

Tenant Satisfaction Measures 2023 Summary of Approach

Any queries in relation to this summary should be directed in the first instance to reception@epichousing.co.uk.

Number of surveys completed (sample size)	611																																												
Timing of survey	12/06/23 to 31/07/2023																																												
Collection methods	Online via email and Postal																																												
Sample method	Census																																												
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>Tenure</th> <th colspan="2">Population</th> <th colspan="2">Surveys</th> </tr> <tr> <th>Row Labels</th> <th>Number</th> <th>%</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>General needs</td> <td>1344</td> <td>99%</td> <td>611</td> <td>100%</td> </tr> <tr> <td>Supported</td> <td>11</td> <td>1%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Grand Total</td> <td>1355</td> <td>100%</td> <td>611</td> <td>100.0%</td> </tr> </tbody> </table>					Tenure	Population		Surveys		Row Labels	Number	%	Number	%	General needs	1344	99%	611	100%	Supported	11	1%	0	0%	Grand Total	1355	100%	611	100.0%															
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Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	Not applicable																																												
The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures																																												
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	Not applicable																																												
Reasons for any failure to meet the required sample size requirements summarised in Table below**	Not applicable																																												
Type and amount of any incentives offered to tenants to encourage survey completion	10x £25 Shopping Vouchers																																												
Any other methodological issues likely to have a material impact on the tenant perception measures reported.	Not applicable																																												

* Providers must take reasonable steps to assess, identify and remove barriers to certain groups of tenants participating in surveys used to generate the TSMs. In particular, this is in respect to tenants who share one or more protected characteristics under the Equality Act 2010, and in respect of duties of that Act. Barriers may include, but are not limited to, language barriers, visual impairment, literacy or lack of access to digital media.

Where necessary to overcome barriers to participation, it is permissible for surveys to be completed by a carer, another household member on behalf of a tenant or through an interpreter.

**Table

Table 5: Required minimum levels of statistical accuracy for overall satisfaction

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%*
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%
*Where it is not possible to achieve this level of statistical accuracy (for example for many providers with fewer than 1,000 dwelling units of relevant social housing stock), employing a census approach is sufficient to meet this requirement.	