

Newham Housing

2025-26 Tenant satisfaction measure perception survey
Summary of approach



Introduction

The Regulator of Social Housing (RSH) requires all providers of social housing, to explain how they have delivered their tenant perception survey. The survey uses standard questions set by the RSH to gather tenants' views on the housing service.

Please note that the regulatory performance year 2025-26 is the period from the 1 April 2025 to 31 March 2026.

Sample size

1,012 council tenants were interviewed for the survey. The results of the survey were then weighted or compared with the data for all of the council's tenants, to ensure that the results were representative of all council tenants.

The sample size and process used to analyse the results follow the [RSH's survey requirements](#)

Timing of the survey

The survey fieldwork started on 17 November 2025 and was completed on 26 March 2026.

Collection method and rationale

For the 2025-26 survey the Council used two survey collection methods:

- 701 survey interviews were conducted by telephone
- 311 survey interviews were conducted in-person or face-to-face

This mixed approach was adopted to reduce the cost of the survey compared to 100% face-to-face interviews (which was used for used for the previous survey).

The survey fieldwork was also conducted in two phases:

- 469 surveys were conducted in November and December 2025
- 543 surveys were conducted in February and March 2026

The phased approach was taken to minimise the risk of the 31 March 2026 regulatory deadline being missed.

Sample method

A proportional stratified random sampling approach was used for the survey. This means tenants are divided into smaller sub-groups, and random samples are then selected from each sub-group in proportion to their respective shares of the population. This ensures each sub-group is represented in the sample according to its population share, improving the accuracy of the analysis.

The survey was evenly divided by ward and housing management arrangement employed by the Council (i.e. whether the housing management service is delivered by council staff, or other organisations). Then the returned sample for the survey was checked against comparative data and was weighted to ensure they were representative of their respective populations.

Summary of the assessment of representativeness of the sample against the relevant tenant population

Tables showing the breakdown of the survey sample, compared to the whole tenant population, have been included as an appendix to this document. The tables show the unweighted or actual survey sample, across different groupings of the data (e.g. by area of the borough, age, gender, ethnicity etc.), as well as the weightings that were applied to the survey sample. Weighting is a technique used to ensure that the results from a survey, reflect the views of all of the Council's tenants.

Weighting

The survey results were weighted by areas within Newham (called Community Neighbourhood Area), property type, age, gender, ethnicity, and housing management arrangement used by the Council.

Opinion Research Services (ORS) Limited

ORS were appointed following a competitive exercise to run the perception survey, undertake the analysis, and generate the tenant satisfaction measure scores (independent of the Council).

Households excluded from the sample

As 31% of the Council's survey was undertaken face-to-face, 87 households were excluded as they had been flagged by council staff for having exhibited violent and/or abusive behaviour.

Sample size requirement

Given the number of council homes that the Council has (a total of 18,908 properties on 31 March 2026), the survey met the necessary sample size requirement; i.e. that we are 95% confident that the results of the survey are in a range of + or – 3 percentage points of the true result (or the result that would have been achieved if all of Newham's council tenants were surveyed).

Incentives offered

No incentives were offered to council tenants to participate in the survey.

Changes in the method used in the 2025-26 survey from that used in the 2024-25 survey

For the 2025-26 survey the Council used two survey collection methods: 69% of the interviews were by telephone and 31% were face-to-face interviews. This was a change from the 2024-25 survey where 100% of the interviews were conducted face-to-face. The reason for the change was to reduce the cost of the survey to the Council.

From analysis undertaken by the RSH in 2025*, the use of a majority telephone survey method is likely to have reduced the survey satisfaction scores. That is reduced when compared to the survey scores that would have been achieved if a 100% of the surveys had been completed face-to-face.

The survey fieldwork was also conducted in two phases: November and December 2025, and February and March 2026. The phased approach was taken to minimise the risk of the 31 March 2026 regulatory deadline being missed.

*The RSH analysis of the 2024-25 TSM scores achieved by councils and housing associations [is available here](#).

Other surveys undertaken asking related questions

The Council undertook other surveys of tenants in 2025-26, but the results have not been included as part of the tenant satisfaction measure (TSM) survey results. These surveys were:

- Repairs satisfaction survey – this is a survey that is sent to tenants who have had a responsive repair carried out. The results have not been factored into the TSM survey results as the method of the survey is different from the TSM survey
- Resident Involvement Strategy survey – the Council undertook a survey inform the development of the Housing Services Resident Involvement Strategy. [The Strategy is available here](#).

APPENDIX – A BREAKDOWN OF THE TENANTS THAT RESPONDED TO THE SURVEY

N.B. The totals of the unweighted, and weighted percentages, may not sum to a 100%. This is due to the percentages being rounded to whole numbers.

COMMUNITY NEIGHBOURHOOD AREA

	Unweighted		Weighted	Population
	N	%	%	%
Beckton and Royal Docks	45	5	7	7
Custom House & Canning Town	344	35	22	22
East Ham	82	8	11	11
Forest Gate & Maryland	232	24	12	12
Green Street	44	4	6	6
Manor Park	57	6	10	10
Plaistow	98	10	18	18
Stratford & West Ham	78	8	14	13
Total valid	980	100	100	100
<i>Not known</i>	32	.	.	.

PROPERTY TYPE

	Unweighted		Weighted	Population
	N	%	%	%
Bungalow	18	2	1	1
Flat	523	52	56	56
House	269	27	27	27
Maisonette	188	19	14	14
Unknown	14	1	2	2
Total valid	1,012	100	100	100

PROVIDER

	Unweighted		Weighted	Population
	N	%	%	%
CTR Tenant Management Organisation	25	2	1	1
Newham Council	556	55	88	89
Regenter LCEP Ltd	230	23	6	5
Swan Housing Association	201	20	5	5
Total valid	1,012	100	100	100

AGE

	Unweighted		Weighted	Population
	N	%	%	%
Under 35	64	6	8	8
35 - 59	500	49	51	51
60+	448	44	41	40
Unknown	0	0	0	0
Total valid	1,012	100	100	100

GENDER

	Unweighted		Weighted	Population
	N	%	%	%
Male	351	35	35	35
Female	657	65	65	65
Total valid	1,008	100	100	100
<i>Not known</i>	4	.	.	.

ETHNICITY

	Unweighted		Weighted	Population
	N	%	%	%
Asian	191	20	21	22
Black	351	37	36	37
Mixed	16	2	3	3
Other	2	0	0	0
White British	321	34	30	29
White Other	75	8	9	9
Total valid	956	100	100	100
<i>Not known</i>	56	.	.	

HOUSING MANAGEMENT AREA/ARRANGEMENT

	Unweighted		Weighted	Population
	N	%	%	%
CTR TMO	24	2	1	1
LBN	540	53	81	78
PFI LCEP	229	23	5	5
Temporary Accommodation	18	2	8	11
Swan PFI	201	20	5	5
Total valid	1,012	100	100	100

