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

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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.

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HOUSING LIAISON BOARD AGENDA

***Tuesday, 29th July, 2025 at 10:30 hours taking place in Committee Room 1, The Arc,
Clowne***

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	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. 	

HOUSING LIAISON BOARD

Minutes of a meeting of the Housing Liaison Board of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Tuesday, 22nd April 2025 at 10:30 hours.

PRESENT:-

Members:-

Councillor Phil Smith in the Chair

Councillors Rita Turner.

Tenants:- Mrs. Kathleen Blair (Substitute), Mr. Steven Bramley and Mrs. Angela Sharpe.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Jane Calladine (Tenant Engagement Officer), Andy Clarke (Head of Property (Repairs and Maintenance) – Dragonfly Management), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Deborah Whallett (Housing Services Manager), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer) and Matthew Kerry (Governance and Civic Officer).

HLB34-24/25 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Sandra Peake, Janet Tait, Jane Yates, and Mrs. Heather Fretwell, Mrs. Janice Payne and Ms. Jackie Taylor.

HLB35-24/25 MINUTES

The Board were informed the recommendation for HLB31-24/25 (“that the Board note the proposed outline structure of the new strategy and provide comment on the proposals, revised timetable for development and the planned consultation”) should have read as “that the Board note the planned delivery under the new Housing Strategy 2024-2029, which directly affects tenants”.

Moved by Mr. Steven Bramley and seconded by Councillor Rita Turner

RESOLVED that the minutes of a meeting of the Housing Liaison Board held on 20th January 2025 be approved as a true and correct record subject to correction of the resolution of HLB31-24/25 read as “that the Board note the planned delivery under the new Housing Strategy 2024-2029, which directly affects tenants”.

HLB36-24/25 REGULATOR OF SOCIAL HOUSING - INSPECTION IMPROVEMENT PLAN

The Assistant Director of Housing Management & Enforcement presented the report to the Board, which summarised the progress made under the Council’s Improvement Plan following the C2 Grading by the Regulator of Social Housing in 2024 (C1 being the highest, C4 the lowest).

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The C2 Grade recognised the Council had provided assurance and had met the consumer standards in many areas, but also identified areas for improvement.

4 key areas of focus were identified:

- Complete the full Stock Condition Survey (the 'Survey') and use this data to meet the requirements of the Decent Homes Standards – the results would show needed improvements to the Council's housing stock and drive future capital spending;
- Deliver fair and equitable outcomes to tenants – recognise and understand the individual and whole tenant base and use this data to shape services provided to benefit all tenants;
- Complaint handling – ensure the complaint process was accessible to assess the outcome of complaints in more depth, recognise lessons learned, and where changes were made to process and procedure explain this to tenants; and,
- Performance – it was important tenants hold the Council to account by publishing information in an accessible way and in several different places.

A summary of progress to date on the 4 key areas was attached at Appendix 1.

Meetings had been scheduled every few months since the inspection in 2024, with the aim for the Council to achieve a C1 Grade.

Savills had reported a 92.7% completion of the Stock Condition Survey (the 'Survey'), with 360 properties remaining to inspect. Savills would produce a report on work accomplished and likely present this to the Executive in June 2025.

The Regulator stated Surveys had to be completed (at a minimum) every 5 years. While it would depend on funding, the current aim was for the Council to inspect 1,000 properties annually in a rolling programme.

A Tenant recalled the Council (at times) struggled to access properties to carry out necessary Gas / Electricity safety checks. It was also asked if there was an intent to bring future Surveys into the Council. The Assistant Director of Housing Management & Enforcement shared the Council would prefer to bring the Survey inhouse, but that it would depend on what was most cost effective.

The Housing Services Manager noted Council staff might not be able to carry out such work. The Head of Property (Repairs and Maintenance) added the Council could only utilise competent surveyors and would need the correct hardware and software required to carry out the Survey – the Council currently did not have this resource available.

Regarding the 360 properties still needing inspection, the Housing Services Manager informed tenants could have been indisposed at the time and inspections could be now completed – only a core of properties would likely require Court injunctions to carry out inspections.

The Assistant Director of Housing Management & Enforcement added that 20 of the 360 properties had recently become void – inspections would soon be carried out.

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For the Tenant census, the Assistant Director of Housing Management & Enforcement explained it was to collect up to date information from tenants (phone numbers, email addresses, disabilities, suitability of property to be a home, etc.) and 700 responses had been received so far. The Head of Property (Repairs and Maintenance) was also asking Gas engineers to collect such information if possible.

It remained important for tenants to hold the Council to account – performance data would continue being presented to the Board. A performance poster with key information, as well as the minutes of the Board's meetings and a video explaining the Council's responsibilities, would continue to be accessible online.

A 6 month summary of Complaints, provided by the Customer Standards and Complaints Officer, would also be included in the newsletter.

To a question on the newsletter including information on Dragonfly (Housing Repairs and Maintenance), the Board briefly discussed and officers would explore providing relevant information on Dragonfly (Housing Repairs and Maintenance) and Dragonfly Development Ltd.. A Tenant commented some articles relating to both companies may be of interest to tenants.

RESOLVED that members of the Board note the judgement in Appendix 1 and confirm agreement to the proposed Improvements.

HLB37-24/25 UPDATE ON TENANT ENGAGEMENT STRATEGY ACTION PLAN

The Tenant Engagement Officer presented the report to the Board, which detailed the following six-monthly update on progress against the Action Plan.

The Action Plan Update was attached at Appendix 1 with key activity listed in the report.

Attention was brought to figures 1.3a – 1.3c (to promote engagement), 3.1b (locality events and consultation attempts), 3.5b (tenants conference in collaboration with Chesterfield Borough Council and Rykneld Homes) and 4.1a (members of Repairs Action Network Team (RANT) were consulted on newsletter ideas).

Moved by Councillor Phil Smith and seconded by Councillor Rita Turner

RESOLVED that progress against the action plan, as stated, is reviewed and tenants provide feedback on current activity.

HLB38-24/25 TENANT SATISFACTION MEASURES 2024/25

The Housing Strategy and Development Officer presented the report to the Board. As conveyed at the Board's October 2024 meeting, the 2024/25 Survey was underway. The initial mailout had been 1st to 27th October 2024.

Key points noted after this phase included:

- 3,179 emails had been circulated – 794 sent by post;
- 394 responses received by 5th November 2024 – ideally around 550 responses were needed; and,

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- Current responses did not mirror the stock profile, with 57.4% from Housing for older people, 40.1% from General Needs and 2.5% from Sheltered. The stock profile at the end of March 2024 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%) – a higher response rate from General Needs and Sheltered was needed.

The first reminder wave was completed 4th to 29th December 2024. A total of 1,919 emails had been sent to General Needs properties to create a more balanced response.

Key points noted after this phase included:

- The reminder round had improved things, though more responses were still needed from General Needs Housing – a much better response rate from Independent Living Scheme tenants had been possible following visits by the Tenant Engagement Officer;
- The largest number of responses were from single tenants, and over 75% were aged 65+; and,
- There had been limited interest in downsizing.

From January to March 2025, a further reminder round had been posted out to General Needs tenants not contacted during the December 2024 reminder round.

Following this, the Council had now met the minimum return target by the deadline of 31st March 2024 with 668 responses received. However, these responses still did not fully mirror the tenant population and / or housing stock. The data would therefore go through additional analysis, with calculations applied to ensure the final figures reported were representative.

A summary of the unweighted data for satisfaction levels from returned surveys was attached at Appendix 1. Management Information for the first three quarters of 2024/25 was attached at Appendix 2.

It was noted that for CH02(2), one Complaint had not been responded to in the appropriate timeframe (sent the following workday). Due to the overall low numbers of Complaints received, this one Complaint had brought the results to 94.4% for Quarter 4 2024/25, resulting in the Council not meeting its 100% target (of responding to Complaints within the defined timescale).

The Assistant Director of Housing Management & Enforcement informed that for RP01, this was currently an estimate with the Council awaiting the results of Savills' Stock Condition Survey – it was expected this would be a single percentage figure rather than the current 11.45% result.

The Housing Strategy and Development Officer noted that for BS01, this figure currently stood at 99.5% as the Council was awaiting access to 24 properties – this would likely be completed before 30th June 2025.

The Chair observed the results were good, with the few targets missed being understandable (the safety checks not being 100% completed due to the Council having not been able to access those 24 properties). The Head of Property (Repairs and Maintenance) agreed – the Council only needed access (though would likely have to do so through the Courts).

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The Assistant Director of Housing Management & Enforcement informed the Council had to submit the report to the Regulator by June 2025. This would be published online with a tenant friendly version also created.

A Tenant noted good progress was being made, even with the Council awaiting the completion of the Stock Condition Survey.

The Assistant Director of Housing Management & Enforcement shared it was important for the Council to continually know the decency of its housing stock and have accurate figures. The Chair added knowing the stock was decent meant it could then be well maintained, with a rolling programme of maintenance and investment possible.

Moved by Mr. Steven Bramley and seconded by Mrs. Angela Sharpe

RESOLVED that the performance for 2024/25 documented in the attached reports is reviewed and acknowledged.

HLB39-24/25 HOUSING & REPAIRS COMPLAINTS QUARTER 4 (1ST JANUARY 2025 TO 31ST MARCH 2025)

The Customer Standards and Complaints Officer presented the report to the Board, which provided information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Management and Repairs Services.

24 Compliments had been received 1st January to 31st March 2025 – Dragonfly (Housing Repairs and Maintenance) had received the most Compliments, followed by Housing Options and Community Safety & Enforcement.

Compliments for Dragonfly (Housing Repairs and Maintenance) focussed on the Repairs Operatives who were praised for being polite and described as 'lovely' and 'nice'. Work carried out was also described as 'above and beyond', 'fantastic', 'excellent' and 'brilliant'.

Compliments for Housing Options were primarily thanking officer's for their support and assistance in finding / securing suitable accommodation, with the Team described as 'fantastic', 'excellent', 'amazing' and going 'above and beyond'.

Compliments for Community Safety & Enforcement were to thank officers for being helpful, with the service offered / officers described as 'excellent' and 'fabulous'.

Whilst Dragonfly (Housing Repairs and Maintenance) Complaints had featured heavily for 2024/25, a tenant's personal experience of the service appeared to influence their bias in response to the Council – there were positives to be taken from the service delivered (above), as well as areas for improvement.

6 Comments had been received in the same period – 100% were acknowledged and passed to their respective department within the target time of 5 working days.

Most Comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme found was in relation to communication from the Council to ensure tenants were kept updated.

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7 M.P. Enquires had been received in the same period, with Housing Allocations receiving the most. Nearly all enquiries were in relation to refused housing applications for various reasons.

20 Stage 1 Complaints were recorded in the same period, with 100% responded to within the Council's customer standard and the Housing Ombudsman Code of 10 working days. Dragonfly (Housing Repairs and Maintenance) had received the most Stage 1 complaints, followed by Tenancy Management then Housing Allocations.

There was a range of reasons Complaints had been made about Dragonfly (Housing Repairs and Maintenance). Themes included behaviour and attitude of Repair Operatives and long standing repair issues (multiple repair jobs).

Tenancy Management complaints related to communication and officer behaviour / attitude. All Complaints for Housing Allocations were regarding housing application assessment (handling, eligibility for properties and banding).

5 Stage 2 Complaints were recorded in the same period, with all but 1 responded to within the Council's customer service standard and the Housing Ombudsman Code of 20 working days.

The largest proportion related to Tenancy Management, though no theme could be identified as all Stage 2 Complaints related to different issues.

The Housing Ombudsman (HO) and Local Government Ombudsman (LGO) had not reviewed any Complaints during this period.

From the Complaints received in this period, the following service improvements included:

1. In any future Stock Condition Survey (or similar), the Council would ensure an established way of sharing data at the beginning of contracts;
2. Decision to provide all properties whose outbuildings were due to be demolished with replacement storage;
3. Dragonfly (Housing Repairs and Maintenance) had changed their working practices and the external follow on works would now be contacted and receive an appointment date; and,
4. All officers had been reminded that a tenant should be alerted to their presence at a property.

The Council would continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which might not have been reported. The next Service Review for the Housing Department and Dragonfly (Housing Repairs and Maintenance) was scheduled for April / June 2025.

The method of contact, the share of responses from tenants (73%) and residents, the 2024/25 quarterly comparison, as well as details on some of the Compliments and Complaints received were included in the report.

The Board noted that Dragonfly (Housing Repairs and Maintenance) had likely received the most Compliments, Comments and Complaints due to the type of face-to-face work it entailed (these officers being most likely to interact with tenants / residents than other

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Housing departments).

It was noted Dragonfly (Housing Repairs and Maintenance) had received more Compliments than Complaints.

The Chair shared it was important for the Council to set a high standard and assure tenants and residents of work completed (i.e. acts of inconsiderate parking should be minimised). For such concerns, the Head of Property (Repairs and Maintenance) informed all vans had numbers and of course registration plates (if acts of inconsiderate parking / driving occurred, tenants and residents only needed to inform the Council).

The Customer Service, Standards and Complaints Manager and Customer Standards and Complaints Officer informed the drop in M.P. Enquiries during Q2 2024/25 was likely due to the General Election and the new Bolsover M.P. establishing their office.

As for the increase in Q4 2024/25, the Council was working with the M.P.'s office to address enquiries before they could escalate to Complaints.

Moved by Victoria Dawson and seconded by Councillor Rita Turner

RESOLVED that members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

The Customer Service, Standards and Complaints Manager and Customer Standards and Complaints Officer left the meeting.

The meeting was adjourned at 11:34 hours for a comfort break. The meeting was reconvened at 11:45 hours.

HLB40-24/25 CURRENT SERVICE PERFORMANCE

The Housing Strategy and Development Officer presented the report to the Board.

The Council's Housing Management team produced significant amounts of performance related information and wanted to ensure tenants were provided with informative data to hold the Council to account on the services delivered.

A summary of performance against these service indicators for 2024/25 was attached at Appendix 1.

Attention was brought to KP05, which should be coloured red rather than green due to an issue with the electricity contract.

For KP06, only Q4 2024/25 should be red, and the figure for all of 2024/25 was 79.1%, above the annual target (75%).

The Board were informed many properties in the private rented sector were unaffordable. Homelessness services that partners provided were also at capacity.

For KP10, 2 callers had registered unhappy as they had been expecting assistance when using the bathroom or having their television switched on (both of which the Council's

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lifeline system was not for).

The Chair observed a decline for KP06 over 2024/25 and stated it was important to correct this – such an emerging trend was concerning. The Housing Services Manager informed an increase in resources had taken place and this should improve results in 2025/26.

The Housing Strategy and Development Officer stated the updated quarterly performance posters would be included in the Bolsover Homes Newsletter moving forward – it had not been included with the report as the latest data was still to be received.

Information contained on the poster included: a total of 9,947 repairs had been carried out; and 700 households remained on the waiting list, with 60 properties allocated in Q4 2024/25.

A Tenant remarked the amber grading for KP10 was not applicable with regards the nature of the 2 Complaints recorded – it was an unfair representation. The Housing Strategy and Development Officer informed this data had been provided by a colleague and could raise it with them after the meeting. The Tenant insisted it was not a true reflection of the service.

RESOLVED that the performance documented in the attached report is reviewed and acknowledged.

HLB41-24/25 REFRESH OF POLICIES

The Assistant Director of Housing Management & Enforcement presented the report to the Board.

The Neighbourhood and Community Standard required all landlords to engage with other relevant parties so tenants could live in safe and well-maintained neighbourhoods (therefore feeling safe in their homes).

It also set out that all Registered Providers must have a policy for how they recognised and effectively responded to cases of Domestic Abuse (DA).

The Domestic Abuse Policy (the 'Policy') was attached at Appendix 1 and set out how the Housing Team would tackle DA and hold perpetrators to account.

The Council had used the definition of DA from the Domestic Abuse Act 2021 and by the Domestic Abuse Housing Alliance:

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- *Psychological / emotional – e.g. victim-blaming, name-calling, belittling;*
- *Physical – e.g. hurting or threatening to hurt physically;*
- *Sexual – e.g. forced to take part in unwanted, unsafe or degrading activity;*

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- *Economic – e.g. restricting finances / access to work, getting a victim into debt;*
- *Coercive control – e.g. isolating, monitoring, threats, humiliation.*

The Act also recognises the impact of domestic abuse on those who are ‘personally connected’ and defines what is meant by this as:

“...intimate partners, ex-partners, family members or individuals who share parental responsibility for a child.”

The Policy statement at Section 4 explained the training that officers would undertake to recognise the signs of DA and how to make appropriate referrals.

The Policy explained the role of the Specialist Domestic Abuse Officer, who had expertise in this area and whose role was to work with and support victims and survivors of DA.

It was important to always support the victim and their choice: they might not wish to stay in their property, or they might choose to stay and therefore require different support.

To a question on the victims of DA, the Assistant Director of Housing Management & Enforcement informed the Policy had been written to ensure all who experienced DA (female, male, transgender, old, young, etc.) were safeguarded.

Apologies were given to the Board as the Policy had already been presented to the Customer Services Scrutiny Committee and approved by the Executive at its meeting on 14th April 2025.

RESOLVED that members of the Board note the Domestic Abuse Policy.

HLB42-24/25 CHALLENGE & CHANGE

The Housing Strategy and Development Officer presented the report to the Board.

The Challenge and Change process had been introduced in early 2023 with existing tenants who had been involved in the Repairs Action Network Team (RANT) meeting at the time.

The first review had started in 2023 but had taken time to complete due to the scheduling of meetings and visits around other tenant commitments. Towards the end of that review, some new tenants had been recruited which had helped to progress the tenant challenge process (scrutiny) further, allowing for more regular meetings.

The process for the submission and prioritisation of review topics was detailed in the report.

An example of the form tenants would submit for new topics, similar to what Members of the Council’s Scrutiny Committees used, was attached at Appendix 4.

Also provided at the meeting was a scoresheet for the ranking of proposals.

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As part of the decision-making process, all tenants that had either been involved with Challenge and Change or had expressed an interest in involvement in decision-making had been contacted.

Tenants who had interest in some topics would be invited to participate in those associated reviews (first come first served basis).

Chosen topics would be reported to the Customer Services Scrutiny Committee to prevent duplication of work. The Board would monitor all review work.

Not all tenants might be comfortable at public speaking on behalf of their group's review / findings – it was being explored if training could be provided.

Councillor Rita Turner left the meeting at 12:19 hours.

The Tenant Engagement Officer guided the Board through the suggestions thus far received.

Members of the Board were requested to choose the next priority topic for review, with Tenants choosing Anti-Social Behaviour (ASB).

The Housing Strategy and Development Officer offered to collect some finer details on ASB as it was not necessarily a Housing issue. A Tenant agreed; collecting information on Void properties had proven straight forward, but ASB might be challenging.

The action plan outlining the agreed recommendations and progress against them with regards the Review of the Void Process was attached at Appendix 1.

The revised "Welcome to your Home" leaflet, which reflected the new lettable standard, was attached at Appendix 2.

A sample of the decorating voucher was attached at Appendix 3.

RESOLVED that: 1) members of the Board review the process for choosing topics and delivering reviews as set out in the report, and approve for future review work from April 2025 onwards;

- 2) members of the Board review progress against implementing the recommendations from the Review of The Void Process, and associated appendices (1a-1c) and agree if they are satisfied that the Review has been fully delivered;
- 3) members of the Board acknowledge the verbal update on progress of the Review of Ground Maintenance on Council Estates; and,
- 4) members review existing suggestions for Challenge and Change Reviews and choose the next priority topic.

HLB43-24/25 BOLSOVER HOMES NEWSLETTER - NEXT ISSUE

The Tenant Engagement Officer presented the report to the Board.

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A priority of the Tenant Engagement Strategy action plan was to “*publish and promote our tenants’ newsletter and encourage tenants to become actively involved in its production*”.

In March 2025, a survey was sent to 134 tenants who had expressed interest at being involved in the production of a tenants’ newsletter – 20 anonymous responses had been received (it was noted no follow up could be carried out due to the survey being anonymous – what did and did not work well was not entirely known).

2 tenants had stated they had not received a copy of the issue published November 2024.

While 7 tenants were happy to keep Complaints presented in text, 13 had requested a combination of written articles with graphics / charts.

Tenant suggestions for articles in the following edition and one-off and regular articles were detailed in the report.

The Housing Strategy and Development Officer noted there was a difference between tenants who wanted to be involved and those who became involved. A Tenant agreed, recounting their experience as a Public Governor for Chesterfield Royal Hospital.

RESOLVED that: 1) members of the Board review the contents of the report and comments received; and,

- 2) members of the Board agree if there are specific suggestions they want to see taken forward for content in issue 10 of Bolsover Homes.

HLB44-24/25 DATE OF NEXT MEETING

The Board were informed the first meeting of 2025/26 would take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Tuesday, 29th July 2025.

The Board were further informed the following meetings of 2025/26 would take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

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

The meeting concluded at 12:40 hours.



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 3: Regulator of Social Housing - Improvement Plan

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report summarises the progress made under the Councils Improvement Plan following the C2 Grading by the Regulator Social Housing.

Background

The Regulator for Consumer Standards revised Consumer Standards were effective from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Social Housing Regulation Act, which also came into effect from 1 April 2024, gave the Regulator Social Housing enhanced powers to inspect social landlords to ensure that they comply with the consumer standards.

The council was one of the first to be inspected under the new inspection regime, received a C2 Grading. C1 being the highest achievable level with C4 the lowest.

The inspection, which took place in May 2024, considered how well the authority was delivering the outcomes of the Consumer Standards. As well as observing a Customer Services Scrutiny Meeting, Tenant Participation Development and Review Group and internal councillor and officer meetings, the Regulators met with tenants, officers and elected members. They also reviewed a wide range of documents.

The C2 grade recognises the council has provided assurance and met the consumer standards in many areas, but identifies some areas where improvement is needed.

The Regulator recognised the council understands where it needs to make improvements and was assured work is already underway to improve these areas, including the full stock condition survey which is about to commence.

Improvement Plan

Following the C2 Grading we have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that weakness have been addressed so that outcomes for our tenants are improved.

We have met the Regulators on five occasions since our inspection, most recently on 17th July 2025.

