

Summary of Approach to Data Collection

Survey fieldwork dates	April 2023 to March 2024
Total Surveyable population	2,397
Statistical confidence required and achieved	Required: 4% margin of error at 95% confidence level (i.e requiring a minimum of 480 responses).
Total sample size achieved (total number of responses)	480
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey (480)
Sampling method	Telephone stratified sampling
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The sample achieved is highly representative of the tenant population, in regard to age
Any weighting applied	N/A
Questions asked	12 x regulatory TSM questions +3 x open comment questions after overall satisfaction , repair satisfaction and any additional comments
Any other methodological issues likely to have a material impact on the tenant measures reported	None