Summary of Approach

Methodology

A summary of the methodology used by Manningham Housing Association Ltd to complete the Tenant Satisfaction Measures' survey 2023/4:

Services provider carrying out the perception Surveys (collecting, generating, and validating the reported perception measures)	Independent research company – Callerz based in Bradford
Survey Period & Number of Responses	A total of 420 surveys were completed. April 23 - 70 June 23 - 70 Oct 23 - 100 Jan 24 - 100 March 24 - 80
Statistical confidence required and achieved	Required: ±5% margin of error at 95% confidence level (i.e. requiring a minimum of 299 responses).
Total sample size achieved (total number of responses)	420
Reasons for any failure to meet the required sample size	N/A
Collection method	Surveys were undertaken by telephone with MHA residents only.
Sampling method	MHA supplied Callerz with a full population data file at the start of April 2023 with the aim to update it every six months to include newly signed-up tenants. After each wave of fieldwork, Callerz informs MHA of residents who need to be excluded from future data files, for reasons such as the resident has passed away or is no longer a tenant of MHA.
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	Shared ownership residents (39)
Summary of representativeness of the sample against the relevant tenant population	The sample is broadly representative of the tenant population, particularly regarding ethnicity, property type and occupancy.

Any weighting applied	**As a BME organisation, we apply weighting solely to ensure that the survey results accurately represent both BME and non-BME residents in our customer base. Primarily serving general needs, we do not operate any older people or supported housing schemes. Historically, our surveys have been anonymous to encourage honest feedback, which has limited our ability to gather detailed demographic information. Moving forward, we have de-anonymised the surveys to enable the provision of precise weighting percentages.**
Questions asked	The questionnaire consists of the 12 TSM questions, plus three pre-qualifying questions. MHA has used this opportunity to ask a question about recommending them as a landlord (NPS) score, as well as one open-ended question to capture insight from residents who are dissatisfied with the overall service provision.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None