

5.1 Tenant Satisfaction Measures – Perception Measures

Key points of note:

- 458 responses as at 06.01.25 – we ideally need around 550 in total.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People than General Needs. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). Our first reminder round has been by email only to General Needs stock. This has improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from ILS tenants this year due to visits by the Tenant Engagement Officer.
- The largest number of responses are from single tenants (42.4%), and over 75% of those were 65+
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne (33.2%) and Shirebrook (24.9%). Bolsover response is 21.6% and South Normanton 20.3%.
- Nearly two thirds of respondents are female.
- Nearly 60% of respondents are 65+

** RAG status for 2024/25 data relates to whether our current satisfaction levels are equal to or better than national average for 2023/24 TSMs. Some of our current satisfaction rates are lower than last year, but this is reflective of the different collection methods used this year (as shown in the Regulator analysis of the national 2023/24 data).

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.01.25)
TP01	Overall satisfaction	87.6%	86.9%	85.1%
TP02	Satisfaction with repairs	89.9%	89.0%	83.3%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	84.3%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	80.6%
TP05	Satisfaction that the home is safe	88.9%	87.0%	83.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	62.1%

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.01.25)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	70.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	79.2%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	37.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	75.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	66.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	52.3%