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Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 5: Tenant Satisfaction Measures 2024/25

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

Background

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.

Tenant Satisfaction Survey 2024/25

As reported in October the 2024/25 survey is underway. The initial mailout was 1 October to 27 October. Key points to note after this phase are:

- 3179 emails circulated; 2233 texts where we hold this data, and consequently only sent 794 by post.
- 394 responses as at 05.11.24 – we ideally need around 550 in total
- Current responses do not mirror the stock profile with 57.4% from Housing for older people, 40.1% from General Needs and 2.5% from Sheltered. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). As such we need a higher response rate from General Needs and Sheltered.
- The largest number of responses are from single tenants – 42.5%.
- There is limited interest in downsizing.
- There is a significantly higher response from tenants in the Clowne patch, with the other 3 areas more equal. The lowest response at the end of round 1 is from South Normanton patch.
- Over 60% of respondents are female.
- Over 66% of respondents are 65+

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The first reminder wave was completed 4 December to 29 December. This was sent to General Needs properties in order to create a more balanced response in line with the Council's stock. A total of 1919 emails were sent. Key points to note at this stage were:

- The reminder round has improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from Independent Living Scheme tenants this year due to visits by the Tenant Engagement Officer.
- The largest number of responses are from single tenants, 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 and Shirebrook.
- Nearly two thirds of respondents are female.
- Nearly 60% of respondents are 65+
- 458 responses as at 06.01.25

During Q4 (Jan-Mar) we have completed a further reminder round to General Needs tenants via post – these tenants were not contacted as part of the December reminder round. As summarised in appendix 1, we have now met our minimum return target by the deadline of 31st March but the responses returned do not fully mirror our tenant population/stock. As such the data will now go through additional analysis, with calculations applied to ensure the final figures to be reported are representative of our stock.

Attached is a summary of the unweighted data for satisfaction levels from returned surveys (appendix 1) and on the Management Information for the first three quarters (appendix 2).

RECOMMENDATION(S)

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged.

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
5.1	Tenant Satisfaction Measures – Perception Measures 2024/25
5.2	Tenant Satisfaction Measures – Management Information 2024/25