

OFFICIAL

**Tenant Satisfaction Measures (TSMs) – Landlord  
Management Data**

**Summary Report  
2023-2024**



OFFICIAL

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community. The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone** - [01246 242424](tel:01246242424)
- **Email** – [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with [Sign Solutions](#), you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) via textphone or app on **0800 500 888** - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

## Contents

Introduction .....	4
Summary Table.....	5
CH01: Complaints relative to the size of the landlord.....	7
CH02: Complaints responded to within Complaint Handling Code timescales.....	7
NM01: Anti-social behaviour cases relative to the size of the landlord.....	8
RP01: Homes that do not meet the Decent Homes Standard .....	8
RP02: Repairs completed within target timescale .....	9
BS01: Gas safety checks .....	10
BS02: Fire safety checks.....	11
BS03: Asbestos safety checks .....	13
BS04: Water safety checks .....	17
BS05: Lift safety checks .....	18

## Introduction

The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is complying with consumer standards.

All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis in accordance with all requirements.

All TSMs must be reported for either or both of the following two stock types:

- Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
- Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

As a Council, we only own LCRA stock.

Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. All our current stock consists of self-contained units, we have no units that consist of a bedspace in non-self-contained housing.

The building safety TSMs require providers to report the number of dwelling units for which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out. If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.

For the purposes of reporting TSMs, a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord).

Providers that own 1,000 or more dwelling units of relevant social housing stock (LCRA and/or LCHO) must collect information and report TSMs annually pertaining to a reporting year that runs from 1 April to 31 March. Where this document requires information to be calculated as at year end such providers must report information as of 31 March. As a Council we own 5005 dwelling units, as of 31 March 2024.

## Summary Table

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place.

TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	0% (target to be reviewed following stock condition survey)
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%
BS01	Gas safety checks	99.2%	100%
BS02	Fire safety checks	100.0%	100%
BS03	Asbestos safety checks	100.0%	100%

OFFICIAL

<b>TSM Code</b>	<b>TSM Issue</b>	<b>2023/24 Outturn</b>	<b>2023/24 Target (Council Target)</b>
BS04	Water safety checks	69.0%	100%
BS05	Lift safety checks	84.5%	100%

## CH01: Complaints relative to the size of the landlord

Tenant Satisfaction Measure	Number of <ol style="list-style-type: none"> <li>1. stage one complaints and</li> <li>2. stage two complaints</li> </ol> received per 1,000 homes
Calculation	<ol style="list-style-type: none"> <li>1. <b>Stage one complaints</b> <ol style="list-style-type: none"> <li>A. Total number of stage one complaints for 2023/24 – 102</li> <li>B. Number of dwelling units owned at year end – 5005  <math>104/5005*1000 = 20.78 (20.8)</math></li> </ol> </li> <li>2. <b>Stage two complaints</b> <ol style="list-style-type: none"> <li>A. Number of stage two complaints for 2023/24 – 10</li> <li>B. Number of dwelling units owned at year end – 5005  <math>10/5005*1000 = 1.99 (2.0)</math></li> </ol> </li> </ol>

## CH02: Complaints responded to within Complaint Handling Code timescales

Tenant Satisfaction Measure	Proportion of <ol style="list-style-type: none"> <li>1. stage one complaints responded to <i>and</i></li> <li>2. stage two complaints responded to</li> </ol> within the Housing Ombudsman’s Complaint Handling Code timescales.
Calculation	<ol style="list-style-type: none"> <li>1. <b>Stage one complaints response time</b> <ol style="list-style-type: none"> <li>A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 88</li> <li>B. Number of stage one complaints made by tenants during the year - 102  <math>88/104*100 = 84.61\% (84.6\%)</math></li> </ol> </li> <li>2. <b>Stage two complaints response time</b> <ol style="list-style-type: none"> <li>A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 10</li> <li>B. Number of stage two complaints made by tenants during the year – 10  <math>10/10*100 = 100.0\%</math></li> </ol> </li> </ol>

## NM01: Anti-social behaviour cases relative to the size of the landlord

Tenant Satisfaction Measure	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
Calculation	<p><b>1. Anti-social behaviour cases</b></p> <p>A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents) – 283</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 5005  <math>283/5005*1000 = 56.54 (56.5)</math></p> <p><b>2. Anti-social behaviour cases that involve hate incidents</b></p> <p>A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year – 1</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 5005  <math>1/5005*1000 = 0.199 (0.2)</math></p>

