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Bolsover District Council

Meeting of the Housing Liaison Board on 21 October 2025

Agenda Item 4: Tenant Satisfaction Measures

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 Measures 2025/26 – Management Information Measures Q2 2025/26

Attached at Appendix 4.1 is the Q2 data for the 10 management measures. Performance is generally on track and comparable to Q2 last year. The number of anti-social behaviour cases is at a slightly higher rate. Complaints number are lower compared with the same period last year. Our compliance with the decent homes standard has significantly improved due to stock surveys and improved data quality/analysis.

Tenant Satisfaction Survey 2025/26

This year's survey is likely to commence October/November 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 will be used for respondents requiring further contact re repairs, downsizing and involvement in engagement due to software updates. Furthermore we are trialling an automated approach to inviting tenants to complete the survey and using the software to track invites and responses where we hold an email address on file.

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 the Management Information Measures Q2 2025/26 is reviewed and acknowledged (Appendix 4.1).
2. That the approach for the 2025/26 survey be 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
4.1	TSMs Q2 2025/26 – Management Information Measures