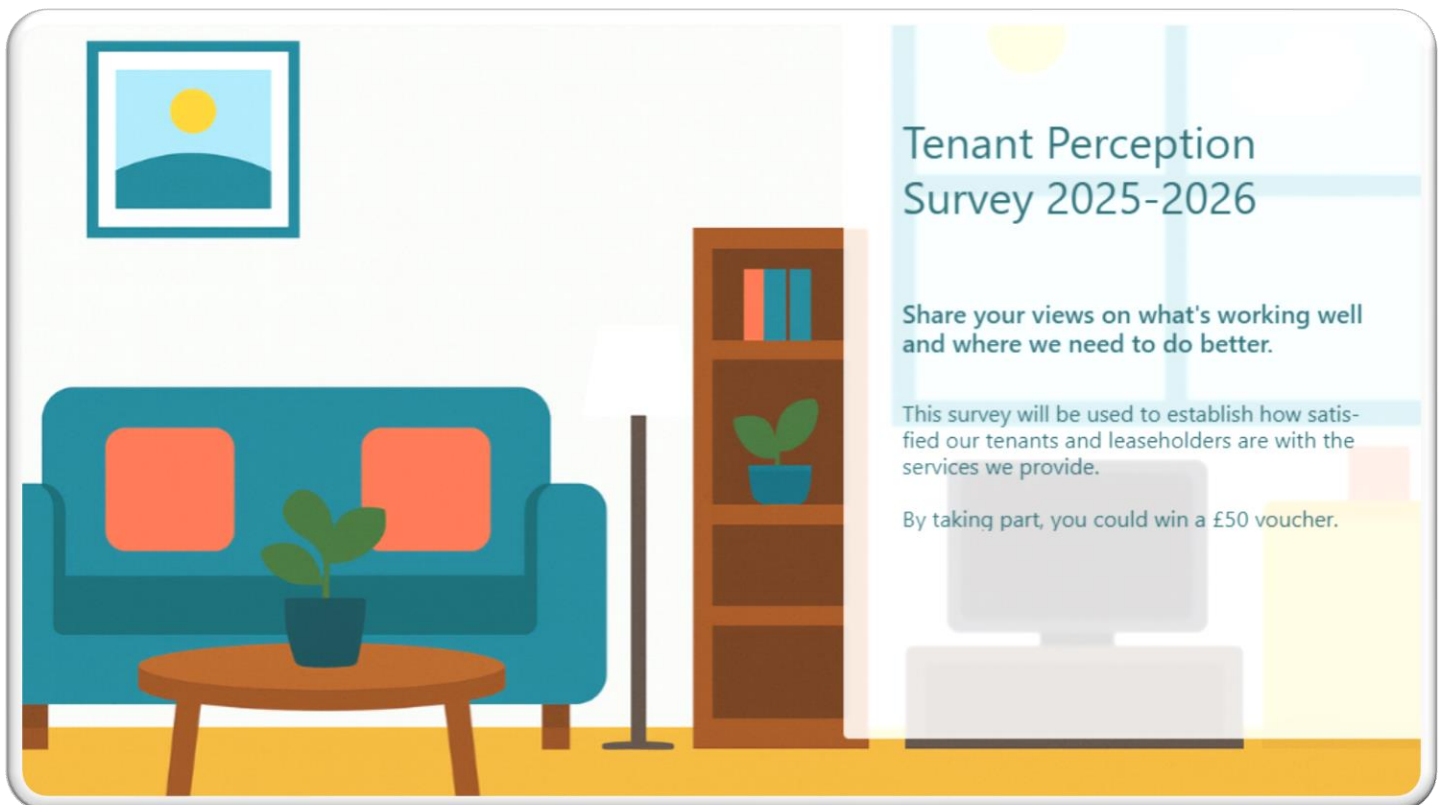


Tenant Perception Survey

Our Approach

June 2026



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Purpose

The purpose of this report is to summarise the approach used to generate Milton Keynes City Councils 2025-2026 Tenant Perception Survey results.

The document is intended to support publication requirements and the NROSH+ 2026 Tenant Satisfaction Measures Return. It follows the guidance set out in [paragraph 35 of Annex 5: Tenancy Satisfaction Measures](#), with references provided in brackets next to each title.

