



## **Summary of Approach: Vectis Housing – Tenant Satisfaction Measures (TSM) Survey 2025**

Vectis Housing commissioned Acuity to conduct its 2025 Tenant Satisfaction Measures (TSM) survey in line with the Regulator of Social Housing's requirements. The methodology prioritized independence, inclusivity, and statistical robustness to support regulatory reporting and service improvement.

The surveys were undertaken in August 2025 using a mixed-method approach: an online questionnaire followed by telephone interviews, ensuring all residents could participate regardless of digital access. No incentives were offered to encourage survey completion, maintaining impartiality.

The survey was open to all Vectis Housing residents, including both general needs tenants (LCRA) and shared owners (LCHO). Out of 178 responses, 165 were from general needs tenants and 13 from shared owners. The analysis primarily focuses on general needs tenants for TSM reporting but includes comparisons between the two groups for transparency and learning. Graphs included in the report demonstrate tenant population and characteristics. No weighting was applied, and no exceptional circumstances were identified that required the removal of households from the survey.

Regarding statistical resilience, we received 176 responses to the overall service measure, resulting in a margin of error of  $\pm 5.8\%$ , slightly above the recommended  $\pm 5\%$  for small landlords, but still credible.

Ethical standards and confidentiality were upheld; responses were anonymised unless residents opted to share details. Notably, 82% consented to identifiable feedback, and 95% of these were willing to be contacted, allowing effective follow-up.

Additionally, sentiment analysis was applied to open-ended responses, providing a view into the drivers of satisfaction and dissatisfaction and highlighting areas for improvement.

Overall, the survey methodology allows us to comply with statutory TSM reporting requirements while gaining a detailed understanding of resident perceptions to inform service improvements and track performance over time.

Vectis Housing staff are always happy to talk with residents about how we can improve our services. Please contact us if you have any questions about the survey or the results.