



# Tenant Satisfaction Measures 2025/26 Appendices

## Appendix 1 Extract from Pexel Research Service Report:

### **Purpose**

The purpose of the survey was to ascertain the overall satisfaction of Livin tenants. The data will be used for the input to the Regulator of Social Housing. The results will also be used by the Livin team to focus their plans for the coming period.

### **Quality of Responses**

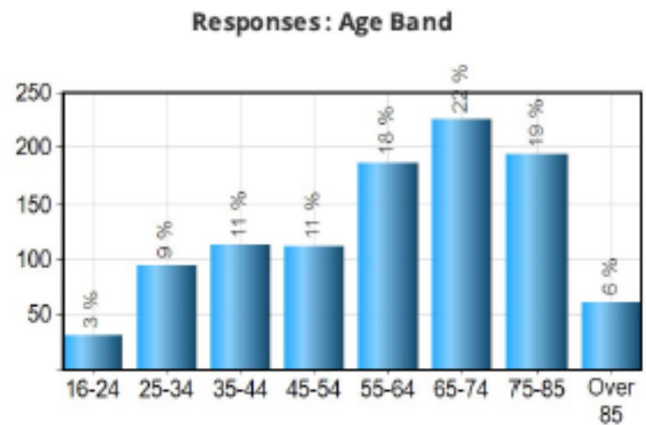
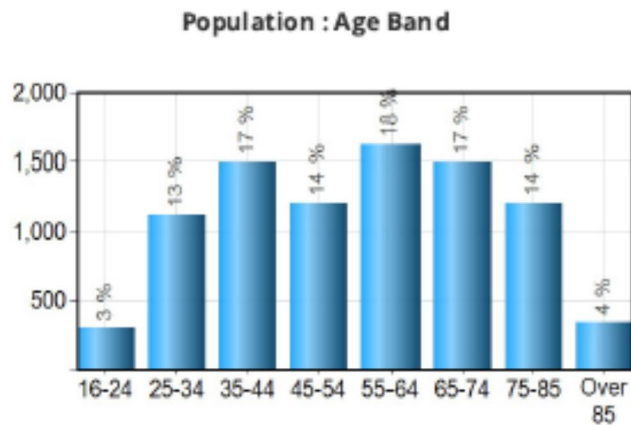
The survey was conducted using a mixed methodology of primarily telephone, and email to those that required a reasonable adjustment. Telephone calls were made by Pexel Research Services who abide by the Market Research Code of Conduct, ESOMAR, CASRO and have ISO 20252 accreditation. Emails were sent using CX-Feedback digital platform.

The questions asked were those provided by the regulator for the Tenant Satisfaction Measures and followed and fulfilled the principles set out in the TSM Survey and Technical Requirements guidelines. The research took place between 23rd September and 26th September 2025.

Livin Housing Limited manage approximately 8,797 homes and at the time the TSM surveys were conducted Livin had a tenant base of approximately 10,800 tenants. The minimum number of responses based on the number of homes required is 562 to achieve a margin of error +/- 4% at 95% confidence level. Overall, 1,016 responses were gathered, which means that Livin have exceeded the minimum required.

