

Approach to Perception TSMs 2026

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 2026.

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 2025, November 2025, and March 2026.

The Association owns 1,232 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 legally owned freehold units are leased as a whole to another registered provider who is the legal landlord for the tenants. The Association therefore had a maximum of **1,210** (1,247 managed and/or owned, less 2 market rent, less 25 managed externally, less 10 with a RP lease interest) **tenanted social housing properties** during the year (1207 LCRA and 3 LCHO).

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

A total of 357 LCRA survey responses were achieved for the year to 31 March 2026. Of these, 357 responses were completed by telephone and nil by online method.

b. Timing of survey

A phased approach was used to generate perception TSMs. The surveys were carried out in three waves in July 2025, November 2025, and March 2026. Each wave lasted approximately three 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. Online methods will be used as a supporting option to aid meeting response requirements. While online methods are an alternative, they risk

excluding tenants who may face digital barriers. Nehemiah is aware that telephone surveys can generate higher satisfaction scores than self-completion methods. This is considered an acceptable trade-off given the demonstrable benefits in response rates and accessibility, and has been consistently applied across all three waves to ensure year-on-year comparability.

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. $\pm 5\%$. 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).

Calculator.net

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:?	1210	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	13%	21%	11%	45%
Dudley, Sandwell & Walsall	7%	6%	9%	22%
Wolverhampton	12%	13%	8%	33%
Grand Total	32%	40%	28%	100%

Target Population 400

Annual Targets				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	51	86	45	181
Dudley, Sandwell & Walsall	29	23	35	87
Wolverhampton	46	53	33	132
Grand Total	126	161	112	400

Targets per wave				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	17	29	15	60
Dudley, Sandwell & Walsall	10	8	12	29
Wolverhampton	15	18	11	44

Stock		
Tenure Type	Count of Type	%
General Needs	939	78%
Housing for Older People	270	22%
Grand Total	1209	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	104	78%
Housing for Older People	-29	22%
Grand Total	133	100%

The number of tenants as of June 2025 was 1,212 (1209 LCRA and 3 LCHO). There were 2 Right to Acquire sales during the year reducing the LCRA to 1207.

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. The principal characteristics assessed are housing type (General Needs vs Housing for Older People/Sheltered) and age group, as these are the characteristics most closely associated with different satisfaction outcomes across Nehemiah's tenant and stock profile. Local authority area is also assessed graphically in the charts below. These characteristics were incorporated into the stratified sampling design to minimise structural imbalance at the point of data collection. The characteristics selected for assessment are tenure type, age band, and local authority area. These reflect the principal variables used in the stratified sampling design. Tenure type was incorporated into the stratification framework and is confirmed to be proportionately represented in the achieved sample. Age and geography were identified as the characteristics most likely to influence satisfaction scores given Nehemiah's stock and tenant profile, and are assessed in detail below.

LCRA – Population by Tenure

TP01	Relevant tenant population (dwelling units % total)		Total survey responses (% total)		Calculated satisfaction score
Nehemiah					
LCRA	1207	100.0%	357	100.0%	77.7%
Check: Housing type					
Sheltered housing	270	22.4%	84	23.5%	86.8%
General needs housing	937	77.6%	273	76.5%	75.0%

LCRA – Population by local authority and age

Stock (by Local Authority & Age)					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	13%	21%	11%	45%	Bham & Cov	153	259	135	547
Dudley, Sandwell & Walsall	7%	6%	9%	22%	Dudley, Sandwell & Walsall	88	69	105	262
Wolverhampton	12%	13%	8%	33%	Wolverhampton	140	160	100	400
Grand Total	32%	40%	28%	100%	Grand Total	381	488	340	1207

MEL Achieved in 25-26 (Percentage)					MEL Achieved in 25-26 (Response Count)				
Row Labels	16-44	45-64	65+	Grand Total	Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	13%	24%	13%	51%	Bham & Cov	46	87	48	181
Dudley, Sandwell & Walsall	5%	6%	9%	20%	Dudley, Sandwell & Walsall	18	23	31	72
Wolverhampton	6%	13%	10%	29%	Wolverhampton	21	48	35	104
Grand Total	24%	44%	32%	100%	Grand Total	85	158	114	357

Difference				
Row Labels	16-44	45-64	65+	Grand Total
Bham & Cov	0%	3%	2%	5%
Dudley, Sandwell & Walsall	-2%	1%	0%	-2%
Wolverhampton	-6%	0%	2%	-4%

Nehemiah Housing Association assessed the representativeness of the achieved survey sample against the relevant LCRA tenant population (1,207 dwelling units at 31 March 2026). The assessment was conducted against two key characteristics associated with different average satisfaction scores: housing type (General Needs vs Housing for Older People/Sheltered) and age of respondent (16–44, 45–64, 65+).

Housing type: The relevant tenant population comprises 77.6% General Needs (937 units) and 22.4% Housing for Older People/Sheltered (270 units). The achieved sample of 357 responses comprised 76.5% General Needs (273 respondents) and 23.5% Sheltered (84 respondents). The difference of 1.16 percentage points is within acceptable tolerances. Although there is a notable satisfaction gap between housing types (General Needs: 80.6%; Sheltered: 90.5% for TP01), the small structural imbalance produces a maximum score difference of 0.34 percentage points across all 12 tenant perception measures when weighted.

Age group: The 16–44 age group represents 31.5% of the relevant tenant population but 23.8% of survey respondents (a structural under-representation of 7.7 percentage points). Applying age weights to TP01 produces a weighted score of 82.9%, a difference of +0.01 percentage points. This confirms the age imbalance does not produce a material bias in calculated satisfaction scores.

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

No weighting has been applied to the reported tenant perception measures. The representativeness assessment demonstrated that neither housing type nor age group weighting produces a material change to calculated satisfaction scores (maximum difference: 0.34pp for housing type across all 12 measures; 0.01pp for age on TP01). Consistent with TSM Tenant Survey Requirements paragraph 54, which requires weighting only where unrepresentativeness is likely to have a material impact on satisfaction scores, no weighting adjustment was made. The unweighted results provided by MEL Research are reported as the published tenant perception measures.

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.

I. Surveys with TSM questions excluded from reporting

No TSM eligible responses have been excluded from the reporting.