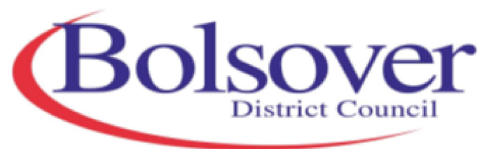


Tenant Satisfaction Measures - Tenant Perception Survey

Summary Report 2024-2025



**DRAGONFLY
MANAGEMENT**

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community. The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as **large print** or language or contact us by:

- **Phone** - 01246 242424
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with Relay UK via textphone or app on 0800 500 888 - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** one of our offices at Clowne, Bolsover, Shirebrook and South Normanton

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Executive Summary

This report details the results of the 2024-2025 Bolsover District Council Tenant Satisfaction Measures (TSM) survey.

This survey is required by the Regulator of Social Housing to generate annual tenant perception measures. Bolsover District Council carried out the consultation exercise 'in house' using Snap Survey software to create the questionnaire and primarily through a combination of posting out paper surveys to our tenants and email communication.

Bolsover District Council has 4939 Low Cost Rental Accommodation (LCRA) properties as follows:

Housing for older people (2,100 properties) which is 42.52% of housing stock.

General needs housing (2,642 properties) which is 53.49% of housing stock.

Sheltered housing (197 properties) which is 3.99% of housing stock.

Low Cost Rental Accommodation (LCRA) includes for example general needs, supported housing, intermediate rent and temporary social housing.

This summary report is based on 660 survey completions and presents weighted results for all questions showing percentages to one decimal place. Analysis of the results groups answers to reflect a combined satisfaction score (fairly satisfied plus very satisfied answers added together).

The Tenant Perception Survey for 2024/25 financial year targeted all properties resulting in 681 responses of which 9 were removed as duplicate returns from a household, and a further 12 removed due to missing data for the core weighting characteristics, giving a 14.18% return. The survey commenced on 1st October 2024 and was sent to all tenanted properties as of 30.09.24.

Results Summary

Overall satisfaction

The *overall satisfaction* result for Bolsover District Council's housing services for 2024-2025 runs high at 86.0%.

The **top** scoring Tenant Satisfaction Measures for 2024-25 are as follows:

- TP01: Overall satisfaction scores 86.0%
- TP05: Home is safe scores 85.4%
- TP03: Satisfaction with most recent repair (time taken) scores 84.2%
- TP02: Overall repairs satisfaction scores 83.9%

The **lowest** scoring Tenant Satisfaction Measures (highest areas of dissatisfaction) for 2024-25 are as follows:

- TP09: Approach to handling complaints scores 37.8%
- TP12: Approach to handling Anti-Social behaviour scores 65.8%
- TP06: Listens to views and acts upon them scores 67.8%

It should be noted that while all three of these areas measures score at a lower level, they still exceed the 2023-24 national average.

Results Table

Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. The Council chose to analyse by the core characteristics of stock type and geographic area. The achieved sample was not sufficiently representative of the three stock types and across the four geographic areas. To achieve representation, results have been weighted to adjust for the correct proportions of respondents. The table below shows a summary of the original results achieved and the weighted results.

The results presented are rounded to one decimal place as per the technical requirements from the Regulator.

Code	TSMs collected from tenant perception surveys	Result	Weighted
TP01	Overall satisfaction	85.9%	86.0%
TP02	Satisfaction with repairs	83.6%	83.9%
TP03	Satisfaction with time taken to complete most recent repair	83.6%	84.2%
TP04	Satisfaction that the home is well-maintained	81.3%	81.4%
TP05	Satisfaction that the home is safe	85.3%	85.4%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	67.7%	67.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.8%	75.7%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.0%	82.9%
TP09	Satisfaction with the landlord's approach to handling complaints	38.3%	37.8%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	77.2%	76.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	71.2%	72.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.2%	65.8%

Summary of Survey Approach

Bolsover District Council (BDC) has internal expertise and relevant software to run and manage surveys and uses their own staff to carry out the work for the TSM survey.

Achieved sample size and response rate

The Tenant Perception Survey for 2024/25 financial year targeted all properties resulting in 681 responses of which 9 were removed as duplicate returns from a household, and a further 12 removed due to missing data for the core weighting characteristics. The survey commenced on 1st October 2024 and was sent to all tenanted properties as of 30.09.24 – 4802, giving a 14.18% return. Based on the stock figure at 31.03.25 (4939) this exceeds both the sample size we require and the response rate.

The required number of response for Bolsover District Council to achieve statistical accuracy according to the guidelines is approximately 536.

This information shows that the Council was fully compliant in achieving the required sample size.

Frequency of survey

Surveys were sent out to tenants in three tranches throughout the year. This allowed BDC to monitor the number of responses received each tranche, to be able to decide which tenant groups to target with reminders to ensure a representative sample, and to meet the overall minimum required sample size for statistical accuracy. The first contact was made 1st-27th October 2024, a second reminder round 4th-29th December 2024, and final reminder round in two batches across 28th Jan- 9th Mar 2025.

Survey collection method

Due to the success of the first year of the TSMs using postal surveys, and anecdotal knowledge that tenants have traditionally preferred postal contact, this was considered a primary collection method. Due to the Regulators emphasis on response method, a decision was taken to actively use email and text for the 2024/25 survey to ensure a range of primary collection methods were being offered to tenants.

Initial surveys were sent to all tenants named on a tenancy, where this involved joint tenants we sent to both tenants. This was a mixture of email, text and postal dependant on the contact information held on file. The priority method of contact being email, followed by text (where a mobile number was held), and lastly postal. Those receiving a postal copy also received a cover letter with a QR code to allow for online response if the tenant wished to use that method instead. Email and text were used over postal, where information was held, in order to ensure collection methods were cost-effective and enabled an instant response option.

