

Tenant Satisfaction Measures perception measures: Assurance statement 2024/2025– Sanctuary Group

Background

The [Transparency, Influence and Accountability standard](#) requires all registered providers to conduct tenant perception surveys to report 12 Tenant Satisfaction Measures (TSMs) annually to the Regulator of Social Housing (RSH) by 30 June.

The submission from Sanctuary Group. IFF Research was commissioned to carry out the surveys on behalf of Sanctuary Group, including Johnnie Johnson Housing customers.

IFF Research is an independent research agency with extensive experience in gathering robust customer feedback for a many registered providers and across other sector. It is a Company Partner of the Market Research Society.

Design and Methodology

The design and methodology meet [Annex 4: Tenant Satisfaction Measures - Technical requirements](#) and [Annex 5: Tenant Satisfaction Measures – Tenant survey requirements](#).

The following questions were added:

- “Please could you provide a reason for your answer?” was asked after “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sanctuary/Johnnie Johnson?”
- “How satisfied or dissatisfied are you that Sanctuary/Johnnie Johnson are easy to deal with?” and “How strongly would you agree or disagree with the following statement, “I trust Sanctuary/Johnnie Johnson to do what they say they will do”?” was asked at the end of the theme “Respectful and helpful engagement”.
- “Have you made a complaint to Sanctuary/Johnnie Johnson in the last 12 months?” was asked before “How satisfied or dissatisfied are you with Sanctuary’s/Johnnie Johnson’s approach to handling complaints?” The complaints satisfaction question was asked whether or not the respondent had said they had made a complaint in the last 12 months.
- “Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?” was asked at the end of theme “Responsible neighbourhood management”.
- For Johnnie Johnson customers only, “Did the tenant mention an issue regarding damp, mould or condensation?” was asked as the final question.

Surveying was conducted continuously between 22 April 2024 and 17 February 2025, using a mixed methodology for inclusivity.

Surveys were completed as follows:

- 3,820 (95.6 per cent) by telephone.

- 123 (3.1 per cent) by text or email.
- 50 (1.3 per cent) face-to-face.

The 173 surveys completed by alternative means to telephone reflect the most effective methods to engage with specific customer groups, including those in younger persons or homelessness services. The relatively small number of responses through those methods reflect the populations of those customer groups.

Sampling

Sample size

Sanctuary Group has more than 1,000 homes in each of Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO). Hence, the sample size has to meet the margin of error set out below at a 95 per cent confidence interval, Most perception based TSMs have to be reported separately for LCRA and LCHO.

The calculated sample sizes are based upon the Sanctuary Group customer population. No customers in LCRA and LCHO have been excluded from the sampling. The actual margin of error achieved were significantly better than the requirement.

Table 1: Surveys completed and confidence intervals achieved

Tenure	Customer Population	Margin of error required/%	Minimum number of surveys required	Number of surveys completed	Margin of error achieved/%
LCRA	80,922	+/- 2.0	2,332	3,320	+/- 1.7
LCHO	4,641	+/- 4.0	538	673	+/- 3.5
Total	85,563	N/A	2,870	3,993	N/A

Sample representativeness

The RSH requires providers to ensure, as far as possible, that survey responses are representative of the relevant customer population. Providers can meet this requirement through either:

- A representative sample: No material under/over-representation of customer groups (compared to the relevant customer population) that is likely to affect calculated satisfaction scores.
- Weighting responses: If the achieved sample is not representative of the customer population, providers must appropriately weight the responses to ensure the TSMs reported are representative. Providers must reach a balanced judgement as to which characteristics to include in an

assessment of representativeness based on their particular tenant profile, evidence or rationale for potential different satisfaction scores by characteristic, and available data.

Quota sampling was used based on customer characteristics to represent the profile of the customer population. During fieldwork, the sample profile was monitored by the research agency to ensure it was representative of the customer population set for age, gender, geography, ethnicity, disability and tenure.

Following a review of the sample achieved and customer population, IFF Research has advised Sanctuary Group the sample used for the calculation of the TSM perception measures is representative and no weighting is necessary.