

Stonewater Limited (L1556)

Statement of Approach – Tenant Satisfaction Measures

Low-Cost Rental Accommodation (LCRA)

Introduction

The Tenant Satisfaction Measures are reported on a registered group basis with Stonewater Limited the parent. This initially included customers from Stonewater Limited (L1556) Stonewater (5) Limited (4717) and Greenoak Housing Association Limited (L1393) then in February 2024 Mount Green (L0042) joined the group.

Mount Green had already conducted their Tenant Satisfaction Measure perception survey by Telephone using Acuity Research and Practice. This was done as a 1 off piece of research.

The statement of approach below covers that taken by the parent Stonewater Limited (L1556) prior to Mount Green (L0042) joining the group as the largest part of the group which was done quarterly predominantly by telephone, but also utilising email and postal surveys.

The results in the submission are a consolidated view of Stonewater Limited (L1556) Stonewater (5) Limited 4717 Greenoak Housing Association Limited (4717) and Mount Green (L0042). The statement of approach refers to the survey results for Stonewater Limited (L1556) Stonewater (5) Limited (4717) and Greenoak Housing Association Limited (L1393).

Low-Cost Rental Accommodation

Overview of sampling approach:

- Total LCRA Properties (tenant population) – 30,220
- Total number of survey responses achieved – 2,518
- 0 Tenants were excluded due to exceptional circumstances.
- Stratified random sampling was used by region & age.

Data Collection Approach:

- Data collected quarterly
- Data collected between 19th April 2023 and 11th March 2024
- TLF Research used as the external contractor.
- Incentives were not used.
- Web and post were adopted to include those that did not have telephone numbers.

Reliability:

- We are 95% confident that the overall % satisfied is within +/-1.83%
- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and not answered.

Questionnaire:

- Respondents were fully informed of the survey's purpose
- TSM questions and routing were compliant
- TSM scales used correctly
- Followed Market Research Society (MRS) guidelines

Weighting:

- Weighting was not necessary, the sample is representative of the total population

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Tenure		
General Needs	90.3%	90.6%
Retirement Living	7.2%	7.2%
Supported Housing	1.5%	1.5%
Managed by Others	1.0%	0.7%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Age of Respondent		
16 – 30	13%	12.5%
31 – 40	20.1%	19.3%
41 – 54	27.5%	26.7%
55 - 60	12.8%	12.7%
61 – 70	13.7%	13.7%
71+	12.4%	12.2%
Unknown/Anonymous	0.5%	2.9%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Ethnicity		
White	76.8%	75.3%
Unknown/Anonymous/Refused	13.2%	13.7%
Black, Black British, Caribbean or African	4.4%	4.8%
Asian or Asian British	3.2%	3.4%
Mixed or Multiple Ethnic Groups	2.0%	2.2%
Other Ethnic Groups	0.4%	0.6%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Property Type		
House	53.3%	48.3%
Flat	39.1%	42.7%
Bungalow	4.2%	5.0%
Bedsit	1.6%	2.1%
Room	1.0%	0.4%
Maisonette	0.8%	0.6%
Refused		0.9%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Stonewater Region		
South	33.3%	33.7%
West	37.1%	36.7%
East & North	29.6%	28.7%
Unknown/Refused	0.0%	0.9%

Low-Cost Home Ownership Accommodation

At the time of the merger in February 2024, Mount Green had not yet completed any LCHO perception surveys; because of this they were added to the Stonewater group approach hence the statement of approach detailed below covers the whole Stonewater Group.

Overview:

- Total tenant population: 3,874
- 0 Tenants were excluded due to exceptional circumstances.
- A stratified random sampling based on age was used.
- Total sample size achieved: 569.
- 406 by telephone 157 by web 6 by post

Data Collection Approach:

- Data collected quarterly
- Data collected between 19th April 2023 and 19th March 2024
- TLF Research used as the external contractor.
- Incentives were not used.

Reliability:

- We are 95% confident that the overall % satisfied is within +/-3.73%
- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and not answered.

Questionnaire:

- Respondents were fully informed of the survey's purpose
- TSM questions and routing were compliant
- TSM scales used correctly
- Followed Market Research Society (MRS) guidelines

Weighting:

- Weighting was not necessary, the sample is representative of the total population

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Age of Respondent		
16 – 30	16.1%	15.3%
31 – 40	26.8%	24.9%
41 – 54	26.2%	22.7%
55 - 60	8.6%	9.2%
61 – 70	7.5%	7.9%
71+	4.5%	5.2%
Unknown/Anonymous	10.3%	14.8%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Ethnicity		
White	53.9%	46.7%
Unknown/Anonymous/Refused	42.2%	50.7%
Black, Black British, Caribbean or African	2.0%	1.1%
Asian or Asian British	1.2%	1.5%
Mixed or Multiple Ethnic Groups	0.5%	0%
Other Ethnic Groups	0.2%	0%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
Property Type		
House	82.7%	74.8%
Flat	15.9%	23.4%
Bungalow	1.0%	1.1%
Maisonette	0.4%	0.7%

TSM – Perception Measures	Tenant Population	Survey Responses (%)
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Stonewater Region		
South	32.9%	37.8%
West	39.5%	33.9%
East & North	27.6%	28.3%

Author & Version

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