

Agenda Item 5.1 Tenant Satisfaction Measures – Perception Measures

Key points of note:

- 668 responses as at 31.03.25 – we ideally need a minimum of 537 in total to meet our threshold but this is still a low response rate. A very small number of these responses are duplicates and will need removing and final checks are in progress to check for duplicates.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People than General Needs.
- Our first reminder round in December was by email only to General Needs stock. This improved things slightly but we still needed more responses from General Needs Housing. We have had a much better response rate from ILS tenants this year due to visits by the Tenant Engagement Officer.
- We have now completed our second reminder round which has been by post to General Needs stock. We received responses from batch 1 (deadline 23.02.25) and batch 2 (deadline 09.03.25). All non-responding GN tenants were included in the reminders.
- Our final response ratios are General Needs (60.5%), Housing for Older People (35.6%) and Sheltered Housing (3.9%). As a result the final results will need to be weighted to ensure they are representative of our tenant population. Once we have more complete data as a result of the Tenant Census we will hopefully be in a position to create a more targeted reminder sample.
- Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). While we have added to our stock and sold properties via RTB since then the ratios remain very similar as at 31.03.25 – General Needs 53.49%, Housing for Older People 42.52%, Sheltered Housing 3.99%.
- The largest number of responses are from single tenants (43.1%), and over 75% of those were 65+. The response ratios from single tenants and couples are a very close match to our tenant population.
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne (30.4%) and Shirebrook (26.6%). Bolsover response is 24.0% and South Normanton 19.0%. This does differ to the stock profile per patch as at end of March 25 – Clowne (27.07%), Bolsover (25.29%), South Normanton (24.62%), Shirebrook (23.02%).
- Nearly two thirds of respondents are female (64.6%).
- Nearly 60% of respondents are 65+
- While a much wider range of response methods have been used this year, 57.5% have responded by post and 35.0% have responded via email link.

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** 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 (31.03.25)	National Local Authority Benchmark 2023/24
TP01	Overall satisfaction	87.6%	86.9%	85.8%	68.2%
TP02	Satisfaction with repairs	89.9%	89.0%	83.5%	70.5%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	83.3%	66.1%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	81.5%	66.9%
TP05	Satisfaction that the home is safe	88.9%	87.0%	85.5%	73.5%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	67.8%	55.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	76.1%	67.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	83.2%	73.5%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	38.9%	29.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	77.5%	63.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	71.5%	59.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	66.5%	54.0%