Tenant Perception Survey 2023-2024.

Milton Keynes City Council

Our Approach

June 2024
Version 2

Contents

Introduction

The purpose of this document is to share our approach to generate the published Tenant Perception Survey results.

It provides a summary of our results, approach, and a copy of the questionnaire.
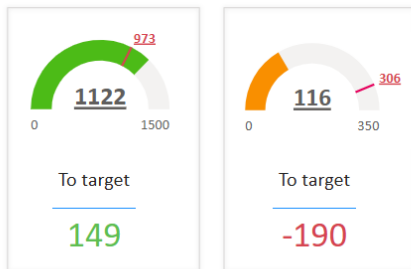
We refer to information relating to tenants as low-cost rental accommodation (LCRA) and shared owners as low-cost home ownership (LCHO) throughout the document.

Summary of results

TP01 Overall satisfaction
55%	45%
Tenants	Homeowners

Sample target before 31/03/24

1122	116
To target	To target
149	-190

TP02 Good quality repairs	TP03 Speed of repairs	TP04 Home well maintained
61%	61%	51%

Tenants

TP05 MKCC provides safe home		TP09 Handles our complaints well	
54%	53%	22%	8%

TP06 MKCC listens to us & acts		TP10 Keeps our estates clean	
37%	17%	45%	50%

TP07 MKCC keeps us informed		TP11 Adds to our neighbourhoods	
49%	40%	38%	31%

TP08 MKCC treats us with respect		TP12 Well deals with ASB	
53%	43%	36%	25%
Tenants	Homeowners	Tenants	Homeowners

Very dissatisfied — Neither dissatisfied nor satisfied — Very Satisfied

Source: TSM BI Dashboard

Our Approach
We used a phased sample approach to collate our findings.

Timing of Survey
The data used to generate the survey was a single integrated survey designed to meet the requirements of TSM. We used MS Form, and we included personal details such as name, address, and tenure to ensure statistical accuracy and no double counting.

Collection Methods
We started the survey process from 13 June 2023 through to 18 December 2023. Prior to this, we engaged with internal colleagues to keep them informed.

Using an extract from our housing system, we generated a report of all MKCC current LCRA and LCHO units. We initially targeted different channels as our phased approach - so email first, then text, then letters. We would update the report each time we used a different channel.

As initial engagement was low, we later found it more beneficial to contact all residents on the report, and those who responded were then counted as part of the sample.
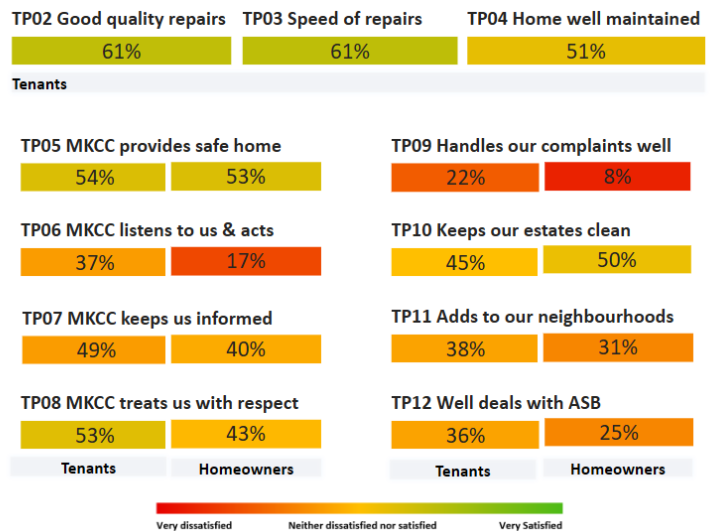
The webpage was our main outlet. However, we also used existing publications to inform residents about the TPS. For example, we published an article in the Tenant and Leasehold Annual Report that was posted to all residents, explaining the purpose of the survey.

Sample Method
We used a calculator to understand how many residents we needed to target.

Result		Result	
Sample size: **973**		Sample size: **306**	

Result — Sample size: **973**
This means 973 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within ±3% of the measured/surveyed value.

Confidence Level: 95%
Margin of Error: 3 %
Population Proportion: 50 % Use 50% if not sure
Population Size: 10938 Leave blank if unlimited population size.
Calculate ▶ Clear

Result — Sample size: **306**
This means 306 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within ±5% of the measured/surveyed value.