Appendix 1 has a summary of progress to date on these 4 key areas. Since the last update in April 2025, we have successfully recruited to the Housing Performance Manager position. One key area will be to analyse the feedback from the Tenant Census data so we can update information and demonstrate how we are delivering fair and equitable outcomes to tenants. Where there are gaps we will be looking at what changes and service improvements we can do to address this.

We have been importing the Stock Condition Survey data into the housing management system and testing the accuracy. This will allow us to run reports to drive future capital programmes. We will be using this data to launch an updated 30 year HRA business Plan next year.

We continue to work closely with the complaints team to ensure that the complaints process is fair to all, and have commenced the Comments, Compliments and Complaints (CCC) Locality Groups. This has been open to all tenants and is seeking feedback on the barriers to making a complaint, so we can seek to address these.

RECOMMENDATION(S)

1. That members of the Board note comments of the Improvement Plan.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Customers</p> <p>Priorities:</p> <ul style="list-style-type: none"> ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> ○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i> <p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"> ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1.	Regulator Social Housing Bolsover District Council Improvement Plan

Regulator of Social Housing - Improvement Plan

Housing Liaison Board - Regulator Social Housing Improvement Plan update @ July 2025

Requirement	Action	Priority	Progress	Target date
Safety & Quality Standard 1.1 Stock Quality RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.	Full Stock Condition Survey (SCS) required. <ul style="list-style-type: none"> This will provide accurate stock condition data to ensure compliance with Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend. Compliance <ul style="list-style-type: none"> Actively capture and report on compliance Compliance Policies to be in place 	High	Savills appointed - Commenced 27 th August 24 – now finished on site 92.7% of stock surveyed. 350 properties to be surveyed, looking to upskill existing Asset Management Team to undertake SCS to these by March 2026. 23 rd June 2025 Savills presented findings to Executive 4 th October 2025 – options appraisal to be presented to Executive for Future Surveys (full stock every 5 years vs rolling programme) Summer 2026 – commence new programme Non-Decency Figure calculated using SCS data and BDC data, 0.95% stock declared non decent for Tenant Satisfaction Measures Return and Local Authority Housing Statistics (LAHS) Return – 24/25 Compliance data being reported quarterly internally and to the RSH. Damp and Mould Policy now in place Gas and Electrical Compliance in place Fire Safety and Asbestos in development	Survey to be completed and report provided end June 2025 Long term capital investment plan to be reviewed and updated October 2025 Ongoing

<p>The Transparency, Influence and Accountability Standard</p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<p>We need to understand the individual and whole tenant base.</p> <ul style="list-style-type: none"> • We then need to use this data to shape the services we provide to benefit all our tenants. • By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible. 	High	<p>Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p> <p>Around 700 responses to date. A link to this was included in the November 2024 Newsletter, the February 2025 Rent Increase Letter and the April 2025 Annual Rent Statement</p> <p>Customer Services also seeking this updated information from tenants.</p>	To have data from all tenants by March 2026
<p>The Transparency, Influence and Accountability Standard</p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> • We will work with the Tenant Groups to establish what information the tenants want and how this is presented • Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactive and informative for tenants. 	Medium	<p>TSM 24/25 full results published by 30th June 2025 as per requirements. Tenant friendly version of the data also available, a video voice over version to be created and uploaded.</p> <p>Annual report – content and layout approved with tenants and will be published in November 24 newsletter</p> <p>Performance reports presented to HLB quarterly from October 2024. These are on the website site and accessible. This has been promoted in the November newsletter and will be a regular item every 6 months – see issue 10</p> <p>Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter.</p>	Ongoing

information to tenants about their overall performance and plans for performance improvement.	<ul style="list-style-type: none"> Quarterly performance data to be on website and in contact centres 		Recruited to a Housing Performance Manager who can interrogate housing data and provide recommendations on service and performance improvements	
The Transparency, Influence and Accountability Standard 2.6 Complaints RPs must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.</p>	Medium	<p>Complaints information leaflet, approved by tenants and issued to all tenants at sign up and referred to new tenancy visits.</p> <p>Articles in the Nov 24 newsletter</p> <p>Complaints reports on agenda item for all future HLB meetings. 6 monthly summary in every newsletter with effect from Nov 2024 Newsletter</p> <p>Additional resources secured to support complaints team with additional housing cases.</p> <p>Transactional surveys to monitor Complaints performance.</p>	<p>Completed</p> <p>Jan 25</p> <p>Ongoing</p>



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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 4: 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.

Tenant Satisfaction Measures 2024/25 Outturn

Following presentation of estimated returns at the April meeting, the final figures have now gone through internal data checks and the return to the Regulator was completed by the deadline of 30th June 2025.

Perception Measures (appendix 4.1)

The national evaluation of the 2023/24 TSM data highlighted the impact of return method on the level of satisfaction. The following table compares our published outturn for 2023/24 with our outturn for 2024/25. While a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/24.

It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lower satisfaction rates), and the fact that this year's sample had a higher proportion of responses from General needs housing which are traditionally less satisfied than our Housing for older people and Sheltered housing tenants.

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Code	TSMs collected from tenant perception surveys	2023/24 Outturn	2024/25 Outturn	2023/24 Average
TP01	Overall satisfaction	86.9%	86.0%	71.3%
TP02	Satisfaction with repairs	89.0%	83.9%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	86.6%	84.2%	67.4%
TP04	Satisfaction that the home is well-maintained	84.3%	81.4%	70.8%
TP05	Satisfaction that the home is safe	87.0%	85.4%	76.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	60.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.6%	75.7%	70.3%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.8%	82.9%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	74.6%	76.1%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	57.8%

Management Information Measures (appendix 4.2)

The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	4.0	N/a

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TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	90%
BS01	Gas safety checks	99.2%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	69%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%

As per tenants previous request, a video version of the results will also now be produced to go on the Council's website.

Tenant Satisfaction Measures 2025/26 – Management Information Measures Q1 2025/26

Attached at Appendix 4.4 is the Q1 data for the 10 management measures.

Tenant Satisfaction Survey 2025/26

This year's survey is likely to commence September/October 2025. It is hoped that there will be national analysis of 2024/25 data by that stage which might further shape the approach for 2025/26.

There is likely to be little change to the additional survey questions that the Council includes, but a more automated approach may be possible for respondents requiring further contact re repairs and downsizing, due to software updates.

As the survey has not yet commenced there is no data for the Perception Measures to report.

RECOMMENDATION(S)

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged (Appendices 4.1 and 4.2).
2. That Tenants acknowledge and approve the Tenant version of the TSM data attached at Appendix 4.3.
3. That the performance for the Management Information Measures Q1 2025/26 is reviewed and acknowledged (Appendix 4.4).

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

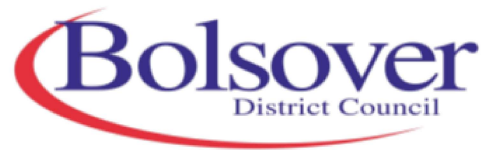
Target HOU03: Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.

DOCUMENT INFORMATION

Appendix No	Title
4.1	Tenant Satisfaction Measures – Perception Measures 2024/25
4.2	Tenant Satisfaction Measures – Management Information 2024/25
4.3	TSM Summary Report 2024/25 – Tenant version
4.4	TSMs Q1 2025/26 – Management Information Measures

Tenant Satisfaction Measures - Tenant Perception Survey

Summary Report 2024-2025



**DRAGONFLY
MANAGEMENT**

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
- **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** via textphone or app on 0800 500 888 - 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

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Executive Summary

This report details the results of the 2024-2025 Bolsover District Council Tenant Satisfaction Measures (TSM) survey.

This survey is required by the Regulator of Social Housing to generate annual tenant perception measures. Bolsover District Council carried out the consultation exercise 'in house' using Snap Survey software to create the questionnaire and primarily through a combination of posting out paper surveys to our tenants and email communication.

Bolsover District Council has 4939 Low Cost Rental Accommodation (LCRA) properties as follows:

Housing for older people (2,100 properties) which is 42.52% of housing stock.

General needs housing (2,642 properties) which is 53.49% of housing stock.

Sheltered housing (197 properties) which is 3.99% of housing stock.

N
ow Cost Rental Accommodation (LCRA) includes for example general needs, supported housing, intermediate rent and temporary social housing.

This summary report is based on 660 survey completions and presents weighted results for all questions showing percentages to one decimal place. Analysis of the results groups answers to reflect a combined satisfaction score (fairly satisfied plus very satisfied answers added together).

The Tenant Perception Survey for 2024/25 financial year targeted all properties resulting in 681 responses of which 9 were removed as duplicate returns from a household, and a further 12 removed due to missing data for the core weighting characteristics, giving a 14.18% return. The survey commenced on 1st October 2024 and was sent to all tenanted properties as of 30.09.24.

Results Summary

Overall satisfaction

The *overall satisfaction* result for Bolsover District Council's housing services for 2024-2025 runs high at 86.0%.

The **top** scoring Tenant Satisfaction Measures for 2024-25 are as follows:

- TP01: Overall satisfaction scores 86.0%
- TP05: Home is safe scores 85.4%
- TP03: Satisfaction with most recent repair (time taken) scores 84.2%
- TP02: Overall repairs satisfaction scores 83.9%

The **lowest** scoring Tenant Satisfaction Measures (highest areas of dissatisfaction) for 2024-25 are as follows:

- TP09: Approach to handling complaints scores 37.8%
- TP12: Approach to handling Anti-Social behaviour scores 65.8%
- TP06: Listens to views and acts upon them scores 67.8%

It should be noted that while all three of these areas measures score at a lower level, they still exceed the 2023-24 national average.

Results Table

Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. The Council chose to analyse by the core characteristics of stock type and geographic area. The achieved sample was not sufficiently representative of the three stock types and across the four geographic areas. To achieve representation, results have been weighted to adjust for the correct proportions of respondents. The table below shows a summary of the original results achieved and the weighted results.

The results presented are rounded to one decimal place as per the technical requirements from the Regulator.

Code	TSMs collected from tenant perception surveys	Result	Weighted
TP01	Overall satisfaction	85.9%	86.0%
TP02	Satisfaction with repairs	83.6%	83.9%
TP03	Satisfaction with time taken to complete most recent repair	83.6%	84.2%
TP04	Satisfaction that the home is well-maintained	81.3%	81.4%
TP05	Satisfaction that the home is safe	85.3%	85.4%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	67.7%	67.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.8%	75.7%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.0%	82.9%
TP09	Satisfaction with the landlord's approach to handling complaints	38.3%	37.8%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	77.2%	76.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	71.2%	72.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.2%	65.8%

Summary of Survey Approach

Bolsover District Council (BDC) has internal expertise and relevant software to run and manage surveys and uses their own staff to carry out the work for the TSM survey.

Achieved sample size and response rate

The Tenant Perception Survey for 2024/25 financial year targeted all properties resulting in 681 responses of which 9 were removed as duplicate returns from a household, and a further 12 removed due to missing data for the core weighting characteristics. The survey commenced on 1st October 2024 and was sent to all tenanted properties as of 30.09.24 – 4802, giving a 14.18% return. Based on the stock figure at 31.03.25 (4939) this exceeds both the sample size we require and the response rate.

The required number of response for Bolsover District Council to achieve statistical accuracy according to the guidelines is approximately 536.

~~This~~ This information shows that the Council was fully compliant in achieving the required sample size.

Frequency of survey

Surveys were sent out to tenants in three tranches throughout the year. This allowed BDC to monitor the number of responses received each tranche, to be able to decide which tenant groups to target with reminders to ensure a representative sample, and to meet the overall minimum required sample size for statistical accuracy. The first contact was made 1st-27th October 2024, a second reminder round 4th-29th December 2024, and final reminder round in two batches across 28th Jan- 9th Mar 2025.

Survey collection method

Due to the success of the first year of the TSMs using postal surveys, and anecdotal knowledge that tenants have traditionally preferred postal contact, this was considered a primary collection method. Due to the Regulators emphasis on response method, a decision was taken to actively use email and text for the 2024/25 survey to ensure a range of primary collection methods were being offered to tenants.

Initial surveys were sent to all tenants named on a tenancy, where this involved joint tenants we sent to both tenants. This was a mixture of email, text and postal dependant on the contact information held on file. The priority method of contact being email, followed by text (where a mobile number was held), and lastly postal. Those receiving a postal copy also received a cover letter with a QR code to allow for online response if the tenant wished to use that method instead. Email and text were used over postal, where information was held, in order to ensure collection methods were cost-effective and enabled an instant response option.

To ensure that responses were only received from council tenants (as per technical requirements) the link to the survey was only available through direct contact from us, not openly available on the website.

Other methods were available by request e.g., braille, translator, large print, telephone, face-to-face.

Sampling method – Census

The original intention had been to complete a sample approach each year, covering 50% of the tenant population, to combat survey fatigue.

Due to the imbalance in responses to the 2023-24 survey (over-representation from tenants in 'Housing for older people') a decision was taken to survey all households so that the sample base was fully representative of the tenant population – a census approach.

Following the initial tranche, it was clear that as per 2023-24 a higher response rate was being seen from tenants in 'Housing for older people'. Consequently the two reminder rounds targeted 'General needs housing' and 'Sheltered housing' to ensure responses became representative of the population.

The first reminder round was via email, where held, to all 'General needs' households who had not yet responded. This method, alongside 'postal', had proved most popular during the initial tranche and to ensure collection was cost-effective, reminder emails were sent. While this did boost responses in general and started to balance the representativeness, response numbers were still not at a sufficient level for stock size. All geographic areas were included.

A face-to-face and postal approach was used with tenants in our Sheltered housing, with targeted visits by our Tenant Engagement Officer, who either assisted tenants to complete where required, or left a postal return copy for the tenant to complete on their own. This approach ensured a response rate comparable to the population in this stock type and as such will be used moving forward.

The second reminder round was via post to all remaining 'General needs' households who had not yet responded. This was sent in two batches over a six-week period to stagger workload of data inputting. All geographic areas were included.

Only one response per household was allowed and where duplicate responses were received, these were eliminated from the final analysis.

Number of tenant households not included in the sample

No tenant households were excluded from the sample frame due to exceptional circumstances as described in the technical requirements.

Representativeness and weighting

The sample was drawn from all households, and all tenants (both sole and joint) were approached but with the caveat that only one response was required per household.

The characteristics mainly used to assess representativeness were stock type and geographical area (contact centre). The results of the survey have been weighted by these characteristics to ensure the reported return is representative.

BDC also assessed responses based on household type (single with/without others or couple with/without others), age and gender. This information was not used as core characteristics however due to current limitations in the quality of tenant data which is being addressed via a separate Tenant Census.

Incentives

BDC offered tenants who completed the survey the opportunity to enter a prize draw for a £50 shopping vouchers. Three vouchers were distributed in total, with one winner per tranche.

3
4

Survey content

As well as the compulsory TSM questions, BDC has included questions on downsizing, repairs, and tenant involvement.

At the end of the survey, there was the option to include contact details if the tenant wished to enter the prize draw for a voucher, and equalities/diversity questions.

The survey is posted out with a letter, which summarises what the TSMs are, the purpose of the survey, the importance of tenants having their say, and what happens to the results. For those receiving an email or text, there is sufficient detail including the link to the survey and further detail about the TSM process.

Results

Respondents are advised that their responses are confidential and are used to fulfil the requirements of the regulator and to improve BDC Housing Services.

In addition to the regulator publicising the results, BDC Housing Service will publicise the overall results online and through a variety of communication channels. This will include tenant specific publications, that have been designed with tenants to ensure the information is accessible.

Representation

Under-representation

In comparison to tenant groups and where applicable, Census 2021 figures, we note an under-representation in survey responses in the following categories: Housing for older people, Sheltered housing, age (18-64), those with no disability and ethnicity (White British).

Over-representation

In comparison to tenant groups and where applicable, Census 2021 figures, we note an over-representation in our survey responses in the following categories: General needs housing, age (65+), disability (limited a lot), disability (limited a little) and ethnicity (ethnic minority).

Category	Population	Responses
Housing Type		
General Needs (2,642)	53.49%	60.2% ↑
Housing for older people (2,100)	42.52%	36.1% ↓
Sheltered (197)	3.99%	3.8% ↓
Geography (stock by contact centre area)		
Bolsover		
Clowne	25.29%	24.1% ↓
Shirebrook	27.07%	30.6% ↑
South Normanton	23.02%	26.4% ↑
	24.62%	18.9% ↓
Age		
18-64	62% (Census)	41.01% ↓
65+	20% (Census)	58.99% ↑
Disability		
Limited a lot	11% (Census)	31.8% ↑
Limited a little	12% (Census)	30.9% ↑
No	78% (Census)	37.3% ↓
Ethnicity		
White British	97% (Census)	95.1% ↓
Ethnic minority	3% (Census)	4.9% ↑

Accuracy and weighting

We have used a **margin of error calculator** to determine how accurate our survey data is as a representation of the wider sample which includes the total number of people our survey represents (our population size). Our sample size represents the respondents to our survey and their views are a sample of the total population and have been used to reflect opinions of the wider group. Lastly, the confidence level of 95% is how confident we are that the views expressed by the sample size are an accurate reflection of the total population.

Population ?

4939

Likely response rate ?

10%

Confidence level ?

95%

Margin of error +/- ?

4%

Reset to defaults

Calculate

Sample size

536

You require a response rate of at least

11%

The assessment of the weighting approach gives us an efficiency of 95.5%

Assessment of RIM Weight RW1

Details:

RIM Weight: RW1

weighted cases: 660

minimum: 0.770

maximum: 1.540

range: 0.769

mean: 1.000

standard deviation: 0.216

weight efficiency: 95.557%

OK

The following image shows how the ratios of tenant population by stock type and geographic area, were used as the core characteristics of the stock to weight the results to ensure representativeness.

Excluding 'don't know' and 'not applicable'

In line with the technical guidance for calculation of satisfaction levels, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'not applicable' or 'don't know' (where these were possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments.

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Variable	Code	Ratio	Expected	%	Actual	%
Q13	Housing for older people	42.52	280.6	42.5%	238	36.1%
	Sheltered housing	3.99	26.3	4.0%	25	3.8%
	General needs housing	53.49	353	53.5%	397	60.2%
Q17	Bolsover	25.29	166.9	25.3%	159	24.1%
	Clowne	27.07	178.7	27.1%	202	30.6%
	Shirebrook	23.02	151.9	23.0%	174	26.4%
	South Normanton	24.62	162.5	24.6%	125	18.9%

Status: Built

As noted in the table assessing representation, and in the previous image, there was a higher response rate from tenants in General needs housing. As such the results reported in the report have been weighted with the following factors:

Housing for older people - 1.17; General needs housing - 0.89; Sheltered housing - 1.05
Bolsover - 1.05; Clowne - 0.89; Shirebrook - 0.87; South Normanton - 1.30

Method of Response

The following charts show the breakdown of response method for all respondents and specifically for those 'satisfied' with the housing service. To ensure we could measure the impact of response method on satisfaction, as per the data return, this question was mandatory for all respondents. It is important to note that not all respondents answered all of the 12 satisfaction questions set by the Regulator. In particular, not all answered the question on overall satisfaction. As such we know the response method for all respondents, but this does not always correlate to the numbers answering each individual question. A paper survey was the most common response method for those who are satisfied with the housing service.

How have you completed this survey...? (Unweighted)

Counts Analysis % Respondents	
Total	660 100.0%
How have you completed this survey...?	
Paper survey which I received in the post	380 57.6%
Received an email containing a link	233 35.3%
Received a text message containing a link	11 1.7%
QR Code	10 1.5%
At my home assisted by a staff member	24 3.6%
During a phone call	2 0.3%

How have you completed this survey...? (Weighted)

Counts Analysis % Respondents	
Total	660 100.0%
Unweighted	660 100.0%
Weighted	660 100.0%
How have you completed this survey...?	
Paper survey which I received in the post	374 56.6%
Received an email containing a link	239 36.3%
Received a text message containing a link	11 1.6%
QR Code	9 1.3%
At my home assisted by a staff member	25 3.8%
During a phone call	2 0.4%

Response method of respondents that are satisfied with the service provided by the council's housing services?

Counts Break % Respondents	Total	Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?	
		Very satisfied	Fairly satisfied
Total			
Unweighted	559	345	214
Weighted	559	344	215
How have you completed this survey...?			
Paper survey which I received in the post	318 56.8%	186 54.2%	131 61.1%
Received an email containing a link	199 35.6%	131 38.2%	68 31.5%
Received a text message containing a link	7 1.3%	3 0.9%	4 2.0%
QR Code	9 1.6%	6 1.8%	3 1.2%
At my home assisted by a staff member	24 4.3%	17 4.9%	7 3.2%
During a phone call	2 0.4%	-	2 1.1%

Overall Satisfaction

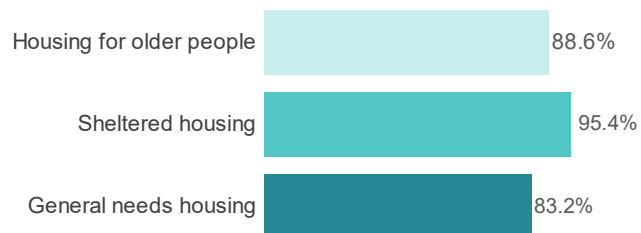
TP01 - Overall Satisfaction 86.0%

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council's housing services?

The table and charts below show overall satisfaction with the service provided by the council's housing services. The clear majority of tenants (86.0%) are highly satisfied with the council's **overall housing services**.

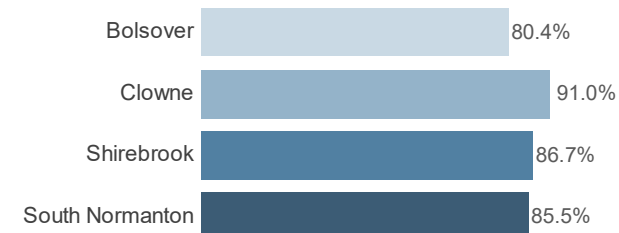
Counts	Analysis %	Respondents
39	Base	
	Unweighted	651 100.0%
	Weighted	650 100.0%
Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?		
	Very satisfied	344 52.9%
	Fairly satisfied	215 33.1%
	Neither satisfied nor dissatisfied	39 6.0%
	Fairly dissatisfied	30 4.6%
	Very dissatisfied	22 3.5%
	% Satisfied	86.0%
	% Unsatisfied	8.0%

Overall satisfaction compared by stock type



When comparing satisfaction across stock types, those resident in Sheltered housing and Housing for older people have higher satisfaction.