Throughout the document, information about tenants is referred to as low-cost rental accommodation (LCRA), while details about shared owners are described as low-cost home ownership (LCHO).

Summary of Findings

Tenant satisfaction improved across most measures, and the LCRA sample size requirement was achieved. The target sample, calculated in April 2025 at 973 responses, was exceeded in 2025–26 with 1,166 responses received.

Results for Shared Owners (LCHO) were more mixed. The target sample of 306—also based on the 2025 population—was not achieved, with 173 responses collected. As the required sample size was not met, these results should be interpreted with additional caution.

Table 1.1 Low-Cost Rental Accommodation (Tenants)

Measure	2025–26	Change on Previous Year
TP01 – Overall satisfaction	66.9%	+13.8pp
TP02 – Repairs satisfaction	68.0%	+8.7pp
TP03 – Repair time satisfaction	67.5%	+8.2pp
TP04 – Home maintenance satisfaction	63.7%	+13.3pp
TP05 – Home safety satisfaction	73.7%	+18.2pp
TP06 – Listens and acts	45.8%	+7.8pp
TP07 – Keeps informed	67.7%	+19.4pp
TP08 – Fair and respectful	72.8%	+20.3pp
TP09 – Complaint handling satisfaction	23.0%	-1.5pp
TP10 – Clean communal areas	59.9%	+12.1pp
TP11 – Neighbourhood contribution	56.5%	+16.0pp
TP12 – ASB handling satisfaction	45.9%	+8.8pp
Sample achieved	1,166	Target 973 achieved

Table 1.2 Low-Cost Home Ownership (Shared Owners)

Measure	2025–26	Change on Previous Year
TP01 – Overall satisfaction	45.7%	0.0pp
TP05 – Home safety satisfaction	50.8%	+2.2pp
TP06 – Listens and acts	24.5%	+1.3pp
TP07 – Keeps informed	56.5%	+12.7pp
TP08 – Fair and respectful	50.4%	+8.6pp
TP09 – Complaint handling satisfaction	18.5%	+8.7pp
TP10 – Clean communal areas	25.0%	-13.7pp
TP11 – Neighbourhood contribution	39.2%	-0.3pp
TP12 – ASB handling satisfaction	28.2%	+3.4pp
Sample not achieved	173	Target 306 not achieved

Section 1a and 1b – Background Q2

Our Approach

We used a phased sample approach to collect the 2025–2026 Tenant Perception Survey. The approach combined digital and assisted collection methods so residents could respond in a way that suited them. Collection routes included online completion, email and text prompts, letters, telephone calls, and face-to-face collection through The Big Conversation and Resident Engagement activity. More information on each communicate channel we used can be found in Appendix 1.

Timing of Survey (35b)

The survey was designed as a single integrated perception survey exercise to meet TSM requirements. Responses were collected through Microsoft Forms and validated using tenant information such as name, address, postcode, reference and tenure to support accuracy and prevent double counting. Survey responses were collected between 3 September 2025 and 30 March 2026 a breakdown is shown in Table 2 below. 118 surveys were disqualified after the verification checks.

Table 2 - Response times broken down by LCRA and LCHO

Stock type	Earliest response used	Latest response used	Survey approach
LCRA	03/09/2025	30/03/2026	Phased approach
LCHO	23/09/2025	30/03/2026	Phased approach

Collection Methods (35c)

Multiple collection routes were used to maximise participation, address barriers to responding and support the required sample size. The method mix was also important because the Tenant Survey Requirements recognise that face-to-face and telephone methods can influence results and should be considered when interpreting satisfaction scores. Table 3 below shows how different collection methods were adopted in 2025 – 26. Table 3.1 shows a breakdown of responses achieved based on collection method, and Table 3.2 measures the impact of method against overall satisfaction.

Table 3 Collection Methods

Collection route	How it was used in 2025–2026
Face-to-face – The Big Conversation	Used during community engagement to collect survey responses where appropriate and to encourage participation.

