



teachers' housing association

Tenant Satisfaction Measure – Summary of approach (2023/24)



Summary of approach

- All residents were included in the survey, a census, using a mixed mode approach of online and postal surveys.
- There was no sampling of tenants as all tenants were included.
- 238 Responses were received from 564 survey requests.
- This represents a 42% response rate.
- The survey was carried out between October and December 2023, externally by Acuity.
- Incentives were used with all respondents being entered into a prize draw with the chance of winning one of three shopping vouchers of £150, £100 and £50.