Confidence Level: 95%
Margin of Error: 5 %
Population Proportion: 50 % Use 50% if not sure
Population Size: 1493 Leave blank if unlimited population size.
Calculate ▶ Clear

Source: Sample Size Calculator

We based the confidence level as Table 5 from Annex 5: Tenant satisfaction Measures advised. Therefore, we needed a minimum of 973 LCRA and 306 LCHO responses to meet the expected criteria.

Copy of questionnaire

PDF
TPS questionnaire.pdf

Summary of achieved sample size
Our housing extract allowed us to verify our sample's representation of the population by analysing factors like gender, disability, ethnicity, age, property type, and geographical location for both LCRA and LCHO. The results are in Appendix 1 (LCRA) and Appendix 2 (LCHO), ensuring coverage of all Milton Keynes.

Weighting
No weighting was applied to generate the reported measures. We did not apply any weighting as:
- We informed all our Tenants and Shared Owners about the survey and offered them different ways of submitting their response, hence giving each member of the population an equal chance of being included in the sample.
- We were satisfied that the achieved samples were largely representative of our whole population of tenants.

Use of Contractors
Our Housing Business Improvement team carried out the project. It was validated by our Housing Landlord Board. No contractors were used.

Accessibility
Residents could use a variety of channels to provide their response to TSM. For example, letter, email and our preferred method, the digital form. Our publications also invited residents to inform us if they have any other barriers to accessing information. No one was excluded in the context of paragraph 63.

Failure to meet the required sample size requirements.
Whilst we exceeded in receiving our requirement for LCRA, we did not achieve the target for LCHO. We made every reasonable effort to achieve our target. For example, we:
- used various channels e.g., text, digital, and
- added a callout message to our webpage.

Data from other housing consultations conducted this year show a trend of low engagement levels. The interaction with LCHO primarily revolves around transactions. Feedback from other consultations this year suggests a potential for LCHO engagement when it pertains to a service provided by us. The guidelines for this perception survey explicitly state that data from transactional surveys should not be used for TSM calculations. Engagement likelihood from LCHO appears to decrease when the relevance to a service they receive is not perceived. Measures to enhance resident engagement are currently under review to ensure future success.

Incentives
Apart from the incentive of us saying that we will use feedback to help shape our services, we also offered £20 high street vouchers to five residents. This was managed by an independent draw.

Methodological issues
Multiple consultations by MKCC relating to service delivery and provision have been conducted this year. These may have influenced the response rates from LCHO. Most of our contact with LCHO residents is transactional in relation to their lease and/or account charges.

Next Steps
We will review our results to consider how we can improve. This will be shared on our webpage in due course.
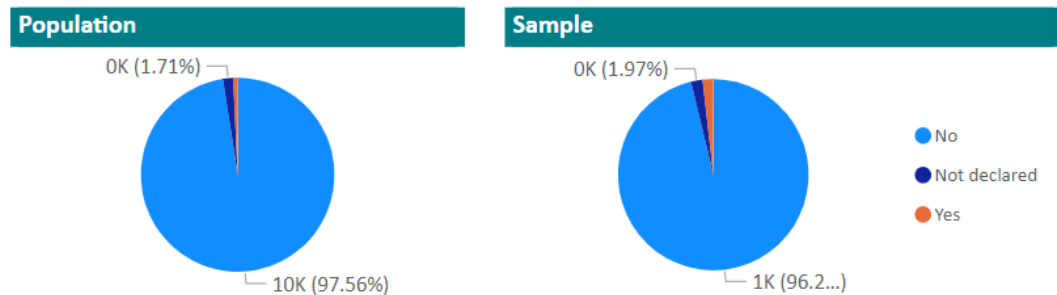
Appendices

Appendices 1 and 2 show our sample's representation of the population by analysing factors like gender, disability, ethnicity, age, property type, and geographical location for both LCRA and LCHO.

