

Tenant Satisfaction Survey 2025/26

How representative were the survey responses?

We compared the profile of tenants who completed the survey with EPIC's tenant population. The results show that the survey accurately reflects the make-up of our tenants.

516

completed surveys

100%

census approach
all tenants invited

+/- 3.14%

achieved margin
of error

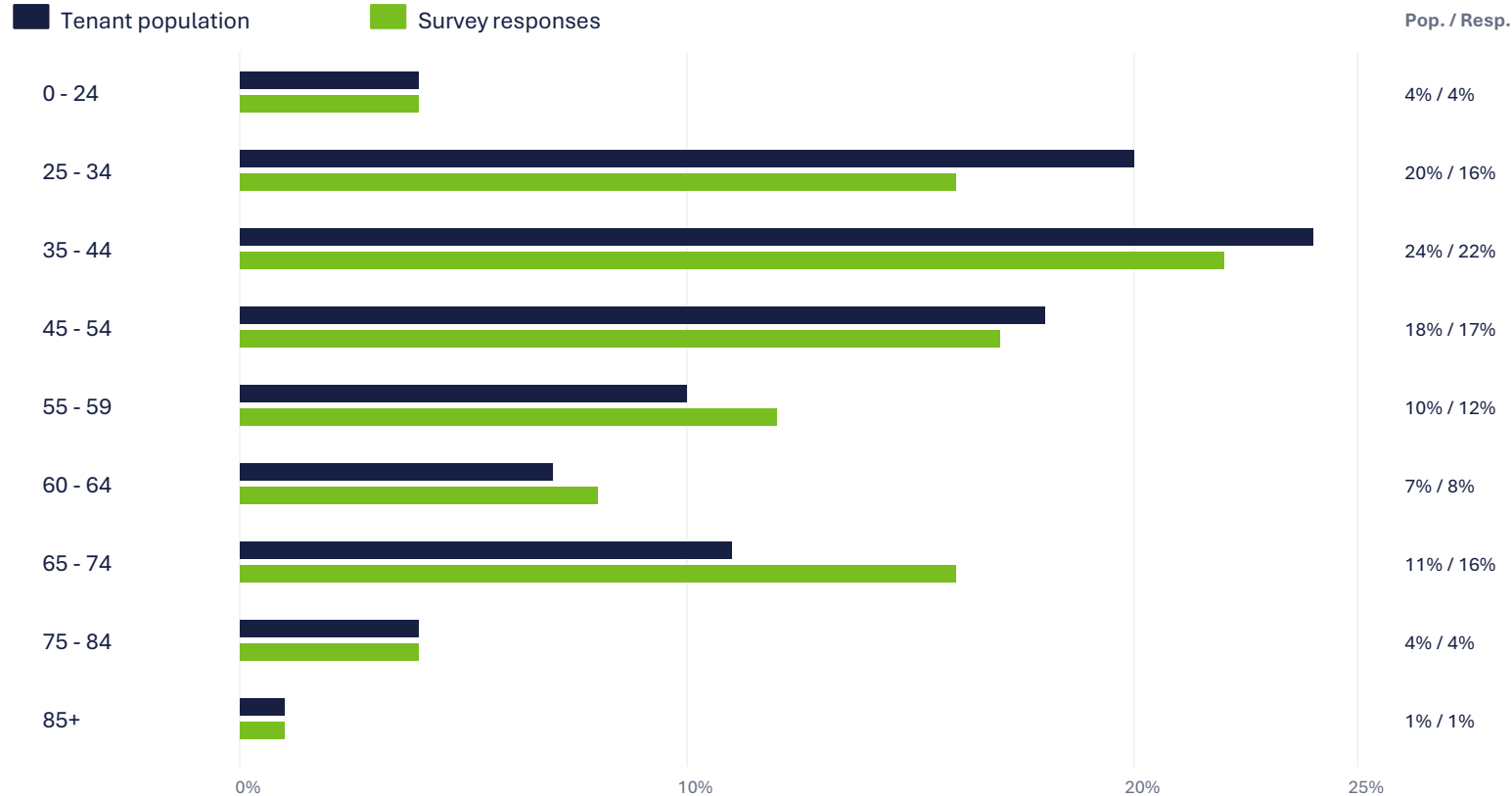
No

statistical weighting
required

The response was determined to be representative of the relevant tenant population as a whole.

