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# Management information: data validation

Assurances for 2024-25

|  |  |  |  |
| --- | --- | --- | --- |
| **TSM** | **Calculation by** | **Check** | **Final validation** |
| **TP01-12 Sat. surveys** | IFF (3rd party survey provider) | PowerBi auto-report | Performance Coordinator |
| **BS01 – Gas safety** | Property Manager | Head of Asset Management | Head of Communications / *Performance Coordinator1* |
| **BS02 – FRAs** | Property Manager | Head of Asset Management | Head of Communications / Performance Coordinator |
| **BS03 – Asbestos** | Property Manager | Head of Asset Management | Head of Communications / Performance Coordinator |
| **BS04 – Legionella** | Property Manager | Head of Asset Management | Head of Communications / Performance Coordinator |
| **BS05 – Lifts** | Property Manager | Head of Asset Management | Head of Communications / Performance Coordinator |
| **NM01-2 – ASB / Hate crime** | PowerBi auto-report | Neighbourhood Team Leader / Housing Manager  | Head of Communications / *Performance Coordinator1* |
| **RP01 – Decent Homes** | Building and Compliance Information Manager | Head of Asset Management | Business Improvement Manager (part of SDR) |
| **RP02 – Repairs on time** | PowerBi auto-report | Repairs Operations Manager / Head of Repairs | Head of Communications / *Performance Coordinator1* |
| **CM01-02 - Complaints** | PowerBi | Resolution Leads / *Performance Coordinator1* | *Customer Influence Manager[[1]](#footnote-2)* / Head of Communications |

# Survey methodology statement: compliance check

**Year: 2024-25**

**Script / questions**

|  |  |
| --- | --- |
| Before survey we tell customers.... |  |
| Purpose of survey | Y |
| Will be used to calculate annual TSMs we publish | Y |
| Length of survey | Y |
| Overall satisfaction (TP01) is 1st question. | Y |
| No extra wording before questions. | Y |
| Following questions **don’t** have a ‘don’t know / n/a’ option: TP01, TP02, TP03, TP04, TP09, Tp10 (pt2) | Y |
| Following questions **have** a ‘don’t know / n/a’ option: TP05, TP06, TP07, TP08, TP10 (pt1), TP11, TP12 | Y |
| No leading questions | Y |
|  |  |

**Methodology statement mentions...**

|  |  |
| --- | --- |
| That the agency adheres to Market Research Society (MRS0 Code of Conduct, data protection / privacy legislation.  | Y – in script |
| Summary of sample size achieved & sample method | Y – add. info supplied by B3 |
| Timing | Y  |
| Collection method(s) + rationale *(how we removed barriers)* | Y – additional info supplied by B3 |
| Assessment of representativeness* Summary
* % in sample vs % in population
* Rationale for characteristics chosen
 | Y – rationale supplied by B3 |
| Weighting & why | Y |
| Role of any 3rd parties involved | Y |
| Anyone excluded – no. household & why | Y – supplied by B3Living. No exclusions |
| Any valid surveys using TSM questions excluded and why | Y – supplied by B3Living. Strengthening data project |
| Incentives – type and amount | Y – supplied by B3Living |
| Methodology changes compared to last year & why | Y – supplied by B3Living. No change |
| Any other methodological issues | n/a |

# 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 were commissioned to carry out this research in accordance with guidance provided by the Regulator of Social Housing on behalf of B3 Living in 2024/25. 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. B3 Living also included the following additional questions within their survey:

* Why do you say that? Positioned at the end of theme Overall satisfaction
* Generally, how satisfied or dissatisfied are you with the way B3 Living deals with repairs and maintenance? Positioned at the end of theme Keeping properties in good repair
* Why do you say this? Positioned at the end of theme Respectful and helpful engagement
* How satisfied or dissatisfied are you that B3 Living are easy to deal with? Positioned at the end of theme Respectful and helpful engagement.
* As you were not satisfied with B3Living being easy to deal with could you tell me why? Positioned at the end of theme Respectful and helpful engagement.
* How strongly would you agree or disagree with the following statement, “I trust B3 Living to do what they say they will do”? Positioned at the end of theme Respectful and helpful engagement.
* How satisfied or dissatisfied are you with your neighbourhood as a place to live?" Positioned at the end of theme Responsible neighbourhood management
* Have you experienced anti-social behaviour in your neighbourhood in the last 12 months? Positioned at the end of theme Responsible neighbourhood management
* How satisfied or dissatisfied are you that your rent provides value for money? Positioned at the end of theme Responsible neighbourhood management

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.