To ensure that responses were only received from council tenants (as per technical requirements) the link to the survey was only available through direct contact from us, not openly available on the website.

Other methods were available by request e.g., braille, translator, large print, telephone, face-to-face.

Sampling method – Census

The original intention had been to complete a sample approach each year, covering 50% of the tenant population, to combat survey fatigue.

Due to the imbalance in responses to the 2023-24 survey (over-representation from tenants in 'Housing for older people') a decision was taken to survey all households so that the sample base was fully representative of the tenant population – a census approach.

Following the initial tranche, it was clear that as per 2023-24 a higher response rate was being seen from tenants in 'Housing for older people'. Consequently the two reminder rounds targeted 'General needs housing' and 'Sheltered housing' to ensure responses became representative of the population.

The first reminder round was via email, where held, to all 'General needs' households who had not yet responded. This method, alongside 'postal', had proved most popular during the initial tranche and to ensure collection was cost-effective, reminder emails were sent. While this did boost responses in general and started to balance the representativeness, response numbers were still not at a sufficient level for stock size. All geographic areas were included.

A face-to-face and postal approach was used with tenants in our Sheltered housing, with targeted visits by our Tenant Engagement Officer, who either assisted tenants to complete where required, or left a postal return copy for the tenant to complete on their own. This approach ensured a response rate comparable to the population in this stock type and as such will be used moving forward.

The second reminder round was via post to all remaining 'General needs' households who had not yet responded. This was sent in two batches over a six-week period to stagger workload of data inputting. All geographic areas were included.

Only one response per household was allowed and where duplicate responses were received, these were eliminated from the final analysis.

Number of tenant households not included in the sample

No tenant households were excluded from the sample frame due to exceptional circumstances as described in the technical requirements.

Representativeness and weighting

The sample was drawn from all households, and all tenants (both sole and joint) were approached but with the caveat that only one response was required per household.

The characteristics mainly used to assess representativeness were stock type and geographical area (contact centre). The results of the survey have been weighted by these characteristics to ensure the reported return is representative.

BDC also assessed responses based on household type (single with/without others or couple with/without others), age and gender. This information was not used as core characteristics however due to current limitations in the quality of tenant data which is being addressed via a separate Tenant Census.

Incentives

BDC offered tenants who completed the survey the opportunity to enter a prize draw for a £50 shopping vouchers. Three vouchers were distributed in total, with one winner per tranche.

Survey content

As well as the compulsory TSM questions, BDC has included questions on downsizing, repairs, and tenant involvement.

At the end of the survey, there was the option to include contact details if the tenant wished to enter the prize draw for a voucher, and equalities/diversity questions.

The survey is posted out with a letter, which summarises what the TSMs are, the purpose of the survey, the importance of tenants having their say, and what happens to the results. For those receiving an email or text, there is sufficient detail including the link to the survey and further detail about the TSM process.

Results

Respondents are advised that their responses are confidential and are used to fulfil the requirements of the regulator and to improve BDC Housing Services.

In addition to the regulator publicising the results, BDC Housing Service will publicise the overall results online and through a variety of communication channels. This will include tenant specific publications, that have been designed with tenants to ensure the information is accessible.

Representation

Under-representation

In comparison to tenant groups and where applicable, Census 2021 figures, we note an under-representation in survey responses in the following categories: Housing for older people, Sheltered housing, age (18-64), those with no disability and ethnicity (White British).

Over-representation

In comparison to tenant groups and where applicable, Census 2021 figures, we note an over-representation in our survey responses in the following categories: General needs housing, age (65+), disability (limited a lot), disability (limited a little) and ethnicity (ethnic minority).

Category	Population	Responses
Housing Type		
General Needs (2,642)	53.49%	60.2% ↑
Housing for older people (2,100)	42.52%	36.1% ↓
Sheltered (197)	3.99%	3.8% ↓
Geography (stock by contact centre area)		
Bolsover		
Clowne	25.29%	24.1% ↓
Shirebrook	27.07%	30.6% ↑
South Normanton	23.02%	26.4% ↑
	24.62%	18.9% ↓
Age		
18-64	62% (Census)	41.01% ↓
65+	20% (Census)	58.99% ↑
Disability		
Limited a lot	11% (Census)	31.8% ↑
Limited a little	12% (Census)	30.9% ↑
No	78% (Census)	37.3% ↓
Ethnicity		
White British	97% (Census)	95.1% ↓
Ethnic minority	3% (Census)	4.9% ↑

Accuracy and weighting

We have used a **margin of error calculator** to determine how accurate our survey data is as a representation of the wider sample which includes the total number of people our survey represents (our population size). Our sample size represents the respondents to our survey and their views are a sample of the total population and have been used to reflect opinions of the wider group. Lastly, the confidence level of 95% is how confident we are that the views expressed by the sample size are an accurate reflection of the total population.

Population ?

4939

Likely response rate ?

10%

Confidence level ?

95%

Margin of error +/- ?

