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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

**Agenda Item 5: Tenant Satisfaction Measures 2024/25**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	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.

Officers have completed a review of the methodology used in 2023-24 and evaluated the response rate and quality of the data. We have also adapted the questions which the Council have added as additional questions.

We are now in the process of gathering data for 2024/25. We have used the gov.notify system to circulate 3179 emails and 2233 texts where we hold this data, and have consequently only sent 794 by post. Where we are notified that the email or text has failed we will look to use text/postal as an alternative.

We will complete the first reminder wave in November, prior to the Christmas period. A second reminder wave will be used depending on the return rate.

Attached is an update on the Management Information for the first two quarters, and initial response data to the satisfaction survey.

One of the final tasks that remains in relation to the 2023/24 data is to design and launch a tenant version of the final outcomes. Officers have examples for tenants to consider, with the aim of agreeing a final concept for how we present the data.

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**RECOMMENDATION(S)**

1. That the performance documented in the attached reports is reviewed and acknowledged.

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2. That members of the Board review the example options, as presented in the meeting, for a tenant version of the 2023/24 data, and agree a format to be used moving forward.

**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**

<b>Appendix No</b>	<b>Title</b>
5.1	Tenant Satisfaction Measures – Perception Measures 2024/25
5.2	Tenant Satisfaction Measures – Management Information 2024/25