

Questionnaire

Question Number	Question Text	Rating Scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newlon Housing Trust?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that Newlon Housing Trust provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newlon Housing Trust provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
4	Do you live in a building with communal areas, either inside or outside, that Newlon Housing Trust is responsible for maintaining?	Yes, No, Don't know
5	How satisfied or dissatisfied are you that Newlon Housing Trust keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you are not satisfied with your home or communal areas, please provide more information and what Newlon Housing Trust could improve.	n/a
7	Has Newlon Housing Trust carried out a repair to your home in the last 12 months?	Yes, No
8	How satisfied or dissatisfied are you with the overall repairs service from Newlon Housing Trust over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	If you are not satisfied with the repairs and maintenance service, please provide more information and what Newlon Housing Trust could improve.	n/a
11	How satisfied or dissatisfied are you that Newlon Housing Trust listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
12	How satisfied or dissatisfied are you that Newlon Housing Trust keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
13	To what extent do you agree or disagree with the following 'Newlon Housing Trust treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
14	How satisfied or dissatisfied are you that Newlon Housing Trust is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
15	If you are not satisfied with customer service and communications please provide more information, and what Newlon Housing Trust could improve.	n/a
16	How satisfied or dissatisfied are you that Newlon Housing Trust makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
17	As you are not satisfied with your neighbourhood, please provide more information, and what could Newlon Housing Trust improve?	n/a
18	How satisfied or dissatisfied are you with Newlon Housing Trust's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
19	Have you made a complaint to Newlon Housing Trust in the last 12 months?	Yes, No
20	How satisfied or dissatisfied are you with Newlon Housing Trusts' approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21_1	Do you currently struggle with any of the following? Paying your rent or service charges	Grid
21_2	Do you currently struggle with any of the following? Meeting the cost of household bills	Grid
21_6	Do you currently struggle with any of the following? Meeting the cost of utility/fuel bills	Grid
P1	Newlon Housing Trust would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Newlon Housing Trust, and for them to follow up as appropriate?	Yes, No
P2	Are you happy for Newlon Housing Trust to contact you regarding any information you have provided in this survey?	Yes, No

Publication of summary of approach

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider. It must include at a minimum:

a. a summary of achieved sample size (number of responses)	LCRA 680 and LCHO 293																																																																																																																																																																										
b. timing of survey	04/09/2023 - 18/12/2023																																																																																																																																																																										
c. collection method(s)	Telephone, online via email & Postal																																																																																																																																																																										
d. sample method	Random stratified with quotas																																																																																																																																																																										
e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	<table border="1"> <thead> <tr> <th></th> <th>Population (N)</th> <th>Population (%)</th> <th>Sample (N)</th> <th>Sample (%)</th> </tr> </thead> <tbody> <tr><td>Hackney</td><td>1918</td><td>27%</td><td>253</td><td>26%</td></tr> <tr><td>Islington</td><td>1573</td><td>22%</td><td>200</td><td>21%</td></tr> <tr><td>Haringey</td><td>1066</td><td>15%</td><td>167</td><td>17%</td></tr> <tr><td>Tower Hamlets</td><td>1055</td><td>15%</td><td>151</td><td>16%</td></tr> <tr><td>Camden</td><td>573</td><td>8%</td><td>69</td><td>7%</td></tr> <tr><td>Enfield</td><td>539</td><td>8%</td><td>79</td><td>8%</td></tr> <tr><td>Waltham Forest</td><td>298</td><td>4%</td><td>45</td><td>5%</td></tr> <tr><td>Redbridge</td><td>64</td><td>1%</td><td>8</td><td>1%</td></tr> <tr><td>Barking and Dagenham</td><td>9</td><td>0%</td><td>1</td><td>0%</td></tr> <tr><td>Newham</td><td>3</td><td>0%</td><td>0</td><td>0%</td></tr> <tr><td>Havering</td><td>1</td><td>0%</td><td>0</td><td>0%</td></tr> <tr><td>Grand Total</td><td>7099</td><td></td><td>973</td><td></td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th></th> <th>Population (N)</th> <th>Population (%)</th> <th>Sample (N)</th> <th>Sample (%)</th> </tr> </thead> <tbody> <tr><td>35 - 44</td><td>1738</td><td>24%</td><td>224</td><td>23%</td></tr> <tr><td>45 - 54</td><td>1550</td><td>22%</td><td>212</td><td>22%</td></tr> <tr><td>25 - 34</td><td>1034</td><td>15%</td><td>154</td><td>16%</td></tr> <tr><td>55 - 59</td><td>737</td><td>10%</td><td>83</td><td>9%</td></tr> <tr><td>65 - 74</td><td>660</td><td>9%</td><td>101</td><td>10%</td></tr> <tr><td>60 - 64</td><td>601</td><td>8%</td><td>52</td><td>5%</td></tr> <tr><td>NO DATA</td><td>291</td><td>4%</td><td>54</td><td>6%</td></tr> <tr><td>75 - 84</td><td>262</td><td>4%</td><td>55</td><td>6%</td></tr> <tr><td>0 - 24</td><td>121</td><td>2%</td><td>18</td><td>2%</td></tr> <tr><td>85+</td><td>105</td><td>1%</td><td>20</td><td>2%</td></tr> <tr><td>Grand Total</td><td>7099</td><td></td><td>973</td><td></td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th></th> <th>Population (N)</th> <th>Population (%)</th> <th>Sample (N)</th> <th>Sample (%)</th> </tr> </thead> <tbody> <tr><td>Newton - General needs</td><td>4178</td><td>59%</td><td>448</td><td>46%</td></tr> <tr><td>Newton - Leasehold</td><td>1193</td><td>17%</td><td>282</td><td>29%</td></tr> <tr><td>Newton - Intermediate rent</td><td>1101</td><td>16%</td><td>118</td><td>12%</td></tr> <tr><td>Outward - Supported</td><td>531</td><td>7%</td><td>112</td><td>12%</td></tr> <tr><td>Access - Leasehold</td><td>57</td><td>1%</td><td>11</td><td>1%</td></tr> <tr><td>Access - General Needs</td><td>32</td><td>0%</td><td>2</td><td>0%</td></tr> <tr><td>Access - Intermediate rent</td><td>7</td><td>0%</td><td>0</td><td>0%</td></tr> <tr><td>Grand Total</td><td>7099</td><td></td><td>973</td><td></td></tr> </tbody> </table>		Population (N)	Population (%)	Sample (N)	Sample (%)	Hackney	1918	27%	253	26%	Islington	1573	22%	200	21%	Haringey	1066	15%	167	17%	Tower Hamlets	1055	15%	151	16%	Camden	573	8%	69	7%	Enfield	539	8%	79	8%	Waltham Forest	298	4%	45	5%	Redbridge	64	1%	8	1%	Barking and Dagenham	9	0%	1	0%	Newham	3	0%	0	0%	Havering	1	0%	0	0%	Grand Total	7099		973			Population (N)	Population (%)	Sample (N)	Sample (%)	35 - 44	1738	24%	224	23%	45 - 54	1550	22%	212	22%	25 - 34	1034	15%	154	16%	55 - 59	737	10%	83	9%	65 - 74	660	9%	101	10%	60 - 64	601	8%	52	5%	NO DATA	291	4%	54	6%	75 - 84	262	4%	55	6%	0 - 24	121	2%	18	2%	85+	105	1%	20	2%	Grand Total	7099		973			Population (N)	Population (%)	Sample (N)	Sample (%)	Newton - General needs	4178	59%	448	46%	Newton - Leasehold	1193	17%	282	29%	Newton - Intermediate rent	1101	16%	118	12%	Outward - Supported	531	7%	112	12%	Access - Leasehold	57	1%	11	1%	Access - General Needs	32	0%	2	0%	Access - Intermediate rent	7	0%	0	0%	Grand Total	7099		973	
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g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures																																																																																																																																																																										
h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph below* with a broad rationale for their removal	N/A																																																																																																																																																																										
i. reasons for any failure to meet the required sample size requirements summarised in Table below**	N/A																																																																																																																																																																										
j. type and amount of any incentives offered to tenants to encourage survey completion	Shopping vouchers (1 X £100, 2 X £50) - supported only																																																																																																																																																																										
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	N/A																																																																																																																																																																										