Collection route	How it was used in 2025–2026
Face-to-face – Resident Engagement	Used to support targeted engagement with shared owners where online engagement was lower.
Email / online form	Used to invite tenants and shared owners to complete the survey and issue reminders.
Text message	Used as part of the reminder approach to reach residents who had not yet completed the survey.
Letter	Used particularly to increase Shared Owner participation and clarify that the survey applied to shared owners.
Telephone calls	Used for Shared Owner follow-up, using a consistent script to explain the survey, confidentiality, expectations and next steps.
Paper / alternative support	Paper routes and assisted completion were available where needed; responses were then entered into the survey form.

Table 3.1 Achieved sample by collection method

Stock type	Telephone	Internet	Face-to-face	Postal	SMS	All other methods	Total achieved sample
LCRA	0	341	825	0	0	0	1,166
LCHO	28	107	38	0	0	0	173

The average TP01 satisfaction score varied by collection method. This is a material interpretation point, particularly because a substantial proportion of LCRA responses were collected face-to-face.

Table 3.2 Collection-method impact for TP01

Stock type	Collection method	TP01 satisfaction by method
LCRA	Internet	52.9%
LCRA	Face-to-face	72.3%
LCHO	Telephone	67.9%
LCHO	Internet	42.1%
LCHO	Face-to-face	39.5%

The webpage served as the primary source of information about Tenant Perception Survey. Additionally, existing publications were utilised to inform residents about the Tenant Perception Survey. For instance, an article explaining the purpose of the survey, and a link to the 2025-2026 survey was published in the [Annual Report 2024-2025](#).

Sample Method (35d)

To determine the necessary sample size, we used an online calculator based on guidance from [Table 5 of the Tenant Satisfaction Measures – Tenant survey requirements document](#). Based on the April 2025 population size, the target sample size required was 973 responses from LCRA residents and 306 from LCHO residents to ensure statistically robust results. This considered differing Margin of Error necessary for varying population sizes.

Sample size: **973**

This means 973 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 3\%$ of the measured/surveyed value.

Confidence Level:	95%	
Margin of Error:	3	%
Population Proportion:	50	% Use 50% if not sure
Population Size:	10929	Leave blank if unlimited population size.
Calculate Clear		

Sample size: **306**

This means 306 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level:	95%	
Margin of Error:	5	%
Population Proportion:	50	% Use 50% if not sure
Population Size:	1480	Leave blank if unlimited population size.
Calculate Clear		

Source: [Sample Size Calculator](#)

Copy of questionnaire

The full questionnaires used are shown in Appendix 1.

The list of questionnaires:

- Questionnaire 1: Big Conversation – Door Knock Questionnaire (with Customer Portal supplementary question)
- Questionnaire 2: Big Conversation – Door Knock Questionnaire (with resident engagement supplementary question).
- Questionnaire 3: Big Conversation - Web version

Summary of achieved sample size (35e)

By utilising data held in our housing management system, we were able to verify the sample's representation of the population by analysing various factors such as gender, disability, ethnicity, age, property type, and geographical location for both LCRA and LCHO. The corresponding results are provided in Appendix 3.

Weighting (35f)

No weighting was applied to generate the reported tenant perception measures. The reported approach was to invite the relevant population to participate through multiple channels and then assess the achieved sample for representativeness against available tenant and stock characteristics. The collection-method impact is shown separately and was not adjusted through weighting

Use of Contractors (35g)

No external contractor was used to collect or analyse the tenant perception survey. Where survey responses were collected through interviews, these were conducted by colleagues employed directly by the landlord. The Housing Business Improvement Team managed the process internally, with support from Housing Operations, Resident Engagement and Home Ownership colleagues as needed. Housing Operations initiated The Big Conversation as the primary way of collecting surveys from our tenants and shared owners. Additionally, the Landlord Board including Residents Oversight committee provided governance and oversight.

