

## Assessment of Representativeness (2024/25)

The TSM Perception Survey must be representative of the relevant tenant population (the people who live in our homes). In order to do this we need to ensure that the number of surveys we receive from people with certain characteristics is a similar percentage to those people with the same characteristics living in our homes. For example if 60% of our tenants are female, then we should try and get approximately 60% of our survey responses from females.

The characteristics we have chosen to consider have been suggested in the guidance document from the Regulator of Social Housing.

The below tables show for the various characteristics; The number of homes and percentage for each characteristic, alongside number and percentage of the survey responses received for each characteristic. The final column shows how closely we were able to match, and how representative the sample is.

### Age Band

| Element         | Available | Available % | Responded | Responded % | Variance |
|-----------------|-----------|-------------|-----------|-------------|----------|
| 16 - 24         | 503       | 4.07        | 43        | 3.58        | -0.49    |
| 25 - 44         | 3961      | 32.04       | 383       | 31.92       | -0.13    |
| 45 - 64         | 4735      | 38.31       | 462       | 38.50       | 0.19     |
| 65+             | 3143      | 25.43       | 312       | 26.00       | 0.57     |
| Unknown/No Data | 19        | 0.15        | 0         | 0.00        | -0.15    |

### Building Type

| Element    | Available | Available % | Responded | Responded % | Variance |
|------------|-----------|-------------|-----------|-------------|----------|
| Bedsit     | 44        | 0.36        | 0         | 0.00        | -0.36    |
| Bungalow   | 1013      | 8.20        | 101       | 8.42        | 0.22     |
| Flat       | 4985      | 40.33       | 487       | 40.58       | 0.25     |
| House      | 6299      | 50.96       | 612       | 51.00       | 0.04     |
| Maisonette | 20        | 0.16        | 0         | 0.00        | -0.16    |

### Stock Type

| Element                     | Available | Available % | Responded | Responded % | Variance |
|-----------------------------|-----------|-------------|-----------|-------------|----------|
| Independent Living          | 635       | 5.14        | 61        | 5.08        | -0.05    |
| Retirement Housing          | 284       | 2.30        | 22        | 1.83        | -0.46    |
| General needs - social rent | 11442     | 92.57       | 1117      | 93.08       | 0.52     |

## Ethnicity

| Element                                    | Available | Available % | Responded | Responded % | Variance |
|--------------------------------------------|-----------|-------------|-----------|-------------|----------|
| Arab or other ethnic group                 | 50        | 0.40        | 2         | 0.17        | -0.24    |
| Asian or Asian British                     | 96        | 0.78        | 7         | 0.58        | -0.19    |
| Black, African, Caribbean or Black British | 225       | 1.82        | 24        | 2.00        | 0.18     |
| Mixed or Multiple ethnic groups            | 101       | 0.82        | 10        | 0.83        | 0.02     |
| Other                                      | 761       | 6.16        | 70        | 5.83        | -0.32    |
| White                                      | 11127     | 90.02       | 1087      | 90.58       | 0.57     |
| Unknown/No Data                            | 1         | 0.01        | 0         | 0.00        | -0.01    |

## Property Size

| Element    | Available | Available % | Responded | Responded % | Variance |
|------------|-----------|-------------|-----------|-------------|----------|
| 0 Bedrooms | 12        | 0.10        | 0         | 0.00        | -0.10    |
| 1 Bedroom  | 3195      | 25.85       | 309       | 25.75       | -0.10    |
| 2 Bedrooms | 3943      | 31.90       | 384       | 32.00       | 0.10     |
| 3 Bedrooms | 4805      | 38.87       | 464       | 38.67       | -0.21    |
| 4 Bedrooms | 385       | 3.11        | 41        | 3.42        | 0.30     |
| 5 Bedrooms | 17        | 0.14        | 2         | 0.17        | 0.03     |
| 6 Bedrooms | 4         | 0.03        | 0         | 0.00        | -0.03    |