Overall satisfaction compared by geographic area



Across the four geographic areas covered by the service, satisfaction levels are highest in Clowne and lowest in Bolsover. This does not correlate to stock type satisfaction as there is a higher amount of Housing for older people in the Bolsover area.

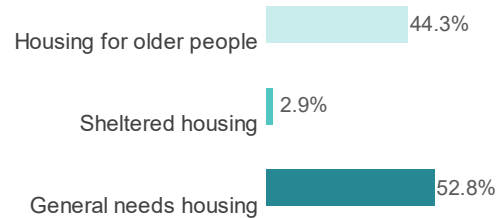
Keeping properties in good repair

The following analysis reflects satisfaction for those tenants using the repairs service in the last 12 months, and maintenance of their home. An initial filter question established the number of respondents using the repairs service in the last 12 months - 444. Only these tenants have then been surveyed further for TP02 and TP03, as to their satisfaction with the service.

Has the Council carried out a repair to your home in the last 12 months?

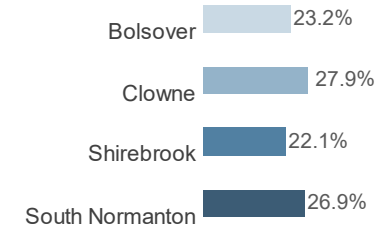
Counts	Analysis %	Respondents
40	Base	
	Unweighted	653 100.0%
	Weighted	653 100.0%
Has the Council carried out a repair to your home in the last 12 months?		
	Yes	444 68.0%
	No	209 32.0%

Respondents using the repairs service in the last 12 months by stock type



Use of the repairs service is broadly comparable with the Council's stock ratios.

Respondents using the repairs service in the last 12 months by geographic area



Comparing use of the repairs service by geographic area, there is greatest use in Clowne where we have the largest amount of stock and lowest use in Shirebrook where we have the least amount. However use of the repairs service is second highest in South Normanton which is the third largest area.

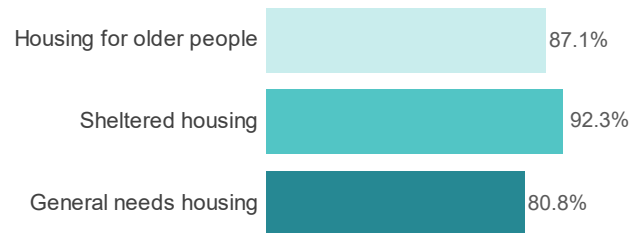
TP02 - Satisfaction with repairs 83.9%

How satisfied or dissatisfied are you with the overall repairs service from the council's housing services over the last twelve months?

Of the tenants indicating that have had a repair in the last twelve months, the majority have indicated a very high level of satisfaction with the council's **overall repairs service** (83.9%).

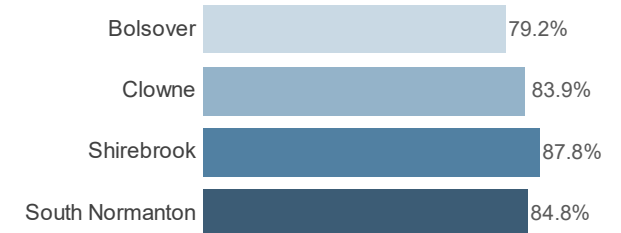
Counts Analysis % Respondents	
41	Base
	Unweighted 439 100.0%
	Weighted 442 100.0%
How satisfied or dissatisfied are you with the overall repairs service from the Council over the last 12 months?	
Very satisfied	280 63.4%
Fairly satisfied	91 20.6%
Neither satisfied nor dissatisfied	25 5.6%
Fairly dissatisfied	28 6.3%
Very dissatisfied	19 4.2%
% Satisfied	83.9%
% Unsatisfied	10.5%

Satisfaction of respondents using the repairs service in the last 12 months by stock type



Satisfaction is higher in our Sheltered housing and Housing for older people, which mirrors the trend with 'Overall satisfaction'.

Satisfaction of respondents using the repairs service in the last 12 months by geographic area



Satisfaction with the overall repairs service is highest in Shirebrook which had the lowest use of the service by respondents. The lowest satisfaction was in the Bolsover area.

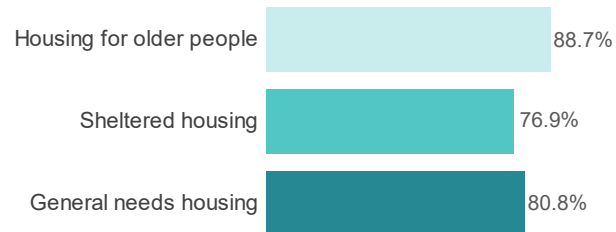
TP03 - Satisfaction with time taken to complete most recent repair 84.2%

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Of the tenants indicating that have had a repair in the last twelve months, the majority have a high level of satisfaction with the amount of **time the council takes to make repairs** (84.2%).

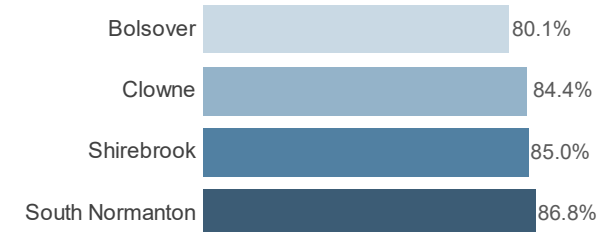
Counts	Analysis %	Respondents
42	Base	
	Unweighted	438 100.0%
	Weighted	441 100.0%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?		
	Very satisfied	272 61.7%
	Fairly satisfied	99 22.5%
	Neither satisfied nor dissatisfied	23 5.3%
	Fairly dissatisfied	22 5.1%
	Very dissatisfied	24 5.4%
	% Satisfied	84.2%
	% Unsatisfied	10.5%

Satisfaction of respondents with the time taken to complete their most recent repair by stock type



Satisfaction is highest for respondents in our Housing for older people, which is also 4% higher than the overall satisfaction rate with 'most recent repair'.

Satisfaction of respondents with the time taken to complete their most recent repair by geographic area



Satisfaction with the time taken by the repairs service is highest in South Normanton which has the second highest use of the service. The lowest satisfaction was in the Bolsover area.

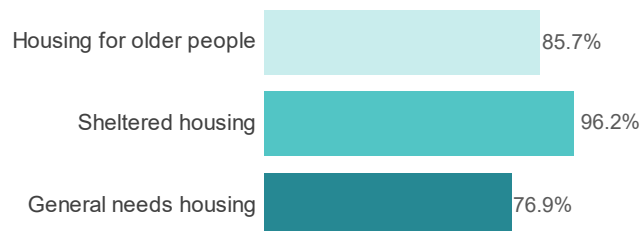
TP04 - Satisfaction that the home is well-maintained 81.4%

How satisfied or dissatisfied are you that the council's housing service provides a home that is well-maintained?

The vast majority of tenants are highly satisfied that the council **maintains their home** to a very high standard (81.4%).

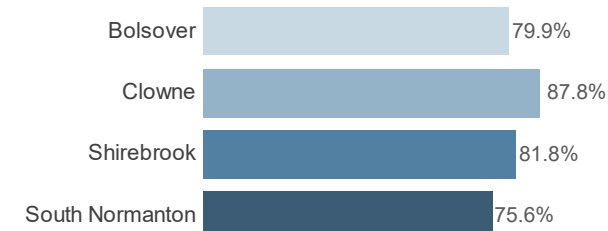
Counts	Analysis %	Respondents
43	Base	
	Unweighted	654 100.0%
	Weighted	655 100.0%
How satisfied or dissatisfied are you that the Council provides a home that is well-maintained?		
	Very satisfied	332 50.7%
	Fairly satisfied	201 30.7%
	Neither satisfied nor dissatisfied	60 9.1%
	Fairly dissatisfied	34 5.2%
	Very dissatisfied	28 4.2%
	% Satisfied	81.4%
	% Unsatisfied	9.5%

Satisfaction of respondents that the council provides a home that is well-maintained by stock type



Satisfaction is highest for respondents in our Sheltered housing. Respondents in both Housing for older people and Sheltered housing have higher satisfaction than the overall rate of 81.4%.

Satisfaction of respondents that the Council provides a home that is well-maintained by geographic area



Satisfaction with home maintenance is highest in Clowne, where we have the largest concentration of stock. The lowest satisfaction was in the South Normanton area.

Maintaining building safety

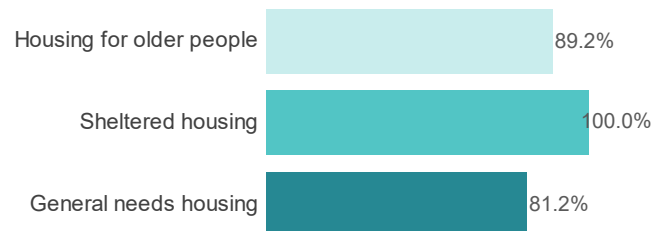
TP05 - Satisfaction that the home is safe 85.4%

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the council provides a home that is safe?

Tenants are highly satisfied that the council provides a **home that is safe** (85.4%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

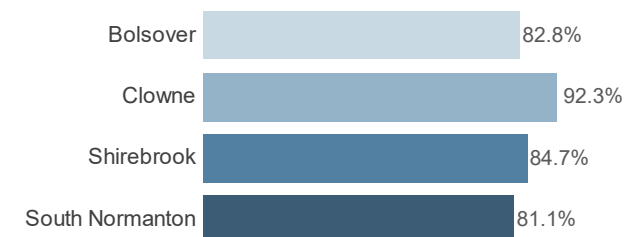
Counts	Analysis %	Respondents
44	Base	
	Unweighted	653 100.0%
	Weighted	653 100.0%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Council provides a home that is safe?		
	Very satisfied	368 56.4%
	Fairly satisfied	189 29.0%
	Neither satisfied nor dissatisfied	43 6.6%
	Fairly dissatisfied	29 4.5%
	Very dissatisfied	23 3.6%
	% Satisfied	85.4%
	% Unsatisfied	8.1%

Satisfaction of respondents that the council provides a home that is safe



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council provides a home that is safe by geographic area



Satisfaction that the home provided is safe is highest in Clowne, where we have the largest concentration of stock. The lowest satisfaction was in the South Normanton area.

Responsible neighbourhood management

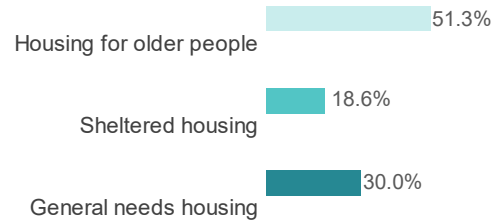
Some of our properties have communal areas including our Independent Living Schemes. Some of our flats and bungalows have shared entrance areas or gardens. Our estates should be areas where tenants have pride in and can live without fear of anti-social behaviour. The following measures assess respondents satisfaction with how we manage our estates. A filter question was used to establish satisfaction of those living in a building with communal areas.

Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?

Counts Analysis % Respondents	
Base	
Unweighted	648 100.0%
Weighted	647 100.0%
Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?	
Yes	141 21.9%
No	470 72.6%
Don't know	36 5.5%

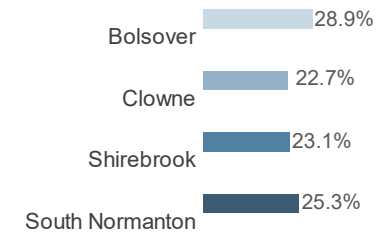
141 respondents indicated that they lived within a building with communal areas.

Respondents living in a building with communal areas that the Council is responsible for maintaining by stock type



The highest number of respondents living in a building with communal areas live in Housing for older people. All of our Sheltered housing incorporates communal areas leading to a higher response rate to this question for this stock type.

Respondents living in a building with communal areas that the Council is responsible for maintaining by geographic area



The highest proportion of respondents saying yes live in the Bolsover area. This is reflective of the volume of stock within that area that has communal areas.

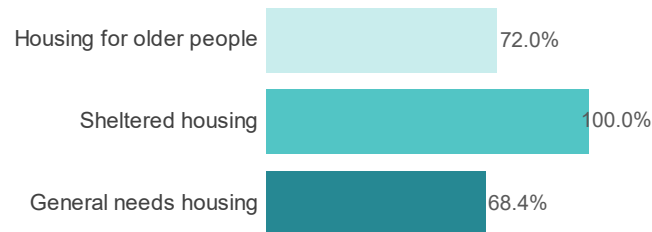
TP10 - Satisfaction that the landlord keeps communal areas clean and well-maintained 76.1%

How satisfied or dissatisfied are you that the council's housing services keeps communal areas clean and well-maintained?

From the tenants responding who live in a building with communal areas, either inside or outside, a high proportion are satisfied that the council keeps **communal areas clean and well-maintained** (76.1%).

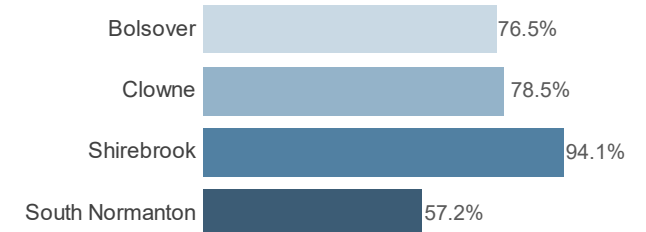
Counts	Analysis %	Respondents
46	Base	
	Unweighted	127 100.0%
	Weighted	137 100.0%
How satisfied or dissatisfied are you that the Council keeps these communal areas clean and well-maintained?		
	Very satisfied	67 48.7%
	Fairly satisfied	37 27.4%
	Neither satisfied nor dissatisfied	12 8.5%
	Fairly dissatisfied	14 10.5%
	Very dissatisfied	7 4.9%
% Satisfied		76.1%
% Unsatisfied		15.4%

Satisfaction of respondents that the Council keeps communal areas clean and well-maintained by stock type



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council keeps communal areas clean and well-maintained by geographic area



Satisfaction with communal areas is highest in Shirebrook. The lowest satisfaction was in the South Normanton area, which could be reflective of the major works that have taken place in the two Independent Living Schemes within that area during 2024/25.

TP11 - Satisfaction that the landlord makes a postive contribution to neighbourhoods 72.1%

How satisfied or dissatisfied are you that the council's housing services makes a positive contribution to your neighbourhood?

Tenants are satisfied that the council **makes a positive contribution to their neighbourhood** (72.1%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

Counts Analysis % Respondents	
47	Base
	Unweighted 608 100.0%
	Weighted 607 100.0%
How satisfied or dissatisfied are you that the Council makes a positive contribution to your neighbourhood?	
Very satisfied	195 32.1%
Fairly satisfied	243 40.0%
Neither satisfied nor dissatisfied	114 18.7%
Fairly dissatisfied	30 4.9%
Very dissatisfied	26 4.3%
% Satisfied	72.1%
% Unsatisfied	9.2%

Satisfaction of respondents that the Council makes a positive contribution to their neighbourhood by stock type



Satisfaction is highest for respondents in our Sheltered housing.

Satisfaction of respondents that the Council makes a positive contribution to their neighbourhood by geographic area



The highest satisfaction levels are in the South Normanton area, with rates in South Normanton, Shirebrook and Clowne very similar. The lowest satisfaction is in Bolsover area.

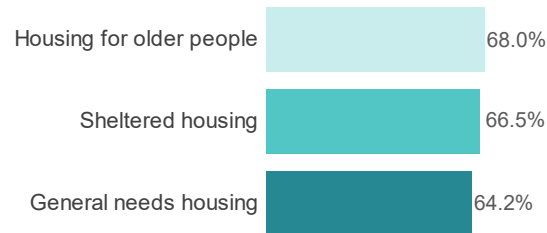
TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour 65.8%

How satisfied or dissatisfied are you with the council's housing services approach to handling anti-social behaviour?

Just over half of the respondents indicated their satisfaction with the council's approach to **handling anti-social behaviour** (65.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

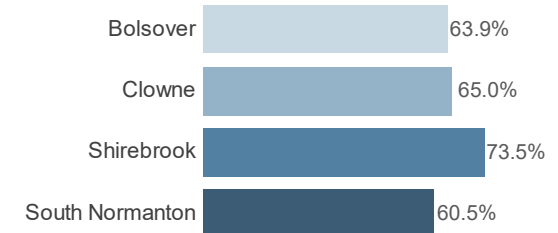
Counts	Analysis %	Respondents
48	Base	
	Unweighted	532 100.0%
	Weighted	528 100.0%
How satisfied or dissatisfied are you with the Council's approach to handling anti-social behaviour?		
	Very satisfied	154 29.1%
	Fairly satisfied	194 36.8%
	Neither satisfied nor dissatisfied	127 24.0%
	Fairly dissatisfied	19 3.6%
	Very dissatisfied	35 6.6%
% Satisfied		65.8%
% Unsatisfied		10.2%

Satisfaction of respondents with the Council's approach to handling anti-social behaviour by stock type



Satisfaction levels are broadly similar across all stock types, with slightly higher levels in Housing for older people.

Satisfaction of respondents with the Council's approach to handling anti-social behaviour by geographic area



Satisfaction is highest in the Shirebrook area, with levels across the other three broadly similar. Respondents in the South Normanton area are least satisfied.

Respectful and helpful engagement

The following three measures relate to how we communicate with our tenants and the quality of that interaction.

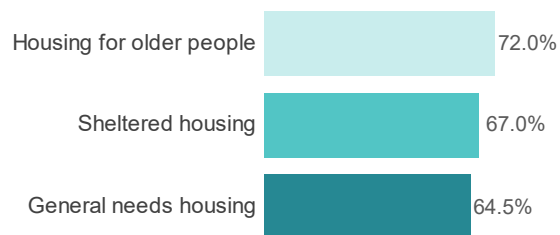
TP06 - Satisfaction that the landlord listens to tenant views and acts upon them 67.8%

How satisfied or dissatisfied are you that the council's housing services listens to your views and acts upon them?

Tenants are satisfied that the council **listens to their views and acts upon them** (67.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

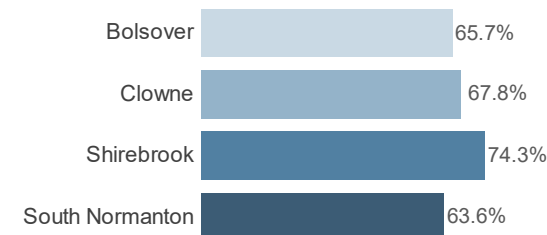
Counts	Analysis %	Respondents
Base		
Unweighted	601	100.0%
Weighted	602	100.0%
How satisfied or dissatisfied are you that the Council listens to your views and acts upon them?		
Very satisfied	209	34.6%
Fairly satisfied	200	33.2%
Neither satisfied nor dissatisfied	112	18.5%
Fairly dissatisfied	41	6.9%
Very dissatisfied	41	6.8%
% Satisfied		
67.8%		
% Unsatisfied		
13.7%		

Satisfaction of respondents that the Council listens to their views and acts upon them by stock type



Satisfaction is highest for respondents in our Housing for older people.

Satisfaction of respondents that the Council listens to their views and acts upon them by geographic area



The highest satisfaction levels are in the Shirebrook area, with rates in South Normanton, Clowne and Bolsover very similar.

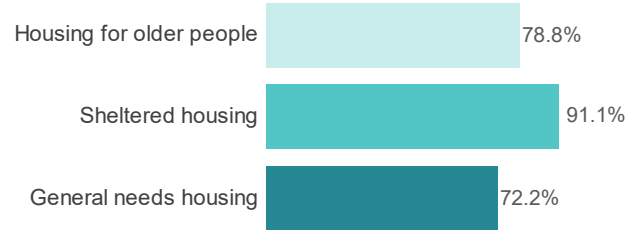
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 75.7%

How satisfied or dissatisfied are you that the council's housing services keeps you informed about things that matter to you?

Tenants are satisfied that the council keeps them **informed about things that matter to them** (75.7%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

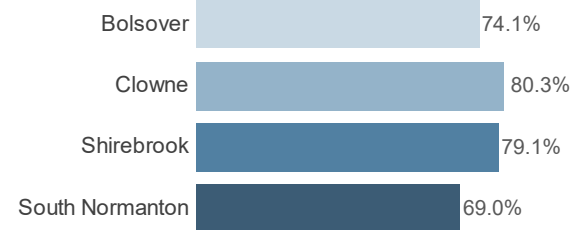
Counts	Analysis %	Respondents
50	Base	
	Unweighted	624 100.0%
	Weighted	623 100.0%
How satisfied or dissatisfied are you that the Council keeps you informed about things that matter to you?		
	Very satisfied	259 41.5%
	Fairly satisfied	213 34.2%
	Neither satisfied nor dissatisfied	92 14.8%
	Fairly dissatisfied	32 5.1%
	Very dissatisfied	27 4.4%
	% Satisfied	75.7%
	% Unsatisfied	9.5%

Satisfaction of respondents that the Council keeps them informed about things that matter to them by stock type



Satisfaction is highest for respondents in our Sheltered housing, with rates for our other two stock types at a similar level.

Satisfaction of respondents that the Council keeps them informed about things that matter to them by geographic area



The highest satisfaction levels are in the Clowne area, closely followed by Shirebrook. The lowest satisfaction rate is in South Normanton area.

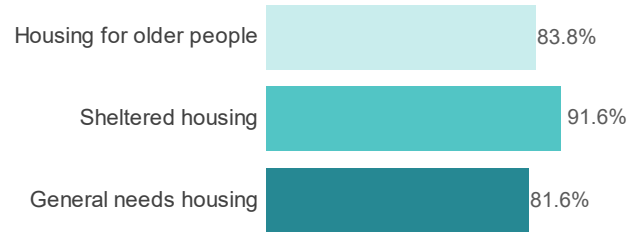
TP08 - Agreement that the landlord treats tenants fairly and with respect 82.9%

To what extent do you agree or disagree that the council's housing services treats you fairly and with respect?