Time period	Number of anti-social behaviour cases	Number of anti-social behaviour cases that involve hate incidents
Quarter 1 2023/24	104	0
Quarter 2 2023/24	69	1
Quarter 3 2023/24	63	0
Quarter 4 2023/24	47	0
<b>Total</b>	<b>283</b>	<b>1</b>



## RP01: Homes that do not meet the Decent Homes Standard

Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
Calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end – 803</p> <p>B. Number of dwelling units to which the Decent Homes Standard applied at year end – 5005</p> <p><math>803/5005*100 = 16.04\%</math> (16.0%)</p>

## RP02: Repairs completed within target timescale

Tenant Satisfaction Measure	<p>Proportion of:</p> <ol style="list-style-type: none"> <li>1. Non-emergency <i>and</i></li> <li>2. Emergency</li> </ol> <p>Responsive repairs completed within the landlord's target timescale</p>
Calculation	<p><b>1. Non-emergency repairs</b></p> <p>A. Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year – 9851</p> <p>B. Number of non-emergency responsive repairs completed during the reporting year – 12349</p> <p><math>9851/12349*100 = 79.77\%</math> (79.8%)</p> <p><b>2. Emergency repairs</b></p> <p>A. Number of emergency responsive repairs completed within the provider's target timescale during the reporting year – 3764</p> <p>B. Number of emergency responsive repairs completed during the reporting year – 3942</p> <p><math>3764/3942*100 = 95.48\%</math> (95.5%)</p>

Note:

Emergency Jobs, Total 3942, In Time 3764, OOT 178 = **95.48%**

- Emergency In-Hours (ED) (24hrs) – 3538, In Time 3453, OOT 85 = **97.59%**
- Emergency Out of Hours (EO) (24hrs)– 404, In Time 311, OOT 93 = **76.98%**

Non-Emergency jobs, Total 12349 – In Time 9851, OOT 2498 = **79.77%**

- Responsive Appointment's (RAs) (15 days) – 6132, in Time 5709, OOT 423 = **93.10%**
- Routine Non-Urgent's (RNs) (30 days) – 2565, in Time 1536, OOT 1029 = **59.88%**
- Routine Repair's (RRs) (60 days) – 3652, in Time 2606, OOT 1046= **71.35%**

## BS01: Gas safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required gas safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned for which gas safety checks were carried out and record as at year end – 4908</p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out at year end – 4950</p> <p><math>4908/4950*100 = 99.15\%</math> (99.2%)</p>

Note: 11 properties with legal due to refusal of access. A total of 5058 gas services were completed on dwellings with individual gas appliances – this included re-commissions for new tenants after the property was void.

Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Dwellings with individual gas appliances	4739	Yes
Dwellings with individual gas appliances	11	No – refused entry, seeking access via legal services
Ashbourne Court	44	Yes on communal boiler, completed 22/08/23
Valley View	31	No. Communal boiler checked on installation in March 2023. To be completed May 2024.
Jubilee Court	31	Yes on communal boiler, completed 21/09/23
Woburn House	32	Yes on communal boiler, completed 22/08/23
Victoria House	31	Yes on communal boiler, completed 16/05/23
Parkfields	31	Yes on communal boiler, completed 11/05/23
<b>TOTAL</b>	<b>4950</b>	

## BS02: Fire safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required fire risk assessments (FRA) have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end – 542</p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end – 542  <math>542/542*100 = 100.0\%</math></p>

Properties with communal areas	Number of dwelling units	Up to date?
76	342 (flats/bungalows)	Y
Ashbourne Court	44	Y
Valley View	31	Y
Jubilee Court	31	Y
Woburn House	32	Y
Victoria House	31	Y
Parkfields	31	
<b>TOTAL</b>	<b>542</b>	

See following summary table:

Location	Survey Date	Next Survey Due	Up to date?
<b>Flat Common Areas</b>			
Brookhill Avenue	31 January 2023	29 January 2026	Y
Chestnut Court	22 November 2022	20 November 2025	Y
Church Street	23 January 2023	21 January 2026	Y
Crich View	23 January 2023	21 January 2026	Y
Downing Street	23 January 2023	21 January 2026	Y
George Inn Court	31 January 2023	29 January 2026	Y
Hides Green	27 October 2022	25 October 2025	Y
High Street, Clowne	30 January 2023	28 January 2026	Y
Lime Tree Avenue	30 January 2023	28 January 2026	Y
Longlands	13 December 2022	11 December 2025	Y
Orchard Close	13 December 2022	11 December 2025	Y

