



Tenant Satisfaction Measures

Summary of approach 2025/26

The Regulator for Social Housing (RSH) requires all social housing providers to participate in the Tenant Satisfaction Measures (TSM). The TSMs are two distinct sets of insights, the first a series of Management Information metrics and the second a series of insights gathered from an annual Tenant Perception Survey. The requirements for the tenant perception survey and this summary of approach document are set out in *Tenant Satisfaction Measures: Tenant Survey Requirements*.

Timing of Survey

The survey was conducted between August 2025 and March 2026, with tenants invited to complete the survey across different quarters of the year.

External Contractors

The Leadership Factor (TLF) Research Limited were contracted to deliver the TSM survey and provide the responses to Teign Housing's Business Intelligence team for analysis and reporting.

Sample Size and Method

Based on our tenant population the RSH guidance requires that we achieve a sample of at least 518 tenants. We opted to survey every household using a census method and exceeded to required sample size. A total of 1,691 surveys were completed, representing a 45% response rate. No households were excluded from the survey, and no incentives were offered to encourage completion of the survey.

Collection Method

Four different survey methods were utilised to try and maximise our response rate and to ensure that tenants had several response options. These were online, SMS, postal and telephone. Having four survey collection methods enables our tenants to exercise their preferences when responding to the survey.

Except for SMS the collection methods utilised were the same in previous years but the uptake among tenants was different. We piloted SMS surveying in quarter 4 for tenants invited to survey in previous quarters who had not yet responded.

These differences can be seen below.

Collection Method	2023/24 percentage	2024/25 percentage	2025/26 percentage
Telephone	16.1%	38%	32.8%
Online	26.4%	29.3%	41.8%
Postal	57.5%	32.6%	22.6%
SMS	N/A	N/A	2.7%

Representativeness of Survey Sample

An analysis was undertaken of the survey results to assess the representativeness of the survey sample. The following characteristics were assessed:

- Tenant Age (18-30, 31-40 etc)
- Classification Type (General Needs, Independent Living)
- Asset Type (House, Bungalow, Flat etc)
- Tenancy Length (Under 5 years, 5-10 years etc)
- Property Size (Number of Bedrooms)
- Geography (Patch)

These characteristics were assessed as they were felt to be the tenant demographics most likely to influence satisfaction.

The analysis identified that the sample was not representative of the tenant population in regard to age, with an underrepresentation of younger tenants and an overrepresentation of older tenants. The tenant population and survey respondents' proportions by age group are below.

Age	Tenant Population	Respondent Population
18-30	5.8%	4.1%
31-40	15.0%	9.6%
41-50	14.6%	11.1%
51-60	17.5%	16.5%
61-70	22.2%	25.9%
71-80	15.2%	20.2%
81 +	9.7%	12.7%

The tenant population and respondent population percentage data for all the above listed characteristics is at Appendix A.

Weighting Survey Results

To ensure the survey responses were more representative of the tenant population, poststratification was used to re-weight the survey responses. The data was only weighted using tenant population age data, the post stratified weight for each respondent by age group is below.

Age	Weight of Response
18-30	1.41
31-40	1.57
41-50	1.32
51-60	1.06
61-70	0.86
71-80	0.75
81 +	0.76

The updated tenant population and survey respondents' proportions by age group are below.

Age	Tenant Population	Weighted Respondent Population
18-30	5.8%	5.8%
31-40	15.0%	15.0%
41-50	14.6%	14.6%
51-60	17.5%	17.5%
61-70	22.2%	22.2%
71-80	15.2%	15.2%
81 +	9.7%	9.7%

The tenant population and weighted respondent population percentage data for all the above listed characteristics is at Appendix B.

Appendix A Tenant and Respondent Population data by tenant characteristics

Classification Type

Classification Type	Tenant Population	Respondent Population
General Needs	73.3	64.9%
Independent Living	26.7	35.1%

Asset Type

Asset Type	Tenant Population	Respondent Population
House	48.9%	43.0%
Flat	30.3%	31.8%
Bungalow	17.8%	22.9%
Maisonette	2.9%	2.2%
Coach House	0.1%	0.1%

Tenancy Length

Tenancy Length	Tenant Population	Respondent Population
Under 5 Years	25.8%	30.0%
5-10 Years	25.7%	22.3%
11-15 Years	16.0%	14.5%
16-20 Years	9.2%	7.5%
20 Years plus	23.2%	25.7%

Property Size (Number of Bedrooms)

Number of Bedrooms	Tenant Population	Respondent Population
1	23.1%	27.4%
2	39.2%	40.1%
3	35.8%	31.2%
4	1.7%	1.1%
5	0.1%	0.2%

Geography (Patch)

Patch	Tenant Population	Respondent Population
1	13.0%	13.2%
2	14.6%	15.4%
3	16.6%	17.4%
4	18.2%	16.4%
5	17.3%	15.9%
6	20.4%	21.6%

Appendix B Tenant and Weighted Respondent Population data by tenant characteristics

Classification Type

Classification Type	Tenant Population	Weighted Respondent Population
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General Needs	73.3	71.2%
Independent Living	26.7	28.8%

Asset Type

Asset Type	Tenant Population	Weighted Respondent Population
House	48.9%	46.1%
Flat	30.3%	31.9%
Bungalow	17.8%	19.4%
Maisonette	2.9%	2.4%
Coach House	0.1%	0.2%

Tenancy Length

Tenancy Length	Tenant Population	Weighted Respondent Population
Under 5 Years	25.8%	33.3%
5-10 Years	25.7%	23.3%
11-15 Years	16.0%	14.2%
16-20 Years	9.2%	7.2%
20 Years plus	23.2%	22.0%

Property Size (Number of Bedrooms)

Number of Bedrooms	Tenant Population	Weighted Respondent Population
1	23.1%	25.0%
2	39.2%	40.2%
3	35.8%	33.3%
4	1.7%	1.4%
5	0.1%	0.2%

Geography (Patch)

Patch	Tenant Population	Weighted Respondent Population
1	13.0%	13.5%
2	14.6%	15.4%
3	16.6%	16.7%
4	18.2%	16.4%
5	17.3%	16.3%
6	20.4%	21.6%

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