



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

Friday, 18th July 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, 29th July, 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,

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, 29th July, 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 To review the minutes of a Housing Liaison Board meeting held on Tuesday, 22 nd April 2025.	5 - 15
3.	Inspection Improvement Plan	16 - 21
4.	Tenant Satisfaction Measures <ul style="list-style-type: none">• Outturn 2024/25:<ul style="list-style-type: none">○ Full report - Perception Measures 2024/25○ Full report - Management Information Measures• Tenant Friendly Version for Approval• Q1 2025/26 Management Information Measures	22 - 79
5.	Report for Housing & Repairs Quarter 1 (1st April 2025 to 30th June 2025)	80 - 90
6.	Annual Complaint Handling and Service Improvement Report 2024/25 <ul style="list-style-type: none">• Draft report to be provided as a handout at the meeting for Tenant consideration.	Verbal Update
7.	Current Service Performance <ul style="list-style-type: none">• Service KPIs• Q1 2025/26 Tenant Performance Poster	91 - 97
8.	Housing Damp and Mould Policy	98 - 112
9.	Housing Service Standards	113 - 122

10.	Challenge & Change Group Update	123 - 160
	<ul style="list-style-type: none"> • Voids Process Review Completed Action Plan • Review of Grounds Maintenance on Council Estates • Future Review – Anti Social Behaviour (Verbal Update) 	
11.	Bolsover Homes Newsletter	Verbal Update
12.	Housing Sector Update	161 - 164
13.	Date of Next Meeting	
	To take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:	
	<ul style="list-style-type: none"> • Tuesday, 21st October 2025; • Tuesday, 27th January 2026; • Monday, 20th April 2026. 	