

CUSTOMER VOICE AND TENANT SATISFACTION REPORT 2023-24 - METHOD STATEMENT – PUBLISHED 30 JUNE 2024

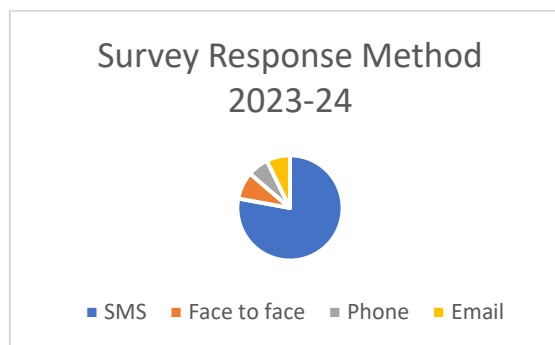
Introduction to Tenant Satisfaction Measures

Tenant Satisfaction Measures are regulatory requirements introduced in April 2023. The **Collection methods** sample size and, representative sample guide is [here](#). (Refer to page 19) .

Sample Size - Our property size (7,567). Our TSM target collection was 560 as per guidance. Our total collection was 868. 380 above the target.

For the year 2023-2024, 5126 households were digitally invited by text and email, for tenants who have a mobile/email or phoned if they only had a landline. Tenants were also asked to complete the survey at community events to target those who aren't digital. **868** tenants responded (16.69%). Bury Housing Services uses an electronic platform so that we can track engagement, non-engagement, and data. We have not placed any reminders, so the response rate is good based on 1 invite only.

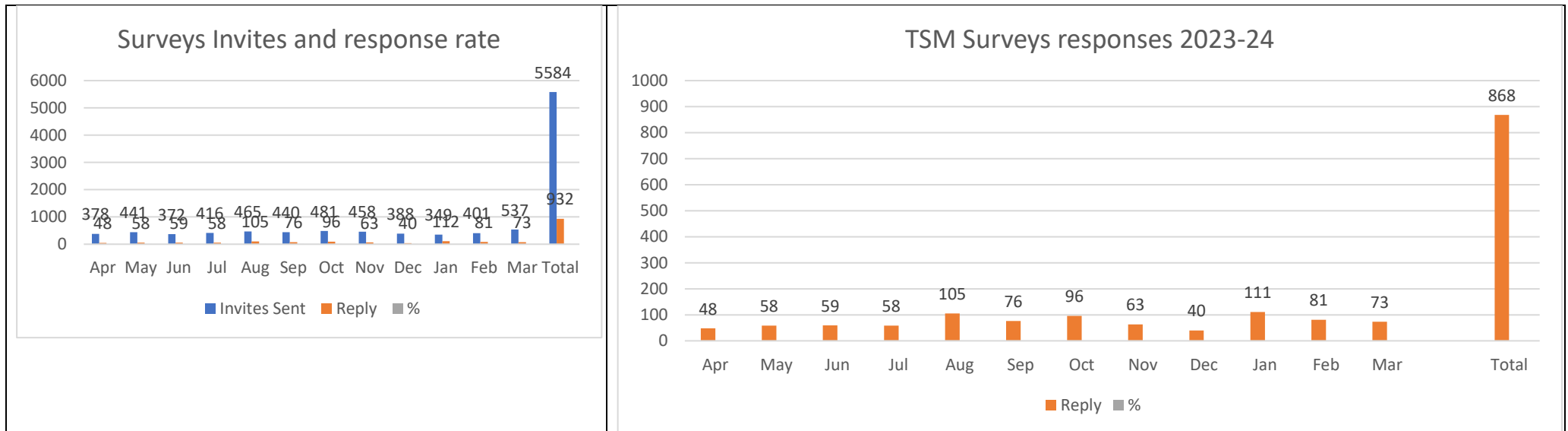
Accessibility and barriers to responding - Our collection method is mainly electronic via either text or email. Therefore, in addition to digital targeting tenants, we targeted those who only use a landline, which was around 400 tenants who we invited by telephone during August and September 2023. Our dedicated Tenant Engagement Team focused on inviting people face-to-face at all our Sheltered Housing Schemes, which gathered 129 responses from our non-digital tenants, accounting for 15% of our responses.



Survey and response rate.

Timing of the survey.

Bury Housing Services' approach to the survey was to invite tenants to complete the survey on the tenancy anniversary as well as targeted work to digitally excluded tenants. Below illustrates that of the 5584 invites that were sent, 868 tenants completed the survey. An average response collection rate is between 50 and 60 respondents per month. This also includes drop-in events. The spikes in October, January, and February reflect some of the targeted work that was carried out with hard-to-reach groups via drop-ins and phone calls. We exceeded the target of 560 by 372 (55%). This allowed us to track trends with a means of understanding results and trying to deliver some improvements early. For example, one of the highest dissatisfactions was related to repair timescales so we reviewed these and published them on our website.



Tenant profile, representative invites, response, and satisfaction

Our respondents should reflect our Tenant Profile of the following **characteristics** stock type (e.g. general needs, housing for older people/sheltered housing, other supported housing, temporary social housing); age, ethnicity, property type, property or household size, geographical area or estate. The number of tenants digitally invited (email or text) is 6652 of which 5584 invites were sent. The difference of 1068 reflects bad data. The invites go to the lead (primary) tenant of 2 with some exceptions considered. 16.69% of invites responded to our survey on the first call, with no follow-up.

