



Summary of TSM Survey Approach

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the regulator. Part of that requirement is to outline to customers how Pine Court Housing Association has approached the TSM Perception survey and collection of data.

This document outlines Pine Court Housing Association's approach and sets out the criteria as contained in the Regulator of Social Housings' document *Tenant Satisfaction Measures (Tenant Survey Requirements)*.

A. Number of responses

Pine Court Housing Association (PCHA) has a housing stock of 520 properties (approx.), this meant that it was achievable to complete Tenant Satisfaction Measure (TSM) surveys with all of our tenants. During October and November of 2023, PCHA invited all tenants to participate in the survey. This is in line with TSM guidance, which states that it is sufficient for housing association with fewer than 1000 dwellings to conduct a census survey.

During 2023/24, PCHA customers completed 131 TSM Surveys.

B. Timing of survey

Pine Court Housing Association collected 131 surveys, from the 17th of October 2024 to the 24th of November 2024.

C. Collection method(s)

Every PCHA customer had the opportunity to complete the survey, with the following channels used to collect the responses:

- E-mail sent with a link to the survey. 20 responses were received from this mail-out.
- This was followed up an SMS message, which also included a survey link. This resulted in 61 surveys being completed.

- PCHA staff completed face to face surveys with vulnerable customers, or those that we did not have an e-mail address or mobile telephone number. Fifty customers completed the surveys this way.

For the customers who preferred to receive communications in Chinese, the survey was translated for them, so they could complete it in their preferred language. This was to reduce barriers to completion, so as many customers could participate as possible.

We chose this method as it is more cost effective than producing paper copies for each customer, and would result in less waste from surveys which were not returned. Also, the number completed was very similar to previous years (134 was received in 2022/23 using paper copies and face to face surveys).

D. Survey method

Every tenant who lived in a Pine Court Housing Association property were given an opportunity to complete the survey via the methods detailed in the section above.

E. Representativeness

This was a census survey, so all of the Pine Court Housing Association tenants were given an opportunity to take part. Due to the relatively small size of this landlord, it would have been exceedingly difficult to specifically target any particular demographic.

F. Weighting of results

No weighting of results was undertaken. This was a census survey, and sent out to all tenants.

G. External collection methods

As noted above, the surveys were undertaken in-house and sent out via various channels, including electronic and face to face options. If a customer requested the survey to be completed in another format, then this request would have been actioned.

H. Exclusions

No households were excluded from the survey selection criteria.

I. Reasons for any failure to meet the required sample size

As this was a census survey, there was no specific sample size to collect. The main emphasis was on ensuring that all customers had an opportunity to complete the survey.

J. Incentivisation

The following incentive was offered to all of the Pine Court Housing Association customers who responded to the e-mail, SMS, or face to face survey:

- £50 (1st prize).
- £30 (2nd prize).
- £20 (3rd prize).

K. Other methodological issues impacting on the reported results.

There are no other issues which have impacted on the collection of Pine Court Housings Perception TSM's.