

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 Connexus in 2025/26. 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. Connexus also included the following additional questions within their survey:

- What made you choose that rating? Positioned at the end of theme Overall satisfaction.
- Are you currently experiencing anti-social behaviour in your neighbourhood? Positioned at the end of theme Responsible neighbourhood management.
- How likely would you be to recommend Connexus to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? Positioned at the end of theme Responsible neighbourhood management.

The full survey used for Connexus fieldwork for 25/26 can be seen in Appendix A – Connexus TSM Survey for 25-26.

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.

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:

- 1001 valid responses to TP01 for LCRA, this exceeds the minimum requirement for LCRA

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 monthly basis from 12th April 2025 – 19th of March 2026.

Surveys were conducted by telephone and online via email invitations. This mixed methodology supports inclusivity and flexibility for survey completion.

- 98% (986) of LCRA surveys were completed via telephone
- 2% (21) of LCRA surveys were completed online

Sample Size

The required sample sizes are shown in the table below (according to Connexus Statistical Data Return 2025 and the latest population data provided by Connexus in October 2025):

Tenure type	Population	Confidence interval required	Number of interviews required per annum for submission	Number of interviews completed
Low-Cost Rental Accommodation (LCRA)	12,153 customers (10,333 homes)	+/- 3%	981	1001
Total	12,153		981	1001

Connexus is required to complete a minimum of 981 surveys per annum among LCRA customers to meet a +/-3% confidence interval.

As Connexus 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.

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

- Age

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.

The table below summarises the review carried out based on the demographic information available and the representativeness of the survey results.

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 can be seen in Appendix B – Connexus TSM Survey Profile Review 2025-26.

(CO07) - Contract Sign-Off Document

Client and Questionnaire Details

Questionnaire Number:	116
Service:	Perception (TSM)
Start Date:	01 Jan 2013
Contract Status	Ongoing
Questionnaire Type:	Monthly Tracker

Client Name:	Connexus
Classification:	Housing Association (LSVT)
Address:	Legion Way, Hereford
Postcode:	HR1 1LN
Stock Size:	30000

Quota Pools

Description	Date From	Criteria	Channel	Pools Priority	Deadline	Target Survey Count
18-24	1 Oct 2025	Age Group = 18-24	Telephone	Equally Important	0 day(s) after month end	2
25-44	1 Oct 2025	Age Group = 25-44	Telephone	Equally Important	0 day(s) after month end	34
45-75	1 Oct 2025	Age Group = 45-75	Telephone	Equally Important	0 day(s) after month end	45
76+	1 Oct 2025	Age Group = 76+	Telephone	Equally Important	0 day(s) after month end	11
Unknown	1 Oct 2025	Age Group = Unknown	Telephone	Equally Important	0 day(s) after month end	1
						93

Opening and Closing Text

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, Connexus from IFF Research.

The reason for my call today is to gather some feedback about your general experience of being a Connexus customer. This is as part of the tenant satisfaction measures to see how well landlords like Connexus are doing and 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 15 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. I also need to make you aware that calls may be recorded for training and quality control purposes at IFF Research and Connexus.

You will be asked for consent to share your data with your Connexus and your answers can be shared anonymously if you wish with no link to your personal information.

INTERVIEWER REASSURANCES TO USE IF NEEDED: For further information on how IFF Research keep your data safe please see our data protection policy on our website: www.iffresearch.com/gdpr

Questionnaire

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 Connexus? 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	What made you choose that rating?		One	Customer comment	Verbatim	Passive	
(732)	3	Has Connexus carried out a repair to your home in the last 12 months?		One	Yes	Response	Passive	
					No	Response	Passive	Skip to 6
(5626)	4	How satisfied or dissatisfied are you with the overall repairs service from Connexus over the last 12 months? 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	

