

TSM summary of approach 2024-25 - LCHO

A. Summary of the sample size achieved

The below table details the total number of responses by each question:

Question	Total responses*
TP01 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest?	589
TP05 – Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that LiveWest provides a home that is safe?	559
TP06 – How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?	482
TP07 – How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you?	550
TP08 – To what extent do you agree or disagree with the following, “LiveWest treats me fairly and with respect”?	556
TP09 – How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling?	119
TP10 – How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained?	212
TP11 – How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood?	420
TP12 – How satisfied or dissatisfied are you with LiveWest’s approach to handling anti-social behaviour?	287

* Excludes not applicable/don’t know responses

Based on the total number of responses to TP01, Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest, the sample size achieved meets the requirements for our population (see table below).

Population as at 31 st March 2025	Required minimum statistical accuracy	Number of responses	Achieved statistical accuracy based on TP01 satisfaction level* in 2024-25
5,231	+/-4%	589	+/-3.56

*Satisfaction was 67.7%

B. Timing of the survey

The survey was undertaken as a rolling survey throughout the year. This approach was chosen to minimise seasonal impact on results and ensure sample representativeness for 2024-25.

C. Collection method(s)

Collection method	Total responses to TP01 (see above reference)	% of sample
Telephone	553	93.8%
Internet	36	6.2%

Our primary method was a telephone first approach, utilising our in-house expertise/research & insight team. To ensure that we did not exclude customers from taking part in the survey process we provided the option of either postal or internet as an alternative way of providing feedback. Customers could request at the start of a telephone survey, preference for an alternative method.

We also introduced a quarterly email sample for customers who we had attempted to contact via telephone at least twice. They were given a further opportunity to complete the survey via email.

D. Sample method

A random, computer-generated sample of shared owners was created on a weekly basis throughout the year, the process ensured that customers would not be included in the sample more than once in a 12 month period.

E. Summary of the assessment of representativeness of the sample against the relevant tenant population

In Spring 2024, analysis was undertaken to identify which key characteristics had a significant impact on LCHO overall satisfaction during the previous year (April 23 – March 24). As part of this analysis we looked at a range of characteristics, including those previously identified by the regulator and subsequently identified two which had a significant impact on overall satisfaction; length of ownership and area (where our customers live). Using this knowledge we monitored our sample by these characteristics throughout the year to ensure representativeness.

In April 2025, we checked the representativeness of our final LCHO sample for 2024-25, across both our key characteristics previously identified as well as re-checking against other characteristics. The tables below provide a comparison of our survey sample vs our customer population, across all the characteristics included in the analysis. Whilst in some cases there were very small differences, none of these had a material impact on our overall satisfaction. As a result we did not need to weight our LCHO sample for 2024-25.

Note: Where columns do not total to 100% this is due to rounding.

Area	LCHO Population	LCHO TSM sample 2024-25
Cornwall & Isles of Scilly	20%	20%
Devon	44%	44%
Somerset & Dorset	20%	20%
WoE & Glos	15%	15%
Other	1%	0%

Age banding	LCRA Population	LCRA TSM sample 2024-25
Including unknown data		
16-34	23%	23%
35-64	57%	61%
65+	13%	14%
Unknown*	7%	2%
Excluding unknown data		
16-34	25%	23%
35-64	61%	62%
65+	14%	14%

Support need (disability)	LCHO Population	LCHO TSM sample 2024-25
Including unknown data		
Has a support need	8%	9%
No support need	44%	50%
Unknown*	48%	41%
Excluding unknown data		
Has a support need	15%	15%
No support need	85%	85%

Ethnicity	LCHO Population	LCHO TSM sample 2024-25
Including unknown data		
White British	74%	88%
White other	4%	4%
Ethnic minority	2%	2%
Unknown*	20%	6%
Excluding unknown data		

White British	93%	93%
White other	5%	5%
Ethnic minority	2%	2%

Property type	LCHO Population	LCHO TSM sample 2024-25
Bungalow	1%	2%
House	85%	85%
Flat/maisonette	14%	13%

Length of ownership	LCHO Population	LCHO TSM sample 2024-25
0 to 3 years	30%	31%
4 to 10 years	36%	36%
11+ years	34%	33%

*Unknown is where there is missing data or the customer has requested prefer not to say. We continue to improve our customer records where there is missing data in relation to support needs, age and ethnicity.

