

**TRG Summary of Approach – Tenant Satisfaction Measures (TSM) submission**

**To be published alongside each set of tenant perception measures published by TRG.**

**a. A summary of achieved sample size**

Feedback has been collected from 5,352 customers during 25/26, 991 Low Cost Home Ownership (LCHO) responses and 4,361 Low Cost Rental Accommodation (LCRA) responses. This provides us with an accurate picture of how our customers are feeling about the services they receive from us. IFF Research, who conduct this survey on behalf of TRG, select participants as part of a random stratified sample, ensuring they collect feedback from customers across all different tenures and geographic regions.

**b. Timing of survey**

The survey is conducted in monthly waves and ongoing throughout the entire year to enable us to listen to the very latest views and respond quickly. Results and comments are reviewed and reported every month internally. Where comments are raised which are deemed a cause for concern such as safeguarding or welfare, these are confidentially passed on to the relevant colleague to act on efficiently.

**c. Collection method**

IFF Research gather customer feedback on behalf of TRG through multiple collection methods. For the survey used to gather our TSM performance, IFF aim to collect 70% of the feedback through telephone surveys and 30% through online responses. Online invites are sent via email and SMS. This method split enables us to gather feedback from a broader range of customers. Actual split between telephone and online responses for 25/26 was 70.5%/29.5% for LCHO customers and 72.1%/27.9% for LCRA customers.

It should be noted that collection of TSM performance measures forms part of a wider customer perception survey which asks for feedback on a greater range of topics and includes geographies and tenures that not included as part of the TSM's, this includes Leasehold customers and customers located in Scotland.

**d. Sample Method**

Random stratified sampling is used with monthly quotas for telephone and online responses for each sub-group of customers. These cohorts ensure enough feedback is received from relevant tenure types and geographies across TRG to be able to report accurately on satisfaction for these customer cohorts. A census of all customers eligible to take part in the survey (where we have phone numbers or email addresses and the customer has not opted out of surveys) is used as the basis of a contact list each month, with actual contacts within each cohort being selected at random by IFF Research.

**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)**

Survey responses were analysed in November-25, January-26 and March-26 to ensure feedback was representative of TRG's overall customer profile. This consisted of a comparison of total weighted survey response data to the overall counts of LCRA and LCHO customers. A number of geographic, property and demographic factors were analysed, including tenure, age group, presence of children, disability, gender, ethnicity, household occupants, religion, sexual identity, dwelling type, geographic region and local authority.

Whilst weighting of survey results is based on stock type and geography, this analysis ensured we had accurate feedback from customer demographics where we have seen variance in customer satisfaction levels in the past.

As a result of this analysis, where feedback was underrepresented/ overrepresented for certain characteristics, customers with these characteristics were oversampled / under sampled in fieldwork throughout the latter half of the year to help improve representativeness. For example, this included increasing the proportion of responses from customers aged 35-44 across both LCRA and LCHO cohorts. It also included reducing the proportion of responses from 'White Other' customers in LCHO properties.

The tables below show the final proportions of total survey responses (weighted) compared to stock or customer population counts for 2025/26 for LCRA and LCHO across the key characteristics of tenure, age, dwelling type, ethnicity and geographic regions. Riverside has prioritised maintaining any variance to within a 5% margin.

| Tenure Representativeness                | LCRA             |                              | LCHO             |                              |
|------------------------------------------|------------------|------------------------------|------------------|------------------------------|
|                                          | % Relevant Stock | % Total Survey Responses (W) | % Relevant Stock | % Total Survey Responses (W) |
| London - Market Rent                     | 0.6%             | 0.6%                         |                  |                              |
| London - Social Housing                  | 13.3%            | 13.3%                        |                  |                              |
| London - Retirement Living               | 0.7%             | 0.7%                         |                  |                              |
| London - Shared Owner                    |                  |                              | 47.6%            | 47.6%                        |
| London - Supported                       | 2.1%             | 2.1%                         |                  |                              |
| Regions - Intermediate/ Market Rent      | 0.7%             | 0.7%                         |                  |                              |
| Regions - LCR Social Housing             | 28.7%            | 28.7%                        |                  |                              |
| Regions - North Social Housing           | 26.8%            | 26.8%                        |                  |                              |
| Regions - Retirement Living              | 8.6%             | 8.6%                         |                  |                              |
| Regions - Shared Owners                  |                  |                              | 52.4%            | 52.4%                        |
| Regions - Care & Support General Needs   | 0.1%             | 0.1%                         |                  |                              |
| Regions - South & Central Social Housing | 11.5%            | 11.5%                        |                  |                              |
| Regions - Supported                      | 6.8%             | 6.8%                         |                  |                              |

