Summary of approach

This summary shares how we approached collecting data for the tenant perception measures.

Number of responses	339. Local Space is required to complete a minimum of 312 surveys every year. A random sampling approach was used where customers had an equal and fair chance of being invited to participate. We have ensured that the customers surveyed reflect our full customer population.
Survey duration	Monthly from 19 April 2024 and 13 March 2025.
Collection method	Telephone interviews.
External contractor commissioned to carry out research	IFF Research.
Additional survey questions	We asked 37 questions in total. These included the questions required by the Regulator of Social Housing, questions to capture equality, diversity and inclusion data (with an option for residents to opt out of sharing this information with us) and these additional questions: • Why do you say that? (Relating to overall satisfaction and building safety questions). • Generally, how satisfied or dissatisfied are you with the way Local Space deals with repairs and maintenance? • How satisfied or dissatisfied are you that Local Space is easy to deal with? • How strongly would you agree or disagree with the following statement, "I trust Local Space to do what they say they will do"? • Have you reported antisocial behaviour to Local Space in the last 12 months?

Weighting method	Unweighted.
Incentives offered	None. Participation in the tenant perception survey is voluntary and does not involve any incentives.
Excluded tenant perception surveys	None.
Data representativeness	Tenant satisfaction survey results are important to us as it helps us to better understand our residents' needs so we can improve our homes, services and resident engagement.

We are committed to ensuring that our research is representative. Each quarter, our research partners, IFF Research, conduct a detailed comparison between the achieved survey sample and the overall tenant population. This analysis is carried out across a range of demographic and property-related characteristics, including age, ethnicity, disability status, gender, property type, nationality, religion, sexual orientation, and our internal classification of properties by address and scheme.
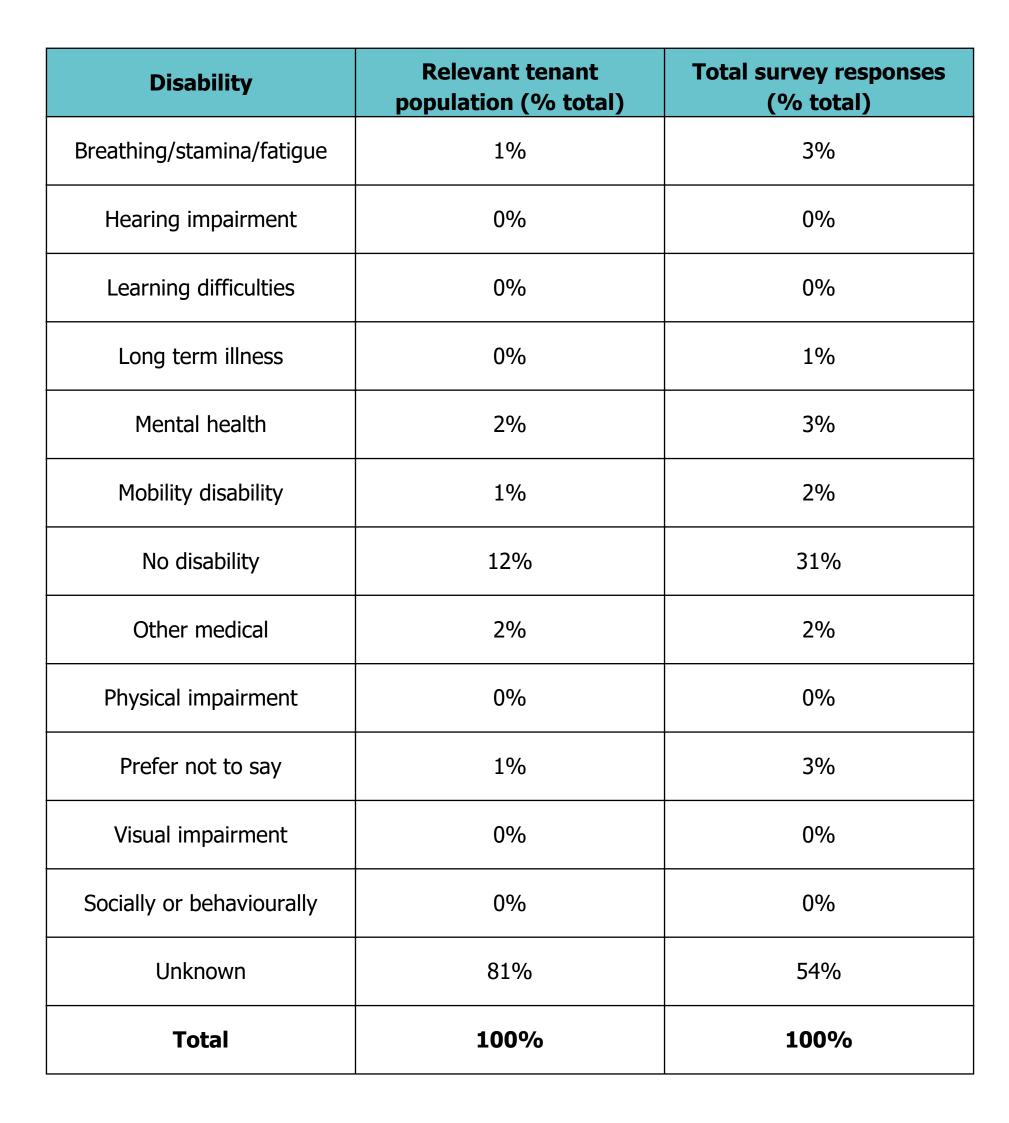
The representativeness assessment for the last financial year was encouraging, indicating that the sample reflected the wider tenant population well. Near-exact representation was achieved for several key characteristics, including property type, sexual orientation, internal property classification, gender, ethnicity, and age.

