

Client: Westway HA

	Completed
TSM Return - Section 1	
TSM Return - Section 2	
TSM Return - Section 3	N/A
TSM Return - Section 4	
Questionnaire	
Summary of approach	
Date Produced	

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: <input checked="" type="radio"/> Reported for LCRA stock - Yes <input type="radio"/> Reported for LCHO stock - No <input type="radio"/> Reported for LCRA and LCHO stock combined - No
Q2. Please select which section this background information relates to:	Select one option: <input checked="" type="radio"/> LCRA – section 4 <input type="radio"/> LCHO – section 5 <input type="radio"/> Combined – section 6
Q3. Please select your survey approach used to generate reported perception TSMs (for the stock basis listed above).	Select one option: <input checked="" type="radio"/> Single point in time <input type="radio"/> Phased approach <input type="radio"/> 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: <input type="radio"/> Yes – I have uploaded the supporting documentation <input checked="" type="radio"/> No – I have not uploaded the supporting documentation
Q5. Collection date of earliest survey response used in reported TSMs	22/02/2023
Q6. Collection date of latest survey response used in reported TSMs.	12/04/2023
Q7. Have any external contractors been used in the collection and/or analysis of the survey?	Yes
Q7a. If yes, please name the contract organisation(s).	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures
Q8. Did you use any incentives for tenants to complete the survey?	Yes
Q8a. If yes, what was the incentive?	1 x £100, 1 x £75 and 1 x £50 in shopping vouchers
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: <input type="radio"/> Yes – I have uploaded the supporting documentation <input checked="" type="radio"/> 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.	535
Q11. How many tenants did you not include in the sample frame due to the exceptional circumstances outlined in paragraph 63 to 65 of TSM tenant survey requirements?	0
Q12. Did you use a census or a sample to collect survey responses?	Select one option: <input checked="" type="radio"/> Census <input type="radio"/> Sample
Q13. Please confirm the total number of responses to your survey for each of the following survey methods:	
Telephone	41
Internet	80
Face to face	
Postal	97
SMS	
All other methods	
Total sample size achieved	218

Q13a. If you used any 'other methods', please provide more details on the ones used.	Text
Q14. Did you use weighted responses to calculate your tenant perception measures?	No
Q14a. Please provide brief details of any weighing used	Text

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
Q1b. If there are any TSMs where it was not possible (or will not be possible) to publish the results, please provide a brief explanation as to why this was the case.	Text
Q1c. Please confirm the end date of the reporting year to which your reported TSMs relate	Date
Q2. If you <u>have published</u> 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 to 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
Q2ci. If you have not published your performance against the TSMs online, please upload a copy of your publication as a supporting document. Please confirm that you have done so here.	Select one option: <ul style="list-style-type: none"> • Yes – I have uploaded the supporting document • No – I have not uploaded the supporting document
Q3. If you have <u>NOT yet published</u> your performance against the TSMs	
Q3a. Please confirm the date on which you INTEND to publish your performance against the TSMs.	Date
Q3b. Do you intend to publish your performance against the TSMs online?	Yes/No
Q3bi. If yes, please provide the permanent URL you intend to use to 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: <ul style="list-style-type: none"> • Yes – I have uploaded the supporting document • No – I have not uploaded the supporting document
Q3c. If you do not intend to publish your performance against the TSMs online, please briefly outline your intended approach to publication.	Text
Q3ci. If you do not intend to publish your performance online, please upload 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: <ul style="list-style-type: none"> • Yes – I have uploaded the supporting document • No – I have not uploaded the supporting document

To be completed by landlord (not Acuity)

Q5e. Tenant perception measures		LCRA
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	59.2%
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.	62.4%

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	62.2%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	55.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	56.0%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	62.3%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	66.7%
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.	34.8%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	52.0%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	49.7%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	58.3%

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

Q6 – Tenant perception measures

LCRA

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	TP08
		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?	To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?
1	1 Number of respondents who responded ‘Yes’ to the filter question relevant to the perception measure.		157	157					
2	2 Number of respondents who responded ‘No’ to the filter question relevant to the perception measure		56	56					
3	Very satisfied	63	56	49	53	60	57	66	57
4	Fairly satisfied	66	37	43	67	61	52	61	81
5	Neither satisfied nor dissatisfied	18	17	10	28	31	32	38	34
6	Fairly dissatisfied	34	15	17	28	30	20	11	16
7	Very dissatisfied	36	24	29	41	33	44	28	19
8	Not applicable/Don't know					1	8	10	7
9	Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)	59%	62%	62%	55%	56%	53%	62%	67%

TP09	TP10	TP11	TP12
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?
72	155		
134	42		
10	32	44	42
14	46	46	56
10	22	46	26
8	24	12	16
27	26	33	28
		34	47
35%	52%	50%	58%