F. Any weighting applied to generate the reported perception measures

Weighting of the LCHO results for 2024-25 was not required.

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

No external contractor(s) were used to collect any of the surveys during the year or undertake any analysis or validation of the results. All surveys were undertaken by our internal Research and Insight team in line with Market Research Society (MRS) guidelines.

There have been regular quality checks carried out throughout the year on our TSM survey calls to ensure compliance with regulatory expectations.

H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances

No households were excluded from the sample frame due to exceptional circumstances.

I. Reasons for any failure to meet the required sample size requirements

In 2024-25 we did not fail to meet the sample size requirements for our population.

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

No incentives were offered to encourage customers to complete the survey.

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

There were no other methodological issues that are likely to have a material impact of the tenant perception measures reported.

L. Additional surveys including TSM questions that are not included in the calculations of the TSMs.

No TSM questions were included in additional surveys to our LCHO customers.

M. Information on any visual features used alongside the required response options.

If required a postal version of the TSM would be provided with emoji scales to increase accessibility but this was not required in 2024-25.

Copy of questionnaire

LiveWest Tenant Satisfaction Measures Survey

Hello, can I speak to [customer name] please.

This is [xxxxx] and I'm calling from LiveWest.

I'm calling from the Research Team to see if you'd be happy answering some questions about our services. This survey should take around 5 minutes to complete.

The results of this survey will be used to calculate LiveWest's tenant satisfaction measures, which we will publish annually.

This call is being recorded for quality and improvement purposes and any information that may identify you will be removed. All of your answers will be treated confidentially.

Are you happy to go ahead?

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest? Tick one box

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

2. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that LiveWest provides a home that is safe? Tick one box

- ☐ Very satisfied – go to question 4
- ☐ Fairly satisfied – go to question 4
- ☐ Neither satisfied nor dissatisfied – go to question 4
- ☐ Fairly dissatisfied – go to question 3
- ☐ Very dissatisfied – go to question 3

- ☐ Don't know or Not applicable – go to question 4

3. Why are you dissatisfied? *Please write your answer in the box below*

4. How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?

Tick one box

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know or Not applicable

5. How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you? *Tick one box*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

☐ Don't know or Not applicable

6. To what extent do you agree or disagree with the following “LiveWest treats me fairly and with respect”? Tick one box

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

☐ Don't know or Not applicable

Thinking of complaints in general...

7. Have you made a complaint to LiveWest in the last 12 months? Tick one box

☐ Yes – go to question 8

☐ No – go to question 9

8. How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling? Tick one box

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

9. What was the reason for your complaint? *Please write your answer in the box below*

10. Do you pay a service charge? *Tick one box*

- ☐ Yes – go to question 11
- ☐ No – go to question 12
- ☐ Don't know – go to question 12

Thinking about your service charge...

11. How satisfied or dissatisfied are you that your service charges provide value for money? *Tick one box*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know or Not applicable

12. Do you live in a building with communal areas, either inside or outside, that LiveWest is responsible for maintaining? *Tick one box*

- ☐ Yes – go to question 13
- ☐ No – go to question 14
- ☐ Don't know – go to question 14

13. How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained? *Tick one box*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

14. How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood? *Tick one box*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know or Not applicable

15. How satisfied or dissatisfied are you with LiveWest's approach to handling anti-social behaviour? *Tick one box*

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know or Not applicable – go to question 17

16. Have you experienced or been aware of any anti-social behaviour in your neighbourhood during the last 12 months? *Tick one box*

- ☐ Yes
- ☐ No

17. On a scale of 0 being not at all likely and 10 being extremely likely, how likely is it that you would recommend shared ownership with LiveWest to a friend or family? *Circle your answer*

0 1 2 3 4 5 6 7 8 9 10

18. What one thing should LiveWest focus on over the next year to improve the service you receive? *Please write your answer in the box below*

19. The information you've provided in the survey is confidential. However, would you be happy for us to share your details alongside your responses to help us improve our services? *Tick one box*

- ☐ Yes – go to question 20
- ☐ No – thank you for your time, this is the end of the survey

20. Would you be happy for LiveWest to contact you if required? *Tick one box*

- ☐ Yes
- ☐ No

If you have indicated in this survey that you were not happy with an aspect of our service and wish to make a complaint about this, you can do so by completing the form on our website or by calling our Customer Service Team.

Thank you for taking the time to complete this survey, this is the end of the survey.