The full questionnaire used for B3 Living for 24/25 can be seen below:



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:

* 536 valid responses to TP01 for LCRA, this exceeds the minimum requirement for LCRA
* 75 valid responses to TP01 for LCHO, on a ‘best effort basis’ as B3 Living 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 on a quarterly basis from 23rd April 2024 – 5th March 2025.

All surveys were conducted via telephone interviews, this was to facilitate continued and comparable trend with an existing customer satisfaction programme. Telephone numbers are the most accurate contact information (with the exception of address) held by B3 Living so agreed that this methodology would be most appropriate. This also aligns with what we know about the most common channel preference amongst customers.

**Sample Size**

The required sample sizes ae shown in the table below (according to B3 Livings Statistical Data Return 2024 and the latest population data provided by B3 Living in January 2025):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tenure type** | **Population** | **Confidence interval required** | **Number of interviews required per annum for submission** | **Number of interviews completed** |
| Low-Cost Rental Accommodation (LCRA) | 4279 | +/- 4% | 526 | 536 |
| Low-Cost Home Ownership (LCHO) | 381 | N/A – best effort basis] | 191 | 75 |
| **Total**  | 4660 |  | 717 | 611 |

B3 Living is required to complete a minimum of 526 surveys per annum among LCRA customers to meet a +/-4% confidence interval.

As B3 Living has less than 1,000 LCHO stock, it is not compulsory to conduct this survey and report the findings to the regulator for LCHO customers. However, the Regulator recommends that LCHO and other customers are still offered an opportunity to provide their feedback. Therefore, B3 Living have included LCHO customers within this research.

As a result, IFF recommended surveying up to 191 LCHO customers per annum, working on an estimated 30% response rate. B3 Living does not need to report these survey findings to the Regulator, but they should still make the results publicly available to their customers.

A quota sampling approach based on agreed characteristics to represent the profile of the full customer population. Quotas were set for:

* Age
* Stock type

**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 the review we are satisfied that the sample population and TSM results accurately reflect that of the full customer population.

The embedded Excel file shows the survey profile of each available customer demographic compared with the population profile.



***Additional assurance, supplied by B3Living***

* *We have confirmed with IFF that the sampling method used was computer-generated random sampling. Four-six attempts are made to contact participants before they are considered for this survey cycle.*
* *In addition to the formal quotas referenced above, we monitor responses for representativeness against our customer profile for:*
	+ *Gender*
	+ *Ethnic group*
	+ *Location (ward / local authority)*
	+ *Tenure*
	+ *Disability*

*As a small-medium sized landlord, some groups within our customer profile represent limited numbers, making it difficult to establish formal quotas in these areas or, even when such are met, have the volume of data to draw statistically meaningful conclusions. A project in underway that hopes to strengthen the demographic data we hold on our customers, with a campaign set to launch in 2025-26.
Where we have stronger data across the groups within a specific characteristic (namely, age and property type) we have chosen to set representative quotas.*

* *As the profile of our survey responses aligns with our customer profile within a +/- 5% variance, we have not weighted our responses.*
* *We have opted for a telephone survey approach to ensure all customers have equal and similar access to participate and to remove barriers around digital exclusion. We also consulted with customers that had completed previous B3Living telephone surveys in 2023 prior to launching our TSM survey work to determine if we were taking an approach that suited customer needs and preferences.*
* *No incentives are given for participation in the TSM survey.*
* *Unless they have chosen to opt out of survey activities or have not given a valid phone number, no customers are excluded from participation in the TSM survey. We have undertaken 44 tenant perception surveys in line with TSM methodologies which have been excluded in the calculation our published results. These surveys were conducted as part of a targeted, proactive data exploration project separate to our main TSM survey work. Our rationale is outlined in the document linked below:*

