

Client: Inquilab

	Completed
TSM Return - Section 1	Y
TSM Return - Section 2	Partially
TSM Return - Section 3	N/A
TSM Return - Section 4	Y
Questionnaire	Y
Summary of approach	Y
Date Produced	07/05/2024

Section 1 – Background to tenant perception survey

All TSMs		
Q1. Please confirm how you are reporting the TSMs relating to Complaints and Tenant Perception Measures.	Select one option:	
	Reported for LCRA stock - Yes	
	Reported for LCHO stock - No	
	Reported for LCRA and LCHO stock combined - No	
Q2. Please select which section this background information relates to:	Select one option:	
	• LCRA – section 4	
	• LCHO – section 5	
	• Combined – section 6	
Q3. Please select your survey approach used to generate reported perception TSMs (for the stock basis listed above).	Select one option:	
	• Single point in time	
	• Phased approach	
	• Rolling survey	
Q4. We also ask that you upload a summary of your approach AND a copy of the questionnaire used to collect the perception TSMs as supporting document(s) to this survey. Please confirm here that you have done so.	Select one option:	
	• Yes – I have uploaded the supporting documentation	
	• No – I have not uploaded the supporting documentation	
Q5. Collection date of earliest survey response used in reported TSMs	04/05/2023	
Q6. Collection date of latest survey response used in reported TSMs.	19/03/2024	
Q7. Have any external contractors been used in the collection and/or analysis of the survey?	Yes	
Q7a. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures	
Q8. Did you use any incentives for tenants to complete the survey?	No	
Q8a. If yes, what was the incentive?		
Q9. Have you been able to achieve all of the requirements set out in TSM tenant survey requirements?	Yes	
Q9a. If you have been unable to achieve all the requirements set out in the TSM tenant survey requirements, we ask you to upload a supporting document to this survey providing more information as to what you have been unable to achieve. Please confirm that you have done so.	Select one option:	
	• Yes – I have uploaded the supporting documentation	
	• No – I have not uploaded the supporting documentation	
Q10. Confirm the size of your relevant tenant population for the purposes of the tenant perception measures.	1,216	
Q11. How many tenants did you not include in the sample frame due to the exceptional circumstances outlined in paragraph 63 of TSM tenant survey requirements?	0	
Q12. Did you use a census or a sample to collect survey responses?	Select one option:	
	• Census	
	• Sample	
Q13. Please confirm the total number of responses to your survey for each of the following survey methods:		Annual results - may need to download <i>data extract</i> from PACT
Telephone	346	
Internet	3	
Face to face		
Postal		
SMS		
All other methods		

Q13a. If you used any ‘other methods’, please provide more details on the ones used.	Text	
For TP01 ONLY		
Q14a. Please confirm whether the average satisfaction by survey method reported in Q14b has been calculated using weighted or unweighted responses.	Select one option:	
	• Weighted	
	• Unweighted	check results folder if there has been a representative check completed and if weighting was needed
Q14b. Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:		Annual results - may need to download <i>data extract</i> from PACT
Telephone	40%	
Internet	67%	
Face to face		
Postal		
SMS		
All other methods		
All TSMs		
Q15. Did you use weighted responses to calculate your tenant perception measures?	No	
Q15a. If ‘Yes’, what characteristics did you use to weight responses?	Choose from drop down list selection	
Weighting characteristic 1		
Weighting characteristic 2		
Weighting characteristic 3		
Q15b. Please provide details of any other weightings used.	Text	
IF USED WEIGHTING		
Q16. If you have reported weighted responses in 14b please provide the unweighted responses for TP01.		
Very satisfied	Number	
Fairly satisfied	Number	
Neither satisfied nor dissatisfied	Number	
Fairly dissatisfied	Number	
Very dissatisfied	Number	
Proportion of tenants who are satisfied overall (unweighted)	Calculated number	

