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Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 4: Tenant Satisfaction Measures

Classification:	This report is Public
Report By:	Housing Strategy and Development Officer

The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements.

Attached at appendices 1 and 2 are the final reports outlining performance against the TSMs for 2023/24. This has now been submitted to the Regulator of Social Housing for final sign off.

Officers have completed a review of the methodology used in 2023-24 and evaluated the response rate and quality of the data.

We are now in the process of gathering data for 2024/25. We are looking to review the questions within the survey which the Council added as additional questions. We are also looking to send the survey to all tenants this year, rather than just 50% of the stock as we are now able to contact over 50% of tenants by email reducing the costs associated with delivering the survey. It is hoped that the survey will be circulated to tenants late summer/early autumn, with at least one reminder period in the autumn. A second reminder wave will be used depending on the return rate.

An update on Q1 2024/25 data available will be provided verbally in the meeting, due to timing of publication.

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RECOMMENDATION(S)

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members of the group identify, where necessary service areas for further review as a result of 2023/24 performance.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

Target HOU03: Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.

DOCUMENT INFORMATION

Appendix No	Title
1.	Tenant Satisfaction Measures – Perception Measures 2023-24
2.	Tenant Satisfaction Measures – Management Information 2023-24