

# Tenant Satisfaction Measures

## Summary of tenant representation

Below is a summary of the results from an assessment to review the overall tenant representation against survey responses used as part of the Tenant Satisfaction surveys based on each characteristic.

### Stock type

Tenant perception measure	Relevant tenant population %	Total survey response %
Stock type		
General Needs	82.20%	66%
OPS	14.10%	30.4%
Supported	3.80%	3.7%

### Building type

Tenant perception measure	Relevant tenant population %	Total survey response %
Building type		
Low & Mid Rise Flat	43.60%	55.00%
House	45.70%	36.80%
Others	0.40%	0.00%
High Rise Flat	1.70%	1.40%
Bungalow	8.50%	6.80%

## Geographical location

Tenant perception measure	Relevant tenant population %	Total survey response %
Location		
Region 1 (Liverpool)	15.80%	13.10%
Region 2 (Warrington)	22%	19.40%
Region 3 (Cheshire & Staffs)	20%	30.40%
Region 4 (Lancs & Yorks)	19.30%	16.40%
Region 5 (Greater Manchester)	22.60%	18.80%
Region 6 (LCHO)	0.20%	0.20%

## Property size

Tenant perception measure	Relevant tenant population %	Total survey response %
Property size		
1-3 Bed	97.5%	98.2%
4 Bed	2.30%	1.80%
4 Bed +	0.20%	0.00%

## Ethnicity

Tenant perception measure	Relevant tenant population %	Total survey response %
Ethnicity		
Non-White (Asian, Black & Chinese)	3.70%	2.60%
Other	1.80%	1.20%
White	57.30%	55.40%
Unknown	37.30%	38.90%

## Age of respondent

Tenant perception measure	Relevant tenant population %	Total survey response %
<b>Age</b>		
35 and below	16.20%	13.30%
36-45	15.80%	10.20%
46-55	15.40%	11.30%
56-64	17.10%	16.70%
65+	30.70%	44.70%
Unknown	4.80%	1.80%