

Agenda Item No 12.B2 Tenant Satisfaction Measures – Perception Measures

Key points of note:

- 513 responses as at 06.02.25 – we ideally need 550 in total to meet our threshold but this is still a low response rate.
- 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 in December was by email only to General Needs stock. This 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.
- We are currently in our second reminder round which has been by post to General Needs stock. We are currently receiving responses from batch 1 and have a second batch ready to go if response rates are still low.
- Our current response ratios are General Needs (49.1%), Housing for Older People (45.8%) and Sheltered Housing (5.1%)
- The largest number of responses are from single tenants (42.3%), 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 (31.8%) and Shirebrook (26.7%). Bolsover response is 21.8% and South Normanton 19.7%.
- Nearly two thirds of respondents are female (64.7%).
- 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 (06.02.25) |
|----------|---|--------------------|-----------------------------|-------------------------------|
| TP01 | Overall satisfaction | 87.6% | 86.9% | 85.1% |
| TP02 | Satisfaction with repairs | 89.9% | 89.0% | 82.6% |
| TP03 | Satisfaction with time taken to complete most recent repair | 87.9% | 86.6% | 83.2% |

OFFICIAL

| TSM Code | TSM Issue | 2023/24 Unweighted | 2023/24 Reported (weighted) | 2024/25 Unweighted (06.02.25) |
|-----------------|--|---------------------------|------------------------------------|--------------------------------------|
| TP04 | Satisfaction that the home is well maintained | 86.1% | 84.3% | 80.5% |
| TP05 | Satisfaction that the home is safe | 88.9% | 87.0% | 83.4% |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them | 71.5% | 69.9% | 66.3% |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 76.4% | 74.6% | 73.8% |
| TP08 | Agreement that the landlord treats tenants fairly and with respect | 85.2% | 83.8% | 81.1% |
| TP09 | Satisfaction with the landlord's approach to handling complaints | 52.1% | 51.1% | 38.9% |
| TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained | 76.4% | 74.6% | 76.6% |
| TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods | 74.4% | 72.6% | 70.7% |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour | 66.4% | 64.4% | 63.7% |

OFFICIAL