Sample size	1,163
Total surveyable population	17,831
Timing of fieldwork surveys	Wave 1 – 15/05/25 to 10/06/25 Wave 2 – 11/08/25 to 10/09/25 Wave 3 – 17/11/25 to 05/12/25 Wave 4 – 12/02/26 to 02/03/26
Statistical confidence required and achieved	Required a +/-3% margin of error at 95% confidence level, we achieved +/-2.8%.

	Population size	Achieved sample size	Margin of error at 95% confidence
LCRA	17,831	1,163	+/-2.8%

Sample size achieved	1,163 in total. 924 via telephone survey, 239 via online survey 293 in Wave 1, 294 in Wave 2, 282 in Wave 3 and 294 in Wave 4
Collection method	Telephone survey Online survey
Sample method	Random sample approach
Summary of the representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	Quotas were used to ensure responses were representative and accurately reflected the believe housing customer profile. Quota were applied to Gender, Age of Respondent, Geographical Area and Building Type.

LCRA	Relevant population (% total)	Total survey responses (% total)
Gender		
Female	61%	60%
Male	39%	40%
Age		
0-24	4%	3%
25-34	13%	13%
35-44	17%	17%
45-54	15%	16%
55-59	9%	9%
60-64	10%	10%
65-74	17%	16%
75-84	12%	12%
85+	4%	4%
Locality		
Central	30%	28%
East	46%	49%
West	23%	23%

Construction Style		
Bungalow	22%	22%
Bungalow – under 60	8%	7%
Disabled Bungalow	1%	0%
Flat	9%	9%
House	60%	60%
House with garage	1%	1%
Maisonette	0%	1%