



The Arc
High Street
Clowne
S43 4JY

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

Contact: Matthew Kerry
Telephone: 01246 242519
Email: matthew.kerry@bolsover.gov.uk

Monday, 14th April 2025

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 April, 2025 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 April, 2025 at 10:30 hours taking place in Committee Room 1, The Arc,
Clowne***

Item No.		Page No.(s)
1.	Apologies for absence	
2.	Minutes	5 - 15
	To review the minutes of a Housing Liaison Board meeting held on Tuesday, 20 th January 2025.	
3.	Regulator of Social Housing - Inspection Improvement Plan	16 - 21
4.	Update on Tenant Engagement Strategy Action Plan	22 - 44
5.	Tenant Satisfaction Measures 2024/25	45 - 53
	<ul style="list-style-type: none">• Perception Measures and Completion of 2024/25 Survey• Management Information Measures	
6.	Housing & Repairs Complaints Quarter 4 (1st January 2025 to 31st March 2025)	54 - 65
7.	Current Service Performance	66 - 77
	<ul style="list-style-type: none">• Housing Key Performance Indicators• Q4 Tenant Performance Poster	
8.	Refresh of Policies	78 - 103
9.	Challenge & Change	104 - 124
	<ul style="list-style-type: none">• Monitoring of Recommendations – The Void Process• Review of Grounds Maintenance on Council Estates (verbal update)• Future Review Ideas (verbal update – consultation in progress)	
10.	Bolsover Homes Newsletter - Next Issue	125 - 128

11. Date of Next Meeting

To take place in Committee Room 1, The Arc, Clowne at 10:30 hours:

- Tuesday, 29th July 2025;
- Tuesday, 21st October 2025;
- Tuesday, 27th January 2026;
- Monday, 20th April 2026.