Tenant Satisfaction Measures: Assurance of Approach

The Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys to generate and report TSMs annually as specified by the Regulator of Social Housing. TSMs are intended to make landlords' performance more visible to tenants and help tenants hold their landlords accountable.

The TSM standards consist of 22 measures: 10 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services. All information must be an accurate, reliable, valid to provide a transparent reflection of the performance.

Approach

IFF Research was commissioned to carry out this research in accordance with the guidance provided by the Regulator of Social Housing on behalf of L&G Affordable Homes Capital in 2025/26. IFF Research is an independent research agency with extensive experience in gathering robust customer feedback for a wide range of sectors.

Survey design

The survey design meets the criteria as defined in ANNEX 4: Tenant Survey Requirements. L&G Affordable Homes LLP also included the following additional questions within their survey:

- *"Please could you provide a reason for your answer*?" positioned at the end of the theme *'Overall satisfaction with landlord services'*
- *"I am sorry to hear you were not happy with the repairs service. What can your landlord do to improve this service?"* positioned after TP02, which was added in October 2025.
- *"Why do you say that?"* positioned after TP06.
- *"You mentioned you have made a complain to Legal & General Homes in the last 12 months. Could you briefly summarise what your complaint was about in a few sentences?"* asked to only those who stated they had made a complaint to Legal & General Homes in the last 12 months, positioned directly after asking if they had made a complaint. This question was added in September 2025.
- *"Who did you raise your complaint with?"* asked to only those who stated they had made a complaint to Legal & General Homes in the last 12 months, positioned following the question cited above. This question was added in September 2025.

- *"What was done in response to your complaint?"* asked to only those who stated they had made a complaint to Legal & General Homes in the last 12 months, positioned following the question cited above. This question was added in September 2025.
- *"Please can you tell me which age group you are?"* asked to only those who agreed to share their details along with their responses to Legal & General Homes, positioned at the end of the survey in new demographics section. This question was added in October 2025.
- *"How would you describe your ethnicity?"* asked to only those who agreed to share their details along with their responses to Legal & General Homes, positioned at the end of the survey in new demographics section. This question was added in October 2025.
- *"Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities?"* asked to only those who agreed to share their details along with their responses to Legal & General Homes, positioned at the end of the survey in new demographics section. This question was added in October 2025.
- *"Please can you tell me what type of health condition / disability you have?"* asked to only those who agreed to share their details along with their responses to Legal & General Homes and who stated they have a health condition or disability at the above question, positioned at the end of the survey in new demographics section. This question was added in October 2025.

Please note that a 'Don't know/Refused' option was included for questions TP01, TP02, TP03, TP04, TP09 and TP10 for interviews conducted via telephone. This was not read out as an answer option and only used in instances when a customer was unable to select an option from the responses available but wanted to continue to provide their feedback. This prevented interviewers from making assumptions or inferences on the customer's behalf and enabled these customers to continue with the survey to provide their feedback. When submitting data any 'Don't know/Refused' should be removed from the reported base for each of these questions for percentage calculations.

As a result, the TSM survey results submitted may include customers who refused or were unable to answer TP01 but wanted to continue to provide their feedback. This is in line with the introductory text confirming that their data would be included in the data submission to the Regulator.

IFF have achieved:

- 248 total survey responses from LCRA customers to the TSM Survey.
- 244 valid responses to TP01 for LCRA, which meets the minimum requirement for LCRA.
- 31 total survey responses from LCHO customers to the TSM Survey.
- 31 valid responses to TP01 for LCHO, in line with good practise as L&G's Affordable Homes Capital LCHO stock size is less than 1,000.

We consider that a respondent who has terminated an interview has effectively withdrawn their consent to participate in the research. We appreciate that this is open to interpretation, but we take the most cautious approach to uphold our ethical standards. We do include partial responses, where customers have skipped or refused to answer any questions but have submitted their interview.

Methodology

The TSM survey was conducted between 20 June 2025 and 27 January 2026 using telephone interviews as the sole survey collection method.

The survey was independently administered by IFF Research in accordance with the Regulator of Social Housing's Tenant Survey Requirements.

No incentives were offered to encourage participation in the survey.

No tenants were excluded from the tenant population provided for surveying and all occupied homes within the relevant landlord population were eligible to participate.

The achieved sample was reviewed to assess representativeness against the tenant population and no weighting adjustments were applied.

Sample Size

The required sample sizes are shown in the table below according to L&G Affordable Homes LLP's Statistical Data Return 2025:

Registered Provider	Stock size (December 2025 data)	Required minimum statistical accuracy (margin of error at 95% confidence level) (+/-)	Minimum quota requirements	Achieved responses to TP01 - Overall satisfaction
L&G Affordable Homes Capital LCRA	485	+/- 5%	215	244
L&G Affordable Homes Capital LCHO	41	N/A	N/A	31

L&G Affordable Homes Capital is required to complete a minimum of 215 surveys per annum among LCRA customers to meet a +/-5% confidence interval. L&G Affordable Homes Capital exceeded this by completing 244 surveys with LCRA customers.

As L&G Affordable Homes Capital has less than 1,000 LCHO stock, they do not have to report the findings to the regulator for LCHO customers. However, the Regulator recommends that LCHO customers are still offered an opportunity to provide their feedback. Therefore, in line with best practice, L&G Affordable Homes Capital have included LCHO customers when conducting the surveys.

A random sampling approach was used where customers had an equal and fair chance of being invited to participate. The sample profile was continuously monitored throughout fieldwork and no quota sampling was introduced this year as a representative survey sample was achieved.

Representative Sample

The Regulator requires providers to ensure, as far as possible, that the survey responses used to calculate the perception TSMs are representative of the relevant tenant population. The sample needs to be representative otherwise perception measures will be biased estimates of the satisfaction score for the relevant tenant population. Providers can meet this requirement through one of two routes:

1. A representative sample: This means there is no material under/over-representation of tenant groups (compared to the relevant tenant population) that is likely to affect calculated satisfaction scores.

2. Weighting responses: If the achieved sample is not representative of the tenant population, then providers must appropriately weight the responses to ensure the TSMs reported are representative. Providers must reach a balanced judgement as to which characteristics to include in an assessment of representativeness based on their particular tenant profile, evidence or rationale for potential different satisfaction scores by characteristic, and available data.

Based on review of customer demographic data we are satisfied that the sample population and TSM results accurately reflect that of the full customer population.

The file titled ‘L&G Affordable Homes – Capital only – Customer Population and Survey Response Comparison – April 2025 to March 2026 v02.00’ displays the review based on the demographic information available and the representativeness of the survey results.