4%

Reset to defaults

Calculate

Sample size

536

You require a response rate of at least

11%

The assessment of the weighting approach gives us an efficiency of 95.5%

Assessment of RIM Weight RW1

Details:

RIM Weight: RW1

weighted cases: 660

minimum: 0.770

maximum: 1.540

range: 0.769

mean: 1.000

standard deviation: 0.216

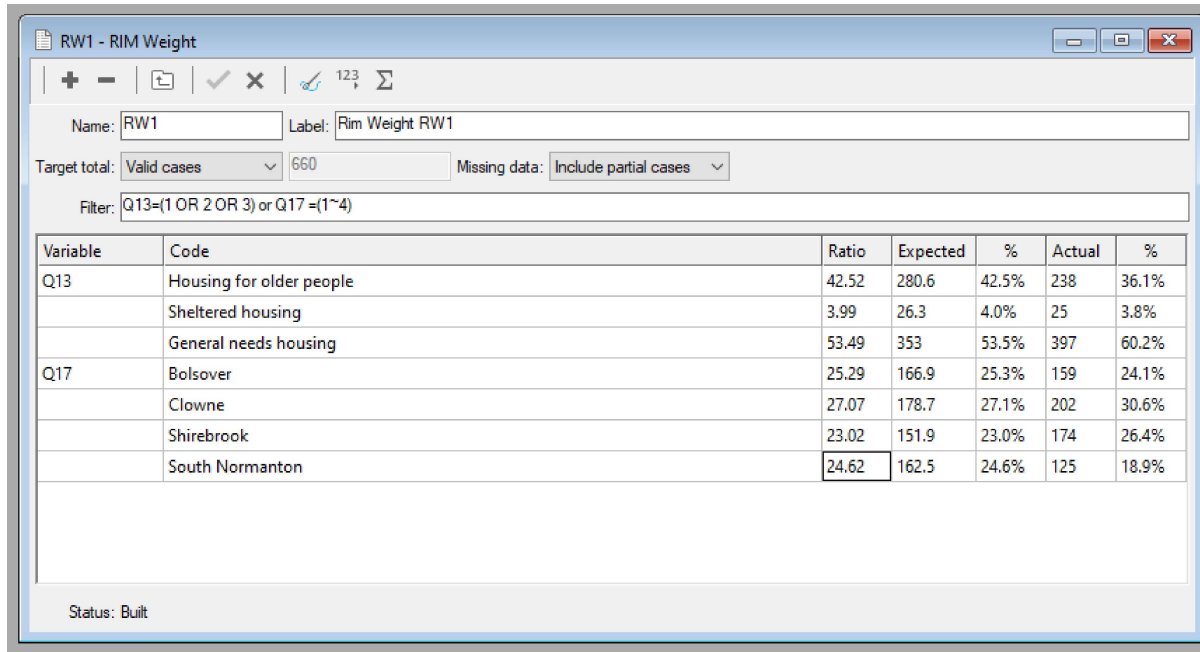
weight efficiency: 95.557%

OK

The following image shows how the ratios of tenant population by stock type and geographic area, were used as the core characteristics of the stock to weight the results to ensure representativeness.

Excluding 'don't know' and 'not applicable'

In line with the technical guidance for calculation of satisfaction levels, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'not applicable' or 'don't know' (where these were possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments.



Variable	Code	Ratio	Expected	%	Actual	%
Q13	Housing for older people	42.52	280.6	42.5%	238	36.1%
	Sheltered housing	3.99	26.3	4.0%	25	3.8%
	General needs housing	53.49	353	53.5%	397	60.2%
Q17	Bolsover	25.29	166.9	25.3%	159	24.1%
	Clowne	27.07	178.7	27.1%	202	30.6%
	Shirebrook	23.02	151.9	23.0%	174	26.4%
	South Normanton	24.62	162.5	24.6%	125	18.9%

As noted in the table assessing representation, and in the previous image, there was a higher response rate from tenants in General needs housing. As such the results reported in the report have been weighted with the following factors:

Housing for older people - 1.17; General needs housing - 0.89; Sheltered housing - 1.05
Bolsover - 1.05; Clowne - 0.89; Shirebrook - 0.87; South Normanton - 1.30

Method of Response

The following charts show the breakdown of response method for all respondents and specifically for those 'satisfied' with the housing service. To ensure we could measure the impact of response method on satisfaction, as per the data return, this question was mandatory for all respondents. It is important to note that not all respondents answered all of the 12 satisfaction questions set by the Regulator. In particular, not all answered the question on overall satisfaction. As such we know the response method for all respondents, but this does not always correlate to the numbers answering each individual question. A paper survey was the most common response method for those who are satisfied with the housing service.

How have you completed this survey...? (Unweighted)

Counts Analysis % Respondents	
Total	660 100.0%
How have you completed this survey...?	
Paper survey which I received in the post	380 57.6%
Received an email containing a link	233 35.3%
Received a text message containing a link	11 1.7%
QR Code	10 1.5%
At my home assisted by a staff member	24 3.6%
During a phone call	2 0.3%

How have you completed this survey...? (Weighted)

Counts Analysis % Respondents	
Total	660 100.0%
Unweighted	660 100.0%
Weighted	660 100.0%
How have you completed this survey...?	
Paper survey which I received in the post	374 56.6%
Received an email containing a link	239 36.3%
Received a text message containing a link	11 1.6%
QR Code	9 1.3%
At my home assisted by a staff member	25 3.8%
During a phone call	2 0.4%

Response method of respondents that are satisfied with the service provided by the council's housing services?

Counts Break % Respondents	Total	Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?	
		Very satisfied	Fairly satisfied
Total			
Unweighted	559	345	214
Weighted	559	344	215
How have you completed this survey...?			
Paper survey which I received in the post	318 56.8%	186 54.2%	131 61.1%
Received an email containing a link	199 35.6%	131 38.2%	68 31.5%
Received a text message containing a link	7 1.3%	3 0.9%	4 2.0%
QR Code	9 1.6%	6 1.8%	3 1.2%
At my home assisted by a staff member	24 4.3%	17 4.9%	7 3.2%
During a phone call	2 0.4%	-	2 1.1%

Overall Satisfaction

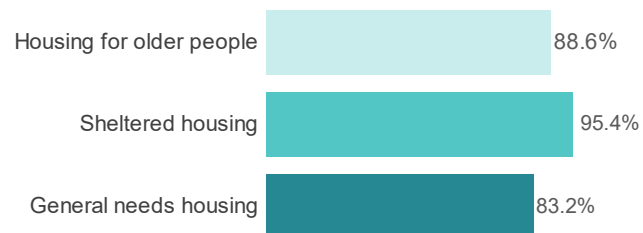
TP01 - Overall Satisfaction 86.0%

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council's housing services?