## Appendix 2 Representation of 2025/26 TSM Survey Responses:

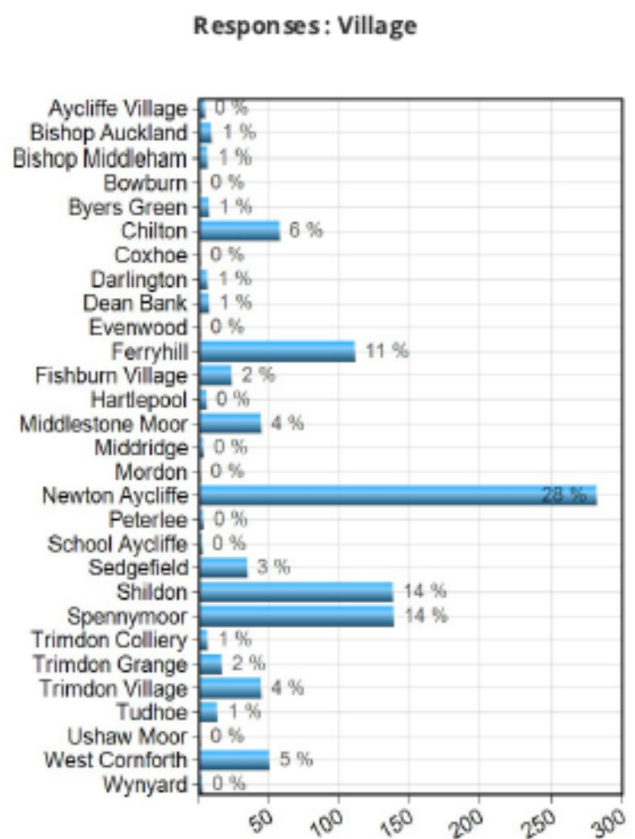
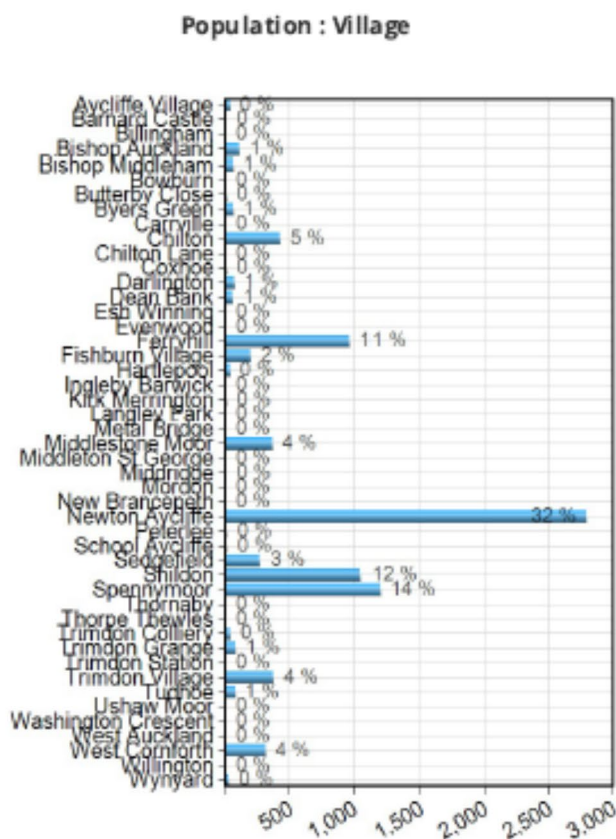
For all categories, where there is a 0% displayed, it equates to less than 1% of the overall population.



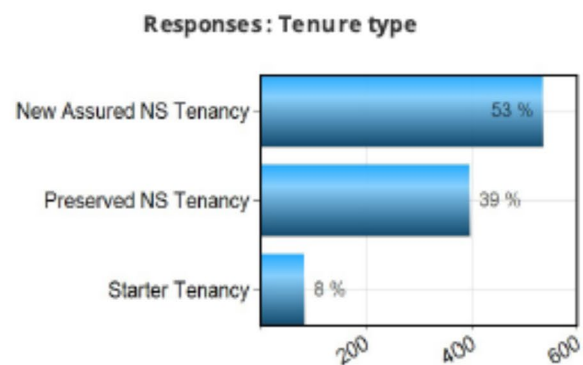
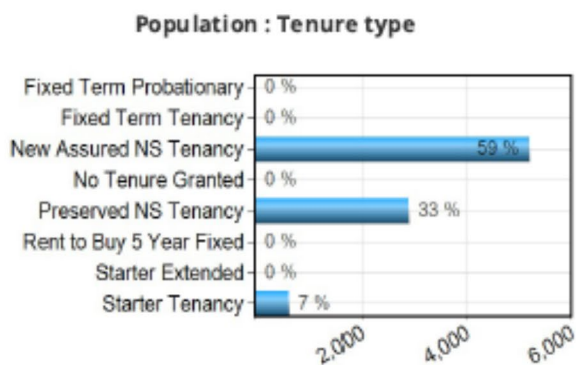
We can see that response by Age Group shows a different distribution pattern to that of the overall population. This is a pattern that is found across multiple surveys and multiple CX-Feedback customers. The older age groups are generally more engaged than younger, leading to under representation in the under 35's and over representation in the over 60's.

Generally, age group shows that younger age groups are less satisfied than older ones, so the under/over representation does contribute to changes in overall satisfaction.

