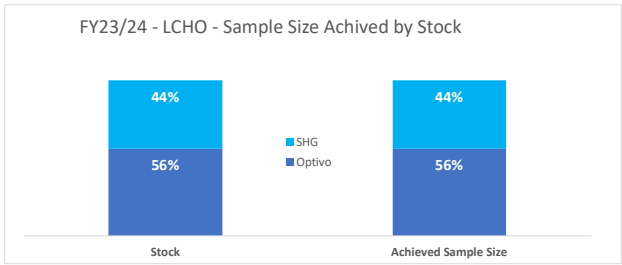
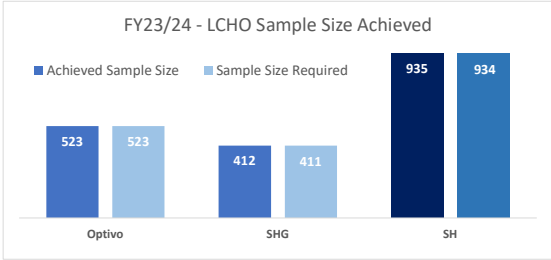
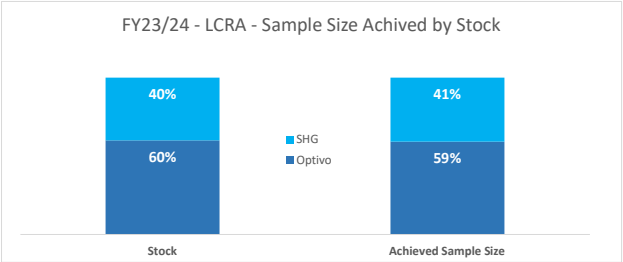
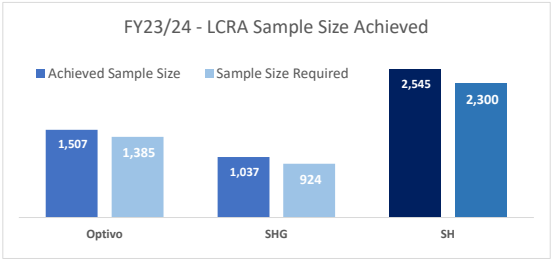


FY23/24 Sample Size Achieved for Overall Satisfaction as at 31 March 2024

	LCRA Stock		Achieved Sample Size		Sample size required to achieve the minimum statistical accuracy (margin of error at 95% confidence level: +/- 2%)
	Number	Percentage	Number	Percentage	
Optivo	36,007	60%	1,507	59%	1,385
SHG	24,005	40%	1,037	41%	924
SH	60,012		2,545		2,300

	LCHO Stock		Achieved Sample Size		Sample size required to achieve the minimum statistical accuracy (margin of error at 95% confidence level: +/- 3%)
	Number	Percentage	Number	Percentage	
Optivo	4,183	56%	523	56%	523
SHG	3,286	44%	412	44%	411
SH	7,469		935		934

Population	Required minimum statistical accuracy Margin of error at 95% confidence level
Fewer than 2,500 dwelling units	5%
2,500-9,999 dwelling units	4%
10,000-24,999 dwelling units	3%
25,000 dwelling units or more	2%



	Stock	evd Sample Size
Optivo	60%	59%
SHG	40%	41%

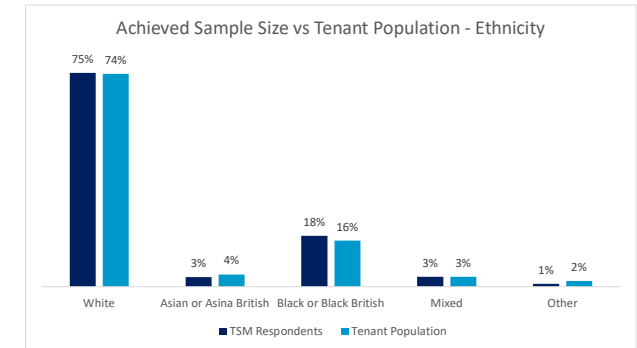
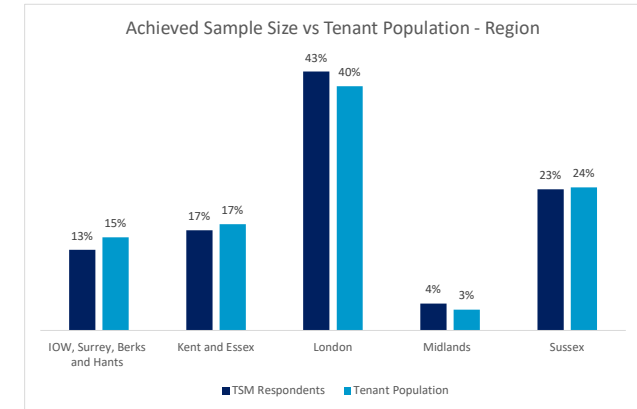
	Stock	evd Sample Size
Optivo	56%	56%
SHG	44%	44%

LCRA - FY23/24 Tenant Population and Achieved Sample Size by segments as at 31 March 2024