| Age Representativeness | LCRA                           |                              | LCHO                           |                              |
|------------------------|--------------------------------|------------------------------|--------------------------------|------------------------------|
|                        | % Relevant Customer Population | % Total Survey Responses (W) | % Relevant Customer Population | % Total Survey Responses (W) |
| 16-24                  | 3.0%                           | 4.3%                         | 0.9%                           | 0.5%                         |
| 25-34                  | 11.5%                          | 11.0%                        | 17.0%                          | 16.0%                        |
| 35-44                  | 18.9%                          | 16.3%                        | 25.0%                          | 23.4%                        |
| 45-54                  | 18.0%                          | 16.7%                        | 17.6%                          | 17.1%                        |
| 55-64                  | 20.7%                          | 22.1%                        | 13.4%                          | 13.3%                        |
| 65-74                  | 15.0%                          | 17.6%                        | 8.9%                           | 11.2%                        |
| 75-84                  | 8.3%                           | 9.3%                         | 5.0%                           | 6.9%                         |
| 85+                    | 2.9%                           | 2.6%                         | 2.1%                           | 2.0%                         |
| Unknown                | 1.8%                           | 0.1%                         | 10.1%                          | 9.7%                         |

| Dwelling Type Representativeness | LCRA                           |                              | LCHO                           |                              |
|----------------------------------|--------------------------------|------------------------------|--------------------------------|------------------------------|
|                                  | % Relevant Customer Population | % Total Survey Responses (W) | % Relevant Customer Population | % Total Survey Responses (W) |
| Bedsit                           | 0.8%                           | 1.0%                         | 0.0%                           | 0.0%                         |
| Bungalow                         | 2.9%                           | 3.6%                         | 2.5%                           | 3.2%                         |
| Flat                             | 19.8%                          | 21.2%                        | 24.0%                          | 25.1%                        |
| House                            | 23.3%                          | 21.3%                        | 21.8%                          | 21.0%                        |
| Maisonette                       | 1.3%                           | 1.3%                         | 0.5%                           | 0.6%                         |
| Office Space                     | 0.0%                           | 0.0%                         | 0.0%                           | 0.0%                         |
| Room                             | 1.9%                           | 1.6%                         | 0.0%                           | 0.0%                         |
| Other                            | -                              | -                            | 1.2%                           | 0.0%                         |

| Ethnicity Representativeness     | LCRA                           |                              | LCHO                           |                              |
|----------------------------------|--------------------------------|------------------------------|--------------------------------|------------------------------|
|                                  | % Relevant Customer Population | % Total Survey Responses (W) | % Relevant Customer Population | % Total Survey Responses (W) |
| Arab                             | 0.5%                           | 0.4%                         | 0.0%                           | 0.0%                         |
| Asian/Asian British - Bangladesh | 2.5%                           | 2.3%                         | 0.1%                           | 0.0%                         |
| Asian/Asian British - Indian     | 0.6%                           | 0.4%                         | 0.8%                           | 1.2%                         |
| Asian/Asian British - Other      | 1.2%                           | 1.3%                         | 1.0%                           | 1.8%                         |
| Asian/Asian British - Pakistani  | 0.5%                           | 0.8%                         | 0.3%                           | 0.0%                         |
| Black/Black British - African    | 4.5%                           | 5.6%                         | 0.7%                           | 0.5%                         |
| Black/Black British - Other      | 0.7%                           | 0.8%                         | 0.4%                           | 0.9%                         |
| Black/Black British - Caribbean  | 2.0%                           | 2.3%                         | 0.7%                           | 1.1%                         |
| Chinese                          | 0.3%                           | 0.1%                         | 0.8%                           | 1.2%                         |
| Gypsy/Romany/Irish Traveller     | 0.0%                           | 0.1%                         | 0.0%                           | 0.0%                         |
| Mix Other                        | 0.6%                           | 0.8%                         | 0.5%                           | 1.0%                         |
| Mix White Asian                  | 0.3%                           | 0.4%                         | 0.3%                           | 0.2%                         |
| Mix White Black African          | 0.7%                           | 0.7%                         | 0.2%                           | 0.4%                         |
| Mix White Black Caribbean        | 0.6%                           | 0.6%                         | 0.2%                           | 0.0%                         |
| Other Ethnic Group               | 1.7%                           | 1.3%                         | 6.7%                           | 3.2%                         |
| Refused                          | 3.5%                           | 2.8%                         | 18.7%                          | 15.1%                        |
| White British                    | 75.4%                          | 75.5%                        | 62.8%                          | 66.8%                        |
| White European                   | 1.0%                           | 0.7%                         | 0.8%                           | 0.7%                         |
| White Irish                      | 0.6%                           | 0.4%                         | 0.6%                           | 0.7%                         |
| White Other                      | 2.9%                           | 2.6%                         | 4.2%                           | 5.2%                         |