Notes from guidance in Tenant survey requirements (page 15)

36. The summary of approach must be proportionate to the complexity of the sampling methods employed and must include sufficient information to enable reasonable assessment of the validity of the published tenant perception measures. For example, the level of detail required from a relatively large provider applying stratified sampling and weighting of responses is significantly greater than that required from a small provider employing a simple census approach. Alongside this summary, all providers must publish the questionnaire(s) used to generate survey responses. This must include any additional questions and introductory or explanatory wording communicated to tenants alongside the TSM questions.

37. As part of the summary of the assessment of representativeness, all providers that own 1,000 or more dwelling units of relevant social housing stock must set out the following: proportion of the relevant (a) tenant population and (b) total survey responses that share the principal characteristics for which representativeness has been assessed (see illustration in Table 4). For these providers, a rationale for the choice of characteristics included must be set out with reference to tenant and stock profile. Where weighting has been used to ensure that the sample is as far as possible representative, (b) must reflect the weighted total survey responses used to generate reported TSMs.

38. The summary of approach must state if the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded must be provided. The provider must include a summary of responses by survey collection method and the rationale for the survey collection method(s) chosen. Where there are any material year-on-year changes in survey methodology, for example in survey collection method(s), a summary of these changes must be included with the reason for any such changes. Further, any analysis of year-on-year changes in tenant perception measure performance published by the provider must refer to any material changes in survey methodology that are likely to have significantly affected satisfaction scores.

* Providers must take reasonable steps to assess, identify and remove barriers to certain groups of tenants participating in surveys used to generate the TSMs. In particular, this is in respect to tenants who share one or more protected characteristics under the Equality Act 2010, and in respect of duties of that Act. Barriers may include, but are not limited to, language barriers, visual impairment, literacy or lack of access to digital media.³⁰ Where necessary to overcome barriers to participation, it is permissible for surveys to be completed by a carer, another household member on behalf of a tenant or through an interpreter.

**Table

Table 5: Required minimum levels of statistical accuracy for overall satisfaction

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%*
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%

*Where it is not possible to achieve this level of statistical accuracy (for example for many providers with fewer than 1,000 dwelling units of relevant social housing stock), employing a census approach is sufficient to meet this requirement.