



The Arc  
High Street  
Clowne  
S43 4JY

To: Chair, Members & Tenants of the  
Tenant Participation Review and  
Development Group

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Monday, 8<sup>th</sup> July 2024

Dear Councillor/Tenant,

**TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP**

You are hereby requested to attend a meeting of the Tenant Participation Review and Development Group of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Tuesday, 16<sup>th</sup> July, 2024 at 10:30 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 3 onwards.

Yours faithfully,

A handwritten signature in black ink that reads "J. S. Fielden".

Solicitor to the Council & Monitoring Officer

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

## TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP AGENDA

*Tuesday, 16<sup>th</sup> July, 2024 at 10:30 hours taking place in Committee Room 1, The Arc,  
Clowne*

<b>Item No.</b>		<b>Page No.(s)</b>
1.	<b>Apologies for absence</b>	
2.	<b>Minutes – 25<sup>th</sup> March 2024</b>	4 - 11
3.	<b>Terms of Reference Review</b>	12 - 16
4.	<b>Tenant Satisfaction Measures</b>	17 - 63
	<ul style="list-style-type: none"><li>• 2023/24 Reports are attached.</li><li>• Q1 Performance 2024/25 is to follow.</li></ul>	
5.	<b>Annual Complaint Handling and Service Improvement Report 2023/24</b>	64 - 116
6.	<b>Housing Complaints Q1 2024/25</b>	117 - 125
7.	<b>Challenge and Change – Update on Implementation of Recommendations from Review of The Void Process</b>	Verbal Update
8.	<b>Stock Condition Survey</b>	126 - 128
9.	<b>Housing Annual Report</b>	129 - 134
10.	<b>Housing Strategy 2024-2029 – Planned Consultation</b>	135 - 147
11.	<b>Community Grants 2024</b>	Verbal Update
12.	<b>Date of Next Meeting</b>	

To take place in Committee Room No.1, The Arc, Clowne:

- Tuesday, 22<sup>nd</sup> October 2024, 10:30 start
- Monday, 13<sup>th</sup> January 2025, 10:30 start
- Tuesday, 22<sup>nd</sup> April 2025, 10:30 start