

## Stonewater Limited (L1556)

### Summary of Survey Approach – Tenant Satisfaction Measures

#### Introduction

The Tenant Satisfaction Measures (TSM) are reported on a registered group basis with Stonewater Limited being the parent. This includes customers from Stonewater Limited (L1556), Stonewater (5) Limited (4717) and Mount Green (L0042), who joined the group in February 2024.

#### Low Cost Rental Accommodation (LCRA)

#### Sampling

- Total tenant population supplied to TLF Research: 32,226
- Some records were excluded due to being voids, deceased, having no phone number or email, or having no lead tenant name, and postal surveys being cost prohibitive; our approach to data enrichment continues to be focused on
- A stratified random sampling was used (phased approach)
- Total sample size achieved: 2,664 (2,235 required)
- 2,633 by telephone; 31 by web
- A predominant telephone methodology yields higher response rates, are more accessible for customers who may not have regular access to the internet and provide a more personal experience, with email being more convenient for some customers, thus boosting the sample size. No postal methodology used for 25/26 due to cost implications and low response rate in 23/24. No methodological issues which affect year-on-year results.

#### Data collection

- Data collected quarterly
- Data collected between 28<sup>th</sup> April 2025 and 27<sup>th</sup> January 2026
- TLF Research used as the external contractor
- Incentives were not used
- No other tenant perception surveys which include TSM questions undertaken
- No visual features used alongside the required response options.

#### Reliability

- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-1.8% (+/-2% required).

#### Questionnaire

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed Market Research Society (MRS) guidelines.

## Weighting

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

## Analysis

- All partial completes that have answered overall satisfaction have been included
- % satisfied has been calculated excluding 'Don't know' and not answered
- All bases have been reported throughout TLF Research's end of year report provided to Stonewater.

## Representativeness

Age group	Tenant population	Survey responses
16 – 30	11.4%	11.7%
31 – 40	20.5%	20.5%
41 – 54	26.4%	26.3%
55 - 60	12.9%	13.2%
61 – 70	14.6%	15.4%
71+	12.2%	12.5%
Unknown/Refused	1.9%	0.5%

Gender	Tenant population	Survey responses
Female	64.4%	62.5%
Male	33.4%	36.8%
Transgender	0.0%	0.0%
Unknown	2.1%	0.7%

Ethnicity	Tenant population	Survey responses
White	75.5%	75.9%
Black, Black British, Caribbean or African	4.5%	5.5%
Asian or Asian British	3.3%	3.9%
Mixed or multiple ethnic groups	2.1%	2.5%
Other ethnic groups	0.7%	1.3%
Unknown/Refused	13.8%	10.9%

Brand	Tenant population	Survey responses
Stonewater	95.8%	95.9%
Mount Green	4.2%	4.1%

Tenure type	Tenant population	Survey responses
General Needs	90.1%	89.8%
Retirement Living	7.7%	8.0%
Supported Housing	1.9%	1.9%
Managed by Others (MBOA)	0.3%	0.4%

Region	Tenant population	Survey responses
South	35.3%	35.5%
West	35.6%	35.4%
East and North	29.0%	28.8%
Unknown/Refused	-	0.4%

Asset type	Tenant population	Survey responses
Flat	40.1%	46.3%
House	51.8%	45.7%
Bungalow	4.0%	4.1%
Bed Sit	2.1%	2.3%
Maisonette	1.4%	1.1%
Room (Hostel)	0.7%	0.2%
Unknown/Refused	-	0.4%

## Low Cost Home Ownership (LCHO)

### Sampling

- Total tenant population supplied to TLF Research: 3,884
- Some records were excluded due to being voids, deceased, having no phone number or email, or having no lead tenant name, and postal surveys being cost prohibitive; our approach to data enrichment continues to be focused on
- A stratified random sampling was used (phased approach)
- Total sample size achieved: 557 (521 required)
- 514 by telephone; 43 by web
- A predominant telephone methodology yields higher response rates, are more accessible for customers who may not have regular access to the internet and provide a more personal experience, with email being more convenient for some customers, thus boosting the sample size. No postal methodology used for 25/26 due to cost implications and low response rate in 23/24. No methodological issues which affect year on year results.

### Data collection

- Data collected quarterly
- Data collected between 28<sup>th</sup> April 2025 and 16<sup>th</sup> February 2026
- TLF Research used as the external contractor
- Incentives were not used
- No other tenant perception surveys which include TSM questions undertaken
- No visual features used alongside the required response options.

### Reliability

- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-3.9% (+/-4% required).

### Questionnaire

- Respondents were fully informed
- TSM questions and routing correct

- TSM scales used correctly
- Followed MRS guidelines.

### Weighting

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

### Analysis

- All partial completes that have answered overall satisfaction have been included
- % satisfied has been calculated excluding 'Don't know' and not answered
- All bases have been reported throughout TLF Research's end of year report provided to Stonewater.

### Representativeness

Age group	Tenant population	Survey responses
16 – 30	14.4%	15.3%
31 – 40	28.5%	27.8%
41 – 54	26.2%	27.8%
55 - 60	9.2%	10.2%
61 – 70	8.3%	9.3%
71+	7.5%	8.3%
Unknown/Refused	5.9%	1.3%

Gender	Tenant population	Survey responses
Female	50.0%	50.8%
Male	43.8%	43.6%
Transgender	0.1%	0.2%
Unknown	6.2%	5.4%

Ethnicity	Tenant population	Survey responses
White	54.2%	58.2%
Black, Black British, Caribbean or African	1.2%	1.1%
Asian or Asian British	1.8%	2.0%
Mixed or multiple ethnic groups	0.6%	0.7%
Other ethnic groups	0.3%	0.4%
Unknown/Refused	41.8%	37.7%

Brand	Tenant population	Survey responses
Stonewater	95.9%	96.2%
Mount Green	4.1%	3.8%

Region	Tenant population	Survey responses
South	27.6%	27.8%
West	37.7%	37.3%
East and North	34.7%	34.8%

<b>Asset type</b>	<b>Tenant population</b>	<b>Survey responses</b>
House	80.9%	78.8%
Flat	17.5%	19.7%
Bungalow	1.4%	1.3%
Maisonette	0.3%	0.2%