

## Tenant satisfaction measures: Survey representativeness

Below is a summary of the assessment of representativeness of the sample of customers surveyed by Acuity for TSMs during 2023-24 against the relevant tenant population, including the characteristics against which representativeness has been assessed.

	Relevant tenant population (%)	Total survey responses (%)
<b>Housing need</b>		
General Needs Affordable Rent	21%	20%
General Needs Social Rent	78%	78%
Independent Living	2%	2%
<b>Age group</b>		
Under 25	2%	2%
25-55	49%	45%
Over 55	47%	51%
Unknown	2%	1%
<b>Gender</b>		
Female	55%	53%
Male	38%	44%
Transgender	0%	0%
Prefer not to say	0%	0%
Unknown	7%	3%
<b>Ethnicity</b>		
Asian or Asian British	1%	1%
Black, African, Caribbean or Black British	1%	1%
Mixed	1%	1%
Other ethnic group: Arab	0%	0%
Other ethnic group: Other	0%	0%
Prefer not to say	1%	1%
White	82%	89%
Unknown	14%	1%
<b>Sexual orientation</b>		
Bisexual	1%	1%

Gay or Lesbian	1%	1%
Heterosexual	68%	74%
Other	0%	0%
Prefer not to say	13%	14%
<b>Property type</b>		
Bed Space	0%	0%
Bungalow	25%	32%
Flat	22%	20%
House	50%	46%
Maisonette	2%	1%
Studio	0%	0%