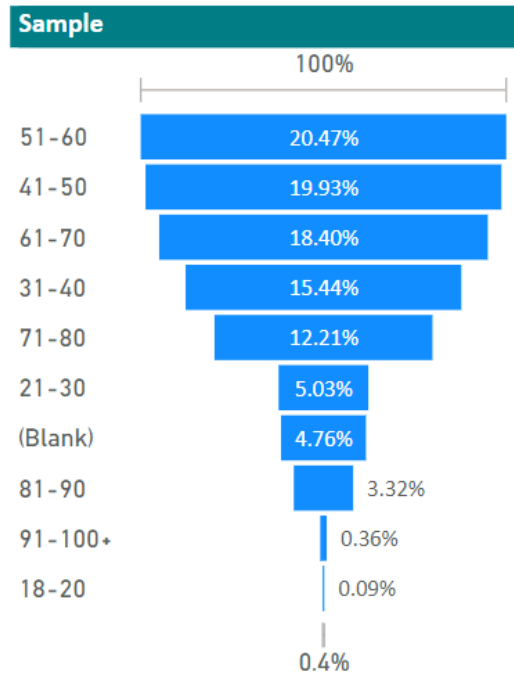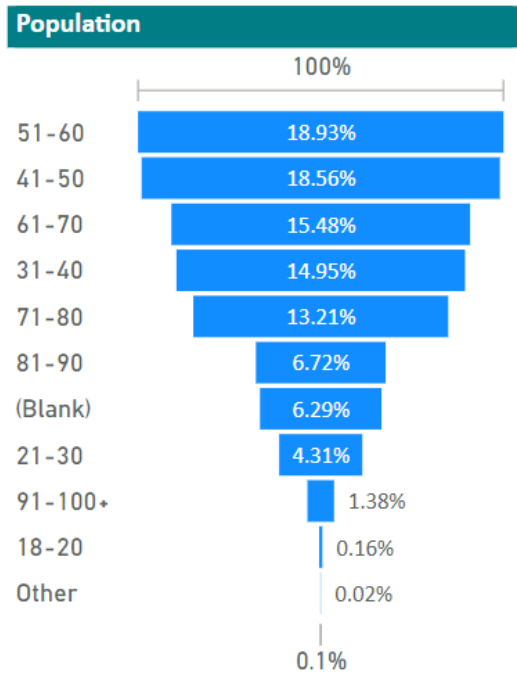## Appendix 1: Low Cost Rented Accommodation (LCRA) (35e)
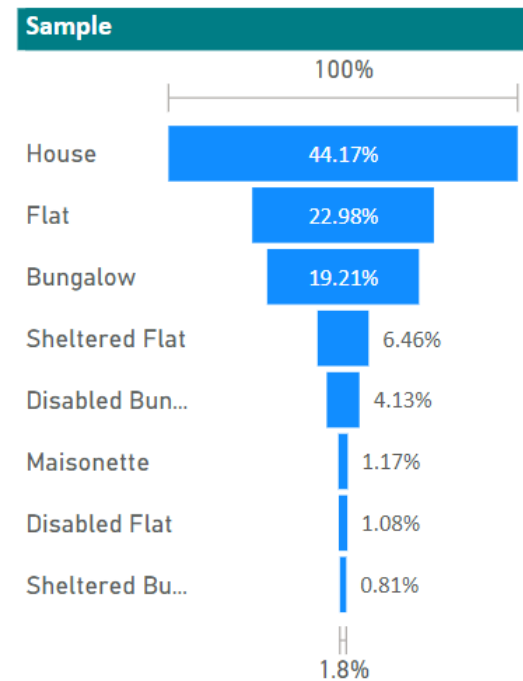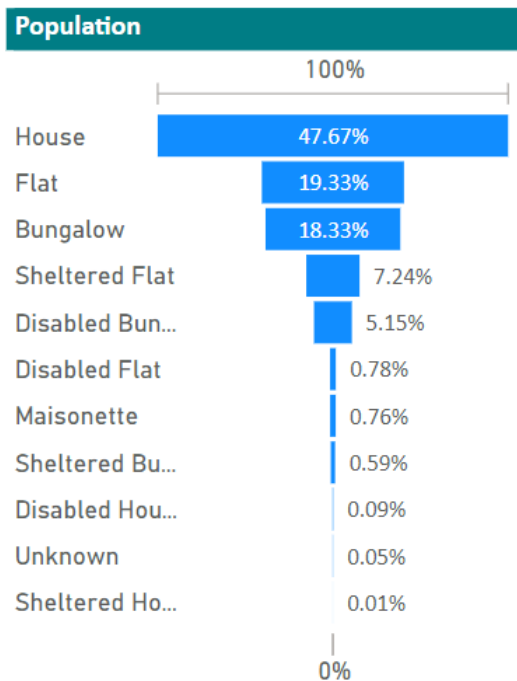
Gender: LCRA
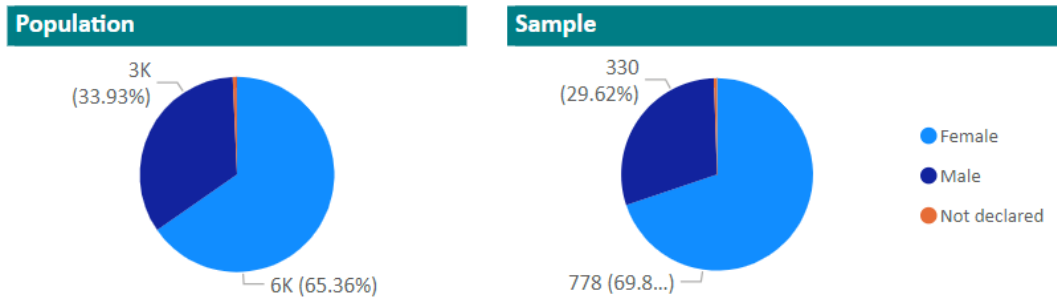
Disability: LCRA

