



**Evolving
Communities**

Giving people a voice to influence positive
change in health and social care

Tenant Satisfaction Measures

Summary of Approach

Wiltshire Housing Association
2024/25

Introduction

Wiltshire Housing Association (WHA) commissioned Evolving Communities CIC, an independent research organisation to gather the Tenant Perception Measures (TSMs) for their residents. This research was conducted to understand tenant satisfaction within WHA's homes, and to meet the requirements of the Regulator of Social Housing (RSH).

The questions asked adhere to those set out by the RSH, laid out in TSMs TP01 to TP12.

Sample size

WHA has 12,500 low cost rental accommodation (LCRA) homes. This year's TSM survey was completed by 1023 people which is greater than the minimum required sample size of 965.

Timing of survey

Data collection took place between September 2024 and January 2025. It is conducted annually with the support of Evolving Communities.

Collection methods

The majority of responses (70%, 676 responses) came from those completing the survey online. Twenty per cent of responses (192) came from those who filled in paper surveys, sent and returned by post. The remaining 10% (97) came from households who completed the survey over the phone.

Sample method

A sample approach – simple random sampling – was used to create the sample. Each household therefore had an equal chance of being selected to participate.

Assessment of representativeness

The responses required weighting by the characteristics age of respondent and geography. The following table shows that the total survey responses are equal in weight by characteristic to the relevant tenant population.

<i>Tenant perception measures</i>	<i>Tenant population %</i>	<i>Total survey responses %</i>
Age of respondent		
75+	10%	10%
55-75	25%	25%
35-54	35%	35%
<35	30%	30%
Geography		
East	14.5%	14.5%
South	32.3%	32.3%
North	38.7%	38.7%
West	14.5%	14.5%

Excluded tenant households

No households that were selected have been excluded from the final results.

Incentives offered

No incentives were offered to encourage tenants to complete the survey.

About Evolving Communities

[Evolving Communities](#) is an independent community interest company (CIC). We specialise in listening to people and communities who use services in the public sector, gathering insight to drive improvement. We also deliver community led projects and specialise in working with people who are seldom heard and have access needs. We have worked with health and care organisations, local authorities, public health teams and VSCE organisations as well as social housing providers.

Our experience in working with communities combined with a strong foundation in research methodology means that we can deliver work that meets the needs of housing providers and tenants.

Contact us

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