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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 5: 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.

Revision to Tenant Satisfaction Measures from 1st April 2026

The government recently introduced The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025. These new regulations apply certain duties to carry out electrical safety checks to the social rented sector.

On 9 December 2025, the Regulator of Social Housing published a consultation on proposed changes to the Transparency, Influence and Accountability (TI&A) Standard and Consumer Standards Code of Practice (the Code), and on the introduction of an electrical safety checks Tenant Satisfaction Measure (TSM).

The purpose of the consultation was to seek views from social housing tenants, landlords, service providers and from other interested organisations across the sector, on the proposed introduction of a TSM covering electrical safety checks. The consultation closed on 3 March 2026.

Following consideration of the consultation responses, as of 11/06/26 the new TSM BS06 commenced for the 2026/27 collection period.

BS06 – Electrical safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required electrical safety checks have been carried out.
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TSM calculation

A. Number of dwelling units owned for which all required electrical safety checks were carried out and recorded as at year end.

Divided by:

B. B. Number of dwelling units owned for which electrical safety checks were required to have been carried out as at year end.

Multiplied by 100

Stock types included

Low-Cost Rental Accommodation and Low-Cost Home Ownership stock only (combined). For this TSM, this includes all such units that require electrical safety checks for the dwelling, and all such units served by communal or other relevant parts that require electrical safety checks

The Q1 report attached at Appendix 5.1 now includes TSM BS06.

Tenant Satisfaction Measures 2026/27 – Management Information Measures Q1 2026/27

Attached at Appendix 5.1 is the Q1 data for the 11 management measures. Performance is generally on track and comparable to Q1 last year.

Tenant Satisfaction Survey 2026/27

The Perception Survey for 2026/27 has not yet commenced, so data for the Perception Measures is not presented as part of this report.

Tenant Satisfaction Measures 2025/26 – Final Tenant Report

The data return for 2025/26 has now been submitted to the Regulator and is available on the Council website [Tenant Satisfaction Measures](#)

Alongside this we have produced the usual tenant-friendly versions which are on the website and presented at appendix 5.2.

RECOMMENDATION(S)

1. That the performance for the Management Information Measures Q1 2026/27 is reviewed and acknowledged (Appendix 5.1).
2. That the final data return for 2025/26 (Appendix 5.2) is reviewed and acknowledged.

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
5.1	TSMs Q4 2025/26 – Management Information Measures
5.2	TSMs 2025/26 – Final Tenant Summary