Ethnicity: LCRA

Ethnic Origin 2	T population	T sample	10% target	Required	T% population	T% sample
White:English/Welsh/Scot/N Irish/British	4802	597	4802	-117	45.49%	51.07%
Not declared	3994	347	3302	-17	37.83%	29.68%
Black: Africa/Caribbean/British: African	751	96	751	-21	7.11%	8.21%
Any other white background	164	20	164	-4	1.55%	1.71%
Mixed/Multiple: White and black African	126	21	126	-8	1.19%	1.80%
White: Irish	103	10	103	0	0.98%	0.86%
Asian/Asian British: Pakistani	89	11	89	-2	0.84%	0.94%
Any other Asian background	86	9	86	0	0.81%	0.77%
Black: Africa/Caribbean/Brit: Caribbean	76	5	76	3	0.72%	0.43%
Mixed/Multiple: White/Black Caribbean	58	10	58	-4	0.55%	0.86%
Asian/Asian British: Bangladeshi	48	4	48	1	0.45%	0.34%
Asian/Asian British: Indian	47	9	47	-4	0.45%	0.77%
Don't know / refused	47	8	47	-3	0.45%	0.68%
Any other ethnic group	43	2	43	2	0.41%	0.17%
A/O Black/African/Caribbean ethnicity	38	4	38	0	0.36%	0.34%
Any other Mixed/Multiple ethnicity	37	7	37	-3	0.35%	0.60%
Mixed/Multiple: White and Asian	25	3	25	-1	0.24%	0.26%
Asian/Asian British: Chinese	13	2	13	-1	0.12%	0.17%
Other ethnic group: Arab	8	4	8	-3	0.08%	0.34%
White: Gypsy or Irish Traveller	2		2	0	0.02%	

Age: LCRA

Population		Sample	
	100%		100%
51-60	18.93%	51-60	20.47%
41-50	18.56%	41-50	19.93%
61-70	15.48%	61-70	18.40%
31-40	14.95%	31-40	15.44%
71-80	13.21%	71-80	12.21%
81-90	6.72%	21-30	5.03%
(Blank)	6.29%	(Blank)	4.76%
21-30	4.31%	81-90	3.32%
91-100+	1.38%	91-100+	0.36%
18-20	0.16%	18-20	0.09%
Other	0.02%		
	0.1%		0.4%