(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		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	
(5647)	6	How satisfied or dissatisfied are you that Connexus provides a home that is 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	
					Not applicable/ don't know	Response	Passive	
(5627)	7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Connexus 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)	8	How satisfied or dissatisfied are you that Connexus listens to your views and acts upon them?		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	
(5494)	9	How satisfied or dissatisfied are you with the way Connexus 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)	10	To what extent do you agree or disagree with the following "my landlord 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	
(737)	11	Have you made a complaint to Connexus in the last 12 months?		One	Yes	Response	Passive	
		INTERVIEWER NOTE: Do not read out the Don't Know option			No	Response	Passive	Skip to 13
(5645)	12	How satisfied or dissatisfied are you with Connexus' 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)	13	Do you live in a building with communal areas, either inside or outside, that Connexus is responsible for maintaining?		One	Yes	Response	Positive	
					No	Response	Negative	Skip to 15
					Don't know	Response	Passive	Skip to 15
(5495)	14	How satisfied or dissatisfied are you that Connexus 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)	15	How satisfied or dissatisfied are you that Connexus 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	
(5644)	16	How satisfied or dissatisfied are you with Connexus' 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)	17	Are you currently experiencing anti-social behaviour in your neighbourhood?		One	Yes	Response	Passive	
					No	Response	Passive	
(2882)	18	How likely would you be to recommend Connexus to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?		One	10 – Extremely Likely	Response	Positive	
					9	Response	Positive	
					8	Response	Passive	
					7	Response	Passive	
					6	Response	Negative	
					5	Response	Negative	
					4	Response	Negative	
					3	Response	Negative	
					2	Response	Negative	
					1	Response	Negative	
					0 – Not at all Likely	Response	Negative	
					(Refused or unable to answer)	Response	Passive	
(316)	19			One	Yes	Filter	Positive	

	If necessary, does Connexus have your permission to contact you about the feedback you have provided today?		No	Filter	Negative	
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Thank you for your time today, your feedback is really important to Connexus and will be used to improve services.

If you do have any further queries, including if you are dissatisfied with a service experience, Connexus Customer Services can help. You can raise a complaint via phone, email or via their website.

Would you like me to provide these contact details? Interviewer note: provide details below if they say yes. If no thank for time and close.

(03332 31 32 33 / Complaints@Connexus-group.co.uk / <https://connexus-group.co.uk/complaints>).

Thank you for your time today.

Connexus - TSM demographic profile of survey completions (LCRA) Year to Date Q1-Q4 2025-26

This document compares the demographic profile (LCRA) of customers who completed the TSM survey for Q1-Q4 2025-26, against Connexus demographic profile (as provided in October 2025). The demographic profile of customers completing the survey reflects the overall population profile of Connexus customer base. Please note Connexus

Targets by LCRA / LCHO

	Connexus Population	Minimum survey sample size required for TSM submission - based on SDR 2025	Achieved counts so far for 25/26 (LCRA)	Valid base for Q1-Q4 ('don't know' responses removed)
LCRA	12,153	981	1007	1001
	12,153		1007	1001

LCRA population			Achieved counts Q1-Q4 25/26 (LCRA)	
Age	Count	%	Count	%
18-24	263	2%	23	2%
25-44	3690	30%	306	30%
45-75	6529	54%	540	54%
76+	1650	14%	137	14%
Unknown	21	0%	1	0%
Grand Total	12153	100%	1007	100%

LCRA population			Achieved counts Q1-Q4 25/26 (LCRA)	
Category type	Count	%	Count	%
General needs	9932	82%	838	83%
HFOP	2139	18%	163	16%
Supported	82	1%	6	1%
Grand Total	12153	100%	1007	100%

LCRA population			Achieved counts Q1-Q4 25/26(LCRA)	
Gender	Count	%	Count	%
Female	6884	57%	612	61%
Male	4219	35%	318	32%
Unknown	1050	9%	77	8%
Grand Total	12153	100%	1007	100%

LCRA population			Achieved counts Q1-Q4 25/26 (LCRA)	
House Type	Count	%	Count	%
Bungalow	2727	22%	229	23%
Flat	3091	25%	263	26%
House	6222	51%	506	50%
Maisonette	84	1%	7	1%
Room	29	0%	2	0%
Grand Total	12153	100%	1007	100%