

## **Tenant Satisfaction Measures – Perception Measures**

### **Key points of note:**

- Our stock profile on commencing the survey was General needs (53.1%), Housing for older people (43.1%) and Sheltered Housing (3.8%).
- 3,147 emails sent on 04/12/25, and 2,015 paper copies posted 28/11/25. This covered a total of 6,042 tenants across 4,783 households.
- Responses following the initial mailout were 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.
- Further mailout via email on 19/01/26 to 1880 General needs tenants in Shirebrook and South Normanton to try and boost response rates and balance the return to our stock profile

### **As at 06/02/26:**

- General needs (34.3%), Housing for older people (58.7%), Sheltered Housing (7.0%).
- Geographic response is split as follows: Clowne (27.9%), Shirebrook (25.5%), Bolsover (24.1%) and South Normanton (22.5%), which does not fully match the current stock profile.
- Response rate of 569 which equates to 11.896% (11.9%).
- The largest number of responses is from single tenants (71.3%).
- There is limited interest in downsizing.
- Over half of respondents are female (56.9%), but it should be noted that not all respondents answered this question.
- Over 77% of respondents are 65+
- 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. 79.6% have responded by post and 18.3% have responded via email link. These ratios are very different to last year.

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\*\*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

TSM Code	TSM Issue	Bolsover published 2023/24	Bolsover published 2024/25	National median average 2024/25 (Benchmark)	In-year Unweighted data (06.02.26)
TP01	Overall satisfaction	86.8%	86.0%	71.8	87.9%
	% of tenants reporting a repair (last 12 months)	66%	68%	67.8 (sector total)	67.9%
TP02	Satisfaction with repairs	89.1%	83.9%	73.6	91.4%
TP03	Satisfaction with time taken to complete most recent repair	86.4%	84.2%	69.5	90.3%
TP04	Satisfaction that the home is well maintained	84.2%	81.4%	71.9	89.2%
TP05	Satisfaction that the home is safe	87.1%	85.4%	77.6	89.5%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	61.6	72.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.7%	75.7%	72.0	78.9%
TP08	Agreement that the landlord treats tenants fairly and with respect	83.8%	82.9%	77.9	87.3%
	% of tenants having made a complaint (last 12 months)	18%	17.5%	26.2 (sector total)	16.7%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	35.5	55.6%
	% of tenants reporting living in a property with a communal area	31.0	21.9%	50.9 (sector total)	27.4%

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<b>TSM Code</b>	<b>TSM Issue</b>	<b>Bolsover published 2023/24</b>	<b>Bolsover published 2024/25</b>	<b>National median average 2024/25 (Benchmark)</b>	<b>In-year Unweighted data (06.02.26)</b>
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained	74.6%	76.1%	66.7	<b>79.7%</b>
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	64.6	<b>76.3%</b>
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	59.5	<b>74.3%</b>

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