The table and charts below show overall satisfaction with the service provided by the council's housing services. The clear majority of tenants (86.0%) are highly satisfied with the council's **overall housing services**.

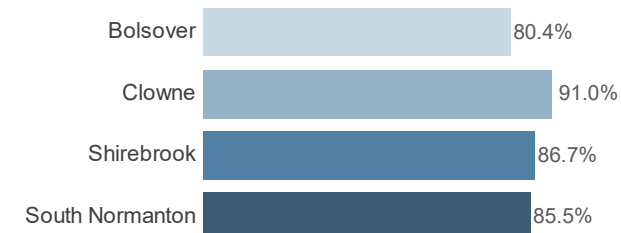
Counts	Analysis %	Respondents
Base		
Unweighted	651	100.0%
Weighted	650	100.0%
Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?		
Very satisfied	344	52.9%
Fairly satisfied	215	33.1%
Neither satisfied nor dissatisfied	39	6.0%
Fairly dissatisfied	30	4.6%
Very dissatisfied	22	3.5%
% Satisfied		86.0%
% Unsatisfied		8.0%

Overall satisfaction compared by stock type



When comparing satisfaction across stock types, those resident in Sheltered housing and Housing for older people have higher satisfaction.

Overall satisfaction compared by geographic area



Across the four geographic areas covered by the service, satisfaction levels are highest in Clowne and lowest in Bolsover. This does not correlate to stock type satisfaction as there is a higher amount of Housing for older people in the Bolsover area.

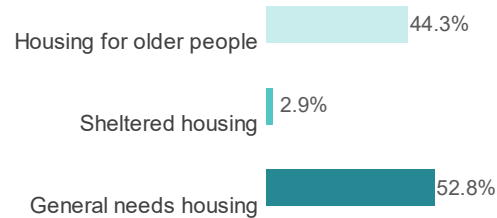
Keeping properties in good repair

The following analysis reflects satisfaction for those tenants using the repairs service in the last 12 months, and maintenance of their home. An initial filter question established the number of respondents using the repairs service in the last 12 months - 444. Only these tenants have then been surveyed further for TP02 and TP03, as to their satisfaction with the service.

Has the Council carried out a repair to your home in the last 12 months?

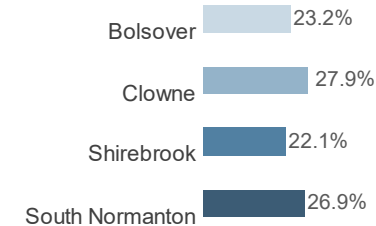
Counts	Analysis %	Respondents
Base		
Unweighted	653	100.0%
Weighted	653	100.0%
Has the Council carried out a repair to your home in the last 12 months?		
Yes	444	68.0%
No	209	32.0%

Respondents using the repairs service in the last 12 months by stock type



Use of the repairs service is broadly comparable with the Council's stock ratios.

Respondents using the repairs service in the last 12 months by geographic area



Comparing use of the repairs service by geographic area, there is greatest use in Clowne where we have the largest amount of stock and lowest use in Shirebrook where we have the least amount. However use of the repairs service is second highest in South Normanton which is the third largest area.

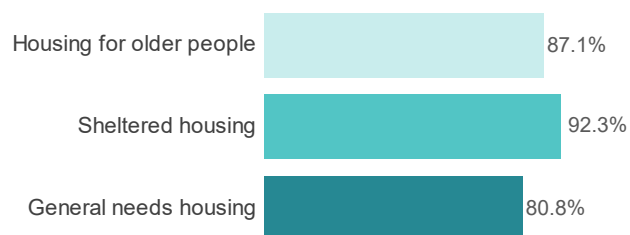
TP02 - Satisfaction with repairs 83.9%

How satisfied or dissatisfied are you with the overall repairs service from the council's housing services over the last twelve months?

Of the tenants indicating that have had a repair in the last twelve months, the majority have indicated a very high level of satisfaction with the council's **overall repairs service** (83.9%).

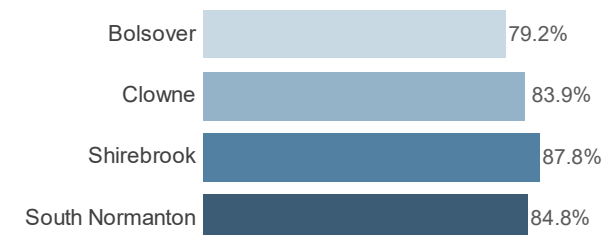
Counts Analysis % Respondents	
Base	
Unweighted	439 100.0%
Weighted	442 100.0%
How satisfied or dissatisfied are you with the overall repairs service from the Council over the last 12 months?	
Very satisfied	280 63.4%
Fairly satisfied	91 20.6%
Neither satisfied nor dissatisfied	25 5.6%
Fairly dissatisfied	28 6.3%
Very dissatisfied	19 4.2%
% Satisfied	83.9%
% Unsatisfied	10.5%

Satisfaction of respondents using the repairs service in the last 12 months by stock type



Satisfaction is higher in our Sheltered housing and Housing for older people, which mirrors the trend with 'Overall satisfaction'.

