

TSM summary of approach 2024-25 - LCRA

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?	2,114
TP02 – How satisfied or dissatisfied are you with the overall repairs service from LiveWest over the last 12 months?	1,519
TP03 – How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	1,503
TP04 – How satisfied or dissatisfied are you that LiveWest provides a home that is well maintained?	2,077
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?	2,091
TP06 – How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?	1,919
TP07 – How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you?	2,016
TP08 – To what extent do you agree or disagree with the following, “LiveWest treats me fairly and with respect”?	2,068
TP09 – How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling?	498
TP10 – How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained?	934
TP11 – How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood?	1,576
TP12 – How satisfied or dissatisfied are you with LiveWest’s approach to handling anti-social behaviour?	1,273

*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
33,057	+/-2%	2,114	+/-1.44%

*Satisfaction was 85.9%

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	2,041	96.5%
Internet	10	0.5%
Postal	63	3.0%

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.

We identified these customers in a number of ways:

- a. If a customer requests at the start of a telephone survey preference for an alternative method.
- b. Customers living in schemes designated for individuals with learning disabilities. These customers may experience more barriers and require additional support to complete the survey. We worked with the housing officers to identify the best method to contact these individual customers, whether that be over telephone, email or via post, with the use of emoji scales to increase accessibility.
- c. Customers living in our extra care schemes. These customers may experience more barriers and require additional support to complete the survey. The survey was sent via post as previous experience has indicated this to be a preferred and effective method of gathering feedback.
- d. Working with managing agents where relevant across our supported housing schemes. Customers included in the survey sample are offered access to the survey via an online link or via post.

D. Sample method

A random, computer-generated sample of rented customers 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 LCRA 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; age 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 LCRA 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 there were very small differences in some cases, none of these had a material impact on our overall satisfaction figure. As a result we did not need to weight our sample for 2024-25.

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

Area	LCRA Population	LCRA TSM sample 2024-25
Cornwall & Isles of Scilly	26%	26%
Devon	40%	40%
Somerset & Dorset	18%	18%
WoE & Glos	16%	15%

Age banding	LCRA Population	LCRA TSM sample 2024-25
16-34	18%	18%
35-64	59%	59%
65+	22%	23%

Tenure	LCRA Population	LCRA TSM sample 2024-25
General Needs	90%	90%
Supported housing	5%	5%
Sheltered housing	5%	5%

Support need (disability)	LCRA Population	LCRA TSM sample 2024-25
Including unknown data		
Has a support need	37%	38%
No support need	43%	44%
Unknown*	20%	18%
Excluding unknown data		
Has a support need	47%	46%
No support need	53%	54%

Ethnicity	LCRA Population	LCRA TSM sample 2024-25
Including unknown data		
White British	86%	89%
White other	3%	3%
Ethnic minority	4%	5%
Unknown*	6%	3%
Excluding unknown data		
White British	92%	92%
White other	4%	4%
Ethnic minority	5%	5%

Property type	LCRA Population	LCRA TSM sample 2024-25
Bedsit/bedspace	2%	2%
Bungalow	7%	9%
House	57%	58%
Flat/maisonette	33%	32%

Tenure length	LCRA Population	LCRA TSM sample 2024-25
0 to 3 years	29%	31%
4 to 10 years	31%	31%
11+ years	39%	37%
Unknown	1%	1%

*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 LCRA 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

There were a small number of customers, 10 of a total of 155 included in the sample and living in one of our schemes designated for learning disabilities who were not included in our survey during the year. These customers were identified by a member of staff working in the team as being unable to complete the survey, even with the support of a member of staff or someone they trust as they lacked capacity to understand the questions.

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 likely to have a material impact on the tenant perception measures to report.

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

The overall satisfaction with landlord measure is also used in our supported housing surveys for the purposes of better understanding customers experience in this area. This does not impact the sampling or representativeness of supported housing customers in our TSM.

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

Where required a postal version of the TSM is provided with emoji scales to increase accessibility.

Response options are as follows:

- ☐ Very satisfied 😊
- ☐ Fairly satisfied 😊
- ☐ Neither satisfied nor dissatisfied 😐
- ☐ Fairly dissatisfied 😞
- ☐ Very dissatisfied 😞
- ☐ Don't know or Not applicable ?

- ☐ Yes ✓
- ☐ No ✗

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 as a landlord. 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. Has LiveWest carried out a repair to your home in the last 12 months? Tick one box

- ☐ Yes – go to question 3
- ☐ No – go to question 5

3. How satisfied or dissatisfied are you with the overall repairs service from LiveWest over the last 12 months? *Tick one box*

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

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *Tick one box*

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

5. How satisfied or dissatisfied are you that LiveWest provides a home that is well maintained? *Tick one box*

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

6. 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 8
- ☐ Fairly satisfied – go to question 8
- ☐ Neither satisfied nor dissatisfied – go to question 8
- ☐ Fairly dissatisfied – go to question 7
- ☐ Very dissatisfied – go to question 7
- ☐ Don't know or Not applicable – go to question 8

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

8. 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

9. 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

10. 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...

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

- ☐ Yes – go to question 12
- ☐ No – go to question 13

12. 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

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

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

- ☐ Yes – go to question 15
- ☐ No – go to question 16
- ☐ Don't know – go to question 16

Thinking about your service charge...

15. 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

16. 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 17
- ☐ No – go to question 18
- ☐ Don't know – go to question 18

17. 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

18. 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

19. 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 21

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

- ☐ Yes
- ☐ No

21. 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

22. 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 23
- ☐ No – thank you for your time, this is the end of the survey

23. 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.