Look up tables

- Q15a
- Entity
 - Stock type
 - Age of respondent
 - Ethnicity of respondent
 - Building type
 - Property size
 - Household size
 - Geographical area
 - Other (specify in Q15b)

Section 2 – Published TSMs

Q1. Publication information	
Q1a. Have you published your performance against the TSMs?	Yes/No
Q2. If you have published your performance against the TSMs	
Q2a. Please confirm the date on which you published your performance against the TSMs.	Date
Q2b. Did you publish your performance against the TSMs online?	Yes/No
Q2bi. If yes, please provide the permanent URL you have used publish your TSM results. This could be the performance information or TSM section of your website rather than a direct link to the results.	Text
Q2c. If you have not published your performance against the TSMs online, please briefly outline your approach to publication.	Text
Q2d. If you have not published your performance against the TSMs online, please uploaded a copy of your publication as a supporting document. Please confirm that you have done so here.	Select one option: • Yes – I have uploaded the supporting documentation • No – I have not uploaded the supporting documentation
Q3. If you have NOT yet published your performance against the TSMs	
Q3a. Please confirm the date on which you INTEND to publish your performance against the TSMs.	Date
online?	Yes/No
publish your TSM results (if available). This could be the performance information or TSM section of your website rather than a direct link to the results.	Text
Q3bii. Please upload any documents you have to support your online publication approach, such as a final draft of your planned online publication as a supporting document. Please confirm that you have done so here.	Select one option: • Yes – I have uploaded the supporting documentation • No – I have not uploaded the supporting documentation
TSMs online, please briefly outline your intended approach to publication.	Text
Q3ci. If you do not intend to publish your performance online, please uploaded any documents you have to support your publication approach, such as a final draft of your planned publication as a supporting document. Please confirm that you have done so here	Select one option: • Yes – I have uploaded the supporting documentation • No – I have not uploaded the supporting documentation

To be completed by landlord

Q5e. Tenant perception measures		LCRA
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	40.4%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	45.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	42.4%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	39.3%

TP05	Proportion of respondents who report that they are satisfied that their home is safe.	51.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	34.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	51.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	48.1%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	14.8%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	57.4%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	44.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	39.8%

Section 4 – TSMs reported for low cost rental accommodation (LCRA) stock

Q6 – Tenant perception measures

LCRA

create pivot tables from annual results - must include NA and DK

Line	Q6. For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM technical requirements	TP01	TP02	TP03	TP04	TP05	TP06	TP07
		Taking everything into account, how satisfied or dissatisfied are you with the service provided by (your landlord)?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?
1	1 Number of respondents who responded ‘Yes’ to the filter question relevant to the perception measure.		216	216				
2	2 Number of respondents who responded ‘No’ to the filter question relevant to the perception measure		133	133				
3	Very satisfied	46	51	52	52	76	43	63
4	Fairly satisfied	95	47	38	85	98	58	86
5	Neither satisfied nor dissatisfied	44	19	13	30	25	36	48
6	Fairly dissatisfied	50	24	18	61	47	43	26
7	Very dissatisfied	114	74	91	120	92	112	68
8	Not applicable/Don't know					11	57	58
9	Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)	40%	45%	42%	39%	51%	34%	51%

TP08	TP09	TP10	TP11	TP12
To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti social behaviour?
	189	176		
	160	155		
55	5	45	41	39
98	23	55	45	24
70	11	15	29	18
54	21	20	18	8
41	128	39	77	69
30			138	190
48%	15%	57%	44%	40%

