

## **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 our tenant perception measures if we have more than 1,000 in our stock. Hastoe only has 885 LCHO properties and therefore, for the TSM perception survey, only LCRA residents were included.

Within our LCRA population, we needed to receive enough responses to the survey to have a margin of error of +/-4%. We received 1,094 responses and achieved a margin of error of +/-2.6%, 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, together with surveys carried out by Hastoe staff, between 18<sup>th</sup> June 2025 and 20<sup>th</sup> November 2025.

## **Collection method**

We commissioned an external company for the initial phase of surveys. Following this, another phase was carried out by Hastoe staff. 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

<b>Asset Type</b>	<b>Population</b>	<b>Surveyed sample</b>
Bedsit	1.7%	2.1%
Bungalow	3.3%	4.4%
Flat	22.8%	24.0%
House	70.0%	67.1%

Maisonnette	1.8%	2.2%
Pitch	0.4%	0.2%

Age	Population	Surveyed sample
25 and under	2.4%	2.3%
26-35	15.5%	12.9%
36-45	22.7%	21.5%
46-55	23.1%	22.9%
56-65	21.3%	22.7%
66-75	9.1%	11.6%
Over 75	5.6%	6.0%
Unknown	0.3%	0.1%

Gender	Population	Surveyed sample
Female	64.5%	63.6%
Male	35.5%	36.3%
Transgender	0.0%	0.0%
Any other gender	0.0%	0.0%

Repair Contractor	Population	Surveyed sample
A W Construction Services Ltd	8.3%	9.5%
Close Brothers Rail Limited	3.4%	4.8%
Defects	1.6%	2.4%
FSG PROPERTY SERVICES	17.4%	18.5%
Jones Building Group	15.0%	13.2%
Prestige DPM Ltd	16.8%	15.4%
T M Browne	19.3%	18.1%
Wardox Ltd	3.3%	3.9%
Westcountry Maintenance Services LTD	14.8%	14.2%

Tenure Type	Population	Surveyed sample
Assured	97.8%	98.3%
Fair Rent	1.8%	1.6%
Licence	0.4%	0.2%
Rent to Homebuy	0.0%	0.0%

### **Weighting of results**

Hastoe is confident that the number of surveys received from the different groups ensured that the results were representative of our tenant population, except in relation to age. There was notable variance between Hastoe's population and the surveyed sample, particularly in the 26-35 and 66-75 age groups. As such, weighting was applied to the number of responses and the answers for each age bracket, with the effect of slightly reducing the reported overall satisfaction.

### **Role of external company and approach to internal surveys**

The Leadership Factor was commissioned to collect, generate and validate the survey responses for the initial round of the survey.

Surveys subsequently carried out by Hastoe were conducted by a non-customer-facing team, with no exposure to the activities about which residents were being surveyed. Some 10% of the calls made were then subject to further validation.

### **Exclusions**

Zero households were excluded from the survey database. This meant that all 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.