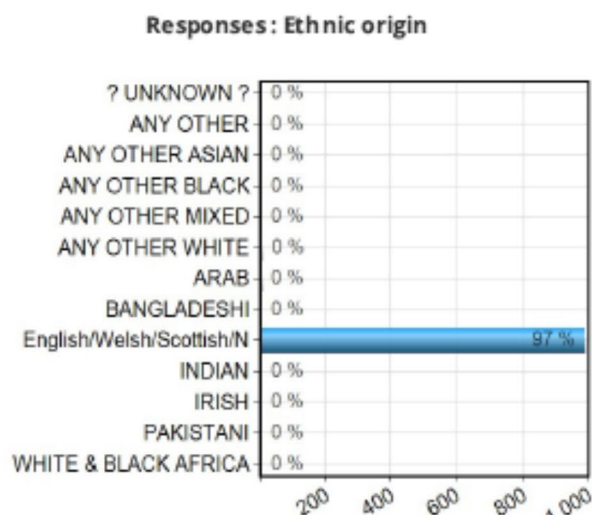
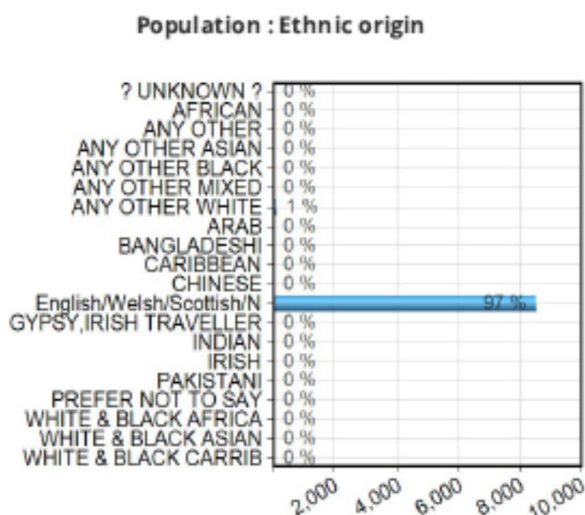
A weighting exercise for TP01 shows that overall satisfaction shifts down by 1% when age representation is accounted for. This delta of 1% is not considered significant enough to change the overall results.



The response representation across the locations of Livin Housing looks very close to the population. The only item of note would be that Newton Aycliffe is under represented in the responses, with some of the other villages being very slightly over represented.

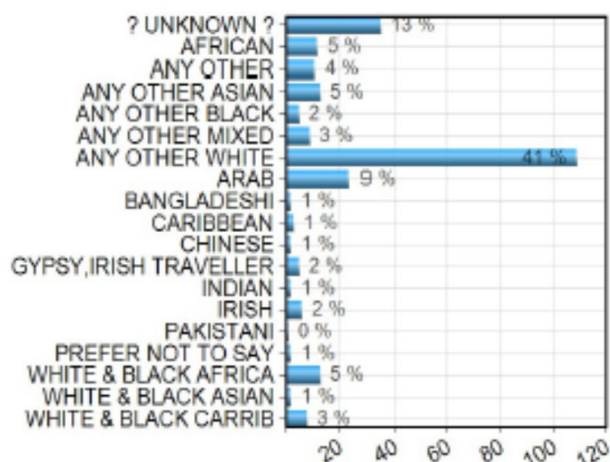


Looking at the representation by Tenure type, which is one of the requirements of the regulator, we can see that the responses for Livin have New Assured NS Tenancy under represented by 6% and Preserved NS Tenancy over represented by 6%. As the results are strongly skewed to the top two positive responses, this under/over representation is not considered significant.

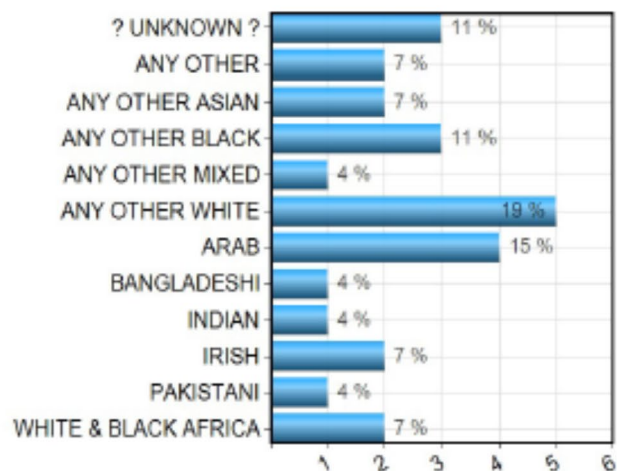


The majority of the overall population is in the UK based ethnicity, with extremely small volumes in all of the other ethnic groups. This is mirrored in the responses. If we remove the UK ethnicity and look at the rest of them in isolation, we can see that the Unknown group is under represented by 2%. The Any Other White group is under represented by 22%. All other ethnicities are over represented, however, the volumes are so small as to be statistically insignificant.

