



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 20 April 2026

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 Q4 2025/26

Attached at Appendix 4.1 is the Q4 data for the 10 management measures. Performance is generally on track and comparable to Q4 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, but as our stock figure has decreased the rate will also naturally be affected. Following a change to our data management system, our compliance with the Decent Homes Standard is currently being calculated from revised stock quality analysis.

Tenant Satisfaction Survey 2025/26

This year’s survey commenced on 28th November 2025. We require a minimum of 536 valid responses to meet our quota. We have sent 5,027 emails and posted 2,015 paper copies. 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.

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 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 are currently trialling 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 presented in Appendix 4.2 is the final unweighted data. Final end of year analysis is now taking place and the ultimate data submitted to the Regulator will be weighted data due to the higher proportion of tenants in 'Housing for older people' category responding.

It is expected that our final figures will still remain quite high in comparison to previous years.

RECOMMENDATION(S)

1. That the performance for the Management Information Measures Q4 2025/26 is reviewed and acknowledged (Appendix 4.1).
2. That the approach for the 2025/26 survey be acknowledged.
3. That the provisional performance for the Perception Measures 2025/26 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

Appendix No	Title
4.1	TSMs Q4 2025/26 – Management Information Measures
4.2	TSMs 2025/26 – Perception Measures