Property Type: LCRA

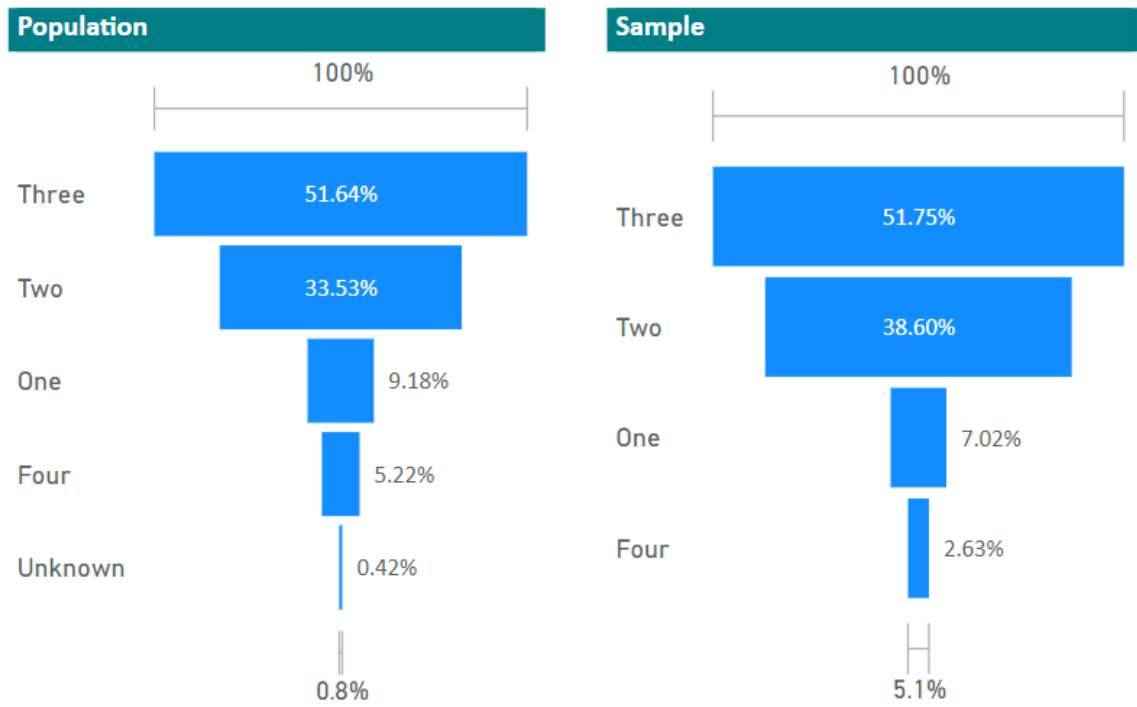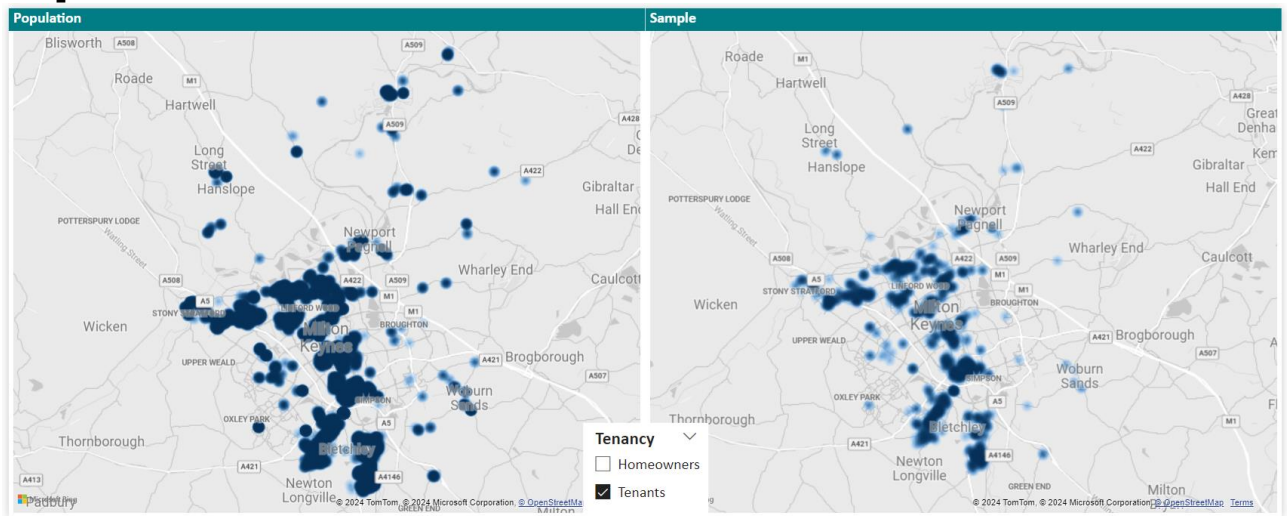| Population		Sample	
	100%		100%
House	47.67%	House	44.17%
Flat	19.33%	Flat	22.98%
Bungalow	18.33%	Bungalow	19.21%
Sheltered Flat	7.24%	Sheltered Flat	6.46%
Disabled Bun...	5.15%	Disabled Bun...	4.13%
Disabled Flat	0.78%	Maisonette	1.17%
Maisonette	0.76%	Disabled Flat	1.08%
Sheltered Bu...	0.59%	Sheltered Bu...	0.81%
Disabled Hou...	0.09%		
Unknown	0.05%		
Sheltered Ho...	0.01%		
	0%		1.8%