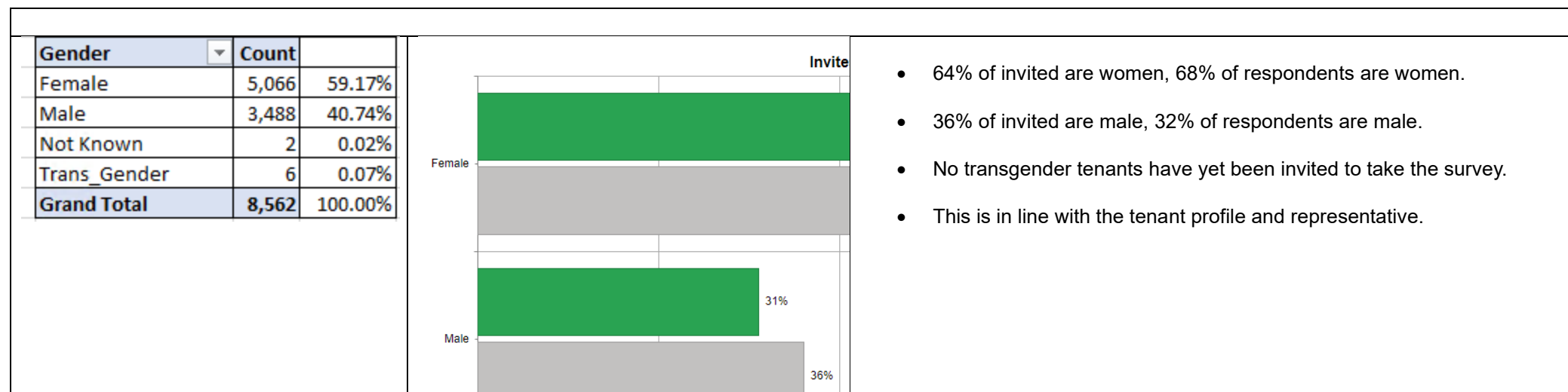
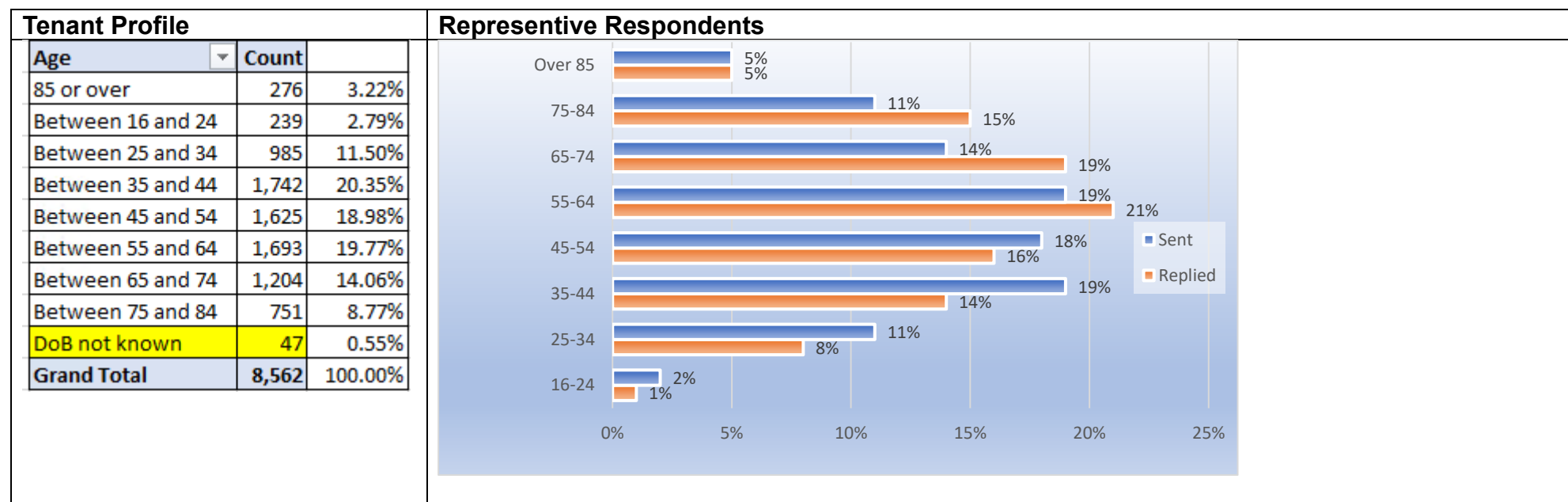
To archive a representative sample of our tenants, we selected the following characteristics to compare invites sent, responses, and satisfaction to identify any standout trends to address.

The profile illustrates our tenant's age profile, representative invite, and response. (TSM guidance advises we address any gaps > 10%). There are no groups underrepresented more than 10%.

We include a collection of characteristics and have confidence that all invitees represent our tenant profile age, gender, estate, and property type.

We were further encouraged that those responses represented invitees, so we gave a representative view of our tenants. There were no underrepresented segments. We believe that our non-digital targeted approach to our older population was part of our success in achieving a representative return of our tenant profile.

A sample of tenants by profile, invited and responded.



Representation % invited and % responded – Data Source - <https://cxfb.co.uk/admin/surveys/invitelist/surveyinvitesrepresentation.aspx?tableid=21781>

Overall performance 23/24