Age profile

Survey responses closely matched the age profile of EPIC tenants.

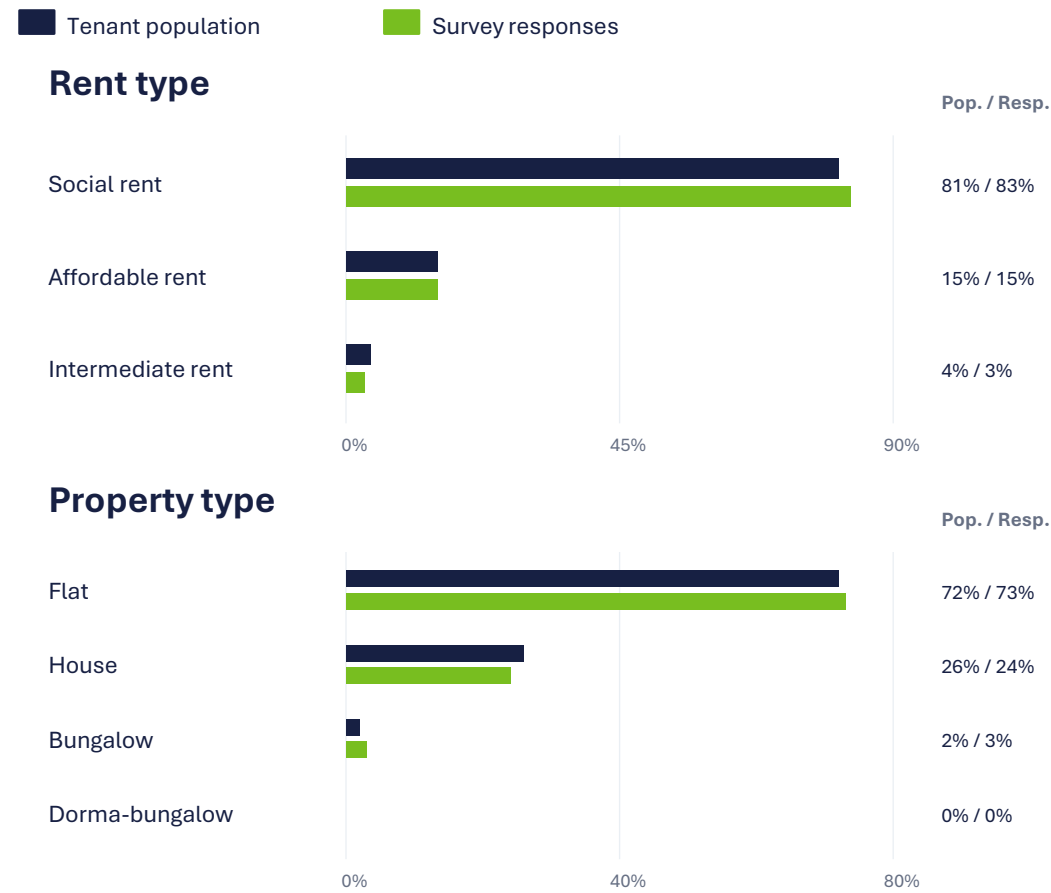


What this tells us

The survey achieved a broad spread of responses across age groups. The largest difference was among tenants aged 65-74, who made up 16% of responses compared with 11% of the tenant population.

Homes and rent type

The response profile is closely aligned to the types of homes and rent EPIC manages.



What this tells us

The proportion of responses from social rent, affordable rent and intermediate rent tenants was very close to EPIC's overall profile. Flats, houses and bungalows were also reflected in broadly the same proportions.

Tenancy type and length

Both newer and long-standing tenants contributed to the survey.