Accessibility (35h)

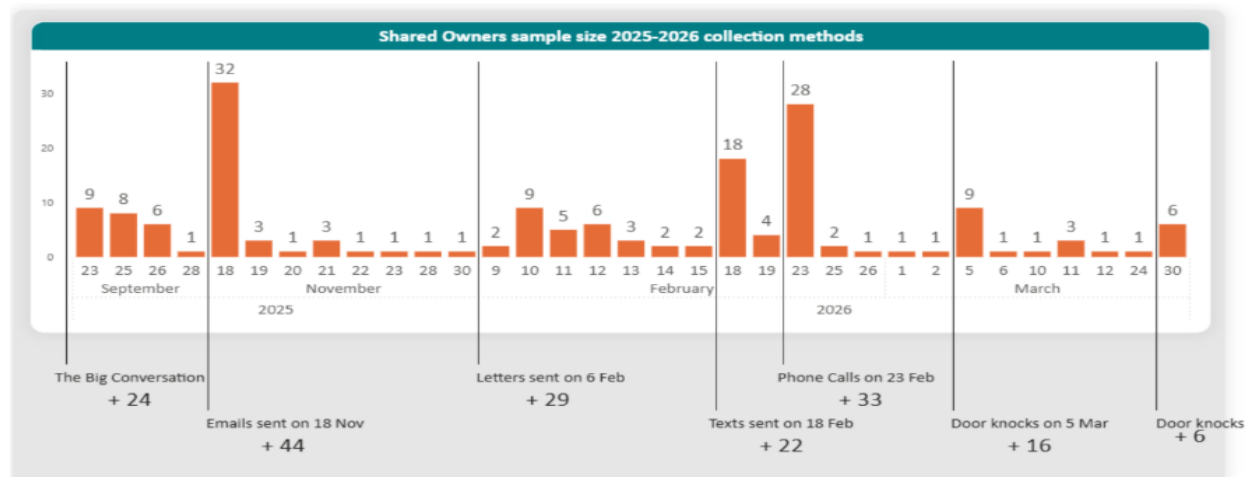
Residents were offered more than one way to participate, including online completion, assisted face-to-face completion, telephone completion and paper or alternative support where needed. Communication materials explained that the survey could be completed by a carer, another household member on behalf of a tenant, or through an interpreter where necessary. No one was excluded in the context of paragraph 63.

Failure to meet the required sample size requirements (35i)

Whilst we exceeded in receiving our requirement for LCRA, we did not achieve the target for LCHO. Shared Owner response levels remain a challenge. Valid responses increased from 111 in 2023/24 to 222 in 2024/25, but reduced to 173 in 2025/26, against a target of 306. This contrasts with tenant responses, where the sample target was exceeded.

Despite using online routes, letters, telephone follow-up and face-to-face activity, Shared Owner engagement remained challenging. Figure 1 presents the contact methods used to reach Shared Owners and the effectiveness of each approach. LCHO results should therefore be published with a clear caveat that the sample is below the required size and should be interpreted with additional caution.

Fig 1 Shared Owner Collection method response



Feedback from Shared Owners was:

- **Relevance** – Some shared owners do not see a regular service relationship with MKCC Landlord Services beyond billing.
- **Consultation fatigue** – Some shared owners felt they received too many consultations reminders within a short period.

This year, the Resident Engagement and Housing Operations teams have incorporated previous feedback and will tailor the TSM approach for Shared Owners. Responses will be analysed by collection method to identify and promote the most effective channels for improving response rates.

Incentives (35j)

Residents were told that their feedback would help shape future services. Those who completed the survey were also invited to enter a prize draw for five £50 gift vouchers. The winners were selected at random: three from LCRA households and two from LCHO households.

Methodological issues (35k)

Collection-method effect: LCRA results should be interpreted alongside the method split because internet TP01 satisfaction was 52.9% and face-to-face TP01 satisfaction was 72.3%. This indicates a material difference by collection route.

LCHO sample size: The LCHO sample was 173 against the required/indicative sample size of 306; therefore, Shared Owner results have a higher degree of uncertainty and should not be over-interpreted.

Multiple reminders and engagement activity: The approach used several communication channels and reminders. This supported participation but should be balanced with resident experience and survey fatigue considerations.

Publication and comparability: Where year-on-year changes are discussed, the changes should be read alongside the method mix and any changes in collection approach.

Appendices

Appendix 1 - The Tenant Perception Survey MS Forms /Questionnaire.

In addition to the prescribed TSM questions, the survey included supplementary questions to support service improvement and resident engagement activities. These featured after the prescribed questions and were optional.