**

* *Our there have been no materials changes to our survey methodology this year.*

|  |  |  |
| --- | --- | --- |
| B3Living - TSM surveys demographic profile **of survey completions (LCRA) year to date Q1-Q4 2045-25** |  |  |
|  |
| **Targets by LCRA / LCHO** |  |  |  |  |  |  |
|   | **B3 Living Population (January 2025)** | **Minimum survey sample size\* required for TSM submission - based on SDR 2024** | **Achieved counts so far for 24/25 (LCRA)** | **Valid base for Q1-Q4 (‘don’t know’ responses removed)** |  |  |
| **LCRA** | 4,279 | 526 | 538 | 536 |  |  |
| **LCHO\*** | 381 | 191 | 79 | 75 |  |  |
| **Other** | 629 | 0 | 95 | 90 |  |  |
|   | **5,289** | 717 | **712** | **701** |  |  |
| \*LCHO target is on a best effort basis, as LCHO survey responses are not required to be submitted to the Regulator due to less than 1,000 LCHO properties |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Age** | **Count** | **%** | **Count** | **%** |  |  |
| 18-21 | 34 | 1% | 10 | 2% |  |  |
| 22-34 | 596 | 14% | 84 | 16% |  |  |
| 35-54 | 1669 | 39% | 208 | 39% |  |  |
| 55-64 | 864 | 20% | 112 | 21% |  |  |
| 65+ | 1113 | 26% | 124 | 23% |  |  |
| Unknown | 3 | 0% | 0 | 0% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Property type** | **Count** | **%** | **Count** | **%** |  |  |
| BEDSIT | 248 | 6% | 21 | 4% |  |  |
| BUNGALOW | 306 | 7% | 40 | 7% |  |  |
| FLAT | 1764 | 41% | 254 | 47% |  |  |
| HOUSE | 1614 | 38% | 180 | 33% |  |  |
| MAISONETTE | 315 | 7% | 42 | 8% |  |  |
| Unknown | 32 | 1% | 1 | 0% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Ethnic group** | **Count** | **%** | **Count** | **%** |  |  |
| Asian | 45 | 1% | 11 | 2% |  |  |
| Black | 188 | 4% | 28 | 5% |  |  |
| Mixed | 66 | 2% | 8 | 1% |  |  |
| Other  | 82 | 2% | 10 | 2% |  |  |
| Unknown | 643 | 15% | 77 | 14% |  |  |
| White  | 3186 | 74% | 394 | 73% |  |  |
| Prefer not to say | 69 | 2% | 10 | 2% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1- Q4 24/25 (LCRA)** |  |  |
| **Area** | **Count** | **%** | **Count** | **%** |  |  |
| Broxbourne  | 101 | 2% | 15 | 3% |  |  |
| Bury Green  | 652 | 15% | 94 | 17% |  |  |
| Cheshunt Central  | 68 | 2% | 12 | 2% |  |  |
| Cheshunt North  | 419 | 10% | 51 | 9% |  |  |
| Flamstead End  | 63 | 1% | 6 | 1% |  |  |
| Goffs Oak  | 49 | 1% | 2 | 0% |  |  |
| Hoddesdon North  | 73 | 2% | 10 | 2% |  |  |
| Hoddesdon Town  | 348 | 8% | 34 | 6% |  |  |
| Rosedale  | 185 | 4% | 36 | 7% |  |  |
| Rye Park  | 304 | 7% | 35 | 7% |  |  |
| Theobalds  | 114 | 3% | 16 | 3% |  |  |
| Waltham Cross  | 557 | 13% | 80 | 15% |  |  |
| Wormley and Turnford  | 505 | 12% | 52 | 10% |  |  |
| Unknown | 841 | 20% | 95 | 18% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Local Authority** | **Count** | **%** | **Count** | **%** |  |  |
| Borough of Broxbourne  | 3785 | 88% | 492 | 91% |  |  |
| Brentwood Borough Council  | 6 | 0% | 0 | 0% |  |  |
| East Herts Council  | 209 | 5% | 23 | 4% |  |  |
| Enfield Borough Council  | 2 | 0% | 0 | 0% |  |  |
| Epping Forest District Council | 176 | 4% | 6 | 1% |  |  |
| Hertsmere BC  | 4 | 0% | 1 | 0% |  |  |
| North Herts District Council  | 19 | 0% | 5 | 1% |  |  |
| St Albans City & District  | 5 | 0% | 0 | 0% |  |  |
| Stevenage Borough Council  | 18 | 0% | 0 | 0% |  |  |
| Uttlesford DC  | 29 | 1% | 6 | 1% |  |  |
| Uttlesford District Council  | 4 | 0% | 1 | 0% |  |  |
| Welwyn Hatfield Council  | 22 | 1% | 4 | 1% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Customer group** | **Count** | **%** | **Count** | **%** |  |  |
| General needs  | 3980 | 93% | 506 | 94% |  |  |
| Independent Living  | 299 | 7% | 32 | 6% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-Q4 24/25 (LCRA)** |  |  |
| **Disability** | **Count** | **%** | **Count** | **%** |  |  |
| No  | 3471 | 81% | 421 | 78% |  |  |
| Yes  | 475 | 11% | 70 | 13% |  |  |
| Unknown | 333 | 8% | 47 | 9% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |
|  |  |  |  |  |  |  |
| **LCRA population** | **Achieved counts Q1-q4 24/25 (LCRA)** |  |  |
| **Gender** | **Count** | **%** | **Count** | **%** |  |  |
| Female | 2859 | 67% | 335 | 62% |  |  |
| Male  | 1416 | 33% | 202 | 38% |  |  |
| Transgender | 2 | 0% | 0 | 0% |  |  |
| Unknown | 2 | 0% | 1 | 0% |  |  |
| **Grand Total** | **4279** | **100%** | **538** | **100%** |  |  |