The clear majority of tenants are highly satisfied that the council treats them **fairly and with respect** (82.9%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score.

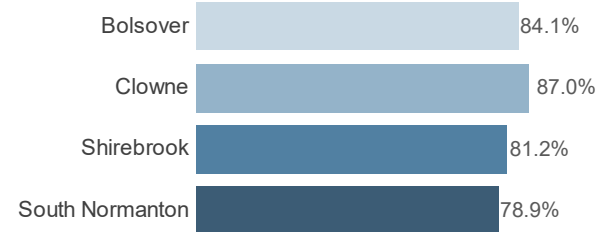
Counts	Analysis %	Respondents
51	Base	
	Unweighted	642 100.0%
	Weighted	641 100.0%
To what extent do you agree or disagree with the following, "Bolsover District Council treats me fairly and with respect"?		
	Strongly agree	230 35.9%
	Agree	302 47.0%
	Neither agree nor disagree	73 11.4%
	Disagree	22 3.4%
	Strongly disagree	15 2.3%
	% Agree	82.9%
	% Disagree	5.7%

Agreement by respondents that "the Council treats them fairly and with respect" by stock type



Agreement with the statement is highest for respondents in our Sheltered housing, with rates for our other two stock types at a similar level.

Agreement by respondents that "the Council treats me fairly and with respect" by geographic area



Agreement with the statement is highest in the Clowne area, closely followed by Bolsover. Respondents in the South Normanton area are least likely to agree.

Effective handling of complaints

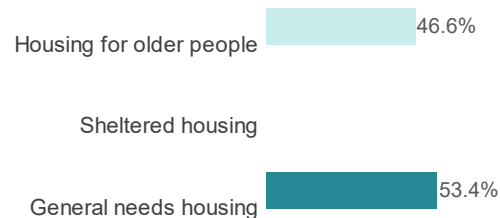
The following analysis compares both use of the complaints service and satisfaction with the service.

Have you made a complaint to the Council in the last 12 months?

Counts	Analysis %	Respondents
Base		
52	Unweighted	644 100.0%
	Weighted	642 100.0%
Have you made a complaint to the Council in the last 12 months?		
Yes		112 17.5%
No		530 82.5%

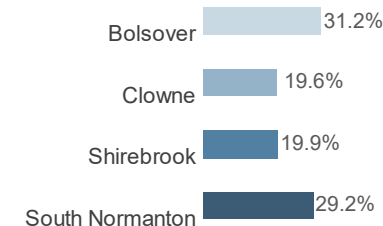
112 respondents indicated they had made a complaint in the last 12 months.

Respondents who made a complaint in the last 12 months by stock type



A slightly higher number of respondents in General needs housing made a complaint in the last 12 months. No complaints were received from respondents in Sheltered housing.

Respondents who made a complaint in the last 12 months by geographic area



The highest number of complaints is from respondents in Bolsover area, with the lowest number of respondents complaining in the Clowne area. Complaints levels in respondents are second highest in South Normanton area.

TP09 - Satisfaction with the landlord's approach to handling complaints 37.8%

How satisfied or dissatisfied are you with the council's housing services approach to complaints handling?

Over a third of the respondents who have made a complaint in the last 12 months are satisfied with the **council's approach to complaints** (37.8%). Not all those respondents answering 'yes' to making a complaint then answered this subsequent question on satisfaction.

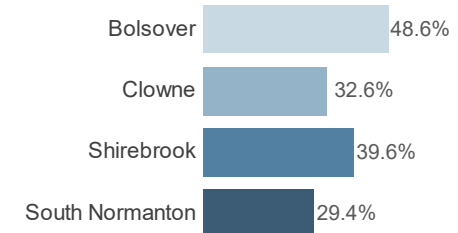
Counts Analysis % Respondents	
53	Base
	Unweighted 107 100.0%
	Weighted 110 100.0%
How satisfied or dissatisfied are you with the Council's approach to complaints handling?	
Very satisfied	18 16.0%
Fairly satisfied	24 21.8%
Neither satisfied nor dissatisfied	22 20.0%
Fairly dissatisfied	25 22.4%
Very dissatisfied	22 19.7%
% Satisfied	37.8%
% Unsatisfied	42.2%

Satisfaction of respondents with the Council's approach to complaints handling by stock type



Satisfaction is broadly similar across the two stock types where respondents reported making a complaint in the last 12 months.

Satisfaction of respondents with the Council's approach to complaints handling by geographic area



Satisfaction is highest in the Bolsover area, followed by Shirebrook. Respondents in the South Normanton area are least satisfied.

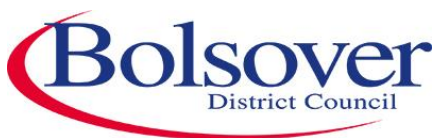
Comparison with 2023/24 data

The data returns contained in this report relate to our Low Cost Rental Stock (LCRA) stock and as per TSM Guidance are reported to one decimal place. The national evaluation of the 2023/24 TSM data highlighted the impact of return method on the level of satisfaction. The following table compares our published outturn for 2023/24 with our outturn for 2024/25. While a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/24. It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lower satisfaction rates), and the fact that this year's sample had a higher proportion of responses from General needs housing which are traditionally less satisfied than our Housing for older people and Sheltered housing tenants.

Code	TSMs collected from tenant perception surveys	2023/24 Outturn	2024/25 Outturn	2023/24 Average
TP01	Overall satisfaction	86.9%	86.0%	71.3%
TP02	Satisfaction with repairs	89.0%	83.9%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	86.6%	84.2%	67.4%
TP04	Satisfaction that the home is well-maintained	84.3%	81.4%	70.8%
TP05	Satisfaction that the home is safe	87.0%	85.4%	76.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	60.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.6%	75.7%	70.3%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.8%	82.9%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	74.6%	76.1%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	57.8%

Tenant Satisfaction Measures (TSMs) – Landlord Management Data

Summary Report 2024-2025



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](#) via textphone or app on **0800 500 888** - 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

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Introduction

The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the Regulator.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the Regulator about how a landlord is complying with the consumer standards.

All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis in accordance with all requirements.

All TSMs must be reported for either or both of the following two stock types:

- Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
- Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

As a Council, we only own LCRA stock.

Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. All our current stock consists of self-contained units, we have no units that consist of a bedspace in non-self-contained housing.

The building safety TSMs require providers to report the number of dwelling units for which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out. If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.

For the purposes of reporting TSMs, a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord).

Providers that own 1,000 or more dwelling units of relevant social housing stock (LCRA and/or LCHO) must collect information and report TSMs annually pertaining to a reporting year that runs from 1 April to 31 March. Where this document requires information to be calculated as at year end such providers must report information as of 31 March. As a Council we own 4939 LCRA dwelling units, as of 31 March 2025.

Summary Table

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place.

TSM Code	TSM Issue	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	94.0%	90%
BS01	Gas safety checks	99.5%	100%
BS02	Fire safety checks	100%	100%
BS03	Asbestos safety checks	100%	100%
BS04	Water safety checks	100%	100%
BS05	Lift safety checks	100%	100%

CH01: Complaints relative to the size of the landlord

Tenant Satisfaction Measure	Number of 1. stage one complaints, and 2. stage two complaints received per 1,000 homes
Calculation	1. Stage one complaints A. Total number of stage one complaints for 2023/24 – 94 B. Number of dwelling units owned at year end – 4939 $94/4939*1000 = 19.03 (19.0)$ 2. Stage two complaints A. Number of stage two complaints for 2023/24 – 20 B. Number of dwelling units owned at year end – 4939 $20/4939*1000 = 4.04 (4.0)$

NOTE: 94 out of 102 stage one housing related complaints and 20 out of 21 stage two housing related complaints were from tenants.

CH02: Complaints responded to within Complaint Handling Code timescales

Tenant Satisfaction Measure	Proportion of 1. stage one complaints responded to, and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
Calculation	1. Stage one complaints response time A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 94 B. Number of stage one complaints made by tenants during the year – 94 $94/94*100 = 100\%$ 2. Stage two complaints response time A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 19 B. Number of stage two complaints made by tenants during the year – 20 $19/20*100 = 95\% (95.0\%)$

NOTE: One stage 2 complaint responded to in 21 working days instead of 20 working days, due to processing error, which consequently reduced the figure.

NM01: Anti-social behaviour cases relative to the size of the landlord

Tenant Satisfaction Measure	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
Calculation	<p>1. Anti-social behaviour cases</p> <p>A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents) – 351</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 4939 $351/4939 \times 1000 = 71.06 (71.1)$</p> <p>2. Anti-social behaviour cases that involve hate incidents</p> <p>A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year – 10</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 4939 $10/4939 \times 1000 = 2.02 (2.0)$</p>

Time period	Number of anti-social behaviour cases	Number of anti-social behaviour cases that involve hate incidents
Quarter 1 2024/25	96	2
Quarter 2 2024/25	55	2
Quarter 3 2024/25	112	6
Quarter 4 2024/25	88	0
Total	351	10

RP01: Homes that do not meet the Decent Homes Standard

Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
Calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end – 47</p> <p>B. Number of dwelling units to which the Decent Homes Standard applied at year end – 4939</p> <p>$47/4939 * 100 = 0.95\% (1.0\%)$</p>

NOTE: Some properties fail on 2 or 3 criteria hence the sum of 'total reportable' of ABCD as being more than 47.

Decent Homes KPI

Stock list tab gives a quick overview of Decency at property level

Total Property No	Total NDH Reportable	Percentage NDH Reportable
4939	47	0.95

A) Dwellings which fail to meet this criterion are those containing one or more hazards assessed as serious ('Category 1') under the HHSRS.

Total	Total Reportable	Percentage Reportable
0	0	0.00

B) Dwellings which fail to meet this criterion are those where either:
 one or more of the **key building components** are old and, because of their condition, need replacing or major repair; or
 two or more of the other building components are old and, because of their condition, need replacing or major repair

Total	Total Reportable	Percentage Reportable
73	42	0.85

C) Dwellings which fail to meet this criterion are those which lack three or more of the following:
 a reasonably modern kitchen (20 years old or less); I a kitchen with adequate space and layout;
 a reasonably modern bathroom (30 years old or less);
 an appropriately located bathroom and WC;
 adequate insulation against external noise (where external noise is a problem); and
 adequate size and layout of common areas for blocks of flats.

Total	Total Reportable	Percentage Reportable
9	6	0.12

D) The revised definition requires a dwelling to have both efficient heating; and effective insulation. Efficient heating is defined as any gas or oil programmable central heating; or electric storage heaters; or warm air systems; or I underfloor systems; or programmable LPG/solid fuel central heating; or similarly efficient heating systems which are developed in the future

Because of the differences in efficiency between gas/oil heating systems and the other heating systems listed, the level of insulation that is appropriate also differs:

For dwellings with gas/oil programmable heating, cavity wall insulation (if there are cavity walls that can be insulated effectively) or at least 50mm loft insulation (if there is loft space) is an effective package of insulation; and

For dwellings heated by electric storage heaters/LPG/programmable solid fuel central heating a higher specification of insulation is required: at least 200mm of loft insulation (if there is a loft) and cavity wall insulation (if there are cavity walls that can be insulated effectively)

Total	Total Reportable	Percentage Reportable
38	7	0.14

RP02: Repairs completed within target timescale

Tenant Satisfaction Measure	Proportion of: 1. Non-emergency <i>and</i> 2. Emergency Responsive repairs completed within the landlord's target timescale
Calculation	1. Non-emergency repairs A. Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year – 12470 B. Number of non-emergency responsive repairs completed during the reporting year – 14030 $12470/14030*100 = 88.88\% (88.9\%)$ 2. Emergency repairs A. Number of emergency responsive repairs completed within the provider's target timescale during the reporting year – 3754 B. Number of emergency responsive repairs completed during the reporting year – 3995 $3754/3995*100 = 93.96\% (94.0\%)$

NOTE:

Emergency Jobs, Total 3995, In Time 3754, OOT 241 = **93.96%**

- Emergency In-Hours (ED) (24hrs) – 3450, In Time 3409, OOT 41 = **98.81%**
- Emergency Out of Hours (EO) (24hrs)– 545, In Time 345, OOT 200 = **63.30%**

Non-Emergency jobs, Total 14030 – In Time 12470, OOT 1560 = **88.88%**

- Responsive Appointment's (RAs) (15 days) – 6703, In Time 6346, OOT 357 = **94.67%**
- Routine Non-Urgent's (RNs) (30 days) – 2875, In Time 2341, OOT 534 = **81.42%**
- Routine Repair's (RRs) (60 days) – 4452, In Time 3783, OOT 669= **84.97%**

BS01: Gas safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required gas safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned for which gas safety checks were carried out and record as at year end – 4673</p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out at year end – 4697 $4673/4697*100 = 99.48\%$ (99.5%)</p>

NOTE: 24 properties with legal due to refusal of access. All non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.

Gas	Number of properties requiring a landlord gas safety record (LGSR)	Number of properties with a LGSR	Number of properties without a LGSR	Compliance %	
	4697	4673	24	99.48	

Property has been non-compliant for:

Under 3 months	16				
3-6 months	6				
6-12 months	0				
12+ months	2				
Total number of properties where the gas supply is capped (exc voids)	6				
Number of properties where the gas supply has been capped for over 3 months (exc voids)	5				

Please provide comments in relation to gas performance below:

Dragonfly are working with Legal Services and Housing Management on tenant access issues. All non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.

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Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Dwellings with individual gas appliances	4475	Yes
Dwellings with individual gas appliances	24	No – refused entry, seeking access via legal services
Ashbourne Court	43	Yes on communal boiler, completed September 2024
Valley View	32	Yes on communal boiler, completed April 2024
Jubilee Court	30	Yes on communal boiler, completed September 2024.
Woburn House	32	Yes on communal boiler, completed May 2024
Victoria House	31	Yes on communal boiler, completed May 2024
Parkfields	30	Yes on communal boiler, completed April 2024
TOTAL	4697	

BS02: Fire safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required fire risk assessments (FRA) have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end – 540</p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end – 540</p> <p>$540/540 \times 100 = 100\%$</p>

Properties with communal areas	Number of dwelling units	Up to date?
76	342 (flats/bungalows)	Y
Ashbourne Court	43	Y
Valley View	32	Y
Jubilee Court	30	Y
Woburn House	32	Y
Victoria House	31	Y
Parkfields	30	Y
TOTAL	540	

See following summary table:

Location	Survey Date	Next Survey Due	Up to date?
<u>Flat Common Areas</u>			
Brookhill Avenue	31 January 2023	29 January 2026	Y
Chestnut Court	22 November 2022	20 November 2025	Y
Church Street	23 January 2023	21 January 2026	Y
Crich View	23 January 2023	21 January 2026	Y
Downing Street	23 January 2023	21 January 2026	Y
George Inn Court	31 January 2023	29 January 2026	Y
Hides Green	27 October 2022	25 October 2025	Y
High Street, Clowne	30 January 2023	28 January 2026	Y
Lime Tree Avenue	30 January 2023	28 January 2026	Y
Longlands	13 December 2022	11 December 2025	Y
Orchard Close	13 December 2022	11 December 2025	Y
Pattison Street	27 October 2022	25 October 2025	Y

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Location	Survey Date	Next Survey Due	Up to date?
Sandhills Road	13 December 2022	11 December 2025	Y
The Croft	23 January 2023	21 January 2026	Y
The Paddock	30 January 2023	28 January 2026	Y
Woodfield Road	31 January 2023	29 January 2026	Y
<u>Sheltered Schemes</u>			
Ashbourne Court	22 April 2024	22 April 2025	Y
Parkfields	18 June 2024	18 June 2025	Y
Jubilee Court	7 June 2024	7 June 2025	Y
Valley View	17 March 2025	17 March 2026	Y
Woburn House	22 April 2025	22 April 2026	Y
Victoria House	21 April 2025	21 April 2026	Y
<u>Community Rooms</u>			
Mill Lane	15 Jan 2024	15 Jan 2027	Y
Park View	27 June 2023	25 June 2026	Y
Queens Court	27 June 2023	25 June 2026	Y
Recreation Close	27 June 2023	25 June 2026	Y

BS03: Asbestos safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end – 540</p> <p>B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end – 540</p> <p>$540/540 \times 100 = 100\%$</p>

Properties with communal areas	Number of dwelling units	Last Survey Date	Up to date?
76	342 (flats/bungalows)	See subsequent table	Y
Ashbourne Court	43	22 April 2024	Y
Valley View	32	18 June 2024	Y
Jubilee Court	30	7 June 2024	Y
Woburn House	32	17 March 2025	Y
Victoria House	31	22 April 2025	Y
Parkfields	30	21 April 2025	Y
TOTAL	540		

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Asbestos surveys of common areas of flats, communal facilities and sheltered schemes

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Flat Common Areas						
Brookhill Avenue 12-19	12th January 2024					1
Brookhill Avenue 20-26	12th January 2024					1
Chestnut Court 1-4	31st January 2019	No asbestos present				
Chestnut Court 5-8	12th January 2024				1	
Chestnut Court 9-12	13th August 2023	No asbestos present				
Chestnut Court 13-16	31st January 2023	No asbestos present				
Church street 6-12	30th January 2023	No asbestos present				
Church street 14-20	30th January 2023	No asbestos present				
Crich View 1-4	13th February 2024					5
Crich View 5-8	13th February 2024					6
Crich View 9-12	13th February 2024				1	4
Crich View 13-16	13th February 2024					3
Downing Street 2-18	17th January 2024					1
George Inn Court 3-4	7th February 2024					3
George Inn Court 5-6	7th February 2024					3
Hides Green 2-8	16th January 2024					2
Hides Green 5-11	16th January 2024					1
Hides Green 10-16	9th June 2023					1
Hides Green 15-21	16th January 2024					1
Hides Green 18-24	16th January 2024					2
Hides Green 23-29	16th January 2024					2
Hides Green 31-37	16th January 2024					1
Lime Tree Avenue 2-8	30th January 2019	No asbestos present				
Lime Tree Avenue 10-16	10th June 2023					1
Lime Tree Avenue 34-40	17th January 2024					1
Lime Tree Avenue 48-52	29th December 2018	No asbestos present				
Lime Tree Avenue 54-60	22nd November 2021					2
Lime Tree Avenue 62-68	31st January 2019	No asbestos present				
Lime Tree Avenue 72-78	31st January 2019	No asbestos present				
Lime Tree Avenue 78-84	31st January 2019	No asbestos present				
Longlands	16th January 2024					4
Longlands	16th January 2024					4
Longlands	16th January 2024				1	3
Orchard Close 1-4	30th January 2024					3

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Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Orchard Close 5-8	30th January 2024					4
Orchard Close 9-12	7th February 2024					1
Orchard Close 14-17	30th January 2024					3
Orchard Close 18-21	30th January 2024					3
Orchard Close 22-25	30th January 2024					1
Orchard Close 26-29	30th January 2024					2
Orchard Close 30-33	30th January 2024					1
Orchard Close 34-37	30th January 2024					1
Orchard Close 38-41	30th January 2024					1
Pattison Street 1-6	31st August 2023	No access				
Pattison Street 7-12	6th September 2023					2
Pattison Street 9-12	31st August 2023					1
Pattison Street 14-17	9th June 2023				1	
Pattison Street 18-21	9th June 2023			1	1	1
Pattison Street 22-25	10th June 2023			1	1	1
Pattison Street 26-29	9th June 2023			1	1	2
Pattison Street 30-31	9th June 2023				1	
Pattison Street 32-35	10th June 2023			1	2	1
Pattison Street 36-39	9th June 2023			1	3	
Pattison Street 38-42	14th December 2020	No asbestos present				
Pattison Street 40-43	9th June 2023				2	
Sandhills Road 5-11	7th February 2024					1
Sandhills Road 15-21	11th January 2024					1
Sandhills Road 23-29	11th January 2024					2
The Croft 2-18	17th January 2024					1
The Paddock 1-4	8th April 2021	No asbestos present				
The Paddock 5-8	1st July 2021	No asbestos present				
The Paddock 9-12	1st July 2021	No asbestos present				
The Paddock 14-15	3rd May 2022				1	2
The Paddock 16-19	8th April 2021	No asbestos present				
The Paddock 20-23	16th January 2024	No asbestos present				
The Paddock 24-27	21st January 2020	No asbestos present				
The Paddock 28-31	21st January 2020	No asbestos present				
The Paddock 29-33	11th January 2024	No asbestos present				
The Paddock 34-37	9th April 2021	No asbestos present				
The Paddock 38-41	11th January 2024				1	
Woodfield Road 41-47	12th January 2024					4
Woodfield Road 49-55	12th January 2024					1

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Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Woodfield Road 57-63	12th January 2024					4
Woodfield Road 65-71	12th January 2024					4
Woodfield Road 68-74	12th January 2024					1
Woodfield Road 76-82	12th January 2024	No asbestos present				
Woodfield Road 84-90	22nd January 2020					1
Woodfield Road 92-98	24th August 2023				1	2
Woodfield Road 100-106	12th January 2024					2
Woodfield Road 108-114	12th January 2024					4
Sheltered Schemes						
Ashbourne Court	22 April 2024			2	10	61
Parkfields	18 June 2024				11	54
Jubilee Court	7 June 2024			1	14	32
Valley View	17 March 2025					2
Woburn House	22 April 2025			2	3	87
Victoria House	21 April 2025				2	39
Community Rooms						
Mill Lane	15th January 2024		2		3	7
Park View	7th February 2024		2		1	4
Queens Court	17th January 2024			2	4	5
Recreation Close	17th January 2024		6		3	8

BS04: Water safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
Calculation	<p>A. Number of dwelling units owned for which required legionella risk assessments (LRAs) were carried out and recorded as at year end – 198</p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end – 198</p> <p>$198/198 \times 100 = 100\%$</p>

Independent Living Scheme	Number of dwelling units	Last Check (every 2 years)	Due	Up to date?
Ashbourne Court	43	August 24	August 2026	Yes
Valley View	32	May 2024	May 2026	Yes
Jubilee Court	30	August 2024	August 2026	Yes
Woburn House	32	July 2023	July 2025	Yes
Victoria House	31	July 2023	July 2025	Yes
Parkfields	30	October 2024	October 2026	Yes
TOTAL	198			

NOTE: Safe and Warm works complete at all sites except Woburn House. New Woburn House to complete build July/August 2025.

