

OVH 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 of Social Housing. Part of that requirement is to outline to customers how One Vision Housing (OVH) has approached the TSM Perception survey and collection of data.

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

A. Number of Responses

One Vision Housing (OVH) has a large housing stock, this means it is not practical to complete Tenant Satisfaction Measure (TSM) surveys with all of our tenants. During 2024-2025, OVH completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that OVH meet the level of statistical accuracy set out by the Regulator of Social Housing. OVH must ensure that it surveys enough tenants to meet a Confidence Interval of $\pm 3\%$ (with a 95% Confidence Level).

During 2024-2025, OVH completed 1,200 TSM Surveys. OVH have 12,877 tenants which means that OVH achieved a greater Confidence Level than required, at $\pm 2.7\%$.

B. Timing of survey

One Vision Housing carried out approximately 100 surveys each month starting from 16/04/2024 and ending on 31/03/2025. This was all within the financial year of 2024/25.

C. Collection method(s)

The TSM Surveys were all completed via outbound telephone surveys.

OVH have a small in-house survey team that have undertaken transactional and perception surveys for several years. They are based within the Customer Experience Team.

OVH find this works well in terms of:

- Getting results quickly.
- Free from influence from the rest of the organisation.
- Giving survey assistants context to the survey.
- Signposting to additional services.
- More cost effective.
- Achieve higher response rates.
- Enable richer information to be gathered.

If a customer did not wish to undertake a TSM survey via the telephone, but did want to participate, OVH offered alternative survey formats such as email, or postal surveys.

D. Survey method

Approx. 400 tenants were selected at random for TSM survey during the month by the IT Team and shared with the Outbound Survey Assistants to call tenants and complete the survey.

E. Representativeness

During the survey process OVH continually reviewed the number of completed surveys to ensure that survey responses were representative of the tenant base. Where appropriate, the selection criteria was amended to increase or decrease the number of tenants selected based on the following groupings:

- Stock type.
- Age.
- Ethnicity.
- Building Type.
- Property / Household size.
- Geographical area.

F. Weighting of results

OVH are confident that the numbers of surveys completed from the different groupings (as identified in E above), ensured that the survey results as a whole were representative of the tenant base. Based on this OVH did not carry out any further calculations (weighting) on the survey results.

G. External collection methods

All surveys, apart from any tenants who requested to complete the survey in another format, were undertaken over the telephone by the Outbound Survey Assistants (OSA's). The OSA's are based in OVH's Customer Experience Team and no external contractors were used for the collection of the TSM perception data.

H. Exclusions

No households were excluded from the survey selection criteria. This means that any tenant could have been chosen to survey throughout the year.

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

OVH achieved the required sample size as set out in the TSM guidelines.

J. Incentivisation

An incentive was introduced during the 2024/25 financial year. Participants were entered into a £50 monthly draw when they completed a survey.

K. Other methodological issues impacting on the reported results

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