Questionnaire

Question Number	Question Text	Rating Scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westway?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Westway provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Westway provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4	Do you live in a building with communal areas, either inside or outside, that Westway is responsible for maintaining?	Yes, No, Don't know
5	How satisfied or dissatisfied are you that Westway keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you are not satisfied with your home or communal areas, please provide more information and what Westway could improve.	n/a
7	How satisfied or dissatisfied are you that Westway makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
8	How satisfied or dissatisfied are you with Westway's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
9	Has Westway carried out a repair to your home in the last 12 months?	Yes, No
10	How satisfied or dissatisfied are you with the overall repairs service from Westway over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
11	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
12	Generally, how satisfied or dissatisfied are you with the way Westway deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
13	If you are not satisfied with the repairs and maintenance service, please provide more information and what Westway could improve.	n/a
14	How satisfied or dissatisfied are you that Westway is easy to deal with?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
15	How satisfied or dissatisfied are you that Westway 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
16	How satisfied or dissatisfied are you that Westway 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
17	To what extent do you agree or disagree with the following 'Westway treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
18	If you are not satisfied with customer service and communications please provide more information, and what could Westway improve?	n/a
19	Have you made a complaint to Westway in the last 12 months?	Yes, No
20	How satisfied or dissatisfied are you with Westways approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21	How likely would you be to recommend Westway to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
22	What one thing could Westway improve?	n/a
23_1	Do you currently struggle with any of the following? Paying your rent or service charges	Grid
23_2	Do you currently struggle with any of the following? Meeting the cost of household bills	Grid
23_6	Do you currently struggle with any of the following? Meeting the cost of utility/fuel bills	Grid
24	Does your home currently suffer from any damp or mould issues? <i>If you tick Yes we will pass on your name and address to Westway</i>	Yes, No

25	Does your home currently have a working smoke and carbon monoxide detector?	Yes, No
26	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	Telephone call, Postal questionnaire, Email with link to online survey, Text with link to online survey, Not sure
27	Westway would welcome the opportunity to see your individual answers and comments. Would you therefore be happy for your individual responses to be attributed to you when being passed back to Westway?	Yes, No
28	Are you happy for Westway to contact you regarding any information you have provided in this survey?	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)	218																																																																																																				
b. timing of survey	22/02/2023 to 12/04/2023																																																																																																				
c. collection method(s)	postal, online and telephone																																																																																																				
d. sample method	census																																																																																																				
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 border="1"> <thead> <tr> <th></th> <th colspan="2">Population</th> <th colspan="2">Sample</th> </tr> <tr> <th></th> <th>(n)</th> <th>(%)</th> <th>(n)</th> <th>(%)</th> </tr> </thead> <tbody> <tr> <td>Affordable</td> <td>14</td> <td>3%</td> <td>5</td> <td>2%</td> </tr> <tr> <td>Assured</td> <td>491</td> <td>92%</td> <td>199</td> <td>91%</td> </tr> <tr> <td>Managed</td> <td>11</td> <td>2%</td> <td>6</td> <td>3%</td> </tr> <tr> <td>Secured</td> <td>1</td> <td>0%</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Shared</td> <td>18</td> <td>3%</td> <td>7</td> <td>3%</td> </tr> <tr> <td></td> <td>535</td> <td></td> <td>218</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th></th> <th colspan="2">Population</th> <th colspan="2">Sample</th> </tr> <tr> <th></th> <th>(n)</th> <th>(%)</th> <th>(n)</th> <th>(%)</th> </tr> </thead> <tbody> <tr> <td>Barnet</td> <td>13</td> <td>2%</td> <td>6</td> <td>3%</td> </tr> <tr> <td>Brent</td> <td>69</td> <td>13%</td> <td>29</td> <td>13%</td> </tr> <tr> <td>Ealing</td> <td>141</td> <td>27%</td> <td>61</td> <td>28%</td> </tr> <tr> <td>Enfield</td> <td>43</td> <td>8%</td> <td>19</td> <td>9%</td> </tr> <tr> <td>Hammersmith</td> <td>72</td> <td>14%</td> <td>28</td> <td>13%</td> </tr> <tr> <td>Hounslow</td> <td>8</td> <td>2%</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Kensington and Chelsea</td> <td>144</td> <td>27%</td> <td>46</td> <td>21%</td> </tr> <tr> <td>Westminster</td> <td>42</td> <td>8%</td> <td>26</td> <td>12%</td> </tr> <tr> <td>No Data</td> <td>3</td> <td>0%</td> <td>2</td> <td>0%</td> </tr> <tr> <td></td> <td>535</td> <td></td> <td>218</td> <td></td> </tr> </tbody> </table>		Population		Sample			(n)	(%)	(n)	(%)	Affordable	14	3%	5	2%	Assured	491	92%	199	91%	Managed	11	2%	6	3%	Secured	1	0%	1	0%	Shared	18	3%	7	3%		535		218			Population		Sample			(n)	(%)	(n)	(%)	Barnet	13	2%	6	3%	Brent	69	13%	29	13%	Ealing	141	27%	61	28%	Enfield	43	8%	19	9%	Hammersmith	72	14%	28	13%	Hounslow	8	2%	1	0%	Kensington and Chelsea	144	27%	46	21%	Westminster	42	8%	26	12%	No Data	3	0%	2	0%		535		218	
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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	1 x £100, 1 x £75 and 1 x £50 in shopping vouchers																																																																																																				
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	N/A																																																																																																				

<p>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.</p>
<p>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.</p>
<p>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.</p>

* 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.	