other	66	4.7%	12	3.6%	-1.1%	12	100.0%	25.5%
(blank)	74	5.3%	13	3.9%	-1.4%	10	76.9%	2.4%
	1391		333			248	74.47%	