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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 29<sup>th</sup> July 2025**

**Agenda Item 4: Tenant Satisfaction Measures**

|                        |  |
|------------------------|--|
| <b>Classification:</b> | This report is Public                    |
| <b>Report By:</b>      | 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 Measures 2024/25 Outturn**

Following presentation of estimated returns at the April meeting, the final figures have now gone through internal data checks and the return to the Regulator was completed by the deadline of 30<sup>th</sup> June 2025.

**Perception Measures (appendix 4.1)**

The national evaluation of the 2023/24 TSM data highlighted the impact of return method on the level of satisfaction. The following table compares our published outturn for 2023/24 with our outturn for 2024/25. While a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/24.

It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lower satisfaction rates), and the fact that this year's sample had a higher proportion of responses from General needs housing which are traditionally less satisfied than our Housing for older people and Sheltered housing tenants.

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| Code | TSMs collected from tenant perception surveys  | 2023/24 Outturn | 2024/25 Outturn | 2023/24 Average |
|------|--|-----------------|-----------------|-----------------|
| TP01 | Overall satisfaction   | 86.9%           | 86.0%           | 71.3%           |
| TP02 | Satisfaction with repairs  | 89.0%           | 83.9%           | 72.3%           |
| TP03 | Satisfaction with time taken to complete most recent repair                            | 86.6%           | 84.2%           | 67.4%           |
| TP04 | Satisfaction that the home is well-maintained  | 84.3%           | 81.4%           | 70.8%           |
| TP05 | Satisfaction that the home is safe   | 87.0%           | 85.4%           | 76.7%           |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them              | 69.9%           | 67.8%           | 60.4%           |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 74.6%           | 75.7%           | 70.3%           |
| TP08 | Satisfaction that the landlord treats tenants fairly and with respect                  | 83.8%           | 82.9%           | 76.8%           |
| TP09 | Satisfaction with the landlord's approach to handling complaints                       | 51.1%           | 37.8%           | 34.5%           |
| TP10 | Satisfaction that the landlord keeps communal areas clean and well-maintained          | 74.6%           | 76.1%           | 65.1%           |
| TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods         | 72.6%           | 72.1%           | 63.1%           |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour            | 64.4%           | 65.8%           | 57.8%           |

## Management Information Measures (appendix 4.2)

The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

| TSM Code | TSM Issue  | 2023/24 Outturn | 2024/25 Outturn | 2024/25 Target (Council Target) |
|----------|--|-----------------|-----------------|---------------------------------|
| CH01 (1) | Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes | 20.8            | 19.0            | N/a                             |
| CH01 (2) | Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes | 2.0             | 4.0             | N/a                             |

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| TSM Code | TSM Issue  | 2023/24 Outturn | 2024/25 Outturn | 2024/25 Target (Council Target) |
|----------|--|-----------------|-----------------|---------------------------------|
| CH02 (1) | Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale                 | 84.6%           | 100%            | 100%                            |
| CH02 (2) | Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale                 | 100%            | 95.0%           | 100%                            |
| 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            | 71.1            | N/a                             |
| 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             | 2.0             | N/a                             |
| RP01     | Homes that do not meet the Decent Homes Standard   | 16.0%           | 1.0%            | 3%                              |
| RP02 (1) | Repairs completed within target timescale (Non-emergency repairs)  | 79.8%           | 88.9%           | 80%                             |
| RP02 (2) | Repairs completed within target timescale (Emergency repairs)  | 95.5%           | 94.0%           | 90%                             |
| BS01     | Gas safety checks  | 99.2%           | 99.5%           | 100%                            |
| BS02     | Fire safety checks   | 100%            | 100%            | 100%                            |
| BS03     | Asbestos safety checks   | 100%            | 100%            | 100%                            |
| BS04     | Water safety checks  | 69%             | 100%            | 100%                            |
| BS05     | Lift safety checks   | 84.5%           | 100%            | 100%                            |

As per tenants previous request, a video version of the results will also now be produced to go on the Council's website.

**Tenant Satisfaction Measures 2025/26 – Management Information Measures Q1 2025/26**

Attached at Appendix 4.4 is the Q1 data for the 10 management measures.

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### **Tenant Satisfaction Survey 2025/26**

This year's survey is likely to commence September/October 2025. It is hoped that there will be national analysis of 2024/25 data by that stage which might further shape the approach for 2025/26.

There is likely to be little change to the additional survey questions that the Council includes, but a more automated approach may be possible for respondents requiring further contact re repairs and downsizing, due to software updates.

As the survey has not yet commenced there is no data for the Perception Measures to report.

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### **RECOMMENDATION(S)**

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged (Appendices 4.1 and 4.2).
2. That Tenants acknowledge and approve the Tenant version of the TSM data attached at Appendix 4.3.
3. That the performance for the Management Information Measures Q1 2025/26 is reviewed and acknowledged (Appendix 4.4).

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| <b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>   |
| 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   |
| 4.1                  | Tenant Satisfaction Measures – Perception Measures 2024/25    |
| 4.2                  | Tenant Satisfaction Measures – Management Information 2024/25 |
| 4.3                  | TSM Summary Report 2024/25 – Tenant version                   |
| 4.4                  | TSMs Q1 2025/26 – Management Information Measures             |