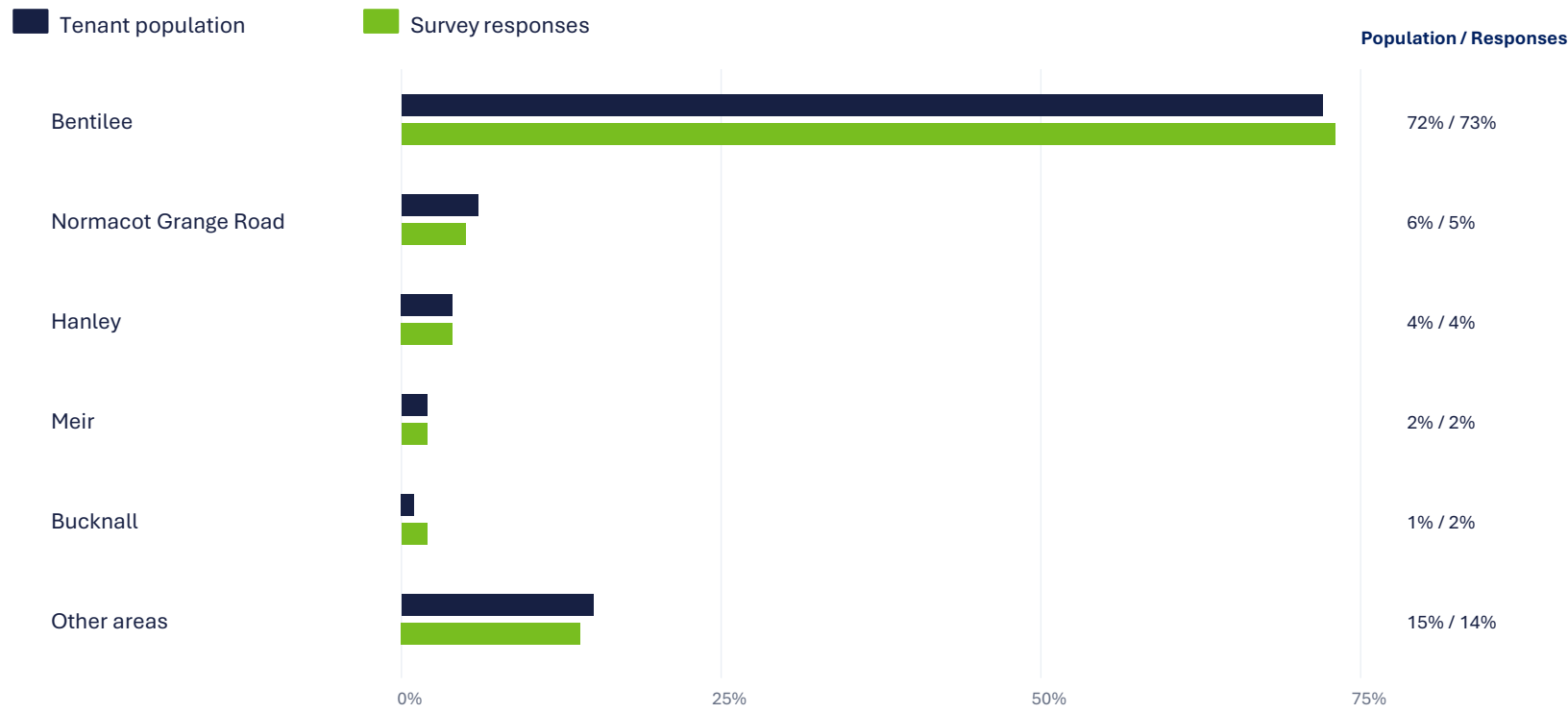


What this tells us

Responses were received from tenants across the main tenancy types and across all tenancy length bands. This means the results include the views of newer tenants and those who have lived in their homes for many years.

Where survey responses came from

Responses reflected EPIC's geographic spread, with most responses from Bentilee.



What this tells us

For ease of reading, smaller locations have been combined into “Other areas”. The detailed ward breakdown remains available in the full Summary of Approach.