# Survey quotas and script

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Quota Pools** |

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| --- | --- | --- | --- | --- | --- | --- |
| Description | Date From | Criteria | Channel | Pools Priority | Deadline | Target Survey Count |
| 18-21 LCRA | 1 Jun 2023 | Age Group = 18-21, LCRA or LCHO = LCRA | Telephone | Equally Important | 30 day(s) after month end | 3 |
| 22-34 LCRA | 1 Jun 2023 | Age Group = 22-34, LCRA or LCHO = LCRA | Telephone | Equally Important | 30 day(s) after month end | 21 |
| 35-54 LCRA | 1 Jun 2023 | Age Group = 35-54, LCRA or LCHO = LCRA | Telephone | Equally Important | 30 day(s) after month end | 52 |
| 35-54 LCHO | 1 Jun 2023 | Age Group = 35-54, LCRA or LCHO = LCHO | Telephone | Most Important | 30 day(s) after month end | 37 |
| 55-64 LCRA | 1 Jun 2023 | Age Group = 55-64, LCRA or LCHO = LCRA | Telephone | Equally Important | 30 day(s) after month end | 28 |
| 55-64 LCHO | 1 Jun 2023 | Age Group = 55-64, LCRA or LCHO = LCHO | Telephone | Most Important | 30 day(s) after month end | 29 |
| 65+ LCRA | 1 Jun 2023 | Age Group = 65+, LCRA or LCHO = LCRA | Telephone | Equally Important | 30 day(s) after month end | 31 |
| 65+ LCHO | 1 Jun 2023 | Age Group = 65+, LCRA or LCHO = LCHO | Telephone | Most Important | 30 day(s) after month end | 39 |
| #N/A LCHO | 1 Jun 2023 | Age Group = #N/A, LCRA or LCHO = LCHO | Telephone | Most Important | 30 day(s) after month end | 8 |
| Leaseholders | 1 Nov 2023 | LCRA or LCHO = LCHO, LCRA or LCHO = OTHER | Telephone | Equally Important | 60 day(s) after month end | 999 |
| 18-21 LCHO | 1 Feb 2024 | Age Group = 18-21, LCRA or LCHO = LCHO | Telephone | Most Important | 30 day(s) after month end | 2 |
|  |  |  |  |  |  | **1249** |

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| **Opening and Closing Text** |