BS05: Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which Lifting Operation and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end – 198</p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end – 198</p> <p>198/198*100 = 100%</p>

NOTE: Lift safety checks are required by insurance every 6 months.

Site	Number of dwelling units	Date undertaken	Date undertaken	Up to date?
Woburn House	32	16.04.24	08.10.24	Y
Parkfields	30	25.04.24	30.10.24	Y
Victoria House	31	02.04.24	03.10.24	Y
Valley View	32	08.05.24	18.11.24	Y
Jubilee Court	30	27.08.24	27.02.25	Y
Ashbourne Court	43	27.08.24	27.02.25	Y
TOTAL	198			

NOTE: Safe and Warm works complete at all sites except Woburn House. New Woburn House to complete build July/August 2025.

Comparison with 2023/24 data

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place. The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	90%
BS01	Gas safety checks	99.2%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	69%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%

Tenant Satisfaction Measures (TSMs) Summary Report 2024–2025

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 4939 dwelling units, as of 31 March 2025. The following tables show how we performed during 2024/25.

Overall Satisfaction TP01

↑ **86.0%** National average 71.3%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

↑ **1.0%**

2024/2025 Target: 3%

Repairs completed within target timescale (Non-emergency repairs) RP02 (1)

↑ **88.9%**

2024/2025 Target: 80%

Satisfaction with repairs TP02

↑ **83.9%** National average 72.3%

Repairs completed within target timescale (Emergency repairs) RP02 (2)

↑ **94.0%**

2024/2025 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

↑ **84.2%** National average 67.4%

Satisfaction that the home is well maintained TP04

↑ **81.4%** National average 70.8%

Maintaining building safety

Gas safety checks BS01

↔ **99.5%**

2024/2025 Target: 100%

Fire safety checks BS02

↑ **100%**

2024/2025 Target: 100%

Asbestos safety checks BS03

↑ **100%**

2024/2025 Target: 100%

Water safety checks BS04

↑ **100%**

2024/2025 Target: 100%

Lift safety checks BS05

↑ **100%**

2024/2025 Target: 100%

Satisfaction that the home is safe TP05

↑ **85.4%** National average 76.7%

Tenant Satisfaction Measures (TSMs) Summary Report 2024–2025

Effective handling of complaints

Complaints relative to the size of the landlord:

**Number of stage one complaints per
1,000 homes CH01 (1)**

↑ **19.0** National average 42.5

**Number of stage two complaints per
1,000 homes CH01 (2)**

↑ **4.0** National average 5.7

Complaints responded to within Complaint Handling Code timescales:

**Proportion of stage one complaints
responded to within timescale CH01 (1)**

↑ **100%** 2023/2024 Target: 100%

**Proportion of stage two complaints
responded to within timescale CH01 (2)**

↔ **95.0%** 2023/2024 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09

↑ **37.8%** National average 34.5%

Respectful and helpful engagement

**Satisfaction that the
landlord listens to
tenant views and
acts upon them TP06**

↑ **67.8%**
National average 60.4%

**Satisfaction that the
landlord keeps tenants
informed about things
that matter to them
TP07**

↑ **75.7%**
National average 70.3%

**Agreement that
the landlord treats
tenants fairly and
with respect TP08**

↑ **82.9%**
National average 76.8%

Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord:

**Number of anti-social behaviour
cases per 1,000 homes NM01 (1)**

↓ **71.1** National average 35.5

**Number of anti-social behaviour cases that
involve hate incidents per 1,000 homes NM01 (2)**

↓ **2.0** National average 0.6

**Satisfaction that
the landlord keeps
communal areas clean
and well maintained TP10**

↑ **76.1%** National average 65.1%

**Satisfaction that the
landlord makes a
positive contribution to
neighbourhoods TP11**

↑ **72.1%** National average 63.1%

**Satisfaction with the
landlord's approach to
handling anti-social
behaviour TP12**

↑ **65.8%** National average 57.8%

Bolsover District Council, The Arc, High Street, Clowne S43 4JY

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Agenda Item 12. B1 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	4.7					N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	0.8					N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%					100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%					100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	18.9					N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	0					N/a

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TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	1.0%					3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%					90%
BS01	Gas safety checks	99.2%	99.5%	99.5%					100%
BS02	Fire safety checks	100%	100%	100%					100%
BS03	Asbestos safety checks	100%	100%	100%					100%
BS04	Water safety checks	69%	100%	100%					100%
BS05	Lift safety checks	84.5%	100%	100%					100%

Notes Q1:

- Stock figure as of 30.06.25 – 4919
- CH01 (1) – 23 out of 25 stage 1 complaints were from tenants. $23/4919 \times 1000 = 4.68$
- CH01 (2) – All four stage 2 complaints were from tenants. $4/4919 \times 1000 = 0.81$
- CH02 (1 and 2) – There are a number of complaints still in progress but all responded to so far are in timescale.
- RP02 (1) – 2653 out of 2805 repairs completed in time – 96.80%
- RP02 (2) – 696 out of 719 repairs completed in time – 94.58%
- NM01 (1) – $93/4919 \times 1000 = 18.90$
- NM01 (2) – There were 0 ASB cases involving hate incidents.
- BS01 – 21 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.

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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 5: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 1 - 1st April 2025 to 30th June 2025

Classification	This report is Public.
Report By	Customer Service, Standards and Complaints Manager
Contact Officer(s)	Customer Standards and Complaints Officer

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Management and Repairs services.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within its Housing Management & Repairs services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2025 to 30th June 2025.
-

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Housing Management, Repairs departments and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

2. Details of Proposal or Information

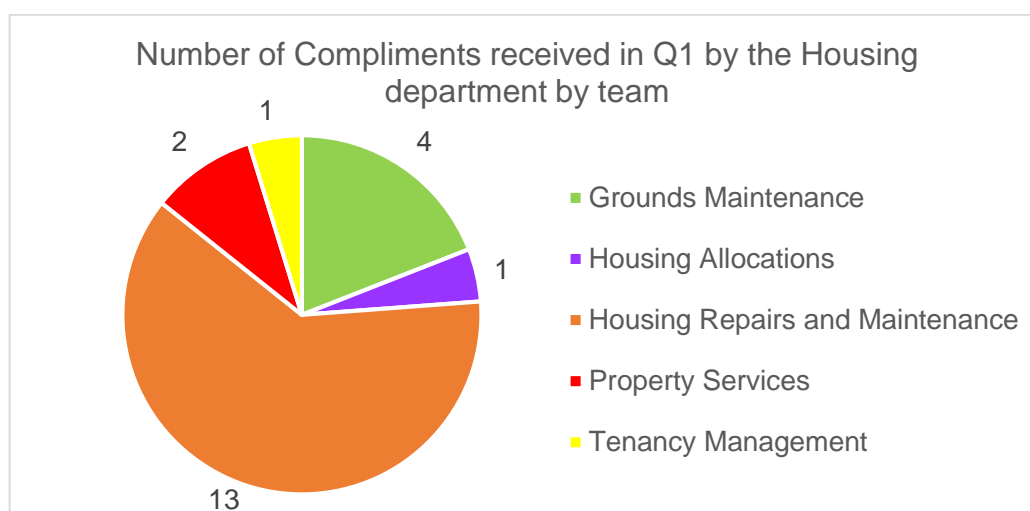
2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q1 covered more than one service area, therefore when analysing the data by Housing teams these do not mirror the actual volume of contacts received.

For 2025/2026 the data contained within Housing Liaison Board reports has been reviewed. Any non-tenancy related data has been removed including Housing Options, Housing Allocations, Community Safety & Enforcement, Careline. It is important to note, that tenancy related data for these teams will be recorded. The Council have also added tenancy related Grounds Maintenance data to the report.

Compliments

In total 20 compliments were received during the period 1st April 2025 to 30th June 2025. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Grounds Maintenance.

As also shown throughout 2024-2025, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

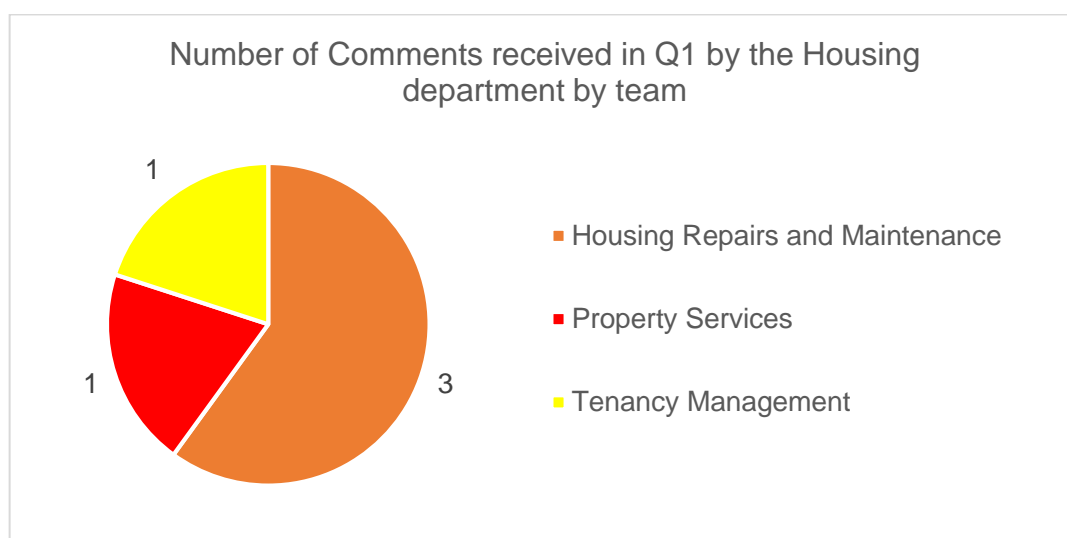
Most compliments for Dragonfly (Housing Repairs and Maintenance) praised the work completed by a Repair Operative. Work was described as 'excellent'

and impeccable'. Repair Operatives were also complimented for being 'friendly' and 'pleasant' as well as 'polite', 'courteous' and 'respectful'.

Compliments for Grounds Maintenance were primarily thanking the team for the 'brilliant' job they had done.

Comments

There were 5 comments received for the period 1st April 2025 to 30th June 2025 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

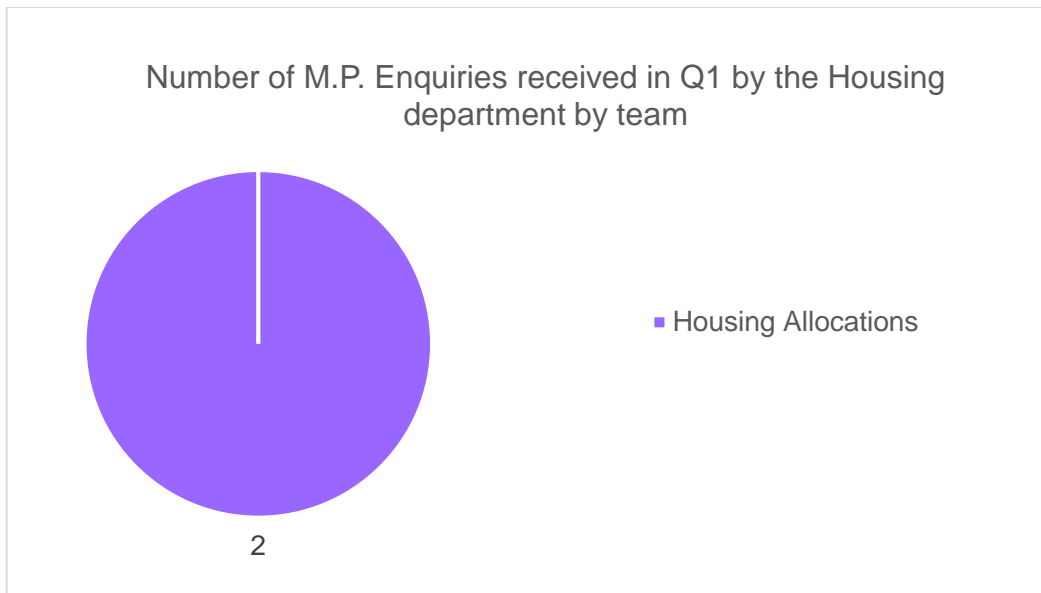


Most comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme that could be derived was in relation to communication from the Repairs team. As noted in previous reports, it is noted due to the small number of comments received throughout 2025/26 that customers may not use comments as frequently as they utilise the Customer Services Department to make enquiries, service request or liaising teams direct with suggestions.

MP Enquiries

In the period 1st April 2025 to 30th June 2025, the Housing department received 2 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early last year. It is thought the information provided to the MP's Office including signposting the constituent to the appropriate organisation and providing them with the Complaints policy (for out of scope issues) may have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.

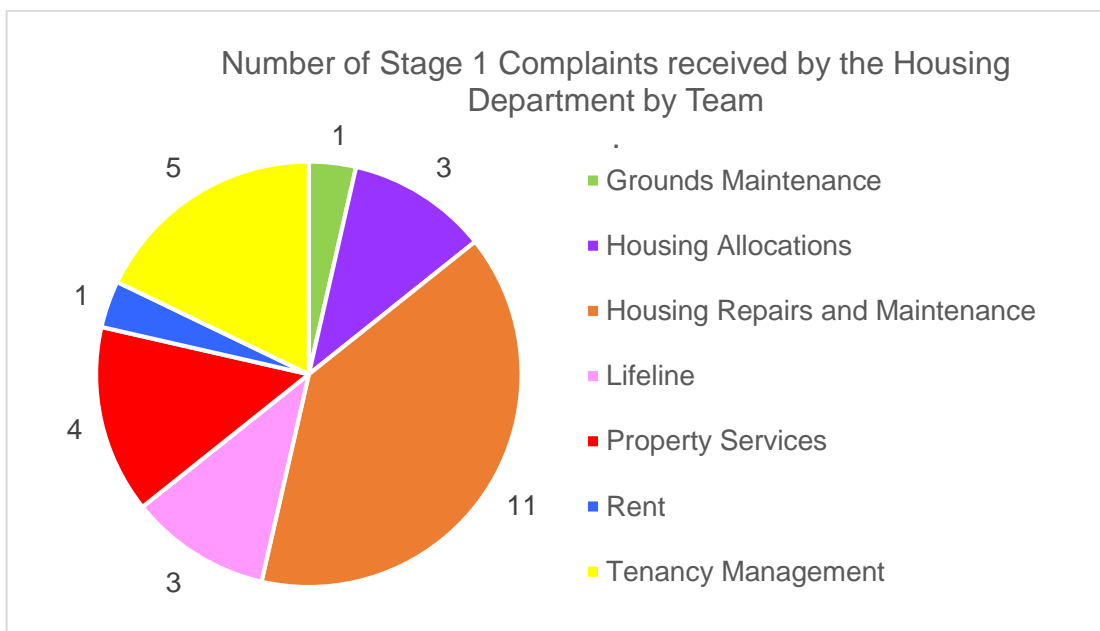


Both M.P. Enquiries were regarding Housing Allocations concerning assistance from the Council rehoming their daughter.

Complaints – Stage 1

In total 25 Stage 1 Complaints were recorded from the 1st April 2025 to 30th June 2025.

100% Stage 1 Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing

Repairs and Maintenance) followed by Tenancy Management, then Property Services.

When analysing the themes of Stage 1 complaints, there was a range of reasons complaints were made about Dragonfly (Housing Repairs and Maintenance). Themes included communication issues, conduct of Officers and a perceived lack of action.

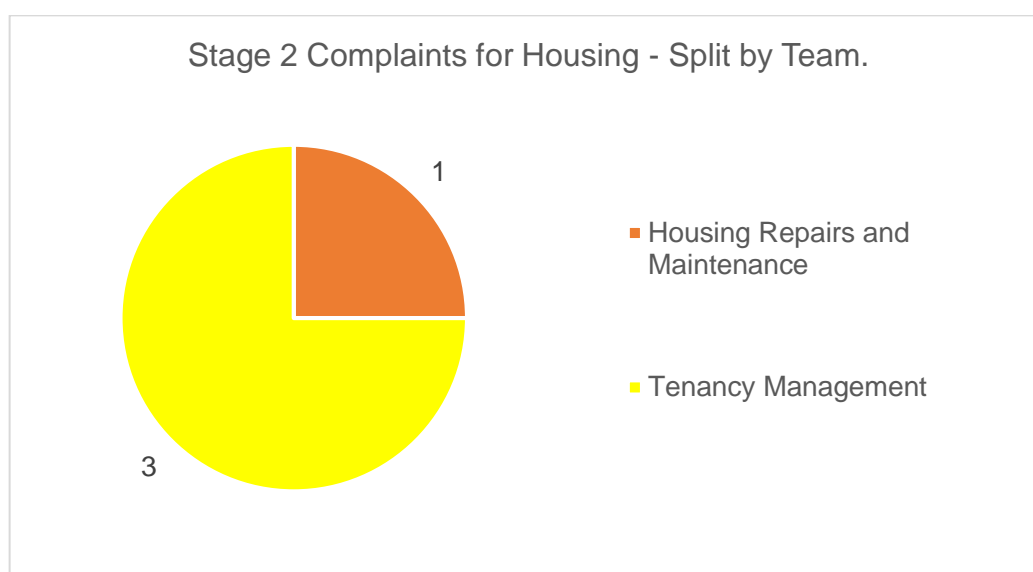
Tenancy Management complaints were mostly related to actions taken by the team such as the rent arrears process.

Complaints regarding Property Services were low and the only theme derived was a lack of or poor communication.

Complaints – Stage 2

4 Stage 2 complaints were recorded, from the 1st April 2025 to 30th June 2025.

All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days up to the point of this data being submitted. There are still 2 outstanding complaints stage 2 complaints, both still within timescales.



For the complaints received at Stage 2, the largest proportion related to Tenancy Management. However, due to the small amount of stage 2 complaints and varying issues, no themes could be identified.

Ombudsman

The Housing Ombudsman (HO) reviewed 1 complaint during this period relating to Property Services, however a decision has not yet been made

regarding this case. Information was provided to the HO on the 30th June 2025.

Summary for Quarter 1 2025/26

	April	May	June	Total
Compliments	7	3	10	20
Comments	3	2	0	5
Stage 1 Complaints	10	7	8	25
Stage 2 Complaints	0	1	3	4
MP Enquiries	0	1	1	2

Complaints Feedback

During quarter 1, the following service improvements were implemented as a consequence of complaints.

1. The Managing Building Surveyor / Contract Administrator confirmed they will review the process of sending letters out with the contractor.
2. Debtors are going to look at changing their system so that a bailiff letter is not triggered for debts under a certain value.
3. Dragonfly have increased their presence on site to ensure standards are being maintained by Contractor Operatives.
4. New processes have been agreed for future contractors to monitor and respond to emails from the start of mobilisation.
5. A new process has been put in place for scheduling works which does not rely on the jobs being sent back to the system before rescheduling is completed, this should prevent jobs being missed in the future.
6. The Council will check all out of hours repairs have been completed the following morning or ensure these are correctly logged to a Contractor.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported.

Method of Contact

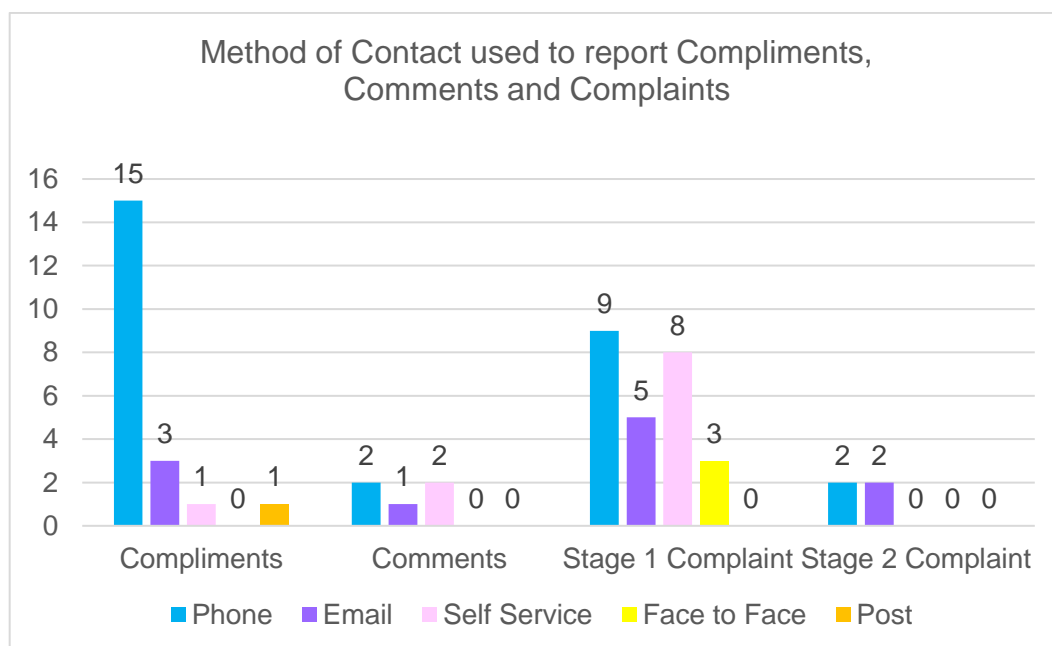
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, nearly all compliments and comments were made via telephone. Stage 1 Complaints were mostly made via telephone followed by self service and stage 2 Complaints were equally made by telephone as they were email.

There has been a preference for telephone shown within Q1 with over 50% of all reports being made by this method.