Satisfaction of respondents using the repairs service in the last 12 months by geographic area



Satisfaction with the overall repairs service is highest in Shirebrook which had the lowest use of the service by respondents. The lowest satisfaction was in the Bolsover area.

TP03 - Satisfaction with time taken to complete most recent repair 84.2%

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Of the tenants indicating that have had a repair in the last twelve months, the majority have a high level of satisfaction with the amount of **time the council takes to make repairs** (84.2%).

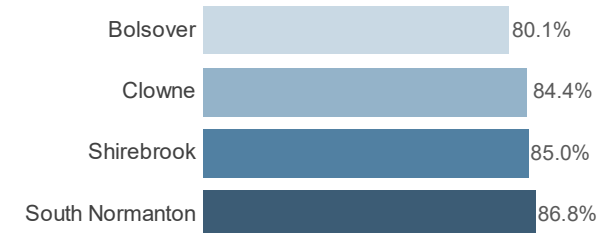
Counts	Analysis %	Respondents
Base		
Unweighted	438	100.0%
Weighted	441	100.0%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?		
Very satisfied	272	61.7%
Fairly satisfied	99	22.5%
Neither satisfied nor dissatisfied	23	5.3%
Fairly dissatisfied	22	5.1%
Very dissatisfied	24	5.4%
% Satisfied	84.2%	
% Unsatisfied	10.5%	

Satisfaction of respondents with the time taken to complete their most recent repair by stock type



Satisfaction is highest for respondents in our Housing for older people, which is also 4% higher than the overall satisfaction rate with 'most recent repair'.

Satisfaction of respondents with the time taken to complete their most recent repair by geographic area



Satisfaction with the time taken by the repairs service is highest in South Normanton which has the second highest use of the service. The lowest satisfaction was in the Bolsover area.

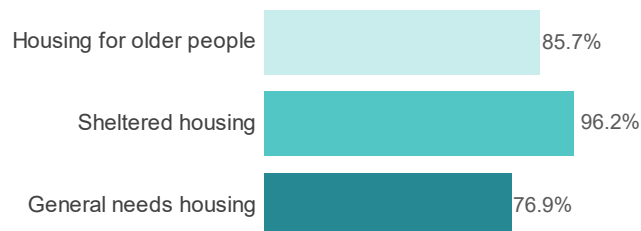
TP04 - Satisfaction that the home is well-maintained 81.4%

How satisfied or dissatisfied are you that the council's housing service provides a home that is well-maintained?

The vast majority of tenants are highly satisfied that the council **maintains their home** to a very high standard (81.4%).

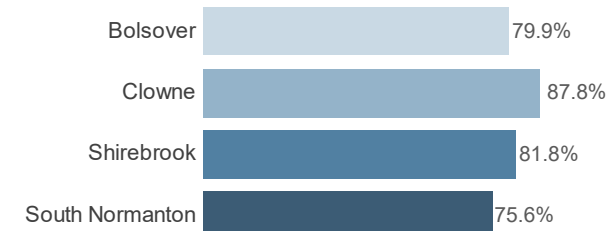
Counts	Analysis %	Respondents
Base		
Unweighted	654	100.0%
Weighted	655	100.0%
How satisfied or dissatisfied are you that the Council provides a home that is well-maintained?		
Very satisfied	332	50.7%
Fairly satisfied	201	30.7%
Neither satisfied nor dissatisfied	60	9.1%
Fairly dissatisfied	34	5.2%
Very dissatisfied	28	4.2%
% Satisfied	81.4%	
% Unsatisfied	9.5%	

Satisfaction of respondents that the council provides a home that is well-maintained by stock type



Satisfaction is highest for respondents in our Sheltered housing. Respondents in both Housing for older people and Sheltered housing have higher satisfaction than the overall rate of 81.4%.

Satisfaction of respondents that the Council provides a home that is well-maintained by geographic area



Satisfaction with home maintenance is highest in Clowne, where we have the largest concentration of stock. The lowest satisfaction was in the South Normanton area.

Maintaining building safety

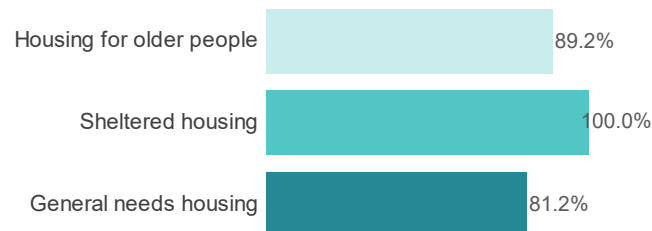
TP05 - Satisfaction that the home is safe 85.4%

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the council provides a home that is safe?

Tenants are highly satisfied that the council provides a **home that is safe** (85.4%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

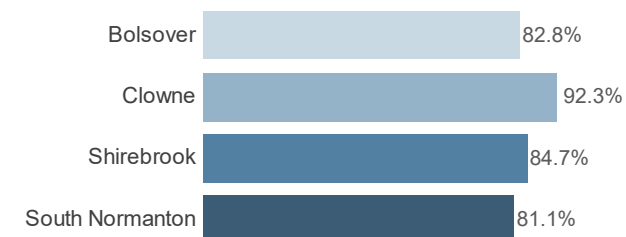
Counts Analysis % Respondents	
Base	
Unweighted	653 100.0%
Weighted	653 100.0%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Council provides a home that is safe?	
Very satisfied	368 56.4%
Fairly satisfied	189 29.0%
Neither satisfied nor dissatisfied	43 6.6%
Fairly dissatisfied	29 4.5%
Very dissatisfied	23 3.6%
% Satisfied	85.4%
% Unsatisfied	8.1%

Satisfaction of respondents that the council provides a home that is safe



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council provides a home that is safe by geographic area



Satisfaction that the home provided is safe is highest in Clowne, where we have the largest concentration of stock. The lowest satisfaction was in the South Normanton area.