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| --- |
| Contact: @Address @Tel1 @Tel2 Details: @dateregarding - @CallSubject Good [time of day] please may I speak to @NAME? Hello, my name is [INTERVIEWER NAME] and I'm calling on behalf of your housing provider, B3 Living, from IFF Research. The reason for my call today is to gather some feedback about your general experience of being a B3 Living customer. This is part of the tenant satisfaction measures to see how well landlords like B3 Living are doing and will be used to help improve services. If I can run through some quick questions with you today please, that would be really helpful, shouldn’t take us more than 10 minutes? I need to read out a quick statement before we start: This feedback is being collected as part of the tenant satisfaction measures, which the Regulator of Social Housing requires landlords to publish each year. All interviewing is carried out in strict accordance with the Market Research Society’s code of conduct and within GDPR guidelines. Calls may be recorded for training and quality purposes. You will be asked for consent to share your data with your B3 Living and your answers can be shared anonymously if you wish with no link to your personal information.  |

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| **Questionaire** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| QID | Order | Question | Supression SQL | Pick | Responses | Response Type | Scored As | Skip to |
| (2878) | 1 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by B3 Living?INTERVIEWER NOTE: Do not read out the Don’t Know option |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (303) | 2 | Why do you say that? |  | One | Customer comment | Verbatim | Passive |  |
| (732) | 3 | Has B3 Living carried out a repair to your home in the last 12 months? | LCRA or LCHO = LCRA | One | Yes | Response | Passive |  |
| No | Response | Passive | Skip to 6 |
| (5626) | 4 | How satisfied or dissatisfied are you with the overall repairs service from B3 Living over the last 12 months?INTERVIEWER NOTE: Do not read out Don’t Know option | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5666) | 5 | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?INTERVIEWER NOTE: Do not read out Don’t Know option | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive | Skip to 7 |
| Fairly satisfied | Response | Positive | Skip to 7 |
| Neither satisfied nor dissatisfied | Response | Passive | Skip to 7 |
| Fairly dissatisfied | Response | Negative | Skip to 7 |
| Very dissatisfied | Response | Negative | Skip to 7 |
| (Don’t know or not applicable) | Response | Passive | Skip to 7 |
| (631) | 6 | Generally, how satisfied or dissatisfied are you with the way B3 Living deals with repairs and maintenance?INTERVIEWER NOTE: Do not read out Don’t Know option | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Refused or unable to answer) | Response | Passive |  |
| (5647) | 7 | How satisfied or dissatisfied are you that B3 Living provides a home that is well maintained?INTERVIEWER NOTE: Do not read out Don’t Know option | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| Not applicable/ don’t know | Response | Passive |  |
| (5627) | 8 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that B3 Living provides a home that is safe? |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5493) | 9 | How satisfied or dissatisfied are you that B3 Living listens to your views and acts upon them? |  | One | Very satisfied | Response | Positive | Skip to 11 |
| Fairly satisfied | Response | Positive | Skip to 11 |
| Neither satisfied nor dissatisfied | Response | Passive | Skip to 11 |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive | Skip to 11 |
| (202) | 10 | Why do you say this? |  | One | Customer comment | Verbatim | Passive |  |
| (5494) | 11 | How satisfied or dissatisfied are you that B3 Living keeps you informed about things that matter to you? |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5485) | 12 | To what extent do you agree or disagree with the following “B3 Living treats me fairly and with respect”? |  | One | Strongly agree | Response | Positive |  |
| Agree | Response | Positive |  |
| Neither agree nor disagree | Response | Passive |  |
| Disagree | Response | Negative |  |
| Strongly disagree | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5011) | 13 | How satisfied or dissatisfied are you that B3 Living are easy to deal with? |  | One | Very satisfied | Response | Positive | Skip to 15 |
| Fairly satisfied | Response | Positive | Skip to 15 |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| Don’t know | Response | Passive | Skip to 15 |
| (2040) | 14 | As you were not satisfied with B3Living being easy to deal with could you tell me why? |  | One | Customer comment | Verbatim | Passive |  |
| (5643) | 15 | How strongly would you agree or disagree with the following statement, “I trust B3 Living to do what they say they will do”? |  | One | Strongly Agree | Response | Positive |  |
| Agree | Response | Positive |  |
| Neither agree nor disagree | Response | Passive |  |
| Disagree | Response | Negative |  |
| Strongly Disagree | Response | Negative |  |
| Not applicable/ don’t know | Response | Passive |  |
| (737) | 16 | Have you made a complaint to B3 Living in the last 12 months? |  | One | Yes | Response | Passive |  |
| No | Response | Passive | Skip to 18 |
| (5645) | 17 | How satisfied or dissatisfied are you with B3 Living’s approach to complaints handling?INTERVIEWER NOTE: Do not read out the Don’t Know option |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| Don’t know / not applicable | Response | Passive |  |
| (5667) | 18 | Do you live in a building with communal areas, either inside or outside, that B3 Living is responsible for maintaining? |  | One | Yes | Response | Positive |  |
| No | Response | Negative | Skip to 20 |
| Don’t know  | Response | Passive | Skip to 20 |
| (5495) | 19 | How satisfied or dissatisfied are you that B3 Living keeps these communal areas clean and well maintained?’INTERVIEWER NOTE: Do not read out Don’t Know option |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5669) | 20 | How satisfied or dissatisfied are you that B3 Living makes a positive contribution to your neighbourhood? |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| Not applicable/ don’t know | Response | Passive |  |
| (5496) | 21 | How satisfied or dissatisfied are you with your neighbourhood as a place to live?" | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Don’t know or not applicable) | Response | Passive |  |
| (5644) | 22 | How satisfied or dissatisfied are you with B3 Living’s approach to handling anti-social behaviour? |  | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| Not applicable/ don’t know | Response | Passive |  |
| (735) | 23 | Have you experienced anti-social behaviour in your neighbourhood in the last 12 months? |  | One | Yes | Response | Passive |  |
| No | Response | Passive |  |
| (3001) | 24 | How satisfied or dissatisfied are you that your rent provides value for money? | LCRA or LCHO = LCRA | One | Very satisfied | Response | Positive |  |
| Fairly satisfied | Response | Positive |  |
| Neither satisfied nor dissatisfied | Response | Passive |  |
| Fairly dissatisfied | Response | Negative |  |
| Very dissatisfied | Response | Negative |  |
| (Refused or unable to answer) | Response | Passive |  |
| (2078) | 25 | B3Living are looking to recruit residents to a community group to discuss specific projects for example the way B3Living engage with their customers or the repairs service. Is this something you would be interested in? (if yes we will pass on your name and address to B3Living who will be in touch). |  | One | Yes | Response | Positive |  |
| No | Response | Negative |  |
| (918) | 26 | The results of this survey are confidential. However, would you be happy for us to give your responses to B3Living with your name attached so that they have better information to help them improve services? |  | One | Yes | Filter | Passive |  |
| No | Filter | Passive |  |
| (4182) | 27 | Would you be happy for B3Living to contact you to follow up any of the comments or issues you have raised? |  | One | Yes | Response | Positive |  |
| No | Response | Negative |  |