During the survey period, one supplementary question was amended. The original question sought feedback on the proposed customer portal. Following completion of the customer portal consultation, this question was replaced with a question designed to gather feedback on resident engagement and involvement opportunities for shared owners.

The supplementary question not used in the calculation of any Tenant Satisfaction Measure and did not affect reported TSM results.

The Following Supplementary Documents have been uploaded separately to show each of the questionnaires:

File Name	Description
Big conversation - portal question version 1.pdf	TSM Questionnaire – The Big Conversation (Version 1): Included an additional question relating to the customer portal.
Big Conversation Door knock version 2.pdf	TSM Questionnaire – The Big Conversation (Version 2): Included an additional question relating to resident engagement opportunities.
Big Conversation Web version.pdf	TSM Questionnaire – Standard Web Version: Core version of the questionnaire used for online data collection.
The Big Conversation- Training .pdf	Training Materials: Materials used to brief colleagues participating in the Big Conversation events, including guidance on TSM data collection requirements and approach.

Appendix 2: Communication Channels and scripts

Date	Activity
September 2025	The Big Conversation doorstep engagement and TPS collection begins.
17–18 November 2025	Survey email campaign launched to tenants and shared owners.
18 November 2025	Text reminders sent tenants and shared owners that have no email address
January–March 2026	Shared owner follow-up strategy moved to letters, telephone calls and further door knocking.

The Big Conversation

The Big Conversation

We are on a mission to connect with as many of our MKCC residents as possible! Would you like to take part?

We are aiming to visit as many of our MKCC homes between 22 September - 27 September 2025

Why are we doing this?
As Leona mentioned in [The Update](#) yesterday, we want to understand who is behind the front door. We want to engage directly with our residents, listen to their thoughts, and gather valuable feedback to help us improve our services and build trust.

What does volunteering involve?
You will be teamed up with a housing colleague and given a list of addresses to visit. You will need to attend a briefing session in early September to ensure you are well prepared.

Volunteer	Briefing	Visits
Complete the form to share your availability by 25 July	a short session in early September	between 22-27 September

How can I participate?

1. Discuss with your line manager
2. Complete the [form](#) by 25 July 2025
3. For any further questions, contact Julia at residentengagement@milton-keynes.gov.uk

The Big Conversation | 22-27 September

Three more days left to sign up...

What is it, and why are we doing it?
The Big Conversation is all about connecting directly with our MKCC residents to understand who is behind the front door. We want to build trust and gather feedback to improve our services.

What does volunteering involve?
You'll be paired with a housing colleague and provided with a list of addresses to visit. A short briefing in early September will get everyone confident and ready to make a difference.

How can you participate?

1. Discuss with your line manager
2. Complete the [form](#) by 25 July 2025
3. For any further questions, contact Julia at residentengagement@milton-keynes.gov.uk

Be part of The Big Conversation

www.milton-keynes.gov.uk/the-big-conversation

It's Big Conversation week, where we knock on our tenants' doors to ask what's working well and where we need to do better.

Sorry we missed you today. You can still tell us what you think by taking part in our short Tenant Perception Survey before 31 March.

Scan the QR code to take part

Milton Keynes City Council

Email to LCRA and LCHO 17 November 2025



Tenants and Shared Owners- Share your views on housing services

Dear Tenant / Shared Owner

We are committed to continuously improving our services and understanding your needs better.

To help us achieve this, we invite you to participate in this year's [Tenant Perception Survey](#).

The survey takes less than 5 minutes to complete. Your feedback directly influences our decisions, helping us prioritise improvements and allocate resources where they are needed most.

Insights from last year:

Thanks to your feedback from last year's survey, we've made several changes to our services. You can read about all these improvements in our [annual report](#).

By completing this [survey](#), your views are making a real difference.

All participants can choose to enter a prize draw where five lucky residents will win a £50 gift voucher.

We only accept one survey per household. It can be completed by a carer, another household member on behalf of a tenant or through an interpreter.

The survey results and findings will be published on our website in summer 2026.

We look forward to hearing from you.