Questionnaire

Question Number	Question Text	Rating scale
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Inquilab?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP04	How satisfied or dissatisfied are you that Inquilab provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Inquilab provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`'t know
TP10a	Do you live in a building with communal areas, either inside or outside, that Inquilab is responsible for maintaining?	Yes, No, Don`'t know
TP10	How satisfied or dissatisfied are you that Inquilab keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP02a	Has Inquilab carried out a repair to your home in the last 12 months?	Yes, No
TP02	How satisfied or dissatisfied are you with the overall repairs service from Inquilab over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP11	How satisfied or dissatisfied are you that Inquilab makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`'t know
TP12	How satisfied or dissatisfied are you with Inquilab's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`'t know
TP09a	Have you made a complaint to Inquilab in the last 12 months?	Yes, No
TP09	How satisfied or dissatisfied are you with Inquilab's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8	To what extent do you agree or disagree with the following `I know how to make a complaint to Inquilab if I am not happy with the service I receive`?	Strongly agree, Agree, Neither, Disagree, Strongly disagree, Not applicable / Don`'t know
TP08	To what extent do you agree or disagree with the following `Inquilab treats me fairly and with respect`?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don`'t know
TP06	How satisfied or dissatisfied are you that Inquilab listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`'t know
TP07	How satisfied or dissatisfied are you that Inquilab keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don`'t know

11	How satisfied or dissatisfied are you that Inquilab is easy to deal with?	Very satisfied , Fairly satisfied , Neither satisfied nor dissatisfied, Fairly dissatisfied , Very dissatisfied
11A	As you were not satisfied with Inquilab being easy to deal with could you tell me why?	n/a
12	In your own words, what could Inquilab do better?	n/a
P1	The information you have provided in the survey will help Inquilab to understand your needs and enable them to develop and improve their services. Are you happy for your comments to be passed on to Inquilab with your personal details?	Yes, No
P2	Are you happy for Inquilab to contact you regarding any information you have provided in this survey?	Yes, No
P3	We have many ways to engage with our residents from formal meetings and one off focus groups to virtual panels and feedback. Would you be interested in finding out more about how you can work with us to improve our services?	Yes, No
P4	If yes, please provide preferred email address and mobile number, your contact details will be sent back separately to your response to the survey questions	n/a
P5	Would you be happy for Inquilab to contact you regarding possible participation in a focus group to improve our services? As a token of appreciation for your time and valuable insights, they would offer a one-time incentive of a Â£20 gift card to those who join and actively engage in the focus group.	Yes, No

Publication of summary of approach

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider. It must include at a minimum:

a. a summary of achieved sample size (number of responses)	349																																																																																																																		
b. timing of survey	quarterly - 04/05/2023 to 19/03/2024																																																																																																																		
c. collection method(s)	Telephone with option of online link via email by interviewer																																																																																																																		
d. sample method	Random stratified with quotas (tenure)																																																																																																																		
e. 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)	<table><tr><td></td><td colspan="2">Population</td><td colspan="2">Surveys</td></tr><tr><td>tenure</td><td>Number</td><td>%</td><td>Number</td><td>%</td></tr><tr><td>Affordable Rent</td><td>165</td><td>14%</td><td>53</td><td>15%</td></tr><tr><td>Assured - General</td><td>965</td><td>79%</td><td>266</td><td>76%</td></tr><tr><td>Intermediate Rent</td><td>67</td><td>6%</td><td>23</td><td>7%</td></tr><tr><td>Secure Tenancy</td><td>14</td><td>1%</td><td>7</td><td>2%</td></tr><tr><td>unknown</td><td>5</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Grand Total</td><td>1216</td><td>100%</td><td>349</td><td>100%</td></tr></table>						Population		Surveys		tenure	Number	%	Number	%	Affordable Rent	165	14%	53	15%	Assured - General	965	79%	266	76%	Intermediate Rent	67	6%	23	7%	Secure Tenancy	14	1%	7	2%	unknown	5	0%	0	0%	Grand Total	1216	100%	349	100%	<table><tr><td></td><td colspan="2">Population</td><td colspan="2">Surveys</td></tr><tr><td>age group</td><td>Number</td><td>%</td><td>Number</td><td>%</td></tr><tr><td>0 to 24</td><td>3</td><td>0%</td><td>1</td><td>0%</td></tr><tr><td>25 to 34</td><td>73</td><td>6%</td><td>25</td><td>7%</td></tr><tr><td>35 to 44</td><td>191</td><td>16%</td><td>54</td><td>15%</td></tr><tr><td>45 to 54</td><td>305</td><td>25%</td><td>82</td><td>23%</td></tr><tr><td>55 to 59</td><td>195</td><td>16%</td><td>72</td><td>21%</td></tr><tr><td>60 to 64</td><td>152</td><td>13%</td><td>40</td><td>11%</td></tr><tr><td>65 to 74</td><td>172</td><td>14%</td><td>42</td><td>12%</td></tr><tr><td>75 to 84</td><td>67</td><td>6%</td><td>18</td><td>5%</td></tr><tr><td>85+</td><td>26</td><td>2%</td><td>0</td><td>0%</td></tr><tr><td>unknown</td><td>32</td><td>3%</td><td>15</td><td>4%</td></tr><tr><td>Grand Total</td><td>1216</td><td>100%</td><td>349</td><td>100%</td></tr></table>						Population		Surveys		age group	Number	%	Number	%	0 to 24	3	0%	1	0%	25 to 34	73	6%	25	7%	35 to 44	191	16%	54	15%	45 to 54	305	25%	82	23%	55 to 59	195	16%	72	21%	60 to 64	152	13%	40	11%	65 to 74	172	14%	42	12%	75 to 84	67	6%	18	5%	85+	26	2%	0	0%	unknown	32	3%	15	4%	Grand Total	1216	100%	349	100%
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g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures																																																																																																																		
h. 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																																																																																																																		
i. reasons for any failure to meet the required sample size requirements summarised in Table below**	N/A																																																																																																																		
j. type and amount of any incentives offered to tenants to encourage survey completion	N/A																																																																																																																		
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	N/A																																																																																																																		

