

Tenant Satisfaction Measures Summary of Approach 2025-2026





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Introduction

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing to help show how well housing providers are performing and to make sure tenants receive safe, good-quality homes and services.

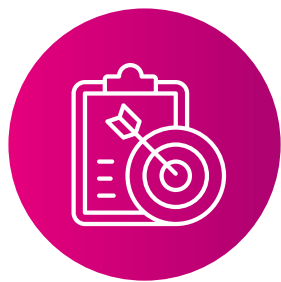
The measures help us understand what matters most to our tenants and how well we are meeting their needs. They cover areas such as:

- Overall satisfaction with our services
- Keeping homes in good repair
- Making sure buildings are safe
- Treating tenants with respect and providing helpful support
- Handling complaints fairly and effectively
- Looking after neighbourhoods and local communities

There are 22 Tenant Satisfaction Measures in total. 12 of these are based on feedback from tenants about their experience of our services, while the other 10 are based on information we already collect, including data on building safety, anti-social behaviour and complaint handling.

This document explains how we collect feedback from tenants for the 12 survey-based measures and how we make sure the results reflect the views and experiences of our tenants.

You can find out more about our performance and view the latest results by visiting www.communitygateway.co.uk/how-we-are-performing



Summary of approach

Between 15th May 2025 and 27th February 2026, we collected feedback from tenants as part of the Tenant Satisfaction Measures (TSMs) survey.

As Community Gateway Association (CGA) has fewer than 1,000 Low-Cost Home Ownership (LCHO) properties, we are required to report on Low-Cost Rental Accommodation (LCRA) only and the information below relates to these homes.

In line with the approach agreed with our tenants, the survey was carried out on a rolling monthly basis using both postal and telephone surveys. A sample of tenants were selected at random to take part.

The survey was carried out by TPTracker – an independent, external contractor who collated and reported on the survey on our behalf. Consideration was given to tenants' accessibility needs, for example translation services, text relay, large print, coloured paper and other adjustments where necessary. Visual features were not used alongside the response options as they were not required.

The survey was sent by post at the start of each month and this was then converted to a telephone survey after five days. An experienced telephone surveyor contacted those tenants who had not yet responded by post. If a tenant responded by telephone and a subsequent postal response was returned, the telephone response was overwritten by the postal response.

The total number of our LCRA homes was 6,908 requiring a confidence level of +/-4%. A random sample of 3,415 households were surveyed and we achieved 95% confidence that the overall % satisfied was within +/-3.1%.

The survey was sent by post to 3,415 households and follow up telephone calls were made to 2,992 households, with a total of 888 responses received.

There were no incentives used for tenants to complete the survey, however, to encourage feedback, the survey was publicised on CGA's website and on social media. In recognition that all tenants would not be selected to complete a survey, informal feedback was also promoted.

The breakdown of responses for each survey method is detailed below:

Method	Households contacted	Responses received
Postal	3,415	420
Telephone	2,992	468



Representation

The profile of tenants who responded represented the characteristics listed below:

- Local Community Area (LCA)
- Gender
- Ethnicity
- Disability
- Age
- Asset classification
- Asset type
- Property size (CGA assessed against property rather than household size)
- Length of tenancy
- Construction date

We ensured that our tenants and properties were well-represented in the survey results so that the results accurately represented the services we provide to our customers in their local community areas. Where there is an over-representation or under-representation of tenants this was not considered material and did not affect the validity of the results. Therefore, weighting was not required.

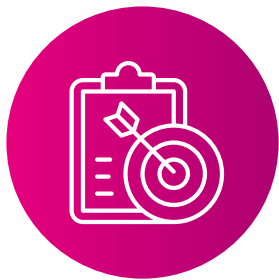
The tables below demonstrate how the major characteristics were represented:

PROFILING COMPARISONS	Tenant Population		Respondents	
LCA				
Ashton	1,136	16.88%	157	17.68%
Blackpool	98	1.46%	12	1.35%
Brookfield	648	9.63%	79	8.90%
City Centre	808	12.01%	102	11.49%
Deepdale	626	9.30%	69	7.77%
Fishwick	525	7.80%	73	8.22%
Ingol	917	13.63%	172	19.37%
Inner Ribbleton	298	4.43%	34	3.83%
Moor Nook	571	8.49%	60	6.76%
North Ribbleton	695	10.33%	81	9.12%
South Ribble	62	0.92%	3	0.34%
St Matthews	345	5.13%	46	5.18%
Total	6,729	100.00%	888	100.00%