Kind regards

Sebastian Kulig and Rahima Ahmed

Housing Business Improvement Team

Milton Keynes City Council | Civic Offices | 1 Saxon Gate East | Central

Milton Keynes | MK9 3EJ | www.milton-keynes.gov.uk

**Text sent to LCRA and LCHO 18 November 2025 and
again to LCHO on 18 February 2026**

To: **phone number**

Tenant Perception Survey 2025-2026: Takes 5 minutes

<https://forms.office.com/e/JcsFspHUXC>

Details on our page <https://www.milton-keynes.gov.uk/housing/tps>

Letter sent to Shared Owners 5 February 2026



Shared Owners- Share your views and help shape our services!

Dear ,

We are committed to continually improving our services and better understanding your needs.

I'm writing to invite you to take part in our Tenant Perception Survey, which is open to all residents, including shared owners. Your views are incredibly important and help shape decisions about our homes and services. The survey takes around five minutes to complete. You can choose to enter a prize draw for £50 after completing the survey .

How to take part?

Complete the survey by using any of the following methods by Friday 20 February 2026

- online at <https://www.milton-keynes.gov.uk/housing/tps>
- on your mobile by scanning the QR code
- request a paper copy by contacting us using the details below.



Why your views matter

Every response helps us build a clearer picture of what's working, what isn't, and what changes would make the biggest difference to you and your home.

As a shared owner, you experience our services first-hand — customer services, estate maintenance and how we communicate with you. This survey follows the national Tenant Satisfaction Measures. Your feedback will directly inform how we improve services.

Last year, 23% of shared owners told us they felt listened to. This year we include one optional additional question inviting you to be part of our Resident Oversight Committee — a way to influence decision-making and service design.

One survey per household can be completed by a carer, another household member or through an interpreter.

Thank you in advance for taking part — your voice genuinely makes a difference

Yours sincerely,

Amelia Watts

Amelia Watts
Team Leader Home Ownership
Housing Operations

Paper Version of Survey for Shared Owners

Tenant Perception Survey 2025-2026



5 lucky residents will win a £50 gift voucher. The survey will be used to calculate annual Tenancy Satisfaction Measures. It takes approximately 5 minutes to complete. For more details and the last year results visit - <https://www.milton-keynes.gov.uk/housing/tps>

Disclaimer

Everything we do with information about people, such as how we collect it and who we share it with, has to comply with the Data Protection Act and the General Data Protection Regulation (GDPR). A key part of this is being open about how we use information and what rights you have in respect of information we hold about you. For more information, please visit <https://www.milton-keynes.gov.uk/privacy> By continuing with this form, you consent to the Council capturing and storing the personal details in this form for providing the service requested.

TP01 Overall Satisfaction.

 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Milton Keynes City Council?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

TP05. Satisfaction that the home is safe.

 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Milton Keynes City Council provides a home that is safe?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/don't know

TP06. Satisfaction that the landlord listens to tenant views and acts upon them.

How satisfied or dissatisfied are you that Milton Keynes City Council 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

TP07. Satisfaction that the landlord keeps tenants informed about things that matter to them.

How satisfied or dissatisfied are you that Milton Keynes City Council 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

TP08. Agreement that the landlord treats tenants fairly and with respect.

To what extent do you agree or disagree with the following “Milton Keynes City Council treats me fairly and with respect”?

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

☐ Not applicable/don't know

TP09. Satisfaction with the landlord's approach to handling complaints.

Have you made a complaint to Milton Keynes City Council in the last 12 months?

☐ Yes

☐ No

If yes, How satisfied or dissatisfied are you with Milton Keynes City Council's approach to complaints handling?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

TP10. Satisfaction that the landlord keeps communal areas clean and well maintained.

☐ Do you live in a building with communal areas, either inside or outside, that Milton Keynes City Council is responsible for maintaining?

☐ Yes

☐ No

☐ Don't know

☐ If yes, How satisfied or dissatisfied are you that Milton Keynes City Council keeps these communal areas clean and well maintained?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

TP11. Satisfaction that the landlord makes a positive contribution to neighbourhoods.

☐ How satisfied or dissatisfied are you that Milton Keynes City Council makes a positive contribution to your neighbourhood?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐ Not applicable/don't know

TP12. Satisfaction with the landlord's approach to handling anti-social behaviour.