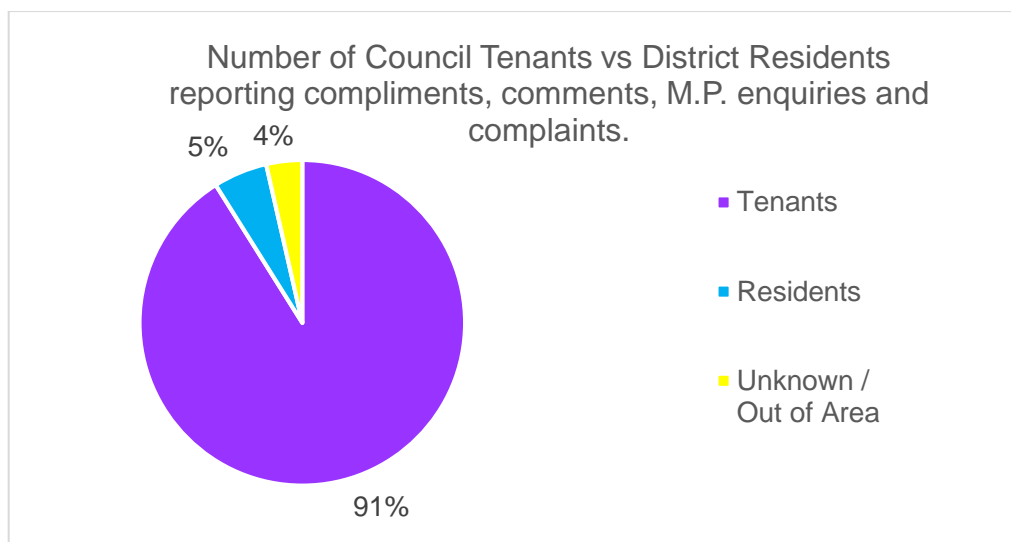
Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



Tenants' vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants made most of these reports compared to residents.



Comparison to Q1 2024-2025

	2025/26	2024/25
Compliments	20	22
Comments	5	2
Stage 1	25	32
Stage 2	4	4
M.P. Enquiries	2	12

There was a similar number of compliments and stage 2 complaints received in Q1 2024/25. Comments have slightly increased from Q1 2024/25.

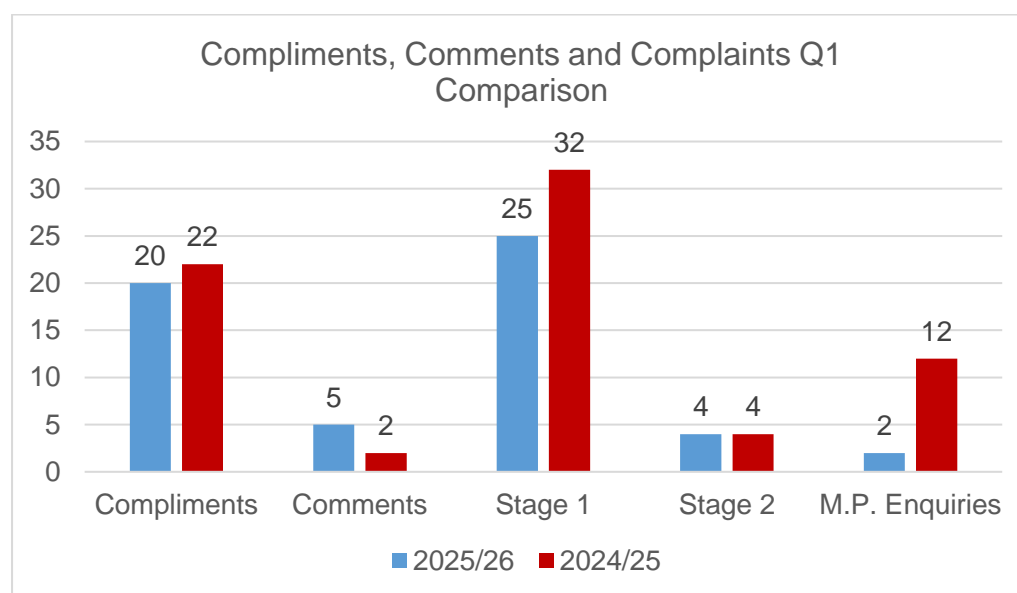
Both stage 1 complaints and M.P. Enquiries have decreased from Q1 2024/25. It is noted however, that during Q1 2025/26 the Council have reviewed the data reported on and this could be an explanation for the decreased figure of both stage 1 complaints and M.P. Enquiries. As also noted above, the Council have attended meetings with the M.P. to discuss the Complaints Policy and the correct signposting, which may have resulted in fewer M.P. Enquiries.

For both periods Dragonfly (Housing Repairs and Maintenance) had the most compliments and stage 1 complaints, and Housing Allocations had the most M.P. Enquiries.

For method of contact, both Q1 2025/26 and 2024/25 found that compliments were mainly reported by telephone. However, stage 1 complaints were mainly reported by telephone followed by self-service in 2025/26 and in 2024/25 by email followed by telephone. 2025/26 has shown an increased preference for reporting via telephone (52%), whereas in 2024/25 most reports were via email (50%).

Similarly to 2024/25, 2025/26 Q1 has shown that tenants made the most reports, however the percentage of tenants to residents has significantly increased. In

2024/25 this was 58%, whereas in 2025/26 this is 91%. However, this may be a result of the data changes within this report.



Compliments/complaints for Q1 included:

Compliments	Complaints
Thanked the Repair Operatives who have worked at their property. They have done a good standard of work and the tenant feels highly satisfied and overwhelmed. They respected the property and the tenants wishes and were both excellent and a fantastic duo. The customer also thanked the Repairs and Void Manager for listening to them and their support in enabling this work to be completed.	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.
The customer has complimented the Drainage Operative for bring very friendly and nice. The Operative was very positive and had a can do attitude, the job was completed efficiently and they were friendly towards their autistic son.	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.

Compliments	Complaints
<p>The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.</p>	<p>Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.</p>
	<p>The customer is unhappy about being evicted from the garage site to allow for building works, only to later discover that no works will now be carried out on the site.</p>
<p>Customer was really pleased with the grass cutting completed by a Grounds Maintenance Operative who has done a good job. They would also like to compliment the Streetscene Co-ordinator who was very friendly.</p>	<p>The customer has complained regarding the Grounds Maintenance team cutting their communal garden. Damage has been done to their washing line and a manhole.</p>
<p>The customer complimented the Electrician for being very polite and doing a great job. The light will make a big difference and improve safety and security for themselves and people visiting their property.</p>	<p>The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.</p>
<p>Advised the Gas Engineer had spoken to them with dignity and treat their property with respect, the tenant could not praise them enough.</p>	<p>The customer is dissatisfied with the way the rent arrears have been handled and the possible enforcement/eviction action involved.</p>
<p>Customer wanted to thank the Drainage team who had been out and done a brilliant job. The customer also wanted to say thank you for the quick response and very good workmanship, they are very grateful.</p>	<p>The customer is unhappy with their mutual exchange decision and the advice given during the process.</p>

RECOMMENDATION(S)

1. That members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priorities: Building more, good quality, affordable housing, and being a decent landlord.

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.
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 7: Housing Key Performance Indicators

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

Background

In spring 2024, the Council launched its new Council Plan “The Future 2024-2028”. This describes the key role we play in supporting the District, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims:

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of current performance is attached at Appendix 1.

Keeping Tenants informed of our performance

The Council’s Housing Management team produces a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

Attached at appendix 1 is a summary of performance against our service indicators for the year 2025-26.

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Attached at appendix 2 is a the Q1 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information has now been developed [Our service performance](#).

Moving forward the quarterly performance posters are now included in the Bolsover Homes Newsletter [Tenant Participation](#).

RECOMMENDATION(S)

1. That the performance documented in the attached reports 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 HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION	
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Appendix No	Title
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1.	Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2025/26)
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2.	Q1 2025-26 Performance poster
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Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2025/26)

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	87%					92%		Although this is below target, we do find that the first quarter of the years is always below target. If we compare to this time last year it is an increase
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	2.34%					3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.33%					2%		This is a slight increase on previous months this is because we have been concentrating on the current arrears over this quarter because of the focus on rent arrears. We also have an amount of debt awaiting write off which will be having an impact on this debt.
04	Current tenants arrears as a % of rent due in the financial year	4.59%					4%		To address the arrears we have made some temporary changes to the Officers working on arrears. For a six month temporary basis one of the Tenancy Management Officers will be working solely on

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
									<p>rent arrears to progress the high level rent arrears cases. One of the Housing Assistant Tenancies has been seconded to cover the Tenancy Management role.</p> <p>The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	40					14		<p>This figures include the re-let of 6 properties in ILS which have had substantial save and warm schemes carried out with longer than average periods of relet required. If these were removed this would reduce the figure to 24.23 days. it should also be noted that in this period we successfully let 2 historically low demand properties which impacted significantly on these figures, (663 days for the 2 properties) if these were discounted the actual time with allocations reduced to 11.69 days.</p>

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
06	Homelessness successful prevention cases	76%					75%		Of 59 cases closed under prevention duties, 45 were successful housing outcomes. Totalling 76% of cases closed in Q1 that were successful prevention cases.
07	Homelessness successful relief cases	75%					45%		Of 40 cases closed under relief duties, 30 were successful housing outcomes. Totalling 75% of cases closed in Q1 that were successful relief cases.
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%					100%		Q1 - 25 Stage one complaints all responded to in time.
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%					100%		Q1 - 4 stage 2 complaints all responded to in time.

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	<i>Pending</i>					90%		
11	95% falls responded to within 30 minutes	<i>Pending</i>					95%		

April – June 2025

A selection of housing performance indicators created for tenants, by tenants.

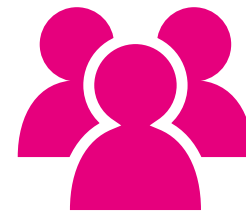
Building safety



99.5% of properties with a valid gas service
(23 overdue due to refused access)

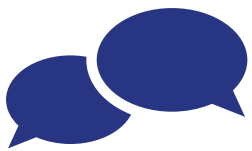
99.2% of domestic properties with a valid
electrical check

Engagement



13 Number of
tenant events held
in the quarter

Complaints



23 Number of Stage 1
complaints received (*Initial*)

4 Number of Stage 2 complaints
received (*Escalated from Stage 1*)

100% Proportion of stage one complaints
responded to within timescale (*10 working days*)

100% Proportion of stage two complaints
responded to within timescale (*20 working days*)

1 Number of complaints escalated to the
Ombudsman

Repairs



94.58%
Repairs
completed
within

target timescale
(*Non-emergency repairs 15,
30 or 60 working days*)

96.80% Repairs
completed within
target timescale
(*Emergency repairs 24 hours*)

3,524 Number of
repairs raised

3,349 Number of
repairs completed in
time

817 Number of
repairs outstanding

Lettings and waiting list



790 Number of households on
waiting list

62 Number of lettings in the
quarter

Adaptations



76 Minor adaptations completed

19 Major adaptations completed

Empty properties

57 Number of voids (for all reasons)



TBC Average time taken to
re-let properties (*calendar days*)

£179,662 Rent loss due to
vacant dwellings

Rent



£4,381,515 Rent collected for
current year

£1,113,480 Total rent arrears from
current tenants

£565,539 Total rent arrears from former
tenants



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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 8: Damp and Mould Policy

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

Background

On 23rd June 2025, Bolsover District Council, Executive approved the Damp and Mould Policy.

The Council as a landlord, is responsible for maintaining the properties it owns and manages in line with the relevant regulations, legislation and guidance. This includes keeping tenants' homes safe from hazards under the Health and Safety Rating System (HHSRS) under the Housing Act 2004, one of those hazards is identified as damp and mould.

The Housing Ombudsman published a spotlight report on damp and mould in October 2021, which stated landlords should take a zero-tolerance approach to damp and mould.

The Social Housing (Regulation) Act 2023 introduced "Awaab's Law." This followed the death of Awaab Ishak, a two-year old child living with his parents who sadly passed away from a respiratory condition, which was found to be caused by damp and mould in the flat.

'Awaab's Law' requires landlords to fix reported health hazards within prescribed timescales and provides greater powers to the Regulator of Social Housing to ensure housing providers are managing condensation, damp and mould effectively.

The Housing Ombudsman also published a severe maladministration report in October 2024 specific to damp and mould – timeliness.

Awaab's Law will come into force for the social housing sector from **October 2025**, with a phased implementation approach.

We have produced a Damp and Mould Safety Policy which is attached at Appendix 1.

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The key aim of this policy is to raise awareness of the issues surrounding damp and its tenanted properties.

In addition the Policy will;

- Provide a clear framework for identifying, reporting, and addressing damp and mould issues.
- Ensure timely and effective responses to reports of damp and mould, and to ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) are carried out as quickly and efficiently as possible to minimise impact on the health of the resident and damage to the structure, fixtures and fittings of the property.
- Promote tenant awareness and provide access to information in a variety of formats, and access to support to help residents prevent and reduce risks of damp and mould in their homes.
- To ensure all tenants are treated in a fair, respectful, empathetic and consistent way.
- Comply with relevant legislation and regulatory standards, including the Housing Health and Safety Rating System (HHSRS).

The Council will ensure that all resident facing housing officers and operatives are responsible for spotting damp and mould, reporting and recording information they gather. Relevant training will be provided. We will ensure that Dragonfly Management staff and subcontractors will be competent to diagnose and remedy damp / mould issues. And that all reports of damp and mould will be fully assessed and responded to appropriately to minimise the risk of conditions returning.

This Policy explains the Council's legal obligations and goes into detail about how we will ensure we meet these legal obligations, specifically how we will triage and inspect reports of damp and mould and how we will ensure we meet the timescales as set out in Awaab's Law.

The Policy has some definitions around the subject of damp and mould and refers to tenant responsibilities in ensuring they take reasonable measures to help reduce conditions that lead to condensation, damp and mould. This reiterates the tenancy agreement and the requirement that a tenant reports a repair and allows access upon 72 hours notice for repairs to be actioned.

The Policy also sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

On 25th June, after the Policy was approved, the government published draft guidance for social landlords to support the new legislation. This has changed some of the time frames as set out in the consultation stages, and we will review the Policy to ensure that we are still compliant, post these changes.

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One important factor is that Awaab's Law uses a person centered approach and that a hazard does not need to be at Category 1 level under HHSRS where a particular tenant is at greater risk from hazardous conditions for example because of their age or health related vulnerabilities. It is therefore imperative we know who is behind the door to our homes. We are undertaking a substantial piece of work in gaining updated details about our tenants, the household make up and size as well as the households vulnerabilities.

Also of note is that the legal obligations begin when the landlord becomes aware of the potential hazard and this could be if notified by a third party, including a contractor or someone acting on behalf of the tenant e.g. a Councillor. We will need to ensure that all contractors who enter Council properties on behalf of the Council know how to report instances of damp and mould to the Council. This will be the same for any other Council department visiting the property e.g., benefits visiting officers.

The guidance suggests that the landlord may wish to provide tenants with a guide to help them identify hazards so they can be triaged more effectively. We welcome tenants comments on this.

RECOMMENDATION(S)

1. That members of the Board note the Policy.

Links to Council Ambition: Customers, Economy, Environment and Housing	
Ambition: Housing	
Priority:	<ul style="list-style-type: none">○ 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.○ Building more, good quality, affordable housing, and being a decent landlord
Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.	

DOCUMENT INFORMATION	
Appendix No	Title
1.	Damp and Mould Policy



Damp and Mould Policy

2025-2028

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:01246 242424)
- **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

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Damp and Mould Policy
Current status – i.e. first draft, version 2 or final version	First Draft
Policy author (post title only)	Assistant Director Housing Management
Location of policy (whilst in development)	
Relevant Cabinet Member (if applicable)	Portfolio Holder Housing
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council	Executive
Date policy approved	
Date policy due for review (maximum three years)	
Date policy forwarded to Performance & Communications (to include on Extranet and Internet if applicable to the public)	

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1.Introduction

Bolsover District Council is committed to ensuring that all tenants live in safe, healthy, and well-maintained homes. We recognised the impact that damp and mould can have on the health and wellbeing of our tenants.

This Policy has been developed to respond to the problems highlighted by the Housing Ombudsman, Regulator of Social Housing and to comply with Awaab's Law.

Dragonfly Management (Bolsover) Ltd "Dragonfly Management" is the Council's wholly owned company who delivers the repairs and maintenance service on behalf of the Council. Within this policy, "the Council" this includes the Housing Department and Dragonfly Management delivering their service to the Council.

2. Scope

This policy outlines the Council's approach to managing damp and mould in homes (habitable rooms). It is aimed at ensuring residents receive appropriate information regarding the causes and control of damp, and mould as well as how the Council carry out our duties in relation to the provision of a "healthy and safe" home. The policy does not apply to outbuildings, passageways, or porches.

This policy covers all assets of Bolsover District Council that fall within Housing Revenue Accounting (HRA).

This policy is relevant to all employees, residents, contractors, stakeholders, and other persons who may work on, occupy, visit, or use premises owned or managed by the Council, or who may be affected by The Council's activities or services.

The policy should be used by all to ensure they understand the obligations placed upon the Council and Dragonfly Management to maintain a healthy and safe environment within the home of each resident, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.

3. Aims and Objectives

The key aim of this policy is to raise awareness of the issues surrounding damp and mould for those living in our properties and to set out the Council's zero-tolerance approach to addressing and resolving reports of damp and mould in its tenanted properties.

In addition the Policy will;

1. Provide a clear framework for identifying, reporting, and addressing damp and mould issues.

2. Ensure timely and effective responses to reports of damp and mould, and to ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) are carried out as quickly and efficiently as possible to minimise impact on the health of the resident and damage to the structure, fixtures and fittings of the property
3. Promote tenant awareness and provide access to information in a variety of formats and access to support to help residents prevent and reduce risks of damp and mould in their homes. **INSERT WEBSITE LINK**
4. To ensure all tenants are treated in a fair, respectful, empathetic and consistent way.
5. Comply with relevant legislation and regulatory standards, including the Housing Health and Safety Rating System (HHSRS).

4. Strategic Context

4.1 This Policy and its delivery is compatible with the following Council policies and documents:

- **Tenancy Agreement** – a contract between a tenant and the Council setting out the legal terms and conditions of the tenancy.
- **Housing Repairs Handbook** – sets out how the Council will provide a repairs service to tenants. The Handbook also sets out the tenants' responsibilities for maintaining their home.
- **The Council's Compliments, Comments and Complaints Policy**
- **Lettable standard** - sets out the minimum standard properties will meet when they are let to new tenants

5. Definitions

This is not an exhaustive list and highlights commonly used terminology.

- **Damp: refers to** an excess of moisture in a building, typically resulting from either condensation, penetrating damp or rising damp. It can cause damage to buildings and harm the health of occupants if not treated
- **Condensation:** occurs when warm, moist air touches a cooler surface such as tiles, windows, or walls. If left for a long period of time, it can cause damp and/or mould.
- **Penetrating damp:** water penetrates the fabric of the building from the outside to the inside, for example, because of a leaking roof.
- **Rising damp:** water that rises through fabric and brick walls of a building after being absorbed from the surrounding ground.

- **Mould:** is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering. It appears as fuzzy or slimy patches in various colours, often black or yellow. Mould needs to be removed carefully to avoid spreading spores and to prevent it causing ill health.
- **Vulnerable Tenant;** a tenant who has characteristics that mean they are less able to cope with a situation which may impact on their health, safety or wellbeing and have an increased need for support.
- **Habitable rooms;** policy only applies to living areas within the home, not outbuildings, passageways or porches

6. Roles and Responsibility for Implementation

The Council has overall responsibility for the Policy. The Council will formally approve this policy and review it every three years (or sooner if there is a change in legislation or regulation).

Dragonfly Management has operational management and delivery responsibility for repairs and maintenance and ensuring compliance with damp and mould legislation.

It is the responsibility of all officers to ensure the Damp and Mould Policy is understood and implemented. Monitoring of the performance and delivery of the Policy will be reported to Housing Stock Management Group on a quarterly basis.

7. Legislation, Guidance and Regulatory Standards

- **Housing Act 2004, Housing Health and Safety Rating System (HHSRS),** This places a legal duty on landlords to assess and regularly review the condition of their properties to ensure that properties are safe and free from hazards. This includes issues related to damp and mould.
- **Housing Act 2004, Part 1,** this requires the local authority to take into account the impact of health and safety hazards in housing on vulnerable occupants, when deciding on what action to take to improve conditions.
- **Homes (Fitness for Human Habitation) Act 2018:** This act requires landlords to ensure their properties are fit for human habitation at the beginning and throughout the tenancy. This includes addressing issues like damp and mould.
- **Environmental Protection Act 1990:** This act can be used to address statutory nuisances, including damp and mould, that are prejudicial to health.
- **Defective Premises Act 1972** – this sets out a duty of care to carry out repairs, ensuring that all individuals who could be affected by relevant defects are

reasonably safe from person injury or damage to their property as a result of the defects.

- **Landlord and Tenant Act 1985:** This act requires landlords to keep the structure and exterior of the property in repair. The Council will respond to and fix repairs which are required to address damp and mould issue.
- **Decent Homes Standard:** This standard requires social housing to be free of serious hazards, including those caused by damp and mould.
- **Building Regulations 2010:** When undertaking controlled work, such as improvements to heating and ventilation systems, landlords must comply with these regulations.
- **Awaab's Law:** Coming into effect from October 2025, this law mandates that social landlords must investigate and fix dangerous damp and mould within set time periods and repair all emergency hazards within 24 hours.

8. Responsibilities

The Council's Responsibilities:

- All resident facing colleagues and operatives are responsible for spotting damp and mould, reporting and recording information they gather.
- We will ensure that all reports of damp and mould will be fully assessed and responded to appropriately to minimise the risk of conditions returning.
- Dragonfly Management staff and subcontractors will be competent to diagnose and remedy damp / mould issues.
- A detailed stock condition survey will be carried out on each property at least every 5 years, including an assessment against HHSRS to ensure that properties remain free from Category 1 and 2 hazards.
- Relevant Managers within the Council and Dragonfly Management are responsible for ensuring the policy is understood and followed for existing and new colleagues.

Tenant Responsibilities:

- The tenants' responsibilities are set out in the Tenancy Agreement and including the requirement to notify the Council immediately if any repairs are required at the Property which are the Council's responsibility.