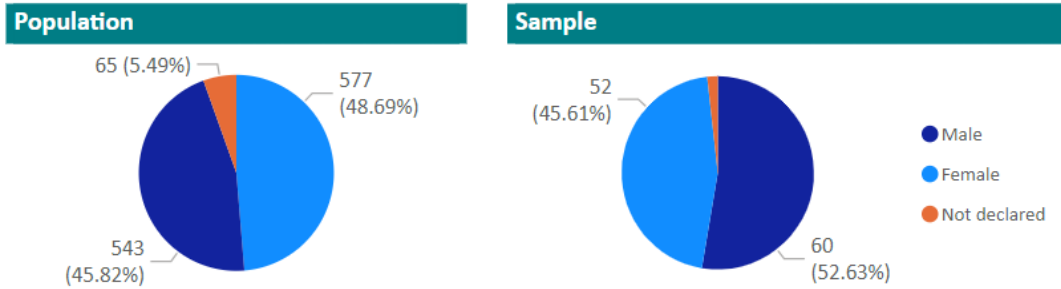## Property Size: LCRA (35e continued)

Response Location: LCRA

Source: BI Dashboard

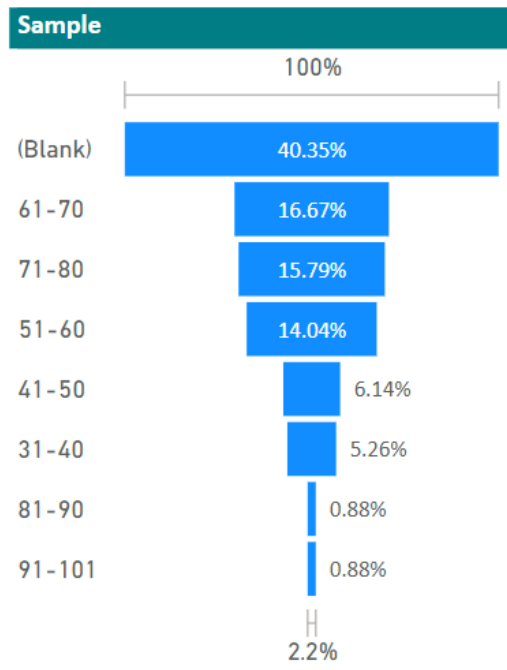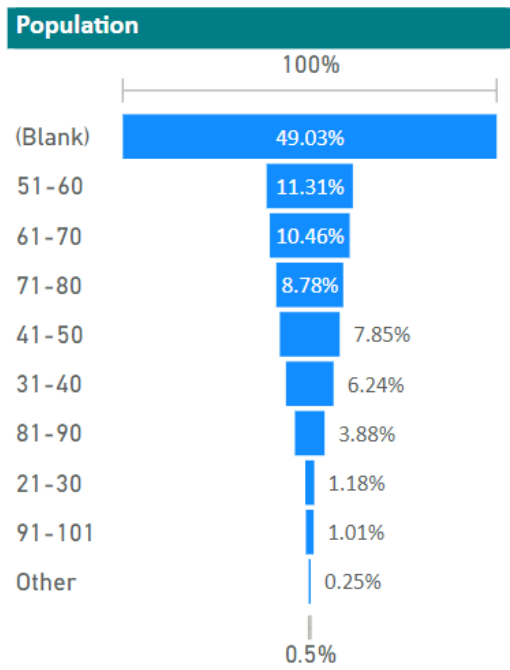# Appendix 2: Low Cost Home Ownership (LCHO)(35e)