How satisfied or dissatisfied are you with Milton Keynes City Council's approach to handling anti-social behaviour?

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

☐ Not applicable/don't know

Engagement Opportunities

Would you like be more involved in the decision making and shaping of the services offered to you?

☐ Yes

☐ No

☐ Don't know

Your Personal Details

First Name		
Last Name		
Reference Number (found top right of the letter you received)		
Your address including house number and postcode		
I would like to enter the prize draw	Yes ☐	No ☐

Thank you! The survey results and findings will be published on our website in Summer 2026.

Need to contact us? housingBI@milton-keynes.gov.uk 01908 253 067 Civic, 1 Saxon Gate East, Milton Keynes MK9 3EJ www.milton-keynes.gov.uk

Telephone Script for Shared Owners Tenant Perception Survey.

Purpose To ensure consistency in approach and our conversation is in line with the requirements.

Telephone Script for Tenant Perception Survey

Introduction:

1 = resident answers 2 = Resident declines 3 = No answer

- **1 Officer:** "Good [evening] this is [name] from Milton Keynes City Council is this [Residents Name]?"
- **1 Resident:** "Yes, it is."
- **1 Officer:** "We are conducting a Tenant Perception Survey to gather feedback on our services and your experience as a shared owner. This survey is part of the Tenant Satisfaction Measures required by the Regulator of Social Housing. Do you have a few minutes to participate?"
- **2 Resident:** No
- **2 Officer:** Would you be happy for me to send you the link via email, if so check we have correct email
- **3 Resident:** No answer, leave a message stating why you are calling and your contact number.

Confidentiality:

- **Officer:** "Please be assured that your responses will be kept confidential and will only be used for the purpose of this survey. Your individual responses will not be shared with anyone outside our organisation."

Setting Expectations:

- **Officer:** "To keep the survey focused and efficient, we'll be asking specific questions about your experience. If you have additional concerns or feedback that falls outside the survey questions, please let me know after the survey is complete, and I'll make sure someone follows up with you separately."

Let's begin

Go through questions on MS Form. (skip disclaimer and answer the type of customer yourself)

[The Big Conversation 2025 Door knock version – Fill in form](#)

Section 16

This is an extra optional question to be completed, should they wish to answer it

Question 23

Yes – we will send you an email with the link to apply

Maybe, Can I have more details - we will send you an email if that is convenient or post of required

No – Thank you for your time, have a good evening.

Closing:

- **Officer:** "Thank you very much for your time and valuable feedback, [Tenant's Name]. Your input will help us improve our services and better meet your needs.
- *Pause to allow the person to ask any other questions outside the survey. If they don't mention anything then say goodbye and move onto the next person.*

Potential questions:

Please see separate FAQ's

- **What services am I entitled to?/What services do we provide to Shared Owners?**
 - *Building insurance, depending on location communal cleaning, voice your opinion on any consultation we propose,*
- **Repairs-** Shared owners are responsible for the repairs inside their property. If it's a communal repair, then contact Mears

[Homeownership | Milton Keynes City Council](https://www.milton-keynes.gov.uk/housing/homeownership) (<https://www.milton-keynes.gov.uk/housing/homeownership>)

Tips for Efficiency

1. **Prepare in Advance:** Have all necessary information and scripts ready before making calls.
2. **Track Progress:** please update the spreadsheet tabs, appropriately
3. **Stay Focused:** Stick to the script to keep calls concise and on-topic.
4. **Encourage:** explain the importance of participating

Targeted reminders in other publications



Housing Matters

Welcoming to Housing Matters, a new newsletter to let you know what's changing and improving in council housing, and how your feedback is shaping the services we provide.

We're pleased that so many tenants, leaseholders and shared owners took part in The Big Conversation last year – where we visited hundreds of residents – as well as other events and surveys.

You told us what works and what needs to work better. We've listened and are already making improvements.

Making sure shared owners don't miss out

What we heard:
More than 1,200 tenants took part in this year's Tenants' Perception Survey, but many shared owners didn't realise the survey applied to them too.

What we've done:
We've contacted all shared owners directly, by letter, phone and in person, so everyone knows they can take part.