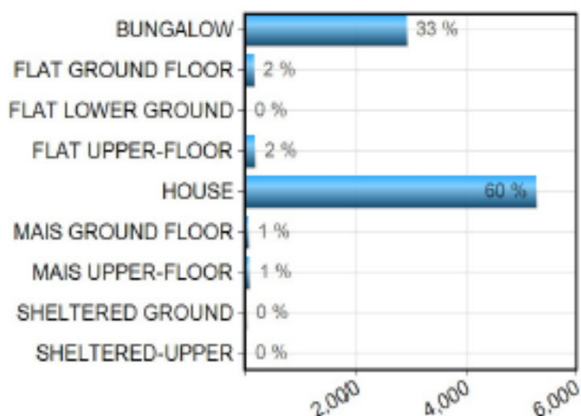
**Population : Ethnic origin excluding  
English/Welsh/Scottish/Northern Irish/British**



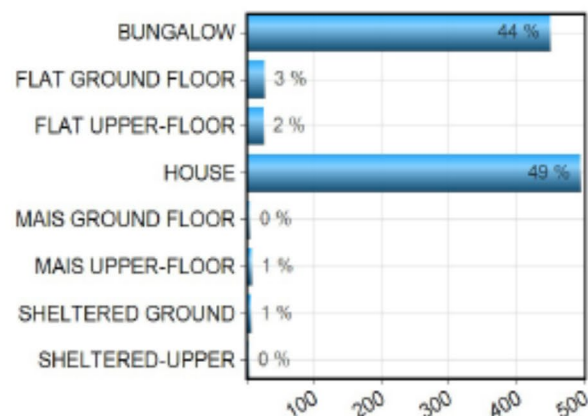
**Responses : Ethnic origin excluding  
English/Welsh/Scottish/Northern Irish/British**



**Population : Dwelling Type**



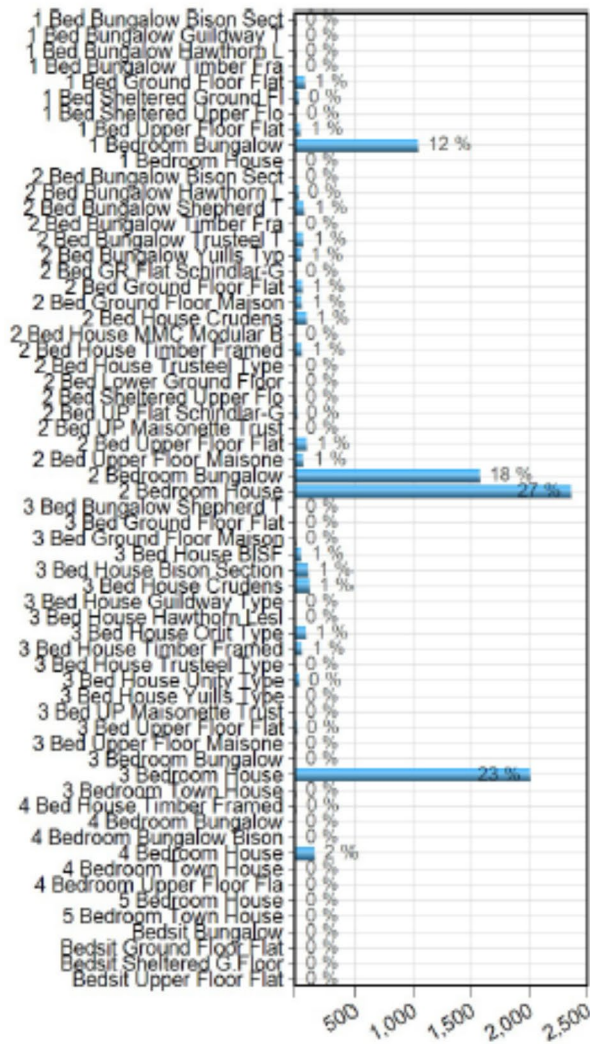
**Responses : Dwelling Type**



For dwellingtype, Bungalow is over represented by 11% and House under represented by 11% . These are the two main categories for both population and responses and account for more than 90% of both. It is deemed that the under/over representation will not contribute extraordinary differences to the overall satisfaction calculations.



Population : Property Type



Responses : Property Type