PROFILING COMPARISONS	Tenant Population		Respondents	
GENDER				
Man	2,441	36.28%	345	38.85%
Woman	4,279	63.59%	541	60.92%
Non-binary	1	0.01%	1	0.11%
Transgender	3	0.04%	0	0.00%
Prefer not to say	3	0.04%	1	0.11%
None Recorded	2	0.03%	0	0.00%
Total	6,729	100.00%	888	100.00%
ETHNICITY				
Not Ethnic Minority	5,277	78.42%	707	79.62%
Ethnic Minority	1,347	20.02%	160	18.02%
Not known	105	1.56%	21	2.36%
Total	6,729	100.00%	888	100.00%
DISABILITY				
None	2,424	36.02%	277	31.19%
Has one or more	2,214	32.90%	327	36.82%
Not declared	2,091	31.07%	284	31.98%
Total	6,729	100.00%	888	100.00%

PROFILING COMPARISONS	Tenant Population		Respondents	
AGE				
16 to 24	236	3.51%	23	2.59%
25 to 34	1,009	14.99%	79	8.90%
35 to 44	1,459	21.68%	136	15.32%
45 to 54	1,279	19.01%	115	12.95%
55 to 64	1,209	17.97%	165	18.58%
65 to 74	814	12.10%	170	19.14%
75 to 84	551	8.19%	159	17.91%
85+	172	2.56%	41	4.62%
Total	6,729	100.00%	888	100.00%
ASSET CLASSIFICATION				
General Needs	6,084	90.41%	645	72.64%
Housing for Older People	563	8.37%	215	24.21%
Specialised Supported Housing	6	0.09%	1	0.11%
Supported Housing	76	1.13%	27	3.04%
Total	6,729	100.00%	888	100.00%
ASSET TYPE				
Apartment	61	0.91%	23	2.59%
Bedsit	30	0.45%	1	0.11%
Bungalow	521	7.74%	116	13.06%
Dormer Bungalow	1	0.01%	0	0.00%
Flat	2,253	33.48%	337	37.95%
House	3,816	56.71%	406	45.72%
Maisonette	47	0.70%	5	0.56%
Total	6,729	100.00%	888	100.00%

PROFILING COMPARISONS	Tenant Population		Respondents	
PROPERTY SIZE				
0 Bedroom	30	0.45%	1	0.11%
1 Bedroom	2,306	34.27%	386	43.47%
2 Bedroom	1,832	27.23%	244	27.48%
3 Bedroom	2,487	39.96%	249	28.04%
4 Bedroom	71	1.06%	7	0.79%
5 Bedroom	2	0.03%	1	0.11%
7 Bedroom	1	0.01%	0	0.00%
Total	6,729	100.00%	888	100.00%
LENGTH OF TENANCY				
Less than 1 Year	574	8.53%	122	13.74%
1-3 Years	1,106	16.44%	149	16.78%
3.1-5 Years	732	10.88%	97	10.92%
5.1-10 Years	1,424	21.16%	160	18.02%
Greater than 10 Years	2,893	42.99%	360	40.54%
Total	6,729	100.00%	888	100.00%
CONSTRUCTION DATE				
Pre-1919	67	1.00%	5	0.56%
1919-1944	1,525	22.66%	204	22.97%
1945-1964	2,344	34.83%	237	26.69%
1965-1980	1,592	23.66%	246	27.70%
1981-1990	366	5.44%	58	6.53%
1991-2000	60	0.89%	7	0.79%
2001-2010	57	0.85%	8	0.90%
2011-2020	296	4.40%	33	3.72%
Post-2020	422	6.27%	90	10.14%
Total	6,729	100.00	888	100.00%



Survey letter and questionnaire

The accompanying letter and survey questionnaire that was used for the 2025-2026 survey can be found below.

Date: DD/MM/YYYY

Your ref:

Our ref:



Recipient's Name

Address Line 1

Address Line 2

Postcode

Tenant Satisfaction Measures Survey – Share your feedback

At Community Gateway, we value your feedback. It is important to us that we understand where we are doing well and where we can improve.

One of the ways we gather this feedback is through our Tenant Satisfaction Measures Survey.

This survey is your opportunity to share with us how satisfied you are with your home and the services we provide.