[Take the 5-minute survey](#)

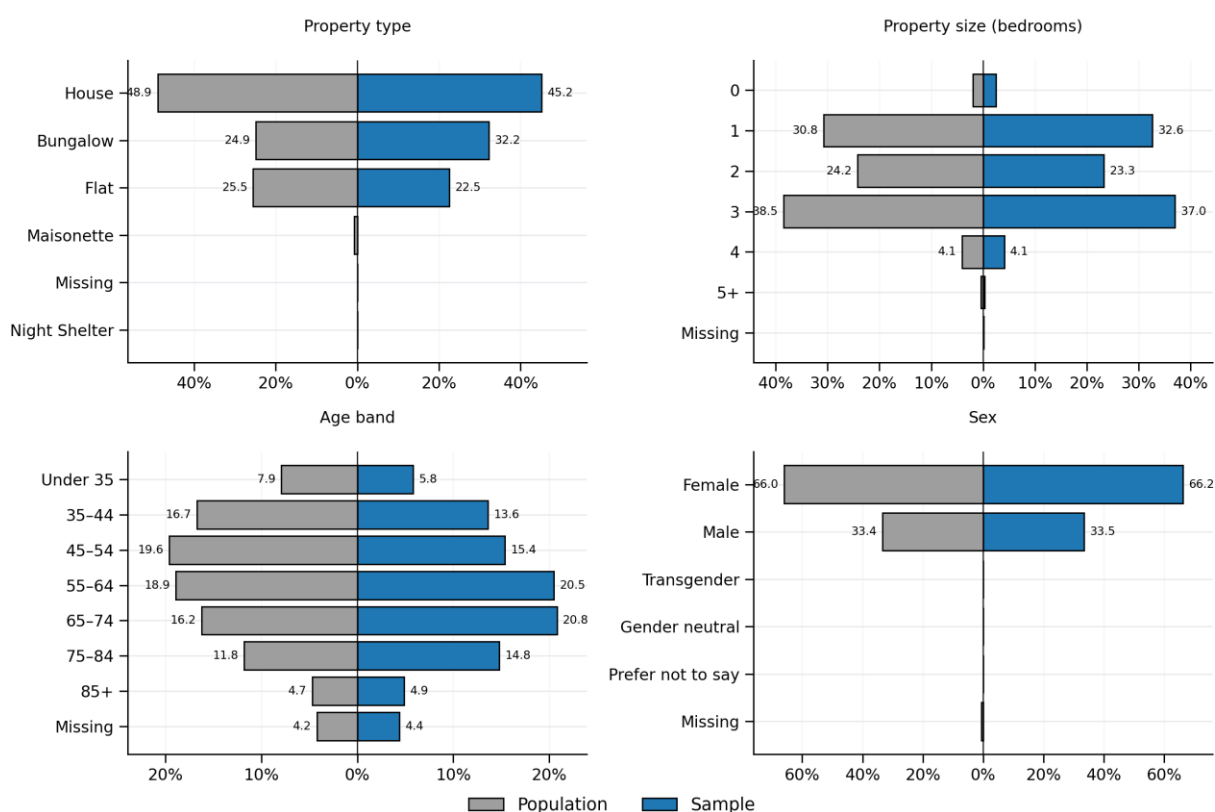
Appendix 3: Sample Representation

Below is our sample's representation of the population by analysing factors like gender, ethnicity, age, property type, and geographical location for both LCRA and LCHO

Low-Cost Rental Accommodation (LCRA) (35e)

The current-year tenant sample includes 1,166 responses and is broadly representative by sex and property size, with the closest alignment seen across bedroom size and the female/male split. The main representativeness differences are by property type and age: bungalows are over-represented by 7.2 percentage points and houses are under-represented by 3.7 points, while residents aged 65–74 and 75–84 are over-represented by 4.5 and 2.9 points respectively.

Tenants: sample vs population



Low Cost Home Ownership (LCHO) (35e)

The shared owner sample includes 173 responses and is less closely aligned to the population by property type and size, with bungalows and 2-bed homes over-represented and houses under-represented. The shared owner age profile should be interpreted with caution because 50.4% of shared owner population records have missing age data; missing sex data is also higher in the shared owner population than in the achieved sample.

Shared owners: sample vs population