- The tenant must give the Council, or its contractors access to the property provided a minimum of 72 hours prior written notice have been given to inspect for repairs, carrying out repairs, servicing equipment and/or for any other reasonable housing management purpose.
- All residents should seek advice and permission before carrying out any changes within their homes to ensure that any alterations do not contribute to damp and mould.
- Tenants are asked to carry out small practical measures to help reduce conditions that lead to condensation, damp and mould by:
 - Keeping temperatures within the home between 18 and 21
 - Drying washing outside where possible
 - Not putting furniture against outside walls to allow air flow
 - Opening windows or trickle vents during the day
 - Using mechanical ventilation where installed in the property, for example extractor fans in kitchens and bathrooms, and Positive Input Ventilation systems (PIV)
 - Informing the Council if their household circumstance changed, particularly if someone moves into the property.
- An information leaflet is on the Councils website **INSERT LINK**, this is regularly updated and sent out to tenants.

9.Responding to a report

Residents/tenants can report suspected damp and mould through a variety of methods

- Logging a repair - [repair online](#)
- By speaking to a Customer Adviser at one of our [contact centres](#), this can be either over the telephone (01246 242424) or in person.
- By [email](#).
- Via our Twitter page @BolsoverDC
- By writing to us at Bolsover District Council, The Arc, High Street, Clowne, Derbyshire S43 4JY

Process for dealing with reports of damp and mould

All initial reports of damp and mould will be recorded within the Housing Management System, utilising the repair diagnostics software to determine the priority, with consideration given to any tenant vulnerabilities.

Where an Inspection is required, an appointment will be offered to attend the property as soon as possible within 10 working days.

During the inspection an assessment will be made by the Repairs Coordinator to establish the cause of the damp or mould. They will discuss any actions that can be taken to reduce the occurrence of mould by both the Council and the tenant.

The inspection outcome will be recorded on a form to capture all relevant information as set out below (Total Mobile generated form saved to swordfish)

- How and when the investigation was conducted, and the job title of the individual who conducted the investigation.
- Any following investigations that are required, and if so when they will take place
- If a hazard was found and if so what
- Whether the hazard is likely to pose a significant risk to residents' health or safety
- If it does pose a risk:
 - [If applicable] what temporary repairs are needed to make the property safe until the problem can be permanently rectified
 - what the Council will do to permanently rectify the problem and the likely timescales for this
- How to contact the Council with any queries

A copy of the report will be issued to the tenant within 2 working days of the inspection.

If the inspection result finds that there is a significant risk to the tenant, the Council will start work within 5 working days to make the property safe. This may include treatment of mould.

For minor works not affecting the tenants health, the repairs will be raised and completed as quickly as possible within the Councils existing repair priorities.

Specific vulnerabilities and tenants needs will be considered as part of this prioritisation process alongside the assessment of the risk.

Where there is a need for a technical specialist (e.g. specialist damp survey) this will be requested and completed within 10 working days. The tenant will be kept informed of the outcomes and any further work required.

Where is it deemed necessary for emergency works, these will be raised and completed within 24 hours of the inspection.

Following completion of the works, quality assurance checks will be carried by contacting the tenant to confirm if the issue has been resolved and ensure the tenants is satisfied with the completed works. This will be within 3 months of the work.

Tenants must allow access to carry out inspections and to carry out work to prevent damp and mould. Where access is not allowed, the Council will keep records of all attempts to carry out its duties to ensure compliance with legislation. The Council will follow its no access procedure and may take legal action against the tenant.

10. Data and Records

Information obtained from reports of damp and mould will be recorded and all remedial works actioned using our housing management computer system.

Data collection will be analysed to ensure we take a proactive and preventative approach to damp and mould.

We will use the data collection to identify trends in certain property types and will use this to inform future planned investment programmes such as loft insulation or window replacement.

11. Resident Engagement

The Council consider good communication essential to raise awareness of damp and mould. We will provide information leaflets and signpost to useful resources. We will ensure that this information is effective in helping residents avoid mould issues within their homes and is available in a number of different formats.

Supporting our tenants

Upon receipt of the repair, and/or the initial inspection we will seek to identify any health conditions of the tenant and the household which may create a need to prioritise the repairs.

Where extensive works may be required we will consider the individual circumstances of the household, and any vulnerabilities, and whether it is appropriate to move the tenant out of their home. In these circumstances we will provide alternative temporary accommodation until the works or repairs are completed.

The Council will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on its website.

12. Performance Reporting

The Council will report robust key performance indicator (KPI) measures for damp and mould repairs against the timescales set out above.

Performance will be reported internally to The Council, Dragonfly Board and SLT on a quarterly basis. Dragonfly Management Limited will engage with tenants and develop its approach / systems to report on a regular basis. The position reported will be based on the following criteria:

Data – the total number of:

- Properties
 - Properties with open damp and mould cases
 - Total number of remedial works outstanding from D&M cases
 - Total number of overdue remedial works from D&M cases (broken down by how long outstanding under 3 months, 3-6 months, 6-12 months and 12months +)
 - Number of D&M cases classed as HHSRS hazards
 - Average time taken from receipt of D&M case to survey being completed.
 - Average time taken to complete remedial works following survey being completed
 - Number of cases where a tenant has been decanted as a result of the Hazard and work required
- **Narrative - an explanation of the:**
 - Current position;
 - Corrective action required;
 - Anticipated impact of corrective action; and
 - Any mitigation of risk to tenants
 - Progress with completion of follow-up works

13. Significant Non-Compliance and Escalation

The Councils definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident was identified, or of a Council or Dragonfly employee or agent becoming aware of it.

Any non-compliance issue identified at an operational level will be formally reported to the Senior Repairs Coordinator (Dragonfly Management) in the first instance, who will agree an appropriate course of corrective action with the Head of Property (Dragonfly Management) and report details of the same to the SLT at Dragonfly and the Council.

In cases of serious non-compliance, The Council will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework.



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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 9: Proposed Introduction of Housing Service Standards

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report proposes the introduction of Housing Service standards.

Background

The Regulator for Social Housing Consumer Standards were updated with effect from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Transparency, Influence and Accountability Standard states:

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

2.3.1 Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect.

We would like to ensure we are providing tenants with information so they can hold us to account. Tenants can only do that when they have been provided with a set of service standards and they know what level of service to expect.

We have a Customer Service Standard (see appendix 1). We would like to introduce a similar set of service standards for all Housing services.

We would like the Board to consider and provide comment on the proposed standards. These cover the following areas:

- General
- Rent Collection
- Allocations
- Tenancy Management
- Repairs and Maintenance
- Tenant Involvement

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- Managing your Estate
- Compliment, Comments and Complaints
- Performance

Other areas not yet included but which we seek Board comments on could include:

- Anti-social Behaviour
- Domestic Abuse
- Equality, Diversity and Inclusion
- Lifeline
- Treating People Fairly

Examples of possible service standards are in appendix 2.

RECOMMENDATION(S)

1. That members of the Board note the contents of the report and confirm their agreement to introducing Housing service standards.

Links to Council Ambition: Customers, Economy, Environment and Housing Unsure of below

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
1.	Customer Service Standards
2.	Examples of Possible Housing Service Standards



Customer Service Standards

To provide our customers with excellent and accessible services

If you would like further information, please contact the Customer Service Department :

A: The Arc, High Street, Clowne S43 4JY
T: 01246 242424
E: enquiries@bolsover.gov.uk
W: www.bolsover.gov.uk

Customer Service Standards

We are committed to providing excellent customer service to all our customers. Setting standards for performance makes it possible for us to measure how much we are improving. The Customer Service Standards include best practice to deliver improved services to customers.

Our promise to customers

When customers make contact with us we will:

- Be welcoming and courteous
- Be polite, fair and respectful
- Be helpful and responsive
- Provide good quality information suited to their needs
- Communicate clearly
- Advise what we can provide, who to contact and how
- Advise how to use the compliments, comments and complaints system to improve our services
- Keep them informed of the actions we have taken and not make false promises
- Empathise and listen to understand their needs
- Have knowledgeable and skilled staff to deal with their enquiry
- Treat all information received in the strictest of confidence
- Offer to make any reasonable adjustments for special requirements.

To help us achieve this we ask that customers:

- Are courteous and respectful towards us
- Provide accurate information when required
- Make suggestions on improving our services by using the compliments, comments and complaints system
- Explain anything they are not sure of
- Advise us of any specific requirements, eg. large print, braille etc.

The standards have been reviewed to provide consistency to our customers

Our Customer Service Standards

When dealing with your emails, we will:

- Acknowledge all enquiries within one working day
- Give you details of who is dealing with your enquiry
- Respond to your enquiry in full within eight working days. For responses requiring more information, you will be informed when to expect a response.

When answering the telephone, we will:

- Aim to answer your call within five rings or twenty seconds
- Greet you politely and clearly
- Tell you who you are speaking to and the name of the service or place you are calling
- Listen carefully
- Aim to return your messages within one working day.

When you visit council buildings, we will:

- Aim to greet you as you enter the building or when you approach the enquiry desk
- Aim not to keep you waiting more than twenty minutes to be served at a contact centre or ten minutes if you have an appointment
- Make you feel welcome
- Find out how we can help you
- Keep our reception areas clean, tidy and safe.

When dealing with your letters, we will:

- Reply within ten working days
- Tell you what to do if you require further assistance
- Use clear, jargon free language.



Leave us feedback via the weblink below or scan the QR code with your mobile phone:

https://selfservice.bolsover.gov.uk/service/Compliments_Comments_and_Complaints

We will keep you informed and involved by:

- Producing information about us and our services that is accurate, useful and up to date
- Providing information in other languages and formats, such as large print or audio when needed
- Publishing how well we are meeting our Customer Service Standards
- Using your feedback to help us make decisions
- Creating a self assessment report and a self improvement report to the Ombudsman to ensure we are abiding by the Ombudsman's complaint handling code and learning and making improvements from complaint data.

Dealing with compliments, comments and complaints, we will:

- Provide you with information about how to report a compliment, comment or complaint
- Record compliments, comments and complaints and use them to review and improve our services
- Acknowledge your comment or complaint within 10 working days
- Respond to all stage one complaints within 10 working days and stage two complaints within 20 working days
- Treat complaints confidentially while ensuring we are fair to everyone concerned
- Inform you how to take your complaint further if you are not satisfied with our response
- Apologise when we are at fault and do our best to put things right.



For information on how we use personal information please go to our Privacy Statement on our website www.bolsover.gov.uk

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
- **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** via textphone or app on 0800 500 888 – 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 Service Standards

We are committed to providing a high standard of service at all times. Our service standards have been developed with our tenants and let you know the level of service you can expect to receive from us.

General

All of our employees will wear identification badges, so you know who you are letting into your home.

All officers will be polite and treat you with respect.

We aim to answer calls within 5 rings or twenty seconds, respond to letters within ten working days, respond to emails within eight working days.

Rent collection

We will:

- Make sure you understand your responsibility to pay your rent on time and offer advice when you sign up for a tenancy
- Give you at least 28 days' notice of any changes to your rent
- Send you a rent statement once a year
- Contact you within 14 days if you get into rent arrears
- Refer you to other agencies that can help you
- Visit or contact you to discuss any problems before taking legal action for non-payment of rent

Allocations

We will:

- Lay out clearly how we will allocate homes in our Allocation Policy
- Prioritise those who are in the greatest need of social housing
- Notify you of the decision of your housing application in writing within 20 working days of receiving all necessary documentation
- Issue you with an application reference so you can register your account and bid for properties.
- Assist you with the bidding process if you need it
- Contact successful bidders within five working days of the advert closing
- Undertake accompanied viewings with all prospective tenants
- Ensure that all properties meet the lettable standard, at the time of letting.

- Contact all applicants on an annual basis to ensure the information held is correct and they wish to remain on the register

Tenancy Management

We will

- Offer support and work with you to help you maintain your tenancy and to keep to your tenancy agreement terms/rules.
- Provide advice, information and answer any queries on all tenancy related matters.
- Visit all new tenants in their home within 6 weeks of the tenancy start date, and up to 4 times in the first year of their tenancy.
- Complete any tenancy change, lodger requests, succession requests within 10 days on receipt of all the required information and documentation.
- Acknowledge a Mutual Exchange request within 5 working days and make a decision within 42 calendar days from receipt of a completed application.
- Ensure our staff have the necessary training and skills to provide the service you need
- Respond promptly to all reports of anti-social behaviour and keep you informed of any action.
- Carry out a periodic tenancy audit via our “tell us about you” form to check our records are correct and to ensure we are taking into account any vulnerabilities

Repairs and Maintenance

We will:

- Offer a range of ways to easily report a repair, and provide access to a ‘Repairs Handbook’ to assist tenants
- Compliance safety checks in accordance with legislation, including servicing of your gas boiler annually and council installed appliances (where applicable)
- Ensure all vacant properties are quickly returned back into service, and meet our Lettable Standard
- Maintain our properties in line with Decent Homes standards
- Carry out responsive repairs, based on their severity, within published timescales
- Arrange an appointment to inspect or complete work when you contact us and try to complete your repair at the first visit, if possible.
- Offer a variety of appointment times

Tenant Involvement

We will:

- Offer a wide range of ways to enable you to engage in housing decision making opportunities
- Ensure the opportunities on offer allow you to get involved at a level and time commitment that suit you
- Continue to seek new ways of involving you to make a positive contribution
- Inform you how your feedback on our services has been used to make service improvements - "You said, We Did"
- Publish performance information of our services so you can hold us to account
- Pay reasonable expenses, including travel and childcare costs
- Offer training and support for tenants to help them develop their skills and confidence to become involved
- Publish and update our Tenant Engagement Strategy, regularly.

Managing your Estate

We will:

- Provide a grounds maintenance service to all communal gardens. Communal grass will be cut from March to October. Communal hedges will be cut once a year
- Deal with reports of untidy gardens
- Offer an assisted gardens service, within established eligibility criteria
- Offer and promote our bulky refuse collection to dispose of unwanted furniture, white goods and a large amount of rubbish
- Carry out quarterly inspections of communal area of block of flats, including fire safety checks, to monitor safety, cleanliness and appearance.
- Request removal of offensive graffiti within 24 hours of it being reported to us
- Request removal of fly tipped rubbish from our land and request removal of abandoned vehicles in line with legislation.

Compliments, Comments and complaints

If we have not met these standards, or you are not happy with the service you have received from us, we want to know. This helps us to improve the service we provide. You can contact the customer services team

- Online via our [Self Service](#) portal
- Tel: 01246 242424
- [Email](#)
- In writing to Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.
- In person at our [contact centres](#)
- Complaint leaflet available from our contact centre

Performance

We can only know how well we are delivering our service if we measure our performance against standards.

Each year we provide a report for tenants that tells how we have performed over the past 12 months. This is contained within the Tenants Bolsover Homes Newsletter as well as being on the website. [LINK](#)

In addition, we provide quarterly performance reports which can be viewed via the link at the bottom of this page.

- [Our service performance](#)



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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 9: Challenge and Change Group Update

Classification:	This report is Public
Report By:	Tenant Engagement Officer

PURPOSE/SUMMARY OF REPORT

To update the board on the work of Bolsover Tenants Challenge and Change Group:

- Monitoring of the completed Void Process review
- Completion of the recent Grounds Maintenance on Council Estates review and recommendation action plan.

Background

As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).

Update on Monitoring of Voids Process review completed in 2024.

At the previous Housing Liaison Board meeting on 22 April 2025 the Void Process review monitoring action plan was presented, showing all actions were completed. One action was to carry out site visits to monitor completion of works and to ensure the lettable standard is being met. The site visits took place on 12 June 2025.

7 tenants attended, visiting 3 void properties, 2 were standard voids and 1 was refurbished flat at Valley View.

Tenants agreed:

- the standard of the voids had improved
- the lettable standard was being met
- both of the 2 standard voids were eligible for full redecoration allowance

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- the standard of finish was a “typical council standard”

Completion of Ground Maintenance Review

The review has taken place between June 2024 and March 2025, across six meetings and one day of site visits.

Tenants were supported by the Tenant Engagement Officer, Jane Calladine; the Housing Strategy and Development Officer, Joanne Wilson and Grounds Maintenance and Street Cleansing Manager, Richard Camps.

The tenants chose to review the Grounds Maintenance on Council Estates (provided by Streetscene). Tenants had concerns on the quality of the service, whether void gardens are being maintained to the required standard and the negative impact this can have on neighbourhoods.

As part of the review tenants spoke to a number of officers. They completed a site visit to three new build schemes, two existing estates with communal open space, and two void properties to assess the standard of grounds maintenance.

Tenants have looked at the different areas of ground maintenance - grass cutting, hedge cutting, weed spraying, assisted gardens service, and tree management and maintenance.

Tenants have reviewed work schedules and sought clarification on how the service adjusts when impacted by the weather.

The tenants have agreed recommendations across four areas (see section 6 Appendix 2):

- Clarification of responsibilities for both tenants and the Council.
- Clarification of the current maintenance programme and potential factors which can impact planned works.
- Evaluation of the quality of maintenance works and how this is assessed by the service.
- Analysis of complaints related to grounds maintenance and action taken

Attached at Appendix 2 is the final report from the review for Members information.

RECOMMENDATION(S)

1. That the Board note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Grounds Maintenance on Council Estates.

**Links to Council Ambition: Customers, Economy, Environment and Housing
Unsure of below**

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*

Ambition: Housing

Priority:

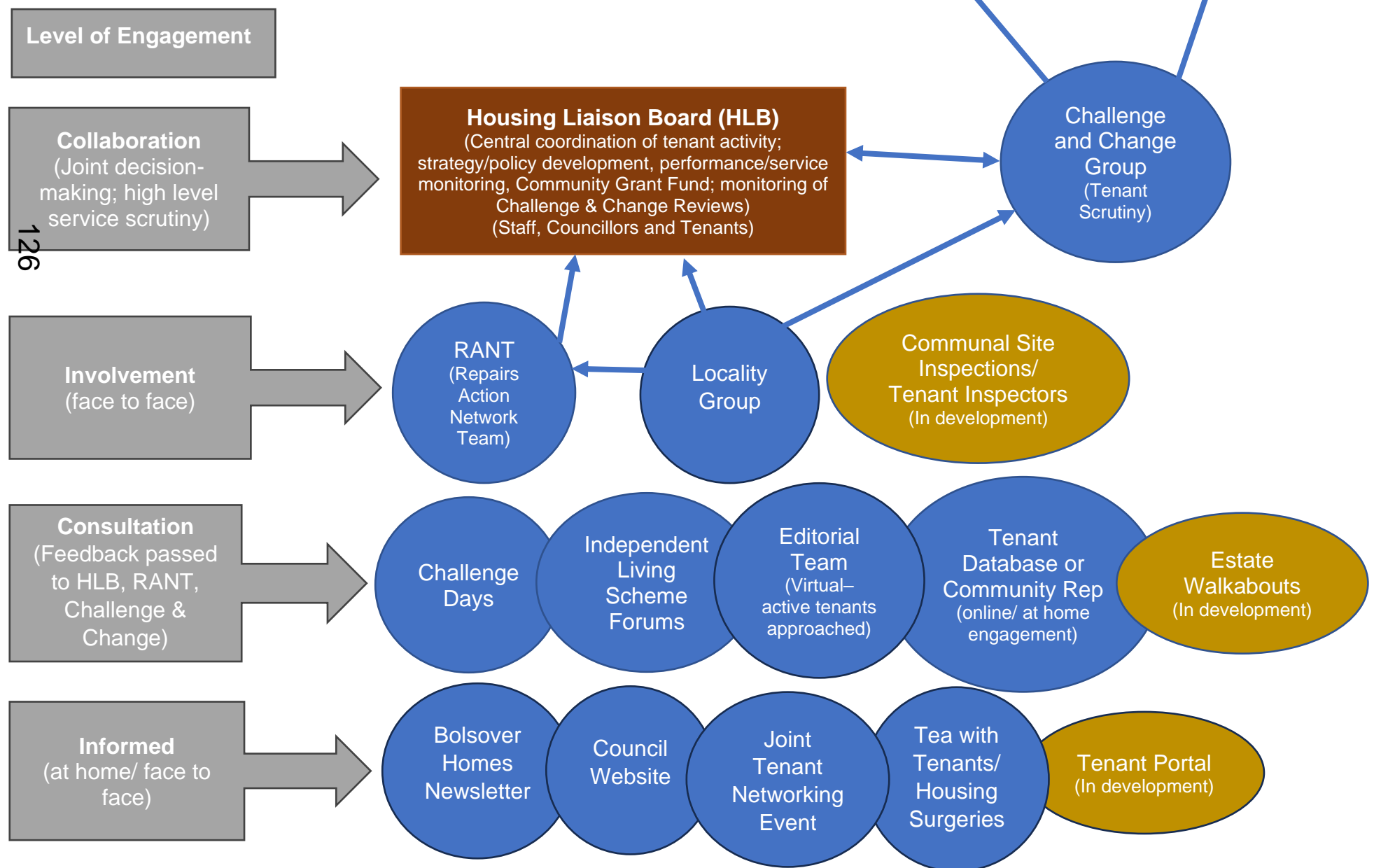
- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
1.	Tenant Engagement and Governance Structure
2.	Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance on Council Estates
3.	Recommendation Action Plan

TENANT ENGAGEMENT & GOVERNANCE STRUCTURE



Bolsover Tenants Challenge and Change Group



Review of Grounds Maintenance on Council Estates June 2024-March 2025

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

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- **Phone** - [01246 242424](tel:01246 242424)
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- Call with [Relay UK](#) via textphone or app on **0800 500 888** - 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

Background image of Bolsover Tenants Challenge and Change Group front cover showing a magnifying glass over a red house - includes the Bolsover Council logo, Dragonfly Management logo and Tenant Approved logo.

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1. Introduction

Bolsover Challenge and Change Group have discussed a number of areas for investigation. This review is of the Grounds Maintenance Service (provided by Streetscene). The review which has been undertaken by the Group has allowed tenants to examine how the Council is performing in this service area.

2. Reason for the review

Many of our council owned residential properties have communal gardens with trees, hedges and grassed areas. There are no specific targets or indicators within the Corporate Plan or service plans in relation to grounds maintenance/grass cutting. This is routine delivery by the Streetscene service. Tenants agreed that the quality of this service impacts on a neighbourhood's appearance.

