

Summary of approach

The Tenant Satisfaction Measures (TSMs) Standard requires all registered providers to generate and report TSMs as specified by the Regulator of Social Housing (RSH). Part of that requirement is to outline to customers how Hastoe has approached the TSM Perception survey and collection of data. This document outlines Hastoe's approach and sets out the criteria as contained in the RSH's document Tenant Satisfaction Measures (Tenant Survey Requirements).

Number of responses

Hastoe has housing stock comprised of more than 7,500 homes. However, for the TSMs, only Low Cost Rental Accommodation residents (defined by the regulator as: general needs, supported housing, intermediate rent and temporary social housing; acronymised as LCRA) and Low Cost Home Ownership residents (any shared owner that isn't fully staircased; acronymised as LCHO) are eligible to take part in the survey.

As set out in the TSM requirements by the regulator, Hastoe should only include LCHO residents in its tenant perception measures if we have more than 1,000 in our stock. Hastoe only has 881 LCHO properties and therefore, for the TSM perception survey, we have only included LCRA residents.

Within our LCRA population, we needed to receive enough responses to the survey to have a margin of error of +/-4%. We received 536 responses which means we achieved a margin of error of +/-3.9% which is compliant with the guidance from the RSH.

Timing of Survey

We commissioned an external expert survey company (The Leadership Factor) to conduct surveys of residents between 26 June 2024 and 26 July 2024.

Collection Method

As mentioned above, we commissioned an external company to conduct the surveys for us to ensure impartiality and allow residents to answer freely and honestly. All surveys were conducted by telephone.

Sample Method and Representativeness

We used a stratified random sampling method to ensure that our population was fairly represented within the survey responses. We used the following characteristics to ensure fair representation:

- Age
- Gender
- Asset Type
- Repair Contractor
- Tenure Type

The tables below set out our tenant population and surveys received

Asset Type	Population	Surveyed sample
House	69.8%	70.9%
Flat	23.0%	20.3%
Bungalow	3.2%	4.9%
Maisonette	1.9%	2.6%

Bedsit	1.8%	0.9%
Pitch	0.4%	0.4%

Age	Population	Surveyed sample
25 and under	2.7%	2.8%
26-35	17.1%	17.2%
36-45	22.3%	22.6%
46-55	23.4%	23.1%
56-65	20.3%	20.3%
66-75	8.7%	8.0%
Over 75	5.1%	5.8%
Unknown	0.3%	0.2%

Gender	Population	Surveyed sample
Female	64.0%	60.6%
Male	35.7%	39.4%
Transgender	0.0%	0.0%
Any other gender	0.0%	0.3%

Repair Contractor	Population	Surveyed sample
T M Browne	19.6%	22.0%
FSG Property Services	17.6%	17.2%
Westcountry Maintenance	14.8%	15.5%
Prestige DPM	17.2%	14.9%
Jones Building Group	15.2%	14.7%
A W Construction	8.4%	7.6%
Close Brothers	3.5%	3.7%
Wardox	3.4%	3.0%
Defects	0.5%	1.3%

Tenure Type	Population	Surveyed sample
Assured	97.9%	98.7%
Fair rent	1.6%	0.9%
Licence	0.4%	0.4%
Rent to Homebuy	0.0%	0.0%

Weighting of results

Hastoe are confident that the number of surveys received from the different groups ensured that the results were representative of our tenant population. Therefore, we did not carry out any weighting calculation on the survey results.

Role of external company

The Leadership Factor was commissioned with collecting, generating and validating the survey responses.

Exclusions

21 households were excluded from the survey database. The reason for this was they requested not to take part in any surveys from Hastoe. This meant that all other LCRA residents could have been contacted for survey completion.

Reasons for any failure to meet the required sample size

Hastoe achieved the required sample size as set out in the TSM guidelines.

Incentivisation

Hastoe did not offer any incentives for the TSM survey.

Other methodological issues impacting on reported results

There were no other issues of this nature.