

Agenda Item 4.2 Tenant Satisfaction Measures – Perception Measures**Key points of note:**

- 3147 emails sent on 04/12/25, 2015 paper copies posted 28/11/25. A total of 6042 tenants across 4783 households.
- 528 responses as at 06.01.25 – we ideally need a minimum of 536 in total to meet our threshold, but this is still a low response rate. Our current response rate is 11.03%.
- Responses following the initial mailout are not representative of the stock, with more coming from Housing for Older People (60.8%) than General Needs (31.8%). 7.4% of responses are from tenants in Sheltered Housing, which is the highest return from this group since the TSMs commenced.
- Our stock profile on commencing the survey was General needs (53.1%), Housing for older people (43.1%) and Sheltered Housing (3.8%) so ideally, we need to secure further responses from tenants in General Needs Housing.
- The largest number of responses is from single tenants (71.1%).
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas – Clowne (29.7%), Bolsover (25.0%), Shirebrook (23.5%) and South Normanton (21.8%). This does differ to the stock profile per patch as at end of Dec 25 – Clowne (27.08%), Bolsover (23.18%), South Normanton (24.61%), Shirebrook (25.12%).
- Over half of respondents are female (56.8%).
- Over 81% of respondents are 65+
- So far, we have not invited responses via text message, as last year this method had very limited effect. Those receiving a paper copy also have access to a QR code to enable electronic response if preferred. 83.5% have responded by post and 14.4% have responded via email link. These ratios are very different to last year.

**Due to the higher response from older tenants the data shows elevated satisfaction levels for 2025/26. It is likely the final reported figures will be lower once weighting is applied.

	Above national median average OR meet internal target
	Within 5% of national median average OR internal target
	More than 5% difference of national median average or internal target

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TSM Code	TSM Issue	Bolsover published 2023/24	Bolsover published 2024/25	National median average 2024/25 (Benchmark)	In-year Unweighted data (06.01.26)
TP01	Overall satisfaction	86.8%	86.0%	71.8	87.5%
	% of tenants reporting a repair (last 12 months)	66%	68%	67.8 (sector total)	66.7%
TP02	Satisfaction with repairs	89.1%	83.9%	73.6	91.5%
TP03	Satisfaction with time taken to complete most recent repair	86.4%	84.2%	69.5	91.2%
TP04	Satisfaction that the home is well maintained	84.2%	81.4%	71.9	89.5%
TP05	Satisfaction that the home is safe	87.1%	85.4%	77.6	89.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	61.6	72.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.7%	75.7%	72.0	79.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	83.8%	82.9%	77.9	86.7%
	% of tenants having made a complaint (last 12 months)	18%	17.5%	26.2 (sector total)	15.8%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	35.5	55.7%
	% of tenants reporting living in a property with a communal area	31.0	21.9%	50.9 (sector total)	27.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	74.6%	76.1%	66.7	79.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	64.6	76.4%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	59.5	74.5%

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