| Geographic Region                  | LCRA                           |                              | LCHO                           |                              |
|------------------------------------|--------------------------------|------------------------------|--------------------------------|------------------------------|
|                                    | % Relevant Customer Population | % Total Survey Responses (W) | % Relevant Customer Population | % Total Survey Responses (W) |
| Liverpool City Region - Geographic | 34.1%                          | 33.0%                        | 16.0%                          | 17.2%                        |
| London - Geographic                | 16.4%                          | 16.6%                        | 47.0%                          | 47.6%                        |
| North - Geographic                 | 32.6%                          | 32.4%                        | 19.6%                          | 17.9%                        |
| South & Central - Geographic       | 16.9%                          | 17.9%                        | 17.4%                          | 17.3%                        |

(W) – Refers to the ‘% Survey Responses’ being a weighted total.

**f. Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)**

Weighting is applied to TRG survey responses based on stock type and geography. As mentioned earlier, fieldwork is conducted using a random stratified sample, these strata are based on 11 specific tenures and geographies across LCRA, then separately 2 specific tenures and geographies across LCHO. To be able to accurately report on smaller cohorts, certain customer groups are oversampled to allow for greater accuracy when viewing satisfaction scores.

To prevent smaller cohorts from having a disproportionate impact on TRG overall TSM figures, results are weighted according to the stock type and geography to ensure feedback is proportionally representative of the overall customer profile. Separate weighting exercises are conducted for LCRA and LCHO based submissions.

As an example, 'Regions – North Social Housing' customers account for 26.8% of all eligible LCRA stock, however made up 16.9% of all unweighted survey feedback. All survey responses were given a weight value so that when aggregated these 'Regions -North Social Housing' responses accounted for 26.8% of the total weighted LCRA survey responses.

The stock types and geographies used to apply weighting for LCRA consisted of ('London – Social Housing', 'London - Market Rent', 'London - Supported Housing', 'London - Retirement Living', 'Regions - Retirement Living', 'Regions - Care & Support General Needs', 'Regions – Supported', 'Regions - Intermediate/Market Rent', 'Regions - Liverpool City Region Social Housing', 'Regions - North Social Housing' and 'Regions - South & Central Social Housing').

The stock types and geographies used to apply weighting for LCRA consisted of 'London – Shared Owners' and 'Regions – Shared Owners'.

The total weighting values used in 25/26 are the survey response counts for LCRA and LCHO separately.

**g. The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures**

IFF Research conduct fieldwork on behalf of TRG for the survey used to collect TSM performance measures. IFF report the results on an online platform called Resident Voice which provides TRG with access to survey responses on a daily basis.

**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 63 with a broad rationale for their removal (providers must ensure this rationale does not breach requirements on confidentiality)**

199 LCRA customers across 5 services were excluded from taking part in the survey due to exceptional circumstances. These consist of care services where customers have been identified as not having the capacity to complete the survey.

**i. reasons for any failure to meet the required sample size requirements summarised in Table 5**

Not applicable, +/-2% margin of error at 95% confidence level met for LCRA, +/- 4% margin of error at 95% confidence level met for LCHO.

**j. type and amount of any incentives offered to tenants to encourage survey completion**

None

**k. any other methodological issues likely to have a material impact on the tenant perception measures reported**

Data quality of customer contact details and limited variety in surveying approaches to meet individual customer needs (e.g. disability) has resulted in TRG surveying some customers through methods we know would not best suit communication preferences.

For properties owned by TRG but managed by other providers, TRG does not regularly engage with these customers due to the management provision and care provision being outsourced to other providers. Collecting feedback from these specific customers was undertaken solely online and results may have been negatively impacted by this approach.

**l. If the provider has undertaken any perception surveys which include TSM questions but has not included these responses in the calculation of the TSM's. A rationale for why this information has been excluded must be provided.**

Riverside's primary survey for collecting satisfaction feedback includes customers in properties managed but not owned by Riverside, customers located in Scotland as well as Leasehold customers. As per TSM technical guidance on relevant social housing stock, whilst data is collected for these customers their feedback has been excluded from the TSM submission.

**m. Information on any visual features used alongside the required response options**

Not applicable, no visual features used.