Summary of Approach to Collecting Tenant Perception Measures (TPMs) 2025/26

Abbeyfield Living Society collected the 2025/26 Tenant Perception Measures (TPMs) through a postal census survey of residents living in Low Cost Rental Accommodation (LCRA) properties.

Survey timing

The survey was carried out between December 2025 and January 2026.

Survey method

A postal questionnaire was issued to all eligible LCRA households. Each survey pack included a covering letter, questionnaire and pre-paid return envelope.

The survey was promoted through *A Shared Life*, Abbeyfield Living Society's resident magazine, and information about the Tenant Satisfaction Measures was also published on the Abbeyfield Living Society website.

Completed questionnaires were returned directly to Abbeyfield Living Society, where responses were recorded and validated before submission to the Regulator of Social Housing.

Sample method

A census approach was used, with all eligible LCRA households invited to participate.

Achieved sample

- Eligible LCRA households surveyed: **691**
- Completed responses received: **282**
- Response rate: **40.8%**

Representativeness

The achieved sample was compared with the LCRA tenant population across key demographic characteristics. The review did not identify any significant imbalance that would require weighting and therefore the results have been reported on an unweighted basis.

Incentives

Residents who returned a completed questionnaire could choose to enter a prize draw to win **one £50 shopping voucher**. Participation in the prize draw was optional and residents were only asked to provide their contact details if they wished to enter.

Reporting population

Low Cost Home Ownership (LCHO) properties were not included within the Tenant Perception Measures reporting population due to the small stock size and limited response volumes. All reported Tenant Perception Measures therefore relate to LCRA stock only.