

Publication of summary of approach

a. a summary of achieved sample size (number of responses)	596																																																																																																						
b. timing of survey	Quarterly - 1 June 2023 to 9 March 2024																																																																																																						
c. collection method(s)	Telephone and Online We piloted the TSMs in the previous year with a 50/50 split between on-line and telephone and found that to get the response rate required to achieve the confidence level we had to carry out more telephone interviews, so we decided upon a 80/20 (telephone/on-line) split for the survey moving forwards. We wanted to keep the on-line option available to ensure there was a route for those who preferred or needed this option due to a potential vulnerability to still give their views.																																																																																																						
d. sample method	Quotas - based on Management Area and Age																																																																																																						
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 colspan="2"></th> <th colspan="2">Population</th> <th colspan="2">2023-24</th> </tr> <tr> <th colspan="2"></th> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Management</td> <td>Area 1</td> <td>712</td> <td>22%</td> <td>186</td> <td>27%</td> </tr> <tr> <td>Area 2</td> <td>1289</td> <td>39%</td> <td>260</td> <td>38%</td> </tr> <tr> <td>Area 3</td> <td>1288</td> <td>39%</td> <td>235</td> <td>35%</td> </tr> <tr> <td>Total</td> <td>3289</td> <td>100%</td> <td>681</td> <td>100%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2"></th> <th colspan="2">Population</th> <th colspan="2">2023-24</th> </tr> <tr> <th colspan="2"></th> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td rowspan="10">Age Group</td> <td>0 - 24</td> <td>54</td> <td>2%</td> <td>10</td> <td>1%</td> </tr> <tr> <td>25 - 34</td> <td>320</td> <td>10%</td> <td>65</td> <td>10%</td> </tr> <tr> <td>35 - 44</td> <td>479</td> <td>15%</td> <td>85</td> <td>12%</td> </tr> <tr> <td>45 - 54</td> <td>475</td> <td>14%</td> <td>92</td> <td>14%</td> </tr> <tr> <td>55 - 59</td> <td>312</td> <td>9%</td> <td>60</td> <td>9%</td> </tr> <tr> <td>60 - 64</td> <td>261</td> <td>8%</td> <td>50</td> <td>7%</td> </tr> <tr> <td>65 - 74</td> <td>553</td> <td>17%</td> <td>151</td> <td>22%</td> </tr> <tr> <td>75 - 84</td> <td>500</td> <td>15%</td> <td>111</td> <td>16%</td> </tr> <tr> <td>85 +</td> <td>209</td> <td>6%</td> <td>43</td> <td>6%</td> </tr> <tr> <td>Unknown</td> <td>126</td> <td>4%</td> <td>14</td> <td>2%</td> </tr> <tr> <td>Total</td> <td></td> <td>3289</td> <td>100%</td> <td>681</td> <td>100%</td> </tr> </tbody> </table>			Population		2023-24				No.	%	No.	%	Management	Area 1	712	22%	186	27%	Area 2	1289	39%	260	38%	Area 3	1288	39%	235	35%	Total	3289	100%	681	100%			Population		2023-24				No.	%	No.	%	Age Group	0 - 24	54	2%	10	1%	25 - 34	320	10%	65	10%	35 - 44	479	15%	85	12%	45 - 54	475	14%	92	14%	55 - 59	312	9%	60	9%	60 - 64	261	8%	50	7%	65 - 74	553	17%	151	22%	75 - 84	500	15%	111	16%	85 +	209	6%	43	6%	Unknown	126	4%	14	2%	Total		3289	100%	681	100%
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f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	N/A																																																																																																						
g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd responsible for collecting, generating and validating the 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	£25 voucher per quarter
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	N/A