OFFICIAL

Location	Survey Date	Next Survey Due	Up to date?
Pattison Street	27 October 2022	25 October 2025	Y
Sandhills Road	13 December 2022	11 December 2025	Y
The Croft	23 January 2023	21 January 2026	Y
The Paddock	30 January 2023	28 January 2026	Y
Woodfield Road	31 January 2023	29 January 2026	Y
<b><u>Sheltered Schemes</u></b>			
Ashbourne Court	11 December 2023	09 December 2024	Y
Parkfields	20 June 2023	18 June 2024	Y
Jubilee Court	21 June 2023	19 June 2024	Y
Valley View	17 April 2023	15 April 2024	Y
Woburn House	21 June 2023	19 June 2024	Y
Victoria House	20 June 2023	18 June 2024	Y
<b><u>Community Rooms</u></b>			
Mill Lane	27 June 2023	25 June 2024	Y
Park View	27 June 2023	25 June 2024	Y
Queens Court	27 June 2023	25 June 2024	Y
Recreation Close	27 June 2023	25 June 2024	Y

**BS03: Asbestos safety checks**

Tenant Satisfaction Measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end – 542</p> <p>B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end – 542  <math>542/542*100 = 100.0\%</math></p>

Properties with communal areas	Number of dwelling units	Last Survey Date	Up to date?
76	342 (flats/bungalows)	See subsequent table	Y
Ashbourne Court	44	11 December 2023	Y
Valley View	31	17 April 2023	Y
Jubilee Court	31	21 June 2023	Y
Woburn House	32	21 June 2023	Y
Victoria House	31	20 June 2023	Y
Parkfields	31	20 June 2023	Y
<b>TOTAL</b>	<b>542</b>		

## OFFICIAL

## Asbestos surveys of common areas of flats, communal facilities and sheltered schemes

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
<b>Flat Common Areas</b>						
<b>Brookhill Avenue 12-19</b>	12th January 2024					1
<b>Brookhill Avenue 20-26</b>	12th January 2024					1
<b>Chestnut Court 1-4</b>	31st January 2019	No asbestos present				
<b>Chestnut Court 5-8</b>	12th January 2024				1	
<b>Chestnut Court 9-12</b>	13th August 2023	No asbestos present				
<b>Chestnut Court 13-16</b>	31st January 2023	No asbestos present				
<b>Church street 6-12</b>	30th January 2023	No asbestos present				
<b>Church street 14-20</b>	30th January 2023	No asbestos present				
<b>Crich View 1-4</b>	13th February 2024					5
<b>Crich View 5-8</b>	13th February 2024					6
<b>Crich View 9-12</b>	13th February 2024				1	4
<b>Crich View 13-16</b>	13th February 2024					3
<b>Downing Street 2-18</b>	17th January 2024					1
<b>George Inn Court 3-4</b>	7th February 2024					3
<b>George Inn Court 5-6</b>	7th February 2024					3
<b>Hides Green 2-8</b>	16th January 2024					2
<b>Hides Green 5-11</b>	16th January 2024					1
<b>Hides Green 10-16</b>	9th June 2023					1
<b>Hides Green 15-21</b>	16th January 2024					1
<b>Hides Green 18-24</b>	16th January 2024					2
<b>Hides Green 23-29</b>	16th January 2024					2
<b>Hides Green 31-37</b>	16th January 2024					1
<b>Lime Tree Avenue 2-8</b>	30th January 2019	No asbestos present				
<b>Lime Tree Avenue 10-16</b>	10th June 2023					1
<b>Lime Tree Avenue 34-40</b>	17th January 2024					1
<b>Lime Tree Avenue 48-52</b>	29th December 2018	No asbestos present				
<b>Lime Tree Avenue 54-60</b>	22nd November 2021					2
<b>Lime Tree Avenue 62-68</b>	31st January 2019	No asbestos present				
<b>Lime Tree Avenue 72-78</b>	31st January 2019	No asbestos present				