Minor deviations between the sample and population could be attributed to the addition of new properties to the Local Space portfolio towards the end of the financial year in 2024–25, as well as ongoing efforts to enhance the completeness and accuracy of equality, diversity and inclusion data. |

Age	Relevant tenant population (% total)	Total survey responses (% total)
18-24	1%	2%
25-44	52%	57%
45-75	42%	38%
75+	1%	0%
Unknown	4%	3%
Total	**100%**	**100%**

Ethnic group	Relevant tenant population (% total)	Total survey responses (% total)
Asian	21%	22%
Black	26%	32%
Mixed	4%	5%
Other	1%	1%
Unknown	31%	23%
White	16%	16%
Total	**100%**	**100%**

Disability	Relevant tenant population (% total)	Total survey responses (% total)
Breathing/stamina/fatigue	1%	3%
Hearing impairment	0%	0%
Learning difficulties	0%	0%
Long term illness	0%	1%
Mental health	2%	3%
Mobility disability	1%	2%
No disability	12%	31%
Other medical	2%	2%
Physical impairment	0%	0%
Prefer not to say	1%	3%
Visual impairment	0%	0%
Socially or behaviourally	0%	0%
Unknown	81%	54%
Total	**100%**	**100%**

Gender	Relevant tenant population (% total)	Total survey responses (% total)
Man	25%	24%
Woman	62%	64%
Unknown	13%	12%
Sex reassignment	0%	0%
Total	**100%**	**100%**

Sexuality	Relevant tenant population (% total)	Relevant tenant population (% total)
Bisexual	1%	2%
Gay/lesbian	0%	1%
Heterosexual/straight	34%	39%
Other	1%	0%
Prefer not to say	3%	5%
Unknown	61%	53%
Total	**100%**	**100%**

Nationality	Relevant tenant population (% total)	Total survey responses (% total)
Algeria	0%	0%
Afghanistan	0%	0%
Bangladesh	2%	3%
Brazil	0%	0%
Bulgaria	0%	1%
China	0%	0%
Democratic Republic of the Congo	0%	0%
DO NOT USE - other EEA country	1%	1%
Denmark	0%	0%
Dominica	0%	0%
Eritrea	0%	0%
Estonia	0%	0%
France	0%	0%
Germany	0%	0%
Ghana	1%	2%
Greece	0%	0%
Grenada	0%	0%
India	0%	0%
Iran	0%	0%
Ireland	0%	0%
Italy	1%	1%
Kenya	0%	0%
Jamaica	0%	2%

Nationality	Relevant tenant population (% total)	Total survey responses (% total)
Latvia	0%	0%
Lithuania	1%	1%
Mauritius	0%	0%
Netherlands	0%	0%
Nigeria	1%	2%
Not Known	59%	40%
Pakistan	0%	0%
Poland	0%	1%
Portugal	1%	1%
Romania	0%	1%
Russia	0%	0%
Senegal	0%	0%
Slovakia	0%	0%
Slovenia	0%	0%
Somalia	0%	1%

Nationality	Relevant tenant population (% total)	Total survey responses (% total)
South Africa	0%	0%
Spain	0%	0%
Sri Lanka	0%	0%
Turkey	0%	0%
Prefer not to say	0%	3%
United Kingdom	28%	36%
Zambia	0%	0%
Vietnam	0%	0%
Total	**100%**	**100%**

Religion	Relevant tenant population (% total)	Relevant tenant population (% total)
Agnostic	0%	0%
Buddhist	0%	0%
Catholic	3%	4%
Christian	22%	25%
Christian - other	2%	3%
Church of England	0%	1%
Hindu	1%	0%
Jewish	0%	0%
Muslim	26%	31%
No Religion	6%	6%
Other	1%	2%
Prefer not to say	2%	4%
Sikh	0%	0%
Unknown	35%	23%
Total	**100%**	**100%**

Property type	Relevant tenant population (% total)	Relevant tenant population (% total)
Bungalow	0%	0%
Flat	69%	72%
House	20%	15%
Maisonette	10%	13%
Total	**100%**	**100%**