Responsible neighbourhood management

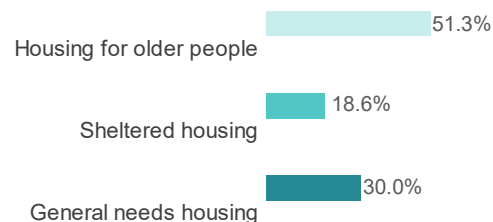
Some of our properties have communal areas including our Independent Living Schemes. Some of our flats and bungalows have shared entrance areas or gardens. Our estates should be areas where tenants have pride in and can live without fear of anti-social behaviour. The following measures assess respondents satisfaction with how we manage our estates. A filter question was used to establish satisfaction of those living in a building with communal areas.

Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?

Counts	Analysis %	Respondents
Base		
Unweighted	648	100.0%
Weighted	647	100.0%
Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?		
Yes	141	21.9%
No	470	72.6%
Don't know	36	5.5%

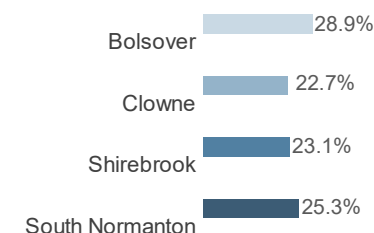
141 respondents indicated that they lived within a building with communal areas.

Respondents living in a building with communal areas that the Council is responsible for maintaining by stock type



The highest number of respondents living in a building with communal areas live in Housing for older people. All of our Sheltered housing incorporates communal areas leading to a higher response rate to this question for this stock type.

Respondents living in a building with communal areas that the Council is responsible for maintaining by geographic area



The highest proportion of respondents saying yes live in the Bolsover area. This is reflective of the volume of stock within that area that has communal areas.

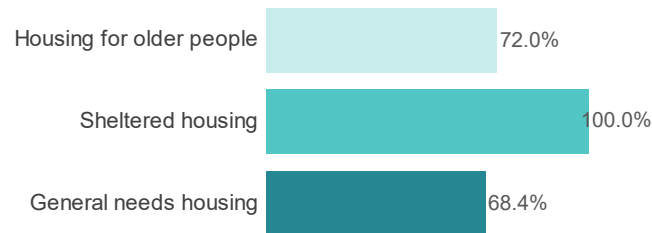
TP10 - Satisfaction that the landlord keeps communal areas clean and well-maintained 76.1%

How satisfied or dissatisfied are you that the council's housing services keeps communal areas clean and well-maintained?

From the tenants responding who live in a building with communal areas, either inside or outside, a high proportion are satisfied that the council keeps **communal areas clean and well-maintained** (76.1%).

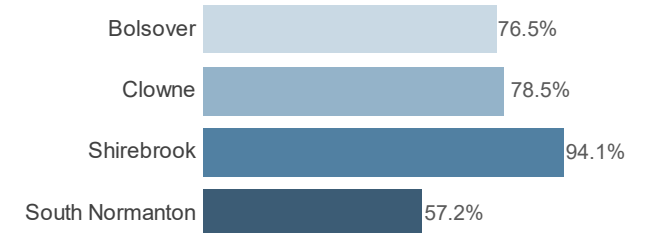
Counts	Analysis %	Respondents
Base		
Unweighted	127	100.0%
Weighted	137	100.0%
How satisfied or dissatisfied are you that the Council keeps these communal areas clean and well-maintained?		
Very satisfied	67	48.7%
Fairly satisfied	37	27.4%
Neither satisfied nor dissatisfied	12	8.5%
Fairly dissatisfied	14	10.5%
Very dissatisfied	7	4.9%
% Satisfied	76.1%	
% Unsatisfied	15.4%	

Satisfaction of respondents that the Council keeps communal areas clean and well-maintained by stock type



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council keeps communal areas clean and well-maintained by geographic area



Satisfaction with communal areas is highest in Shirebrook. The lowest satisfaction was in the South Normanton area, which could be reflective of the major works that have taken place in the two Independent Living Schemes within that area during 2024/25.

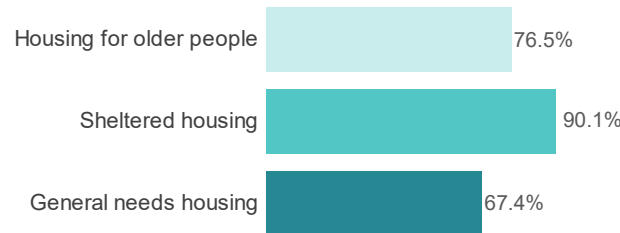
TP11 - Satisfaction that the landlord makes a postive contribution to neighbourhoods 72.1%

How satisfied or dissatisfied are you that the council's housing services makes a positive contribution to your neighbourhood?