Gender: LCHO

Disability: LCHO

Ethnicity: LCHO

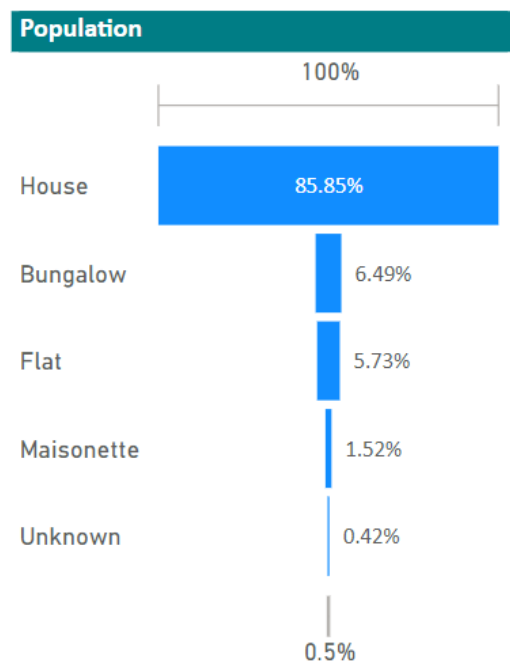| Ethnicity						
Ethnic Origin 2	**T population**	**T sample**	**10% target**	**Required**	**T% population**	**T% sample**
Not declared	3994	347	687	-278	88.97%	85.47%
White:English/Welsh/Scot/N Irish/British	421	49	421	-7	9.38%	12.07%
White: Irish	15	4	15	-3	0.33%	0.99%
Any other white background	13	2	13	-1	0.29%	0.49%
Any other ethnic group	10		10	1	0.22%	
Asian/Asian British: Pakistani	6	2	6	-1	0.13%	0.49%
Asian/Asian British: Indian	5		5	1	0.11%	
Mixed/Multiple: White and Asian	5	2	5	-2	0.11%	0.49%
Don't know / refused	4		4	0	0.09%	
Asian/Asian British: Chinese	3		3	0	0.07%	
Black: Africa/Caribbean/British: African	3		3	0	0.07%	
Mixed/Multiple: White/Black Caribbean	3		3	0	0.07%	
A/O Black/African/Caribbean ethnicity	2		2	0	0.04%	
Any other Asian background	2		2	0	0.04%	
Black: Africa/Caribbean/Brit: Caribbean	1		1	0	0.02%	
Mixed/Multiple: White and black African	1		1	0	0.02%	
Other ethnic group: Arab	1		1	0	0.02%	
Any other Mixed/Multiple ethnicity						
Asian/Asian British: Bangladeshi						
White: Gypsy or Irish Traveller						

Age: LCHO(35e continued)

Population	
	100%
(Blank)	49.03%
51-60	11.31%
61-70	10.46%
71-80	8.78%
41-50	7.85%
31-40	6.24%
81-90	3.88%
21-30	1.18%
91-101	1.01%
Other	0.25%
	0.5%

Sample	
	100%
(Blank)	40.35%
61-70	16.67%
71-80	15.79%
51-60	14.04%
41-50	6.14%
31-40	5.26%
81-90	0.88%
91-101	0.88%
	2.2%

Property Type: LCHO

Population	
	100%
House	85.85%
Bungalow	6.49%
Flat	5.73%
Maisonette	1.52%
Unknown	0.42%
	0.5%