		Overall Satisfaction Score	Tenant Population		TSM Respondents		DIFF	StatSign (*)
			Number	%	Number	%		
LCRA	All tenants	67%	60,012	100%	2,545	100%	-	-
Gender	Female	66%	36,926	64%	1,705	66%	1.7%	NO
	Male	70%	20,736	36%	888	34%	-1.7%	NO
	Grand Total		57,662		2,593			
Age Group	18 - 24	80%	913	2%	40	2%	0.0%	NO
	25 - 34	59%	5,890	10%	277	11%	0.7%	NO
	35 - 44	60%	9,481	17%	392	16%	-1.1%	NO
	45 - 54	66%	10,862	19%	479	19%	0.0%	NO
	55 - 64	66%	13,367	23%	595	24%	0.2%	NO
	65 - 74	72%	9,062	16%	437	17%	1.5%	NO
	75 - 84	75%	5,582	10%	230	9%	-0.7%	NO
	85 and over	87%	1,930	3%	70	3%	-0.6%	NO
	Grand Total		57,087		2,520			
Region (New Region)	IOW, Surrey, Berks and Hants	57%	8,747	15%	333	13%	-2.1%	NO
	Kent and Essex	83%	9,969	17%	414	17%	-1.0%	NO
	London	63%	22,913	40%	1,068	43%	2.4%	NO
	Midlands	81%	1,976	3%	112	4%	1.0%	NO
	Sussex	68%	13,410	24%	582	23%	-0.3%	NO
	Grand Total		57,015		2,509			
Stock Group	General Needs	66%	49,075	85%	2,206	85%	-0.1%	NO
	Affordable Rents & Intermediate Rents	53%	2,007	3%	74	3%	-0.6%	NO
	Housing for Older People & Supported Housing	79%	6,622	11%	316	12%	0.7%	NO
	Grand Total		57,704		2,596			
Property Class (Flat/House)	Flat	65%	34,377	60%	1,491	61%	1.2%	NO
	House	71%	23,355	40%	963	39%	-1.2%	NO
	Grand Total		57,732		2,454			
Tenancy Length	Up to 5 years	64%	14,568	25%	398	28%	2.7%	NO
	6 to 10 years	57%	11,015	19%	261	18%	-0.8%	NO
	11 to 15 years	60%	9,890	17%	235	17%	-0.7%	NO
	16 to 20 years	58%	6,669	12%	169	12%	0.3%	NO
	More than 20 years	57%	15,083	26%	351	25%	-1.5%	NO
	Grand Total		57,225		1,414			
Ethnicity	White	71%	33,153	74%	1,479	75%	0.3%	NO
	Asian or Asina British	55%	1,905	4%	65	3%	-1.0%	NO
	Black or Black British	68%	7,151	16%	352	18%	1.7%	NO
	Mixed	50%	1,540	3%	68	3%	0.0%	NO
	Other	53%	862	2%	18	1%	-1.0%	YES
	Grand Total		44,611		1,982			

StatSign (\*) Statistically Significant

Note: The Statistical Significance was tested by using the Confidence Intervals (CIs) technique with a margin of error of 3\*se (where se is the standard deviation)



LCHO - FY23/24 Tenant Population and Achieved Sample Size by segments as at 31 March 2024

		Overall Satisfaction Score	Tenant Population		TSM Respondents		DIFF	StatSign (*)
			Number	%	Number	%		
LCHO	All tenants	37%	7,469	100%	935	100%	-	-
Gender	Female	37%	3902	50%	460	49%	-0.9%	NO
	Male	37%	3938	50%	482	51%	0.9%	NO
	Grand Total		7840		942			
Age Group	18 - 24	58%	48	1%	12	2%	0.8%	NO
	25 - 34	36%	1224	19%	152	19%	0.5%	NO
	35 - 44	30%	2006	31%	227	29%	-2.0%	NO
	45 - 54	39%	1447	22%	162	21%	-1.7%	NO
	55 - 64	36%	910	14%	104	13%	-0.8%	NO
	65 - 74	39%	495	8%	86	11%	3.3%	NO
	75 - 84	50%	231	4%	32	4%	0.5%	NO
	85 and over	60%	87	1%	5	1%	-0.7%	NO
	Grand Total		6448		780			
Region (New Region)	IOW, Surrey, Berks and Hants	34%	1010	13%	91	10%	-2.6%	NO
	Kent and Essex	46%	654	8%	68	8%	-0.7%	NO
	London	34%	4549	58%	538	61%	2.8%	NO
	Midlands	48%	191	2%	29	3%	0.8%	NO
	Sussex	38%	1463	19%	162	18%	-0.4%	NO
	Grand Total		7867		888			
Property Class (Flat/House)	Flat	34%	5330	67%	643	68%	0.6%	NO
	House	43%	2610	33%	306	32%	-0.6%	NO
	Grand Total		7940		949			
Tenancy Length (**)	Up to 5 years	39%	2601	33%	169	28%	-4.5%	NO
	6 to 10 years	37%	1832	23%	141	24%	0.5%	NO
	11 to 15 years	31%	885	11%	62	10%	-0.8%	NO
	16 to 20 years	26%	1095	14%	92	15%	1.6%	NO
	More than 20 years	27%	1544	19%	135	23%	3.1%	NO
	Grand Total		7957		599			
Ethnicity	White	34%	2051	74%	286	77%	3.2%	NO
	Asian or Asina British	47%	170	6%	15	4%	-2.1%	NO
	Black or Black British	21%	352	13%	43	12%	-1.1%	NO
	Mixed	18%	122	4%	18	5%	0.5%	NO
	Other	22%	88	3%	10	3%	-0.5%	NO
	Grand Total		2783		372			

StatSign (\*) Statistically Significant

Note: The Statistical Significance was tested by using the Confidence Itervals (CIs) technique with a margin of error of 3\*se (where se is the standard deviation)

