

2023 Tenant Satisfaction Survey Summary of approach

Folkestone & Hythe District Council (F&HDC)'s 2023 tenant satisfaction survey was based around the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs)¹ which it expects landlords to collect data for as set out in its Tenant Satisfaction Measures Standard².

The survey was carried out between 9th May and 31st August 2023 and was hosted by Canterbury City Council on our behalf. All 3,351 current tenants were sent a letter with a link to the online survey, and asking them to contact us if they wanted a paper copy. A follow-up mailing was sent in July 2023, this time including a paper copy of the survey and a freepost envelope.

To help maximise the response rate, tenants were offered an incentive that on completion of the survey, they were entered into a prize draw to win one of three £50 Love2Shop vouchers.

We received a total of 684 responses, equating to a response rate of 20.4%. The reply rates from each method are shown below:

Surveys sent	3,351
Online replies	246 (7.3%)
Paper replies	438 (13.1%)
Total replies	684 (20.4%)

Based on the total number of current tenants and the number of survey responses received, the results of the survey are statistically valid to a margin of error of +/- 3.3% at the 95% confidence interval. In other words, if every tenant completed the survey, the answers given by 95% of them would be no less than 3.3% lower than the survey results and no more than 3.3% higher than the survey results.

Survey responses have not been weighted and the proportion of responses by stock type are broadly similar to the overall proportion of stock:

Designation	% of responses	Comparison to % of all stock
General Needs	74.7%	82.0%
Independent Living	25.3%	18.0%

¹ [Annex 4 TSM Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/114142/Annex_4_TSM_Technical_Requirements.pdf)

² [TSM Standard \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/114142/TSM_Standard.pdf)