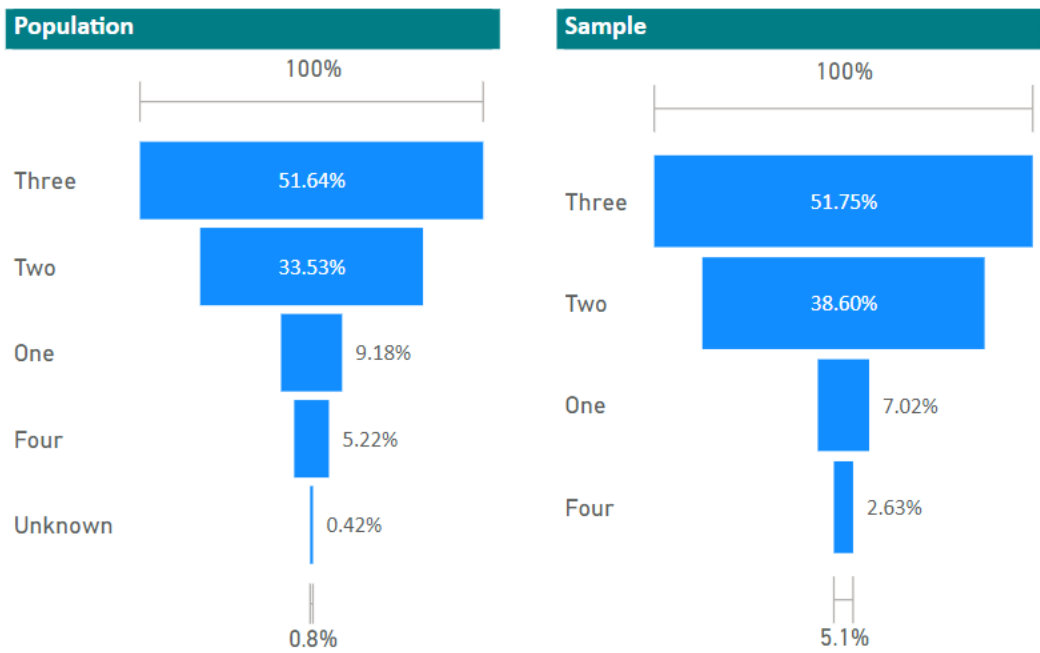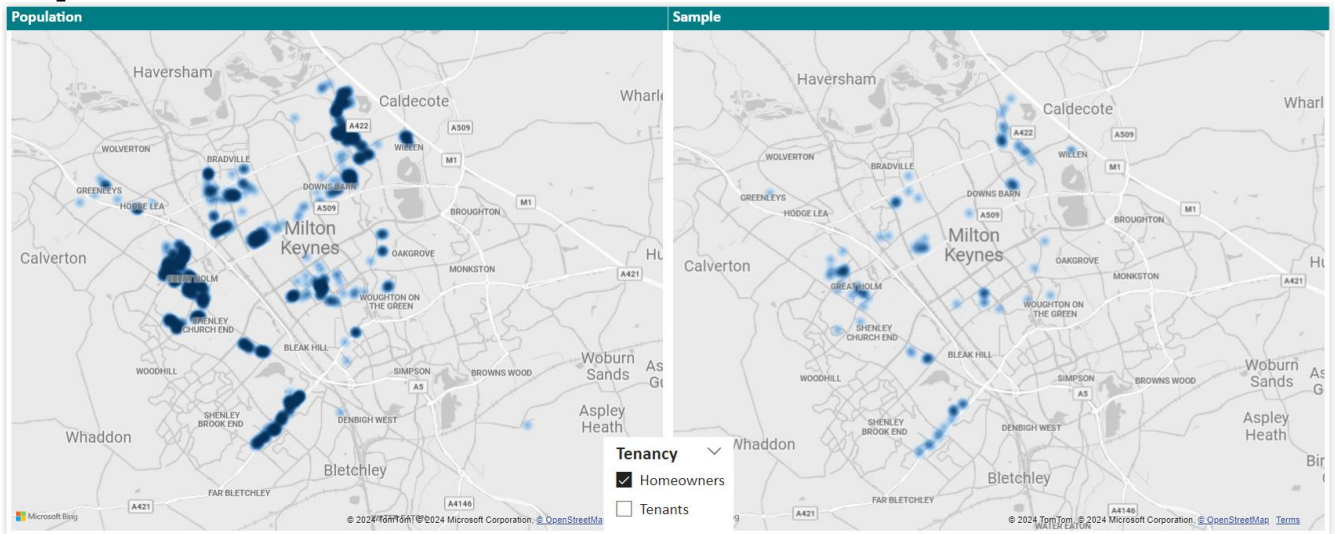| Sample	
	100%
House	87.72%
Bungalow	6.14%
Flat	5.26%
Maisonette	0.88%
	1%
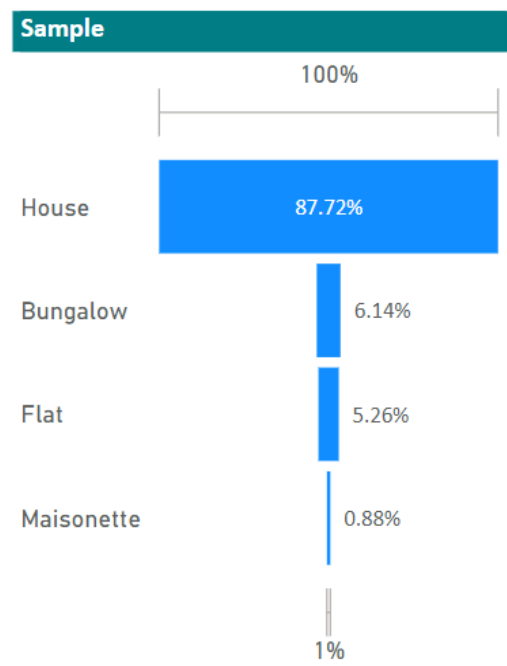
Property Size: LCRA (35e continued)

Response location: LCHO

Source: BI Dashboard