Notes from guidance in Tenant survey requirements (page 15)

36. The summary of approach must be proportionate to the complexity of the sampling methods employed and must include sufficient information to enable reasonable assessment of the validity of the published tenant perception measures. For example, the level of detail required from a relatively large provider applying stratified sampling and weighting of responses is significantly greater than that required from a small provider employing a simple census approach. Alongside this summary, all providers must publish the questionnaire(s) used to generate survey responses. This must include any additional questions and introductory or explanatory wording communicated to tenants alongside the TSM questions.

37. As part of the summary of the assessment of representativeness, all providers that own 1,000 or more dwelling units of relevant social housing stock must set out the following: proportion of the relevant (a) tenant population and (b) total survey responses that share the principal characteristics for which representativeness has been assessed (see illustration in Table 4). For these providers, a rationale for the choice of characteristics included must be set out with reference to tenant and stock profile. Where weighting has been used to ensure that the sample is as far as possible representative, (b) must reflect the weighted total survey responses used to generate reported TSMs.
38. The summary of approach must state if the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded must be provided. The provider must include a summary of responses by survey collection method and the rationale for the survey collection method(s) chosen. Where there are any material year-on-year changes in survey methodology, for example in survey collection method(s), a summary of these changes must be included with the reason for any such changes. Further, any analysis of year-on-year changes in tenant perception measure performance published by the provider must refer to any material changes in survey methodology that are likely to have significantly affected satisfaction scores.

* Providers must take reasonable steps to assess, identify and remove barriers to certain groups of tenants participating in surveys used to generate the TSMs. In particular, this is in respect to tenants who share one or more protected characteristics under the Equality Act 2010, and in respect of duties of that Act. Barriers may include, but are not limited to, language barriers, visual impairment, literacy or lack of access to digital media.³⁰ Where necessary to overcome barriers to participation, it is permissible for surveys to be completed by a carer, another household member on behalf of a tenant or through an interpreter.

**Table

Table 5: Required minimum levels of statistical accuracy for overall satisfaction

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%*
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%
*Where it is not possible to achieve this level of statistical accuracy (for example for many providers with fewer than 1,000 dwelling units of relevant social housing stock), employing a census approach is sufficient to meet this requirement.	