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| --- |
| Thank you for your time, we really value your feedback. I hope you have a great day. B3Living accepts written or verbal complaints from customers, or their representatives, and customers can be accompanied by a representative at any meeting. You can check for further information on B3Living’s website (www.b3living.org.uk) or call them on 01992 453 700 (freephone: 0300 100 0023).  |

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# Strengthening the Data project 2024/25 –

Background

In-depth research by FD into neither and dissatisfied respondents to find out which population groups were more likely to be neither / dissatisfied.

Identified these people were more likely to be in certain small populations within our LCRA stock:

* Outside the Borough of Broxbourne
* New builds (age 1-3 years)
* New build Affordable Rent
* White Irish
* Black British African
* Black British Other

What and why we’re doing this work

Follow-up survey specifically targeting these groups to get a higher response rate in order to have more reliable data, so that we know whether the group is generally less satisfied or whether the apparent lower satisfaction was due to small sample sizes.

We want to understand what drives the overall satisfaction response, so that we can explore how we can improve or adapt our services as required.

Exclusion from the TSMs

We recognise that proactively targeting groups and individuals we anticipate to be less satisfied with the organisation works contrary to our usual approach for the TSM surveys of random sampling. Including this data with our TSM submission may artificially skew our data and adversely impact comparison with other landlords and transparency, which are among the core purposes of the TSMs.

We will ensure that we collect sufficient samples within the survey cohort for our TSMs to match the demographic profile of our customer base, so that excluding these responses does not impact the overall representativeness of our scores.

1. *Role vacant at time of reporting. Undertaken by Head of Comms in lieu.* [↑](#footnote-ref-2)