

## Moat: Summary of approach

TLF Research were selected to carry out Moat's TSM surveys following a procurement process conducted at the end of 2022. This process enabled us to choose a supplier who could carry out the research in line with the requirements set out by the Regulator of Social Housing. Here's the approach we took to conducting the TSM surveys:

### Survey content

The survey content meets the criteria set out in ANNEX 4: Tenant Survey Requirements.

We've included the following additional questions within our survey:

- The following open-ended questions after TP01 about overall satisfaction.
  - If very satisfied: Why would you say you are satisfied?
  - If fairly satisfied or neither satisfied nor dissatisfied: What could Moat do to make you satisfied?
  - If fairly or very dissatisfied: Why would you say you are dissatisfied?
- How satisfied or dissatisfied are you with the cleaning of your block? [ask only if receive this service] positioned at the end of theme about communal areas.
- How satisfied or dissatisfied are you with the ground's maintenance completed on your estate such as grass cutting, shrub trimming & litter picking? [ask only if receive this service] positioned at the end of theme about communal areas.
- How satisfied or dissatisfied are you that Moat is easy to deal with? positioned at the end of the survey.

We have achieved:

- 1907 responses to TP01 for LCRA, this exceeds the minimum requirement for LCRA.
- 777 responses to TP01 for LCHO, this exceeds the minimum requirement for LCHO.

### Methodology

We conducted our TSM surveys monthly to reduce external impacts, internal/ seasonal changes and support ongoing service planning. This also enabled us to provide regular reporting to the leadership team including the executive team, the board and Customer and Communities Committee. The surveys were conducted from 4<sup>th</sup> April 2023 to 22<sup>nd</sup> March 2024.

The surveys were conducted by telephone and online via email invitation. This mixed methodology supports inclusivity and flexibility for survey completion so that there were limited barriers for completion in terms of visual impairment, literacy, or lack of digital access (as cited in paragraph 63 of the TSM tenant survey requirements). 73 LCRA and 121 LCHO tenants were excluded from the survey due to these customers having neither a telephone number nor an email address and not specifically because of any characteristics. All other tenants would have been included in the sampling process.

In 2024/25 we will complete a higher proportion via telephone in order to bring us more in line with the wider sector approach and allow us to benchmark our performance more

accurately with other housing associations (as the predominate method in the sector is telephone).

### Number of Responses

- 11% (216) of LCRA surveys were completed via telephone
- 89% (1704) of LCRA surveys were completed online
- 6% (50) of LCHO surveys were completed via telephone
- 94% (733) of LCHO surveys were completed online

### Sample Size

The required sample sizes and number of completed interviews are shown in the table below:

Tenure type	Population	Confidence interval required	Number of interviews required per annum for submission	Number of completed interviews
Low-Cost Rental Accommodation (LCRA)	12,515	+/- 3%	984	1907
Low-Cost Home Ownership (LCHO)	5,762	+/- 4%	544	777

### 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, and to weight the responses where this is not the case. We have taken the approach to ensure a representative sample based on age, tenure and region which was monitored monthly using an online portal provided by TLF Research. We also monitored responses by property type, household size and ethnicity to make sure the final responses were also reflective of the customer profile.

Based on the review including the other characteristics included above we are satisfied that the sample population and TSM results accurately reflect those of our full customer population.