

**Comparison with national benchmark**

\* The RAG status applied is in relation to whether the Council has performed better than the national average.

Code	TSM	Bolsover published	Local authority LCRA median	National Lower quartile	National median	National Upper quartile
TP01	Overall satisfaction	<b>86.9%</b>	68.2	63.7	<b>71.3</b>	78.4
	% of tenants reporting a repair (last 12 months)	<b>66%</b>	66.3 (sector total)	<b>67.4 (sector total)</b>		
TP02	Satisfaction with repairs	<b>89.0%</b>	70.5	65.7	<b>72.3</b>	78.7
TP03	Satisfaction with time taken to complete most recent repair	<b>86.6%</b>	66.1	61.1	<b>67.4</b>	75.3
TP04	Satisfaction that the home is well maintained	<b>84.3%</b>	66.9	64.4	<b>70.8</b>	77.6
TP05	Satisfaction that the home is safe	<b>87.0%</b>	73.5	70.5	<b>76.7</b>	82.5
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	<b>69.9%</b>	55.8	52.3	<b>60.4</b>	67.9
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	<b>74.6%</b>	67.0	63.8	<b>70.3</b>	75.9
TP08	Agreement that the landlord treats tenants fairly and with respect	<b>83.8%</b>	73.5	70.8	<b>76.8</b>	82.8
	% of tenants having made a complaint (last 12 months)	<b>18%</b>	26.7 (sector total)	<b>27.8 (sector total)</b>		
TP09	Satisfaction with the landlord's approach to handling complaints	<b>51.1%</b>	29.1	27.5	<b>34.5</b>	41.1
	% of tenants reporting living in a property with a communal area	<b>31.0</b>	46.8 (sector total)	<b>50.1 (sector total)</b>		
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	<b>74.6%</b>	63.1	58.2	<b>65.1</b>	71.7
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	<b>72.6%</b>	59.5	55.1	<b>63.1</b>	70.4
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	<b>64.4%</b>	54.0	51.3	<b>57.8</b>	64.8

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Code	TSM	Bolsover published	Local authority LCRA median	National Lower quartile	National median	National Upper quartile
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	37.5	24.4	42.5	65.1
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	5.0	3.2	5.7	9.9
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	76.6	64.6	82.3	92.9
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	80.0	64.0	83.6	97.8
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	35.3	20.7	35.5	56.5
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	0.5	0.2	0.6	1.2
RP01	Homes that do not meet the Decent Homes Standard	16.0%	3.64	0.02	0.50	3.43
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	82.6	70.7	81.3	89.2
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	95.1	87.9	95.3	98.7
BS01	Gas safety checks	99.2%	99.9	99.7	99.9	100.0
BS02	Fire safety checks	100%	100.0	99.7	100.0	100.0
BS03	Asbestos safety checks	100%	100.0	99.2	100.0	100.0
BS04	Water safety checks	69%	100.0	99.6	100.0	100.0
BS05	Lift safety checks	84.5%	100.0	97.8	100.0	100.0

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