

PRHA's approach to the Tenant Perception questions (our TSM Survey)

The figures for PRHA's latest Tenant Perception measures come directly from our 2026 TSM Survey.

Methodology

Due to our size as a small provider (less than 1000 units) PRHA undertakes our TSM Satisfaction Surveys based on a census approach. This means that physical copies of our survey are sent to all households so that each tenant or household has the opportunity to respond (whether in our general needs properties, our enhanced housing management properties, or in our supported housing services). Sampling is not used.

A digital version of our survey is made available via links on our website, and the covering letter that is sent out with each survey informs the resident of how to access the digital survey should that be their preference for responding. The letter outlines the purpose of the TSM and informs residents that the results will be used to form the basis of our published tenant perception TSM each year, via the annual reports.

No tenant or service user groups are excluded from the survey, and no returned surveys are excluded from the results.

All surveys anonymous to encourage the open and transparent sharing of feedback from our residents and to maintain confidentiality. We do ask respondents to indicate which building they live in so that we can identify if there are any common issues, concerns or themes at the service or building level; but the question specifically informs the resident not to include their street number or flat number.

Assistance is offered should the household need the received survey in a different language or format. General support can be obtained by contacting our Housing Officers (general needs), the Enhanced Housing Management Team (EHM sites) or at our supported housing services by speaking with support team members.

The survey process (design and distribution of the survey) and the analysis of results have so far both been carried out in-house by the Performance and Monitoring Team. The survey was last run in March 2026. A review of survey responses and representativeness relating to the March 2026 survey is provided below.

Survey responses and representativeness

At the time the survey was administered we had 405 households within PRHA owned properties, all of whom were sent a copy of the survey and additionally informed of how to access the survey online.

The majority of our tenants are within single-person accommodation units (one-bedroom flats or bedsits) and the majority of those are within single occupancy rooms within our supported hostels.

Overall, 88.6% of the 405 households present at the time of the survey were single individuals living within supported housing or enhanced housing management (EHM) accommodation, and 11.4% were single or multiple occupancy residents in our general needs properties (4.7% single individuals living in 1-bed general needs flats; 6.7% within general needs households of 2 or more individuals).

We received 80 responses to our survey (giving a rounded response rate of 20% based on the 405 households present). 98.8% of the survey responses were completed and returned in a hard copy format, with 1.2% being completed electronically (1 response out of 80). In 2025 we had 100% in hard copy; and in 2024 Survey 97% in hard copy.

When the survey responses are grouped by main resident category (supported & EHM tenants vs. general needs tenants) the proportions show a potential imbalance between those who responded to our survey and the overall resident population for all properties: **90%** of respondents to the survey being from our supported housing or EHM services, contrasted with **78%** of residents present in our accommodation at the time of the survey being in supported or EHM services (**difference of 12%**). Correspondingly the **10%** of respondents to the survey from general needs households compares with **22%** of PRHA residents at the time of the survey living within our GN accommodation units.

While this divergence is lower than the 13% in the survey in 2025 (91% of respondents being from supported & EHM services vs. 78% of population; and 9% from our general needs properties vs. 22% of population) it is only marginally reduced.

Whilst the small population size and survey response rates make statistical comparisons difficult, a basic Chi-square test for homogeneity (at 95% confidence) was undertaken with the results indicating that the difference in composition of the respondent group from the overall population may be significant.

This is something that we will continue to address in advance of our next TSM survey and in conjunction with our Resident Engagement Panel. We will also utilise the site-specific resident meetings at the general needs properties to explore why the response rate from this resident group are lower than would be expected.

We have additionally reviewed the survey results for representativeness in relation to gender and ethnic background, to identify whether the results received are broadly representative of our overall tenant group.

Gender

The gender balance of respondents who declared their gender for the 2026 Survey was 91.7% male and 8.3% female. 20 respondents did not give their gender or indicated that they preferred not to say, and were excluded from the calculation.

This contrasts with the gender balance of our resident population being 77.5% male, 22.2% female, and 0.2% non-binary. Due to small sample size and the relatively high number of survey respondents who preferred not to state their gender or left

the question blank (25%) it is difficult to draw a firm conclusion as to representativeness against this characteristic.

The same basic Chi-square test for homogeneity again indicated that the difference in composition of the respondent group from the overall population may be significant. In this case the difference between the observed and expected values was greater indicating a potentially larger discrepancy.

We will also undertake further work to understand why there may be a discrepancy, and to reduce or remove any gender-based barriers to receiving representative feedback (both via the survey and generally) to ensure that valuable feedback is not being missed because of this.

Ethnic background

In relation to the ethnic background of the respondents to our 2026 survey, this breaks down into 31.7% of respondents having a minority ethnic background (last year 32%) and 68.3% having a white background (last year 68%). A total of 20 respondents left this question blank or affirmed that they would prefer not to say and are therefore excluded from the calculations above.

The ethnic background of our tenants present at the time of the survey was 54.7% from a minority ethnic background and 45.3% from a white background. This excludes the 2.0% who preferred not to disclose.

With the small population size (405 residents, 2% non-disclosure of ethnic background) and high proportion of respondents who did not provide their ethnic background or positively indicated that they preferred not to disclose it (25%), this again makes it difficult to draw firm conclusions about representativeness against this characteristic.

That being said, the employment of a Chi-square test for homogeneity based on the ethnic composition of the respondents vs. the overall population again indicated that the difference may be significant. In this case the difference between the observed and expected values was again minor but nevertheless present.

We will also undertake further work to understand why there may be a discrepancy in this area as well, and seek to reduce or remove any related barriers to receiving representative feedback (both via the survey and generally) from minority ethnic residents to ensure that valuable feedback is not being missed because of this.

PRHA as a support provider

The TSM framework is designed by the Regulator to provide information on an organisation's role as a landlord. For social housing providers like PRHA who own and manage a high proportion of supported housing accommodation, the TSM framework excludes information on how we are doing as a provider of support.

Each year we additionally run a support-focused survey for our supported residents to gauge how well we are doing in relation to the support services offered. We report on those surveys separately.

If you have any comments or questions concerning the information in this report please contact the Performance and Monitoring Team via feedback@prha.net