OFFICIAL

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Lime Tree Avenue 78-84	31st January 2019	No asbestos present				
Longlands	16th January 2024					4
Longlands	16th January 2024					4
Longlands	16th January 2024				1	3
Orchard Close 1-4	30th January 2024					3
Orchard Close 5-8	30th January 2024					4
Orchard Close 9-12	7th February 2024					1
Orchard Close 14-17	30th January 2024					3
Orchard Close 18-21	30th January 2024					3
Orchard Close 22-25	30th January 2024					1
Orchard Close 26-29	30th January 2024					2
Orchard Close 30-33	30th January 2024					1
Orchard Close 34-37	30th January 2024					1
Orchard Close 38-41	30th January 2024					1
Pattison Street 1-6	31st August 2023	No access				
Pattison Street 7-12	6th September 2023					2
Pattison Street 9-12	31st August 2023					1
Pattison Street 14-17	9th June 2023				1	
Pattison Street 18-21	9th June 2023			1	1	1
Pattison Street 22-25	10th June 2023			1	1	1
Pattison Street 26-29	9th June 2023			1	1	2
Pattison Street 30-31	9th June 2023				1	
Pattison Street 32-35	10th June 2023			1	2	1
Pattison Street 36-39	9th June 2023			1	3	
Pattison Street 38-42	14th December 2020	No asbestos present				
Pattison Street 40-43	9th June 2023				2	
Sandhills Road 5-11	7th February 2024					1
Sandhills Road 15-21	11th January 2024					1
Sandhills Road 23-29	11th January 2024					2
The Croft 2-18	17th January 2024					1
The Paddock 1-4	8th April 2021	No asbestos present				
The Paddock 5-8	1st July 2021	No asbestos present				
The Paddock 9-12	1st July 2021	No asbestos present				
The Paddock 14-15	3rd May 2022				1	2
The Paddock 16-19	8th April 2021	No asbestos present				

OFFICIAL

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
The Paddock 20-23	16th January 2024	No asbestos present				
The Paddock 24-27	21st January 2020	No asbestos present				
The Paddock 28-31	21st January 2020	No asbestos present				
The Paddock 29-33	11th January 2024	No asbestos present				
The Paddock 34-37	9th April 2021	No asbestos present				
The Paddock 38-41	11th January 2024				1	
Woodfield Road 41-47	12th January 2024					4
Woodfield Road 49-55	12th January 2024					1
Woodfield Road 57-63	12th January 2024					4
Woodfield Road 65-71	12th January 2024					4
Woodfield Road 68-74	12th January 2024					1
Woodfield Road 76-82	12th January 2024	No asbestos present				
Woodfield Road 84-90	22nd January 2020					1
Woodfield Road 92-98	24th August 2023				1	2
Woodfield Road 100-106	12th January 2024					2
Woodfield Road 108-114	12th January 2024					4
<b>Sheltered Schemes</b>						
Ashbourne Court	1st July 2019			2	10	61
Parkfields	19th May 2022				11	54
Jubilee Court	24th January 2023			1	14	32
Valley View	4th June 2023					2
Woburn House	17th January 2024			2	3	87
Victoria House	1st February 2024				2	39
<b>Community Rooms</b>						
Mill Lane	15th January 2024		2		3	7
Park View	7th February 2024		2		1	4
Queens Court	17th January 2024			2	4	5
Recreation Close	17th January 2024		6		3	8



## BS04: Water safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
Calculation	<p>A. Number of dwelling units owned for which required legionella risk assessments (LRAs) were carried out and recorded as at year end – 138</p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end – 200</p> <p><math>138/200*100 = 69.0\%</math></p>

Independent Living Scheme	Number of dwelling units	Last Check (every 2 years)	Due	Up to date?
Ashbourne Court	44	03.07.2023	July 2025	Y
Valley View	31	22.04.2021	April 2023	N, booked for 7 <sup>th</sup> May 2024
Jubilee Court	31	20.04.2021	April 2023	N, booked in for May 2024
Woburn House	32	29.06.2023	June 2025	Y
Victoria House	31	06.07.23	July 2025	Y
Parkfields	31	11.07.23	July 2025	Y
<b>TOTAL</b>	<b>200</b>			

NOTE – both Schemes which are out of time for the necessary checks have been subject to significant Safe and Warm upgrades and it was necessary to delay the tests whilst work was carried out. At the time of publication of the report and Tenant Satisfaction Measures the necessary checks have been completed.

## BS05: Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which Lifting Operation and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end – 169</p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end – 200</p> <p><b>169/200*100 = 84.5%</b></p>

Note: Lift safety checks are required by insurance every 6 months.

Independent Living Scheme	Number of dwelling units	Last inspections	Up to date?
Ashbourne Court	44	02/02/2024	Y
Jubilee Court	31	02/02/2024	Y
Parkfields	31	14/12/2023	Y
Victoria House	31	10/10/2023	Y – redone 02/04/24
Valley View	31	18/09/2023	N
Woburn House	32	12/10/2023	Y
<b>TOTAL</b>	<b>200</b>		

NOTE – Valley View has been subject to Significant Safe and Warm upgrades and it was necessary to delay the tests whilst work was carried out. There are no tenants located on the first floor and the lift is out of operation.