Tenants are satisfied that the council **makes a positive contribution to their neighbourhood** (72.1%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

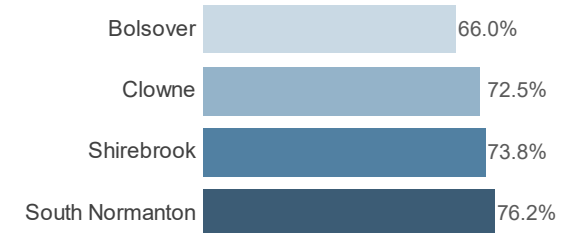
Counts Analysis % Respondents	
Base	
Unweighted	608 100.0%
Weighted	607 100.0%
How satisfied or dissatisfied are you that the Council makes a positive contribution to your neighbourhood?	
Very satisfied	195 32.1%
Fairly satisfied	243 40.0%
Neither satisfied nor dissatisfied	114 18.7%
Fairly dissatisfied	30 4.9%
Very dissatisfied	26 4.3%
% Satisfied	72.1%
% Unsatisfied	9.2%

Satisfaction of respondents that the Council makes a positive contribution to their neighbourhood by stock type



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council makes a positive contribution to their neighbourhood by geographic area



The highest satisfaction levels are in the South Normanton area, with rates in South Normanton, Shirebrook and Clowne very similar. The lowest satisfaction is in Bolsover area.

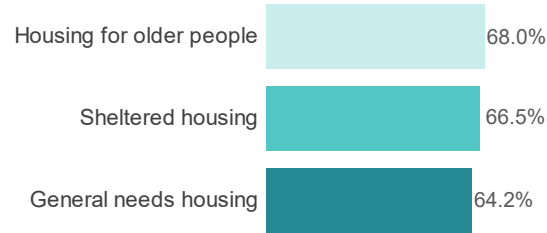
TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour 65.8%

How satisfied or dissatisfied are you with the council's housing services approach to handling anti-social behaviour?

Just over half of the respondents indicated their satisfaction with the council's approach to **handling anti-social behaviour** (65.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

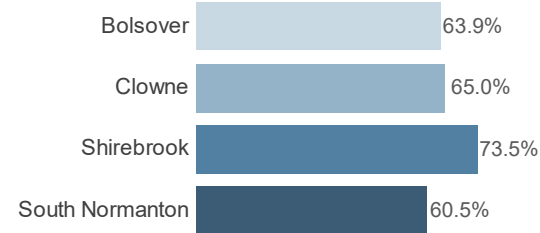
Counts	Analysis %	Respondents
Base		
Unweighted	532	100.0%
Weighted	528	100.0%
How satisfied or dissatisfied are you with the Council's approach to handling anti-social behaviour?		
Very satisfied	154	29.1%
Fairly satisfied	194	36.8%
Neither satisfied nor dissatisfied	127	24.0%
Fairly dissatisfied	19	3.6%
Very dissatisfied	35	6.6%
% Satisfied	65.8%	
% Unsatisfied	10.2%	

Satisfaction of respondents with the Council's approach to handling anti-social behaviour by stock type



Satisfaction levels are broadly similar across all stock types, with slightly higher levels in Housing for older people.

Satisfaction of respondents with the Council's approach to handling anti-social behaviour by geographic area



Satisfaction is highest in the Shirebrook area, with levels across the other three broadly similar. Respondents in the South Normanton area are least satisfied.

Respectful and helpful engagement

The following three measures relate to how we communicate with our tenants and the quality of that interaction.

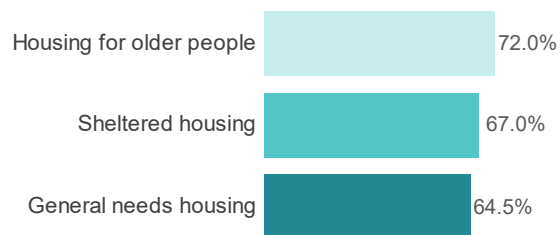
TP06 - Satisfaction that the landlord listens to tenant views and acts upon them 67.8%

How satisfied or dissatisfied are you that the council's housing services listens to your views and acts upon them?

Tenants are satisfied that the council **listens to their views and acts upon them** (67.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

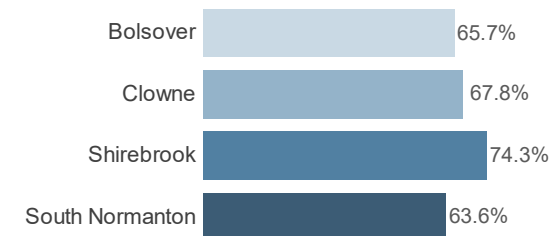
Counts	Analysis %	Respondents
Base		
Unweighted	601	100.0%
Weighted	602	100.0%
How satisfied or dissatisfied are you that the Council listens to your views and acts upon them?		
Very satisfied	209	34.6%
Fairly satisfied	200	33.2%
Neither satisfied nor dissatisfied	112	18.5%
Fairly dissatisfied	41	6.9%
Very dissatisfied	41	6.8%
% Satisfied	67.8%	
% Unsatisfied	13.7%	

Satisfaction of respondents that the Council listens to their views and acts upon them by stock type



Satisfaction is highest for respondents in our Housing for older people.

Satisfaction of respondents that the Council listens to their views and acts upon them by geographic area



The highest satisfaction levels are in the Shirebrook area, with rates in South Normanton, Clowne and Bolsover very similar.

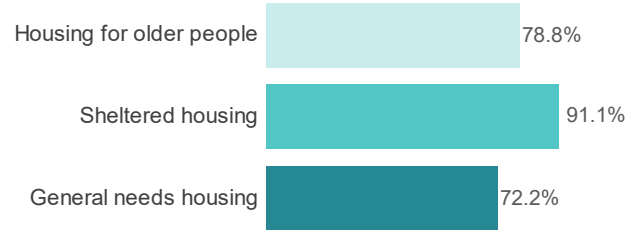
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 75.7%

How satisfied or dissatisfied are you that the council's housing services keeps you informed about things that matter to you?

