

## **4.2 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.
- 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 response rate at 06.01.25 was 11.03%.
- 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. Ideally, we need to secure further responses from tenants in General Needs Housing.
- The stock profile per patch as at end of Dec 25 – Clowne (27.08%), Bolsover (25.35%), Shirebrook (22.96%) and South Normanton (24.61%). Responses following the initial invite were not equal across the four contact centre areas.
- 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.

### **Responses 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.

**Responses as at 31/03/26:**

- 571 responses as of 31.03.26 – final data cleansing still to take place.
- General needs 196 (34.3%), Housing for older people 335 (58.7%), Sheltered Housing 40 (7.0%).
- Geographic response is split as follows: Clowne 160 (28.0%), Shirebrook 146 (25.6%), Bolsover 137 (24.0%) and South Normanton 128 (22.4%), which does not fully match the current stock profile.
- Response rate of 571 which equates to 11.938% (11.9%).
- The largest number of responses is from single tenants 393 (68.8%).
- There is limited interest in downsizing – 37 (6.8%), but it should be noted that not all respondents answered this question.
- Over half of respondents are female 313 (56.9%), but it should be noted that not all respondents answered this question.
- Over 77% (428) of respondents are 65+, but it should be noted that not all respondents answered this question.
- 79.5% (454) have responded by post and 18.4% (105) 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. 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 (31.03.26)
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)	68.0%
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	90.4%
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%

<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 (31.03.26)</b>
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	61.6	<b>72.6%</b>
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.7%	75.7%	72.0	<b>78.9%</b>
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect	83.8%	82.9%	77.9	<b>87.3%</b>
	% of tenants having made a complaint (last 12 months)	18%	17.5%	26.2 (sector total)	<b>16.6%</b>
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	35.5	<b>55.6%</b>
	% of tenants reporting living in a property with a communal area	31.0	21.9%	50.9 (sector total)	<b>27.5%</b>
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained	74.6%	76.1%	66.7	<b>79.9%</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>