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## Bolsover District Council

### Meeting of the Housing Liaison Board on 27 January 2026

#### 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 2025/26 – Management Information Measures Q3 2025/26

Attached at Appendix 4.1 is the Q3 data for the 10 management measures. Performance is generally on track and comparable to Q3 last year. The number of anti-social behaviour cases has been amended for Q1 and Q2 following a review of data and is now at a lower rate. Complaint numbers 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 commenced on 28<sup>th</sup> November 2025. To date we have received 528 responses (as at 06.01.26) and require a minimum of 536 valid responses to meet our quota. We have sent 3,147 emails and posted 2,015 paper copies. Currently the profile of the response data is not representative of our stock/tenant profile. As such we will need to apply a weighting calculation to the final figures to generate representative data. We will likely to one reminder round to target specific groups of tenants based on stock/geography to create a more balanced response.

There has been no change to the survey questions that the Council includes, but a more automated approach is being used for respondents requiring further

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contact re repairs, downsizing and involvement in engagement due to software updates.

We have not commenced the trialling of an automated approach to inviting tenants to complete the survey as we originally planned. We will look to trial this with smaller surveys initially to ensure invite emails are being received and tenants are able to navigate responding in an accessible way. The data reported in Appendix 4.2 is in-year data and will change as we close the survey to responses and complete final analysis.

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**RECOMMENDATION(S)**

1. That the performance for the Management Information Measures Q3 2025/26 is reviewed and acknowledged (Appendix 4.1).
2. That the approach for the 2025/26 survey be acknowledged.
3. That the performance for the Perception Measures 2025/26 to date is acknowledged (Appendix 4.2).

**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**

<b>Appendix No</b>	<b>Title</b>
4.1	TSMs Q3 2025/26 – Management Information Measures
4.2	TSMs 2025/26 – Perception Measures