Tenants are satisfied that the council keeps them **informed about things that matter to them** (75.7%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

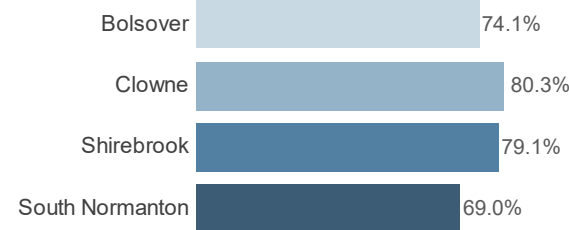
Counts	Analysis %	Respondents
Base		
Unweighted	624	100.0%
Weighted	623	100.0%
How satisfied or dissatisfied are you that the Council keeps you informed about things that matter to you?		
Very satisfied	259	41.5%
Fairly satisfied	213	34.2%
Neither satisfied nor dissatisfied	92	14.8%
Fairly dissatisfied	32	5.1%
Very dissatisfied	27	4.4%
% Satisfied	75.7%	
% Unsatisfied	9.5%	

Satisfaction of respondents that the Council keeps them informed about things that matter to them by stock type



Satisfaction is highest for respondents in our Sheltered housing, with rates for our other two stock types at a similar level.

Satisfaction of respondents that the Council keeps them informed about things that matter to them by geographic area



The highest satisfaction levels are in the Clowne area, closely followed by Shirebrook. The lowest satisfaction rate is in South Normanton area.

TP08 - Agreement that the landlord treats tenants fairly and with respect 82.9%

To what extent do you agree or disagree that the council's housing services treats you fairly and with respect?

The clear majority of tenants are highly satisfied that the council treats them **fairly and with respect** (82.9%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

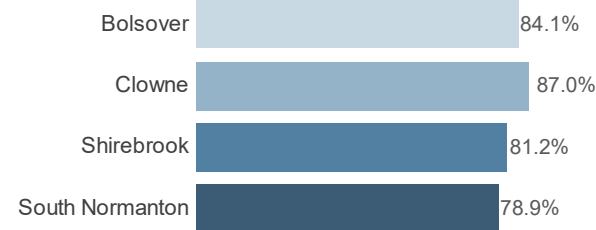
Counts Analysis % Respondents	
Base	
	Unweighted 642 100.0%
	Weighted 641 100.0%
To what extent do you agree or disagree with the following, "Bolsover District Council treats me fairly and with respect"?	
Strongly agree	230 35.9%
Agree	302 47.0%
Neither agree nor disagree	73 11.4%
Disagree	22 3.4%
Strongly disagree	15 2.3%
% Agree	82.9%
% Disagree	5.7%

Agreement by respondents that "the Council treats them fairly and with respect" by stock type



Agreement with the statement is highest for respondents in our Sheltered housing, with rates for our other two stock types at a similar level.

Agreement by respondents that "the Council treats me fairly and with respect" by geographic area



Agreement with the statement is highest in the Clowne area, closely followed by Bolsover. Respondents in the South Normanton area are least likely to agree.

Effective handling of complaints

The following analysis compares both use of the complaints service and satisfaction with the service.

Have you made a complaint to the Council in the last 12 months?

Counts	Analysis %	Respondents
Base		
Unweighted	644	100.0%
Weighted	642	100.0%
Have you made a complaint to the Council in the last 12 months?		
Yes	112	17.5%
No	530	82.5%

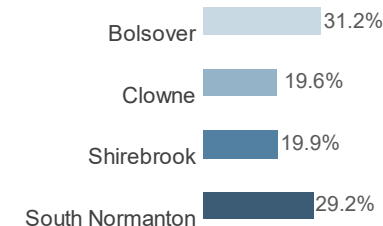
112 respondents indicated they had made a complaint in the last 12 months.

Respondents who made a complaint in the last 12 months by stock type



A slightly higher number of respondents in General needs housing made a complaint in the last 12 months. No complaints were received from respondents in Sheltered housing.

Respondents who made a complaint in the last 12 months by geographic area



The highest number of complaints is from respondents in Bolsover area, with the lowest number of respondents complaining in the Clowne area. Complaints levels in respondents are second highest in South Normanton area.

TP09 - Satisfaction with the landlord's approach to handling complaints 37.8%

How satisfied or dissatisfied are you with the council's housing services approach to complaints handling?

Over a third of the respondents who have made a complaint in the last 12 months are satisfied with the **council's approach to complaints** (37.8%). Not all those respondents answering 'yes' to making a complaint then answered this subsequent question on satisfaction.

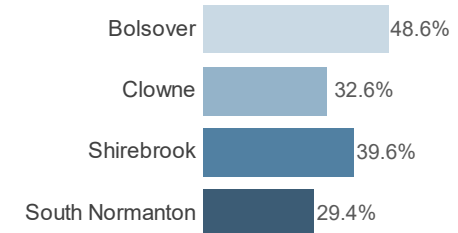
Counts Analysis % Respondents	
Base	
Unweighted	107 100.0%
Weighted	110 100.0%
How satisfied or dissatisfied are you with the Council's approach to complaints handling?	
Very satisfied	18 16.0%
Fairly satisfied	24 21.8%
Neither satisfied nor dissatisfied	22 20.0%
Fairly dissatisfied	25 22.4%
Very dissatisfied	22 19.7%
% Satisfied	37.8%
% Unsatisfied	42.2%

Satisfaction of respondents with the Council's approach to complaints handling by stock type



Satisfaction is broadly similar across the two stock types where respondents reported making a complaint in the last 12 months.

Satisfaction of respondents with the Council's approach to complaints handling by geographic area



Satisfaction is highest in the Bolsover area, followed by Shirebrook. Respondents in the South Normanton area are least satisfied.

Comparison with 2023/24 data

The data returns contained in this report relate to our Low Cost Rental Stock (LCRA) stock and as per TSM Guidance are reported to one decimal place. 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.

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%