

Sample Size	1200																																																																		
Total surveyable population	20009																																																																		
Timing of the fieldwork surveys	Wave 1 - 19 September to 6 October 2023 Wave 2 - 27 November to 14 December 2023																																																																		
Statistical confidence required and achieved	Required a +/-3% margin of error at 95% confidence level, requiring a minimum of 1014 responses																																																																		
Sample size achieved	1200 in total, 592 in Wave 1 and 608 in Wave 2																																																																		
Collection method	Telephone survey																																																																		
Sample method	Random sample approach																																																																		
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)	<p>Response data was weighted to be representative of the believe housing customer profile using Age of Respondent, Geographical Area and Building Type</p> <table border="1"> <thead> <tr> <th></th> <th>Relevant Tenant Population</th> <th>Total Survey Responses</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Age Bracket</b></td> </tr> <tr> <td>16 to 34</td> <td>2920 (17.1%)</td> <td>217 (18.08%)</td> </tr> <tr> <td>35 to 44</td> <td>2747 (16.1%)</td> <td>188 (15.64%)</td> </tr> <tr> <td>45 to 54</td> <td>2620 (15.4%)</td> <td>181 (15.09%)</td> </tr> <tr> <td>55 to 64</td> <td>32441 (19.0%)</td> <td>232 (19.34%)</td> </tr> <tr> <td>65+</td> <td>5394 (31.6%)</td> <td>373 (31.08%)</td> </tr> <tr> <td>Unknown</td> <td>126 (0.7%)</td> <td>9 (0.77%)</td> </tr> <tr> <td colspan="3"><b>Geographical Area</b></td> </tr> <tr> <td>Central</td> <td>4926 (28.9%)</td> <td>347 (28.91%)</td> </tr> <tr> <td>East</td> <td>8223 (48.2%)</td> <td>579 (48.23%)</td> </tr> <tr> <td>West</td> <td>3829 (22.5%)</td> <td>269 (22.42%)</td> </tr> <tr> <td>Unknown</td> <td>70 (0.4%)</td> <td>5 (0.44%)</td> </tr> <tr> <td colspan="3"><b>Building Type</b></td> </tr> <tr> <td>Bedsit</td> <td>50 (0.3%)</td> <td>8 (0.66%)</td> </tr> <tr> <td>Bungalow</td> <td>3689 (21.6%)</td> <td>260 (21.64%)</td> </tr> <tr> <td>Bungalow, under 60</td> <td>1256 (7.4%)</td> <td>88 (7.31%)</td> </tr> <tr> <td>Bungalow, disabled</td> <td>102 (0.6%)</td> <td>8 (0.68%)</td> </tr> <tr> <td>Flat</td> <td>1641 (9.6%)</td> <td>120 (10.00%)</td> </tr> <tr> <td>House</td> <td>10067 (59%)</td> <td>699 (58.22%)</td> </tr> <tr> <td>House with garage</td> <td>165 (1%)</td> <td>12 (1.01%)</td> </tr> <tr> <td>Maisonette</td> <td>66 (0.4%)</td> <td>6 (0.47%)</td> </tr> </tbody> </table>		Relevant Tenant Population	Total Survey Responses	<b>Age Bracket</b>			16 to 34	2920 (17.1%)	217 (18.08%)	35 to 44	2747 (16.1%)	188 (15.64%)	45 to 54	2620 (15.4%)	181 (15.09%)	55 to 64	32441 (19.0%)	232 (19.34%)	65+	5394 (31.6%)	373 (31.08%)	Unknown	126 (0.7%)	9 (0.77%)	<b>Geographical Area</b>			Central	4926 (28.9%)	347 (28.91%)	East	8223 (48.2%)	579 (48.23%)	West	3829 (22.5%)	269 (22.42%)	Unknown	70 (0.4%)	5 (0.44%)	<b>Building Type</b>			Bedsit	50 (0.3%)	8 (0.66%)	Bungalow	3689 (21.6%)	260 (21.64%)	Bungalow, under 60	1256 (7.4%)	88 (7.31%)	Bungalow, disabled	102 (0.6%)	8 (0.68%)	Flat	1641 (9.6%)	120 (10.00%)	House	10067 (59%)	699 (58.22%)	House with garage	165 (1%)	12 (1.01%)	Maisonette	66 (0.4%)	6 (0.47%)
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