## Gender

| Element         | Available | Available % | Responded | Responded % | Variance |
|-----------------|-----------|-------------|-----------|-------------|----------|
| Female          | 7485      | 60.55       | 732       | 61.00       | 0.45     |
| Male            | 4854      | 39.27       | 468       | 39.00       | -0.27    |
| Unknown/No Data | 22        | 0.18        | 0         | 0.00        | -0.18    |

## Neighbourhood

| Element                                | Available | Available % | Responded | Responded % | Variance |
|----------------------------------------|-----------|-------------|-----------|-------------|----------|
| Aintree/Old Wirral/Hankey              | 449       | 3.63        | 40        | 3.33        | -0.30    |
| Bark Ince Blundell & Southport South   | 456       | 3.69        | 38        | 3.17        | -0.52    |
| Bootle                                 | 316       | 2.56        | 35        | 2.92        | 0.36     |
| Cheshire (E & W)/New Wirral/Warrington | 342       | 2.77        | 31        | 2.58        | -0.18    |
| Crosby                                 | 484       | 3.92        | 41        | 3.42        | -0.50    |
| Fleetwoods Lane                        | 373       | 3.02        | 31        | 2.58        | -0.44    |
| Ford St Helens Wigan                   | 417       | 3.37        | 38        | 3.17        | -0.21    |
| Formby Netherton Preston Wyre          | 474       | 3.84        | 44        | 3.67        | -0.17    |
| Linacre                                | 435       | 3.52        | 36        | 3.00        | -0.52    |
| Litherland                             | 406       | 3.29        | 36        | 3.00        | -0.29    |
| Liverpool Central & Suburbs            | 537       | 4.35        | 50        | 4.17        | -0.18    |

*This table is continued on the next page...*

| Element                                  | Available | Available % | Responded | Responded % | Variance |
|------------------------------------------|-----------|-------------|-----------|-------------|----------|
| Liverpool Kensington & North/Warrington  | 320       | 2.59        | 37        | 3.08        | 0.49     |
| Maghull & Kirkstone                      | 427       | 3.46        | 48        | 4.00        | 0.54     |
| Maghull/Kirkby/Southport Road            | 436       | 3.53        | 50        | 4.17        | 0.64     |
| Millers Bridge & Seaforth (Alex House)   | 432       | 3.50        | 41        | 3.42        | -0.08    |
| Park Lane & Old Roan                     | 400       | 3.24        | 36        | 3.00        | -0.24    |
| Pendle & Ford                            | 362       | 2.93        | 39        | 3.25        | 0.32     |
| Rent To Buy                              | 274       | 2.22        | 25        | 2.08        | -0.13    |
| Ridgewood/Old Sport Rd/Greenfield/Stran  | 333       | 2.70        | 37        | 3.08        | 0.39     |
| Seaforth                                 | 502       | 4.06        | 61        | 5.08        | 1.02     |
| Sefton Estate & Old Thornton             | 437       | 3.54        | 41        | 3.42        | -0.12    |
| Shared Ownership                         | 2         | 0.02        | 0         | 0.00        | 0.00     |
| Southport North                          | 571       | 4.62        | 67        | 5.58        | 0.96     |
| Southport Road - Monfa Road              | 399       | 3.23        | 42        | 3.50        | 0.27     |
| Southport South                          | 505       | 4.09        | 46        | 3.83        | -0.25    |
| Sterrix Lane                             | 393       | 3.18        | 34        | 2.83        | -0.35    |
| Thornton & Maghull                       | 549       | 4.44        | 64        | 5.33        | 0.89     |
| Waterloo - Netherton - Marie Curie       | 281       | 2.27        | 23        | 1.92        | -0.36    |
| Waterloo - Netherton - Westminster       | 382       | 3.09        | 34        | 2.83        | -0.26    |
| Webster/Whimbrel/Old Bootle/Damsire/Capr | 337       | 2.73        | 27        | 2.25        | -0.48    |
| Wirral                                   | 325       | 2.63        | 28        | 2.33        | -0.30    |