

TENANT SATISFACTION MEASURES - TENANT SURVEY REQUIREMENTS -SUMMARY OF APPROACH

a) Summary of number of responses
St. Peter's has 105 units of accommodation, consisting of 99 flats and 6 houses.
40 residents replied to the survey a 38% response rate.

b) Timing of Survey
The survey was undertaken from 1 April 2023 to 5 May 2023.

c) Collection method – the following options were available

Face to face 17

Post 22

Telephone 1

Email 0

d) Sample method
Census method. All tenants were initially called on by the team, on a face-to-face basis. The postal, telephone and email options were available if they were not at home or didn't want to complete the survey at that stage.

e) Summary of representativeness

| Scheme | Total | Returned | % |
|---------------|--------------|-----------------|----------|
| OCH | 33 | 9 | 27% |
| SCH | 26 | 7 | 26% |
| MCH | 40 | 22 | 55% |
| Houses | 6 | 1 | 17% |
| Anonymous | | 1 | 17% |
| | | 40 | |

f) Any weighting applied
N/A

g) Role of any external contractors involved
N/A

h) Number of tenant households excluded from sample due to exceptional circumstances
N/A

i) Reasons for not meeting sample size
N/A

j) Type and amount of any incentives offered to tenants to encourage survey completion
2 X £25 Shopping voucher draw

k) Any other methodological issues likely to have a material impact on the survey
N/A