

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 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, which means it is not practical to complete Tenant Satisfaction Measure (TSM) surveys with all of our tenants. During 2025-2026, OVH completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that we meet the level of statistical accuracy set out by the Regulator of Social Housing. OVH must ensure that we survey enough tenants to meet a Confidence Interval of $\pm 3\%$ (with a 95% Confidence Level).

During 2025-2026, OVH completed 1,200 TSM Surveys. OVH have 13,090 tenants which means that we 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 04/04/2025 and ending on 26/03/2026. This was all within the financial year of 2025/26.

C. Collection method(s)

The TSM Surveys were all completed via outbound telephone surveys.

We have a small in-house survey team of three Outbound Survey Assistants (OSA's) that have undertaken transactional and perception surveys for several years. They are based within our Customer Experience Team.

We 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, we offered alternative survey formats such as email, or postal surveys.

D. Survey method

Approx. 450 tenants were selected at random for TSM survey during the month by our IT Team and shared with our Outbound Survey Assistants to call tenants and complete the survey.

E. Representativeness

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

- Age Band
- Building Type
- Stock Type
- Ethnicity
- Property / Household Size
- Gender
- Neighbourhood / Geographical area

A breakdown of characteristics and representativeness response rate, alongside variance levels can be found within **Appendix A** (*pages 4-7 below*).

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 our Tenant base. Based on this OVH did not carry out any further calculations (weighting) on the survey results.

G. External collection methods

All our surveys, apart from any tenants who requested to complete the survey in another format, were undertaken over the telephone by our Outbound Survey Assistants. The OSA's are based in our

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 in place during the 2025/26 financial year. Participants were entered into a £50 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.

Appendix A

Assessment of Representativeness (2025/26)

The TSM Perception Survey must be representative of the relevant tenant population (the people who live in our homes). 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.

During 2025-2026, OVH completed 1,200 TSM Surveys. OVH have 13,090 tenants which means that we achieved a greater Confidence Level than required, at + / - 2.7%.

The below tables show for the various characteristics; the percentage of tenants within each group, alongside the number and percentage of 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 %	Responded	Responded %	Variance
16 - 24	3.51	41	3.42	-0.09
25 - 44	32.10	378	31.50	-0.60
45 - 64	38.07	463	38.58	0.51
65+	26.22	316	26.33	0.11
Unknown/No Data	0.11	2	0.17	0.06

Building Type

Element	Available %	Responded	Responded %	Variance
Bedsit	0.33	0	0.00	-0.33
Bungalow	8.18	104	8.67	0.48
Flat	41.13	496	41.33	0.20
Ground floor	0.06	0	0.00	-0.06
House	49.87	597	49.75	-0.12
Maisonette	0.17	2	0.17	-0.01
Room	0.12	0	0.00	-0.12
Semi/detached House	0.04	1	0.08	0.05
Upper floor	0.09	0	0.00	-0.09

Stock Type

Element	Available %	Responded	Responded %	Variance
Independent Living	5.27	62	5.17	-0.10
Retirement Housing	2.44	27	2.25	-0.19
General needs - social rent	92.30	1,111	92.58	0.29

Ethnicity

Element	Available %	Responded	Responded %	Variance
Asian or Asian British	0.78	7	0.58	-0.20
Black, African, Caribbean or Black British	1.85	22	1.83	-0.02
Mixed or Multiple ethnic groups	0.82	9	0.75	-0.07
Other	10.97	127	10.58	-0.39
White	85.57	1,035	86.25	0.68

Property Size

Element	Available %	Responded	Responded %	Variance
0 Bedrooms	0.11	0	0.00	-0.11
1 Bedroom	26.51	316	26.33	-0.17
2 Bedrooms	32.53	379	31.58	-0.94
3 Bedrooms	37.67	467	38.92	1.25
4 Bedrooms	2.96	31	2.58	-0.38
5 Bedrooms	0.14	4	0.33	0.20
6 Bedrooms	0.03	1	0.08	0.05
Unknown / No Data	0.05	2	0.17	0.11

Gender

Element	Available %	Responded	Responded %	Variance
Female	61.68	734	61.17	-0.52
Male	37.89	461	38.42	0.53
None	0.25	3	0.25	0.00
Prefer not to say	0.02	0	0.00	-0.02
Unknown / No Data	0.16	2	0.17	0.01

Neighbourhood / Geographical Area

Element	Available %	Responded	Responded %	Variance
Aintree/Old Wirral/Hankey	3.54	42	3.50	-0.04
Bark Ince Blundell & Southport South	3.59	33	2.75	-0.84

Bootle	2.50	27	2.25	-0.25
Cheshire (E & W)/New Wirral/Warrington	2.80	24	2.00	-0.80
Crosby	3.84	45	3.75	-0.09
Fleetwoods Lane	2.96	31	2.58	-0.38
Ford St Helens Wigan	3.50	38	3.17	-0.33
Formby Netherton Preston Wyre	3.86	49	4.08	0.22
Linacre	3.51	51	4.25	0.74
Litherland	3.30	35	2.92	-0.39
Liverpool Central & Suburbs	4.22	46	3.83	-0.39
Liverpool Kensington & North/Warrington	2.61	29	2.42	-0.19
Maghull & Kirkstone	3.42	43	3.58	0.16
Maghull/Kirkby/Southport Road	3.47	43	3.58	0.12
Millers Bridge & Seaforth (Alex House)	3.46	50	4.17	0.71
Park Lane & Old Roan	3.54	54	4.50	0.96
Pendle & Ford	2.91	42	3.50	0.59
Rent To Buy	2.40	28	2.33	-0.07
Ridgewood/Old Sport Rd2/Greenfield/Stran	2.61	37	3.08	0.47
Seaforth	3.99	57	4.75	0.76
Sefton Estate & Old Thornton	3.48	35	2.92	-0.56
Shared Ownership	0.02	0	0.00	-0.02
Southport North	4.56	52	4.33	-0.23
Southport Road - Monfa Road	3.15	44	3.67	0.51
Southport South	3.94	42	3.50	-0.44
Sterrix Lane	3.14	39	3.25	0.11
Thornton & Maghull	4.60	55	4.58	-0.01
Waterloo - Netherton - Marie Curie	2.24	28	2.33	0.09
Waterloo - Netherton - Westminster	2.98	34	2.83	-0.15
Webster/Whimbrel/Old Bootle/Damsire/Capr	2.60	43	3.58	0.99
Wirral	2.53	20	1.67	-0.87

Unknown / No Data	0.73	4	0.33	-0.40
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Note: Variance measures the difference between the percentage of survey respondents and the percentage of One Vision Housing tenants within the overall population for each characteristic. A positive variance means the group is slightly over-represented in survey responses, while a negative variance means that the group is slightly underrepresented. Sector wide variances within a plus or minus 3% are considered a good level of representativeness and reflective of the characteristics assessed.