The results of the survey allow us to assess how we are performing against our own expected standards and against the Tenant Satisfaction Measures set by the Regulator of Social Housing.

This survey is being carried out on our behalf by an independent organisation called **TPTracker** and should take no more than five minutes to complete. Whilst completing the survey is voluntary, your feedback helps us shape our services and I encourage you to take part.

Please return your survey in the pre-paid envelope provided within 2 weeks of receipt of the survey.

If you do not reply to the survey, **TPTracker** may try to call you from the following number to complete the survey via the telephone should you wish: 01772 288245

If you would like more information or have any questions, you can visit our website www.communitygateway.co.uk, email feedback@communitygateway.co.uk or call us on freephone 0800 953 0213 (Option 6).

Yours sincerely,
Rob Wakefield
Chief Executive

Tenant Satisfaction Measures Survey



PURPOSE OF THE SURVEY

The purposes of this survey are to:

- a) enable us to collect and publish the Tenant Satisfaction Measures introduced by our Regulator.
- b) help us understand what you think we are doing well, where you feel we can improve, and overall how satisfied you are with your home and the services you receive from us.

HOW TO COMPLETE THE QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire, which will take no more than 5 minutes to complete:

- 1) The questionnaire should be completed by the tenant or carer.
- 2) Please answer by shading in **one** circle per question, unless stated otherwise in the question.
- 3) Please check that you have answered all the questions that apply to you.
- 4) Please return the completed questionnaire to TPTracker Ltd in the FREEPOST envelope provided.

YOUR DATA

Community Gateway Association only collects and processes personal data that is necessary for us to offer you a service or perform our duties as an organisation. Our legal basis for collecting the information in the survey is legitimate interest.

We will not share your information for marketing purposes with any companies outside of the Community Gateway Association group.

If you would like to know more about how we process personal data and your rights in relation to data protection, please visit www.communitygateway.co.uk and click on the "Data Protection" link at the bottom of any page on the website. Alternatively, for further information, please contact the Business Assurance Team on 0800 953 0213 – Option 6.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by CGA?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

2a. Has CGA carried out a repair to your home in the last 12 months?

If you have shaded 'Yes' please move to question 2b

If 'No' please move to question 3.

Yes (Move to Q2b)

☐

No (Move to Q3)

☐

2b. If yes, how satisfied or dissatisfied are you with the overall repairs service from CGA over the last 12 months?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

2c. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

3. How satisfied or dissatisfied are you that CGA provides a home that is well maintained?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

4. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that CGA provides a home that is safe?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ Don't know

☐

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

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ Don't know

☐

6. How satisfied or dissatisfied are you that CGA keeps you informed about things that matter to you?

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable
/ Don't know

☐

7. To what extent do you agree or disagree with the following "CGA treats me fairly and with respect"?

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not applicable
/ Don't know

☐

8a. Have you made a complaint to CGA in the last 12 months?

If you have shaded 'Yes' please move to question 8b

If 'No' please move to question 9a.

Yes (Move to Q8b)

☐

No (Move to Q9a)

☐

8b. If yes, how satisfied or dissatisfied are you with CGA's approach to complaints handling?

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

9a. Do you live in a building with communal areas, either inside or outside, that CGA is responsible for maintaining?

If you have shaded 'Yes' please move to question 9b

If 'No' please move to question 10.

Yes (Move to Q9b)

☐

No (Move to Q10)

☐

Don't know (Move to Q10)

☐

9b.	If yes, how satisfied or dissatisfied are you that CGA keeps these communal areas clean and well maintained?				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	☐	☐	☐	☐	☐

10.	How satisfied or dissatisfied are you that CGA makes a positive contribution to your neighbourhood?					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
	☐	☐	☐	☐	☐	☐

11.	How satisfied or dissatisfied are you with CGA's approach to handling anti-social behaviour?					
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / Don't know
	☐	☐	☐	☐	☐	☐

12.	Do you feel safe and secure in your community?	
	Yes	No
	☐	☐

13.	How satisfied or dissatisfied are you that your rent provides value for money?				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	☐	☐	☐	☐	☐

14.	How likely or unlikely would you be to recommend CGA to family and friends?										
	Very unlikely									Very likely	
	0	1	2	3	4	5	6	7	8	9	10
	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Thank you for taking the time to complete this questionnaire.

Please return it as requested in the envelope provided.