



The Arc
High Street
Clowne
S43 4JY

To: Chair, Members & Tenants of the
Housing Liaison Board

Contact: Matthew Kerry
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Friday, 11th October 2024

Dear Councillor / Tenant,

HOUSING LIAISON BOARD

You are hereby requested to attend a meeting of the Housing Liaison Board of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Tuesday, 22nd October, 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
- **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

HOUSING LIAISON BOARD

AGENDA

Tuesday, 22nd October, 2024 at 10:30 hours taking place in Committee Room 1, The Arc, Clowne

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1.	Apologies for absence	
2.	Minutes	4 - 13
	To review the minutes of a Tenant Participation Review & Development Group (the former title of the Housing Liaison Board) meeting held on Tuesday, 16 th July 2024.	
3.	Regulator of Social Housing Inspection Judgement and Improvement Plan	14 - 23
4.	Update on Tenant Engagement Strategy	24 - 50
	<ul style="list-style-type: none">• Action Plan Update• Refresh of Objectives following Inspection	
5.	Tenant Satisfaction Measures 2024/25	51 - 56
	<ul style="list-style-type: none">• Q2 Management Information Measures• Perception Survey	
6.	Housing Complaints - Quarter 2 2024/25	57 - 66
7.	Draft Housing Annual Report 2023-24	67 - 72
8.	Current Service Performance	73 - 78
9.	Stock Condition Survey	Verbal Update
10.	Date of Next Meeting	
	To take place in Committee Room 1, The Arc, Clowne:	
	<ul style="list-style-type: none">• Monday, 13th January 2025, 10:30 hours start – revised date to be agreed for Monday, 20th January 14:00 hours start?• Tuesday, 22nd April 2025, 10:30 hours start.	