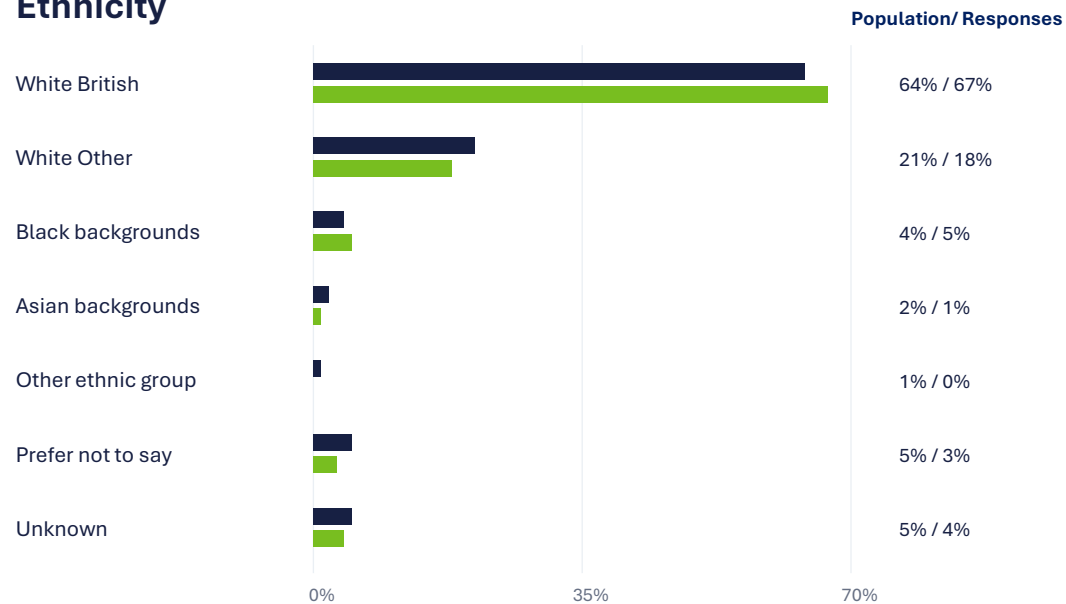
Diversity of survey responses

Ethnicity and nationality were reviewed to check the survey reflected EPIC's tenant population.

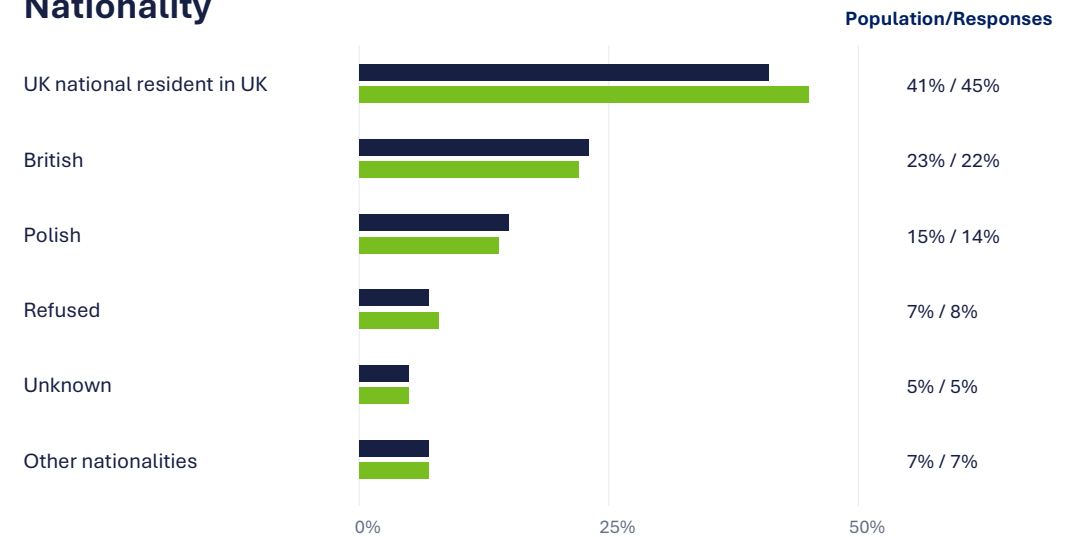
■ Tenant population

■ Survey responses

Ethnicity



Nationality



What this tells us

For a tenant-facing publication, small detailed categories have been grouped to make the charts easier to read. The full detailed breakdown remains available in the formal Summary of Approach.

Representativeness summary

Each characteristic checked showed a suitable match between tenant population and survey responses.

Age



Matched

Tenancy length



Matched

Rent type



Matched

Geography



Matched

Property type



Matched

Ethnicity



Matched

Tenancy type



Matched

Nationality



Matched

The Tenant Satisfaction Survey accurately reflected EPIC's tenant population. No statistical weighting was required before reporting the results.

Why this matters

Representative results help tenants understand and trust the published TSM results.

When the survey responses reflect the tenant population, tenants can have greater confidence that the published results are not based on one narrow group of views.

A balanced response supports better insight, stronger accountability and more informed service improvement.

This is why EPIC checks representativeness across age, rent type, tenancy type, tenancy length, property type, geography, ethnicity and nationality.