

KEY SURVEY INFORMATION



SAMPLING

- Total tenant population: 3,537
- 0 Tenants were excluded due to exceptional circumstances
- A stratified random sampling was used
- Total sample size achieved: 511



QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines
- Questionnaire can be found in the Appendix



DATA COLLECTION

- Data collected quarterly
- Data collected between May 2023 and March 2024
- TLF Research used as the external contractor
- Incentives were not used



WEIGHTING

- Weighting was not necessary, the sample is representative of the total population



RELIABILITY

- With a total population of 3,537 the confidence level must achieve within at least +/-4%
- We are 95% confident that the overall % satisfied is within +/-3.7%



ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout