

Tenant Satisfaction Measures (TSMs) Summary Report 2024–2025

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 4939 dwelling units, as of 31 March 2025. The following tables show how we performed during 2024/25.

Overall Satisfaction TP01

↑ **86.0%** National average 71.3%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

↑ **1.0%**

2024/2025 Target: 3%

Repairs completed within target timescale (Non-emergency repairs) RP02 (1)

↑ **88.9%**

2024/2025 Target: 80%

Satisfaction with repairs TP02

↑ **83.9%** National average 72.3%

Repairs completed within target timescale (Emergency repairs) RP02 (2)

↑ **94.0%**

2024/2025 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

↑ **84.2%** National average 67.4%

Satisfaction that the home is well maintained TP04

↑ **81.4%** National average 70.8%

Maintaining building safety

Gas safety checks BS01

↔ **99.5%**

2024/2025 Target: 100%

Fire safety checks BS02

↑ **100%**

2024/2025 Target: 100%

Asbestos safety checks BS03

↑ **100%**

2024/2025 Target: 100%

Water safety checks BS04

↑ **100%**

2024/2025 Target: 100%

Lift safety checks BS05

↑ **100%**

2024/2025 Target: 100%

Satisfaction that the home is safe TP05

↑ **85.4%** National average 76.7%

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Effective handling of complaints

Complaints relative to the size of the landlord:

**Number of stage one complaints per
1,000 homes CH01 (1)**

↑ **19.0** National average 42.5

**Number of stage two complaints per
1,000 homes CH01 (2)**

↑ **4.0** National average 5.7

Complaints responded to within Complaint Handling Code timescales:

**Proportion of stage one complaints
responded to within timescale CH01 (1)**

↑ **100%** 2023/2024 Target: 100%

**Proportion of stage two complaints
responded to within timescale CH01 (2)**

↔ **95.0%** 2023/2024 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09

↑ **37.8%** National average 34.5%

Respectful and helpful engagement

**Satisfaction that the
landlord listens to
tenant views and
acts upon them TP06**

↑ **67.8%**
National average 60.4%

**Satisfaction that the
landlord keeps tenants
informed about things
that matter to them
TP07**

↑ **75.7%**
National average 70.3%

**Agreement that
the landlord treats
tenants fairly and
with respect TP08**

↑ **82.9%**
National average 76.8%

Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord:

**Number of anti-social behaviour
cases per 1,000 homes NM01 (1)**

↓ **71.1** National average 35.5

**Number of anti-social behaviour cases that
involve hate incidents per 1,000 homes NM01 (2)**

↓ **2.0** National average 0.6

**Satisfaction that
the landlord keeps
communal areas clean
and well maintained TP10**

↑ **76.1%** National average 65.1%

**Satisfaction that the
landlord makes a
positive contribution to
neighbourhoods TP11**

↑ **72.1%** National average 63.1%

**Satisfaction with the
landlord's approach to
handling anti-social
behaviour TP12**

↑ **65.8%** National average 57.8%

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