

L3833 – Nehemiah UCHA Ltd

TENANT SATISFACTION MEASURES (TSM)

Approach to Perception TSMs

Nehemiah used M.E.L. Research (M.E.L.), a specialist market, social and behavioural research and insights consultancy based in Birmingham, to conduct its perception TSM surveys for the year to 31 March 2025.

A phased approach was used to generate reported perception TSMs. M.E.L. undertook a tracker survey for Nehemiah, conducting three waves for the year during July 2024, November 2024, and March 2025.

The Association owns 1,234 Low-Cost Rental Accommodation (LCRA) units and 3 Low-Cost Home Ownership (LCHO) units and have opted to report LCRA TSM results to the Regulator. A further 13 units are managed but not owned. 25 Units of owned stock are managed externally. 10 units were on long term void and therefore unoccupied. The Association therefore had a maximum of **1,212** (1,249 managed and/or owned, less 2 market rent, less 25 managed externally, less 10 long term voids) **tenanted social housing properties** during the year (1209 LCRA and 3 LCHO).

a. A summary of achieved sample size (number of responses)

A total of 399 LCRA survey responses were achieved for the year to 31 March 2025.

b. Timing of survey

A phased approach was used to generate perception TSMs. The surveys were carried out in three waves in July 2024, November 2024, and March 2025. Each wave lasted approximately two weeks to gain the required response rates.

c. Collection method(s)

MEL Research were instructed to use telephone surveys to collect tenant perception satisfaction results. Nehemiah transitioned from postal to telephone surveys in 2019 (for its STAR surveys), a move driven by the higher response rates achieved with this method, ensuring the minimum sample size is met effectively and efficiently. For context it used postal surveys in 2018 to carry out its STAR survey. It took five months aided by telephone surveys to achieve the target tenant responses. After advice from its research partners a move was made to a three-wave telephone tracker survey. Membership forums with House-Mark and Acuity identified telephone surveys as a high-quality and preferred method within the sector. While online methods are an alternative, they risk excluding tenants who may face digital barriers.

d. Sample method

Registered providers with fewer than 2,500 dwelling units are required to achieve a margin of error at a 95% confidence level i.e. + / - 5%. For Nehemiah this means that a minimum sample size of 292 survey responses is needed to be attained each year for its

tenant population size. To minimise survey fatigue the Association targets 400 surveys per year (133 surveys per each of the three survey waves, completed July, November, and March each year).



Sample Size Calculator

Find Out The Sample Size

This calculator computes the minimum number of necessary samples to meet the desired statistical constraints.

Result 

Sample size: **292**

This means 292 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within $\pm 5\%$ of the measured/surveyed value.

Confidence Level: ⓘ

95%

▼

Margin of Error: ⓘ

5

%

Population Proportion: ⓘ

50

%

Use 50% if not sure

Population Size: ⓘ

1212

Leave blank if unlimited population size.

Calculate

▶

Clear

MEL Research used a **stratified sampling** technique, where the Nehemiah rented stock was broken down into tenure type, age groupings and local authority groups. This determined the annual target groups that the Business wished to receive responses from, to ensure that the survey results were representative of its stock types. See annual targets below.

Table 1 – Stratified Sampling – Nehemiah Target sample

Stock				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	14%	21%	10%	45%
Dudley, Sandwell & Walsall	8%	6%	8%	22%
Wolverhampton	13%	13%	8%	33%
Grand Total	35%	40%	26%	100%

Target Population 400

Annual Targets				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	54	86	41	181
Dudley, Sandwell & Walsall	33	23	31	87
Wolverhampton	51	50	31	132
Grand Total	138	159	103	400

Targets per wave				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	18	29	14	60
Dudley, Sandwell & Walsall	11	8	10	29
Wolverhampton	17	17	10	44
Grand Total	46	53	34	133

Stock		
Tenure Type	Count of Type	%
General Needs	942	78%
Housing for Older People	270	22%
Grand Total	1212	100%

Annual Targets		
Tenure Type	Count of Type	%
General Needs	311	78%
Housing for Older People	89	22%
Grand Total	400	100%

Targets per wave		
Tenure Type	Count of Type	%
General Needs	103	78%
Housing for Older People	30	22%
Grand Total	133	100%

The number of tenants as of June 2024 was 1,212 (1209 LCRA and 3 LCHO).

e. Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

Representativeness has been assessed against the total tenant population by key variables, as summarised below.

LCRA – Population by Tenure

TP01	Relevant tenant population (dwelling units % total)		Total survey responses (% total)		Calculated satisfaction score
Nehemiah					
LCRA	1209	100%	399	100%	77.7%
Check: Housing type					
Sheltered housing	270	22%	91	23%	86.8%
General needs housing	939	78%	308	77%	75.0%

LCRA – Population by local authority and age

LCRA Stock (by Local Authority & Age)					LCRA Stock (by Local Authority & Age)				
Row Labels	16-44	45-64	65+	Grand Total	Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	164	258	125	547	Bham & Cov	14%	21%	10%	45%
Dudley, Sandwell & Walsall	95	68	99	262	Dudley, Sandwell & Walsall	8%	6%	8%	22%
Wolverhampton	155	152	93	400	Wolverhampton	13%	13%	8%	33%
Grand Total	414	478	317	1209	Grand Total	34%	39%	26%	100%

MEL Achieved in 24-25					MEL Achieved in 24-25				
Row Labels	16-44	45-64	65+	Grand Total	Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	54	86	45	185	Bham & Cov	14%	22%	11%	46%
Dudley, Sandwell & Walsall	23	25	37	85	Dudley, Sandwell & Walsall	6%	6%	9%	21%
Wolverhampton	45	51	33	129	Wolverhampton	11%	13%	8%	32%
Grand Total	122	162	115	399	Grand Total	31%	41%	29%	100%

Representativeness Check				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	0%	0%	1%	1%
Dudley, Sandwell & Walsall	-2%	1%	2%	0%
Wolverhampton	-1%	0%	1%	-1%

A comparison of the tenant population profile to the achieved survey sample (by age band and local authority area) shows only minimal variances, all within approximately ± 2 percentage points. Such small differences are well within acceptable margins, indicating that the survey respondents are proportionately reflective of the overall tenant population across these key characteristics. Consequently, no further weighting was necessary, as the achieved sample already closely mirrors the distribution of tenants by age and geography.

f. Weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)

No weighting applied.

g. The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures

MEL Research are contracted by Nehemiah and work closely with the Association to collect tenant perception data, generate the scores and report on the results with driver analysis. The Association verifies the results once received.

h. The number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal

N/A

i. Reasons for any failure to meet the required sample size requirements summarised in Table 5

All sample size requirements were met.

j. Type and amount of any incentives offered to tenants to encourage survey completion

For each of the three survey waves, participating tenants of the TSM survey are entered into a prize draw to win a £50 love2shop voucher.

k. Any other methodological issues likely to have a material impact on the tenant perception measures reported.

None identified.

l. Surveys with TSM questions excluded from reporting

No TSM eligible responses have been excluded from the reporting.