Bolsover Challenge and Change Group have previously completed a review of the lettable standard. One of the standards is maintenance of the garden when a property is void. This review ties in with work from this earlier completed review.

The intention of this review was to gain a better understanding of the grounds maintenance/grass cutting service provided, issues of concern to tenants, to make recommendations for improvements, if and where applicable.

Review Objectives

1. Clarification of responsibilities for both tenants and the Council.
2. Clarification of the current maintenance programme and potential factors which can impact planned works.
3. Evaluation of the quality of maintenance works and how this is assessed by the service.
4. Analysis of complaints related to grounds maintenance and action taken.

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

- Steven Bramley
- Angela Sharpe
- Heather Fretwell
- Kathleen Blair
- Doreen Potts
- Catherine Morley
- John Wright
- Tracey Wright
- Antoni McRae
- Elma McRae
- Jackie Taylor

The group were assisted by:

- Joanne Wilson, Housing Strategy and Development Officer
- Jane Calladine, Tenant Engagement Officer
- Grounds Maintenance and Street Cleansing Manager, Richard Camps

4. The Investigation

Documents reviewed

Document Title	How it was reviewed
Bolsover District Council Tenancy Agreement	Document discussed within meeting on 19.12.24 and provided hard copy with relevant clauses highlighted.
Annual Complaints report	Document discussed within meeting 18.06.24 and a hard copy was provided later.
Grounds Maintenance compliments, comments, complaints	April to July 24 summary of compliments, comments, complaints and MP enquiries given at meeting 06.08.24. Further data covering complaints April-Dec 2024 received in January 2025 and added to analysis to check for trends/issues matching tenants findings.
Grounds Maintenance work schedules examples	Documents were given at the meeting 19.12.24

Performance Data

Type of Data	How it was reviewed
Satisfaction Data	Verbal update, based on Officer knowledge of the service, was given at the meeting on 18.06.24. Contact Centre Manager advised of issues that feature regularly in complaints.

Site Visits

The tenant group attended a full day tour, visiting a number of sites. The site visits covered several geographical areas looking at a range of properties including void properties.

5. The Review Process – Our evidence and questions to officers

Service response to Tenant queries

The tenant group attended several meetings with officers and completed a day of site visits. The site visits included several external communal areas and two void properties.

The tenant group wanted clarification on the whole service from officers, so requested responses to a series of questions to fully understand what is provided on communal grounds, hedges, trees, and empty properties. This enabled tenants to get a better understanding of service provision. The table below summarises the range of questions either within a meeting, site visit or via email enquiries.

	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
1	Is there a Service Level Agreement between Housing Management and Streetscene?	There is no written Service Level Agreement.
2	What service is provided by Streetscene?	Regular cut of grass on both communal areas and grass verges on housing estates. Hedge trimming. There is no regular surveying or planned maintenance of trees, only responsive tree maintenance on a case-by-case basis. No pruning or weeding service is provided.
3	How are new tenants informed of their responsibilities to maintain their garden or that communal grounds maintenance is provided?	The Tenancy Agreement details tenant obligations for garden maintenance. At the sign-up appointment the Housing Assistant (Allocations) explains their tenancy obligations. Tenants are also shown their garden and any boundaries at this sign-up appointment. They are advised of communal grounds maintenance at their property. The Housing Assistant (Tenancy) visits them (2- 4 times in the first year of their tenancy) and checks the garden condition and reminds them of their tenancy obligations.
4	What garden maintenance is provided whilst a property is void?	An initial one-off cut then semi-regular cuts whilst void repair works are undertaken, with a final cut once the property is ready to let.

	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
5	Why are grass cuttings not collected?	The service is cut and leave. Collecting cuttings would involve costs for transporting the cuttings and there are no means of disposing of/composting. Cuttings are blown back onto the grass to help feed the grass and keep any footpaths clear.
6	Would use of artificial turf be an option?	No. This is not an environmentally friendly option. Artificial turf would require cleaning, and the scale of installation would prove too costly.
7	When are hedges trimmed?	Due to nesting birds, and current resources limited hedge trimming takes place in the spring. In the spring/summer hedges are only trimmed on one side where they border footpaths. This is to keep footpaths clear for pedestrians. A full hedge cut is completed from October- March.
8	What height are hedges maintained at?	Most hedges are maintained to a height which they have been maintained at historically. This varies between sites, and we do occasionally carry out one off reduction to hedges to bring them back to a manageable height where it has become an issue and we have the resources.
9	How is the tree maintenance decided?	<p>Trees on housing land and within Bolsover District Councils wider district, are not part of a current planned programme of works. As such only responsive works are carried out as and when these are reported by a tenant/member of the public. The time window available for when tree maintenance can be carried out is restricted due to nesting birds in the spring/summer.</p> <p>There are currently more tree jobs needed on housing land, and within the whole district, than resources can support. This has resulted in a backlog of trees requiring work. Jobs are prioritised based on safety, damage, risk and impact on light.</p> <p>On occasion Streetscene do not have capacity to undertake specific tree work required to a large number of trees, in a specific geographical area at the same time. In this situation work has been carried out by contractors (at an agreed cost to the Housing Department).</p>

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	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
10	Should weed killer be used in areas around gutters?	Yes. In Feb/March, edges are sprayed, around posts and signs. Quad bike is used, 2 times per year. Spray applied to the front curb edges and back borders against pavements.

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
1	Are Streetscene notified of new build housing schemes and planning requirements for planting/biodiversity?	Streetscene have not traditionally been consulted at planning stage on recent new build properties. However, from evidence gathered during the review, this appears to be changing. The service area has been consulted on the most recent development (Woburn House).
2	How do you assess what level of service is required/frequency of visits needed for future upkeep for new build schemes?	When a site is nearing completion there is usually a walkaround with Streetscene, Area Co-Ordinator and Dragonfly. An agreement is made which areas are communal and what grounds maintenance Streetscene will be responsible for. This is then added to the routes for the teams at the usual frequencies.
3	When is grass cutting season provided?	Grass cutting service takes place mid-March-October. This includes roadside verges, open spaces and communal open plan areas.
4	How frequently is the grass cut during grass cutting season?	Cutting should be every 2-3 weeks depending on speed of grass growth which is normally dictated by the weather.
5	Have there been any changes to resources since COVID?	<p>There has been an increase in resources since COVID. Service previously employed full time staff plus 7 seasonal workers (March-October). At the end of 2020 4 of the seasonal workers were retained full time. This has created extra resources during the winter months, same resources in summer months.</p> <p>Current staff: 2 Area Co-Ordinators, 20 grounds maintenance staff, with 3-5 seasonal staff (employed March- October).</p>

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
		In 2024 service has faced several staffing shortages due to vacancies/staff sickness.
6	When land is too wet to cut following rainfall what work is carried out?	Some grass cutting will be done without the ride on mower, or the team will tend to one off cuts.
7	Self-set plants grow at different rates resulting in untidy hedges. Can self-set plants within hedges be removed?	Yes, they can be removed but if they are well-established it is difficult to remove stems from within the hedge. If Housing wish to fund extra work Streetscene could deal with these as one-off jobs.
8	Are arborists employed all year? How are they being utilised when tree cutting not being done?	Arborists are employed all year. Nesting bird season limits tree work they undertake. When they are not undertaking tree work they will complete other duties (grass cutting/hedge cutting/Assisted Gardening/voids).
9	Are there other reasons the grass might not be cut?	Dog mess on communal grass can lead to whole areas not being cut as scheduled. It is the dog owner/tenant responsibility to clear dog faeces. Streetscene staff are not expected to clear dog faeces or risk contact by cutting areas which are heavily soiled.
10	Can a remote-control mower be used on sloping ground?	A remote-control mower is an expensive piece of equipment. It is usually used where there are steep slopes making ride on/manual mowing difficult. We do not have many steep slopes that would warrant the cost of this equipment.
11	Is there a database of trees to use to draw up a programme for tree maintenance?	No, and this would require additional resources to create a database. Development Control hold the register of trees with Tree Preservation Orders (TPOs).
12	Can a calendar plan be produced showing when grass	This would be difficult as the plan is fluid and can change depending on the weather.

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
	cutting for each area is to be carried out?	
13	Is there a designated team that maintain the gardens when a property is void?	There are approximately 100+ void properties on the grounds maintenance list at any time. There is no dedicated team. The team who tend to void properties are also responsible for grounds maintenance at graveyards. On occasion the graveyards can take 3 weeks to cut which can lead to delays on void garden maintenance.
14	How are Streetscene notified of a void property that has a garden requiring maintenance?	Although there is this notice period before a tenancy ends Streetscene do not get any advance notice. When a tenant returns keys at the end of their tenancy Streetscene receive notification "Vacant House Garden Cut". This is added to the Void property list and triggers the initial one-off void cut. Streetscene have no indication/information on receiving this notification of the condition or size of the garden to plan this workload into their schedule. A site visit is required. With current resources it was noted that it would be help Streetscene plan the work if Repair Co-ordinators could take photographs of the garden when undertaking the void inspection and send this to Streetscene.
15	Can there be a rota published for Assisted Gardening like refuse collection?	No as the program for Assisted Gardening is fluid and can be changed depending on the weather. For example, if there has been a high volume of rainfall and the team cannot use ride on mowers they will move onto Assisted Gardening.
16	Do you notify tenants on Assisted Gardening when you are attending to avoid no access visits?	No, as the program is fluid. If no access is gained a duplicate missed visit card is left to notify the tenant.

It should be noted that the Assisted Gardening service was not initially included in the review. However, the review has evolved as it became evident that the Assisted Gardening service needed to be considered, as a number of those receiving the service were tenants.

	Objective 3	Evaluation of the quality of maintenance works and how this is assessed by the service.
	Tenants Question	Councils Response
1	Are any quality checks made of grounds maintenance completed work?	Yes, the Team Leader is responsible for the quality of the works and signs off the schedule for each site, on each visit.
2	Does the Streetscene Manager post inspect any communal grounds work?	The manager can do periodic inspections when out on site on other matters, but more regular inspections would require additional resources.
3	Is a quality check carried out on the standard of garden maintenance throughout the void period?	This is usually informal. When a Streetscene Area Co-ordinator is in an area carrying out their normal inspections they may stop and check the void properties in that area. For one off works, the Co-ordinator will often visit to specify the works, and then may follow-up during the works or after completion. The Team Leader is responsible for the quality of the works and signs off the paperwork.

	Objective 4	Analysis of complaints related to ground maintenance and action taken
	Tenants Question	Councils Response
1	What complaints are made on the grounds maintenance service?	<p>Tenants and residents do not have information available on what grounds maintenance is provided in their area, the frequency and standards. This can result in additional complaints.</p> <p>The following issues feature regularly in complaints:</p> <ul style="list-style-type: none"> • Not clearing grass cuttings follow a cut • Seasonal tree cutting • Grass cutting • Leaves/detritus which may have led to a trip/fall • Maintenance of larger gardens in older person's properties • Weedkiller usage and the impact on the edge of grassed areas and nearby planting • Hedge maintenance
2	How do Streetscene	RC stated this is informal. Presently Team Leader should pick up any issues. If several complaints or

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	Objective 4	Analysis of complaints related to ground maintenance and action taken
	Tenants Question	Councils Response
	evidence/record issues reported?	issues received for the same area, we would look at this to see why, were the team called off the area to cover an emergency, absence of staff for sick leave.

Complaints Analysis Q1-Q3 2024-2025 (Tenants)

Time period	Number of Tenant Complaints	Reasons/Themes of Complaint	Action
Q1 Apr-Jun	2	<ul style="list-style-type: none"> • Delay in commencement of Assisted Gardening service. • Issues with vegetation around bungalow. 	<ul style="list-style-type: none"> • Apology for delay in assessment, completed and added to rota. • Informed Assisted Gardening service does not include weeding but one-off works completed to improve situation and reduce potential impact on property – tenant to maintain moving forward.
Q2 Jul-Sept	6	<ul style="list-style-type: none"> • Lack of maintenance of border planting at side of property. • Delay in commencement of Assisted Gardening service • Customer not receiving visits for Assisted Gardening scheme as expected and garden overgrown. • Quality of hedge maintenance. • Quality of grass cutting • Behaviour of operative 	<ul style="list-style-type: none"> • Area tended and added to maintenance list. • Works completed (delay due to demand on service for other works). • Apology, assessment completed and works commenced. • Customer had transferred property but new address not added to rota – tenancy sign up process amended. • Advised currently focussed on grass cutting season before commencing hedge cuts. • Clarified what areas are included in cutting. • Operative reminded of customer standards.
Q3 Oct-Dec	1	<ul style="list-style-type: none"> • Weeds encroaching from neighbouring land 	<ul style="list-style-type: none"> • Works completed – site was BDC land that had been missed on routine works due to being fenced off.

In comparison to the number of resident complaints there were 5 in Q1, 9 in Q2 and 0 in Q3.

Site Visits

The tenant group requested a site visit to look at several sites with communal ground maintenance and some void properties with gardens which the Council were happy to arrange.

The following is a summary of our visits on 17.09.24:

New Build Schemes

We visited some new build schemes due to issues raised by residents over the type of planting used at new build schemes. Officer knowledge and tenants living on new build schemes indicate that Streetscene may not have been consulted in the design process.

New Build Schemes	Observations
<p>Willow Close, Langwith</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> • large overgrowth of brambles from adjacent land which is not in BDC ownership. • High weed growth among new shrubs. 	<ul style="list-style-type: none"> • Large communal shrub bed along boundary onto Poulter Country Park (PCP). PCP not being maintained by DCC. Severe bramble overgrowth coming through chain fence causing overgrowth that cannot be maintained regular enough to keep flower bed tidy. • Should there be a new boundary treatment to prevent growth through? Who owns boundary DCC or BDC? • Lots of weeds growing in new flowerbeds throughout the site. Weed removal is not provided by Streetscene.
<p>The Paddock, Bolsover</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> • Site visited to look at hedge cutting • Buddleia high growth impeding visibility to car parking bays. • A communal lawn at rear of one block is not being maintained. 	<ul style="list-style-type: none"> • Hedge cutting noted to be satisfactory at the rear of the block near the entrance to the road. However, anecdotal evidence suggests that tenants are maintaining the hedge rather than the Council service so potentially not a true reflection of service delivery at this site. • Overgrow of inappropriate fast-growing plants installed around car parking bays obstructing access. Planting needs to be appropriate, slow growing/hardy.

New Build Schemes	Observations
	<ul style="list-style-type: none"> Established the rear lawn and shrubs had not been added to the schedule for this site.
<p>Ashbourne Court (extension)</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Weed growth in large flowerbed at side of new build extension 	<ul style="list-style-type: none"> There is an untidy flower bed down the side of the new extension by the main road. This is not showing on council records as an area to be maintained by Streetscene. Can plants be removed and replace with grass? New flower bed in front of the communal room has dead foliage. Other flower beds are being planted twice a year with flowers which look nice, colourful and appear well looked after.

The group noted that the type of plants is often inappropriate, growing quickly with a lot of weed growth. A number of the schemes look overgrown, and the current service does not include provision for weeding or pruning of plants. The tenant group concluded that there is a gap in the current planning and design process whereby there is insufficient input from Streetscene services on appropriate planting for each scheme and the required future ongoing maintenance.

Prior to hand over of completed new build council residential properties the grounds maintenance should have been agreed. Streetscene need to add the grounds maintenance requirements to schedules and onto Mymaps. It was established during the review, using maps printed from Mymaps, that these are not always updated. This results in areas not being maintained. The tenants concluded there needs to be a process prior to handover where Dragonfly, Streetscene and Housing Management all meet and agree communal grounds maintenance to be provided at each site and to add to the schedules and update Mymaps.

Existing Properties

Tenants visited some existing estates due to issues raised by residents on hedge heights, and overgrown trees.

Existing properties	Observations
<p>Birks Close, Hodthorpe</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Untidy hedges. 	<ul style="list-style-type: none"> Grass cutting appears well maintained. It appears that some residents may be cutting some of the communal lawn in-between cuts. Hedges - one hedge is being cut by two residents and looks well kept. Tenants expressed their concern that this is dependent on whose is residing in the adjoining properties and their ability/willingness to maintain. There is one pivot hedge with self-seeded plants growing within the hedge. These are growing at a different rate, making hedge look untidy and poorly maintained. Hedges need more than cutting, there is a need to remove self-set plants.
<p>Hides Green, Bolsover</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Overgrown decorative hedge Overgrown trees 	<ul style="list-style-type: none"> Throughout the site there are several overgrown trees blocking light, some touching the building Flowerbeds are no longer flower beds, shrubs are overgrown, so kerb/path edges are no longer visible. Children jumping in/over causing ASB issues. Weeds on path to private property with Rights of access needs maintaining. Former garage site- debris (leaves/twigs) can this be swept with road sweeper regularly?

It was noted that grass cutting was generally good. On existing schemes there is an issue of hedging and trees being overgrown. Tenants had an extensive discussion for setting lower hedge heights across the District. Self-set plants grow at different rates and need to be reduced or removed.

Void Properties

In 2024 the tenant group completed a review of the Void Process. The group's recommendations, for the garden condition during and on completion of a void, have been incorporated into the Lettable Standard. Tenants visited two void properties; one was ready to let, and one was void repair work in progress. The two visits provided an opportunity to monitor whether the new lettable standard relating to gardens is being met.

Void properties	Observations
14 Ridgeway Langwith Junction Reason for visit: <ul style="list-style-type: none"> • works in progress 	<ul style="list-style-type: none"> • Major void works- void date 19.05.24. • Tenants were advised the garden was overgrown when property became void. • Garden is not being maintained during void period. Grass was overgrown.
102 Slant Lane Shirebrook Reason for visit: <ul style="list-style-type: none"> • Void work completed; property is ready to let 	<ul style="list-style-type: none"> • Void period 14.07.24- 17.09.24. • Tenants were advised the garden was well maintained and tidy when the property became void. • Tenants noted the lawns and hedges were maintained to a good standard. The garden condition met the relet standard.

General Void comments
<p>Some properties have a rear garden via locked doors. Streetscene do not have keys to access rear gardens and can only maintain rear gardens if work operatives are on site when they visit.</p> <p>Tenants suggested at the termination inspection can Streetscene be updated with condition of the garden.</p> <p>Tenants queried whether Streetscene been provided with new relet standard?</p> <p>Streetscene note that they receive notification when a property is let and whether the grass/hedges need a final cut. Sometimes Streetscene experience difficulty in gaining access to rear gardens if new tenants are not in when they attend.</p>

Tenants viewed a good example of void garden maintenance and an example where garden maintenance is not as expected. It was noted that the standard of void garden maintenance can vary, often depending on the condition of the garden at the start of the void period. This raised the question of whether there is sufficient resource given for voids gardening where substantial gardening work is required. Tenants raised concern that long-term empty properties with untidy/unkept gardens have a negative impact on the neighbourhood.

6. Findings and recommendations

The following table summarises our findings and recommendations for improvement. The tenant group have not been given costings of service during the review. The group are aware that some of the recommendations require additional resources, which will have cost implications. The tenant group understand that these will need consideration from senior managers.

Objective 1: Clarification of responsibilities for both tenants and the Council

	Recommendation	Reason	Officer Comments
1.1	Streetscene to create a data base of all trees throughout the district. Complete a full tree survey. Complete ongoing regular tree surveys.	Currently there is no database of trees. A database can be used to plan a survey of all trees in the district and draw up a maintenance schedule. This would change the approach of tree management from reactive to planned. Regular surveys will be required to keep the program up to date. There will be a cost implication to this recommendation.	<u>Grounds Maintenance Service:</u> At present there is insufficient officer or operative resources to create an inventory of all Council tree stock. Creation of a Tree Officer post could enable this, along with proactive inspections. <u>Housing Management Service:</u> In support of this recommendation,
1.2	Consider contracting out tree maintenance or have a hybrid approach.	There is a backlog of tree work required and nesting birds limit the time available each year to complete the work. Contracting out some or all tree work would reduce the backlog of work. This could be considered on a larger scheme rather than individual trees. Clearing the back log of tree maintenance would allow a planned achievable program to be implemented. There will be a	<u>Grounds Maintenance Service:</u> Outsourcing of tree work would likely be more costly than an in-house service, with potential loss of control on how work is carried out. Larger-scale works have been

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	Recommendation	Reason	Officer Comments
		cost implication to this recommendation.	<p>contracted out with clearly defined specification, and funded by Housing.</p> <p>The outsourcing of services costs significantly more to the Council and restrictive contracts often result in additional costs with less control over service delivery. Resources within the tree maintenance team are also deployed across other service areas when they are unable to work on trees due to nesting/weather.</p> <p><u>Housing Management Service:</u> This but would depend on cost of contractors versus need.</p>

The tenant group suggested that at new tenants sign up appointments the council and tenants' obligations in relation to garden/communal grounds maintenance is fully explained. During the course of this review officers have established that tenants are informed at sign up. Additionally, tenants are given information on how to make a complaint at sign up.

Objective 2: Clarification of the current maintenance programme and potential factors which can impact planned works

	Recommendation	Reason	Officer Comments
2.1	Streetscene to suggest planting schemes on new build council properties so that only self-maintaining, slow growing planting is provided.	Additional new build properties add to Streetscene workload with no additional resources given. Site visits revealed new planting schemes have substantial weed growth and overgrown shrubs. Current resources do not allow for weeding/pruning. Streetscene need to be able to maintain all new planting, so this needs to be self-maintaining/slow growing to reduce workload and will improve visual appearance on estates.	<p><u>Grounds Maintenance Service:</u> More input at planning stage could result in better long-term maintenance. Due to Planning requirements for biodiversity net gain more varied planting is included. More resources/equipment may also be required.</p> <p><u>Housing Management Service:</u> In agreement, Streetscene have been involved in the Woburn Development.</p>
2.2	Prior to handover of new build properties Streetscene to agree areas for grass/hedges that are to be maintained. Streetscene are to ensure this is added to Mymaps and work schedules.	The group have established that certain new build sites have had lack of service due to lack of planning /agreeing areas that need maintaining. Attending the site visits with plans from Mymaps it has been proven that grounds maintenance required at certain new build sites has not been recorded or added to the schedule. This resulted in areas not being maintained.	<p><u>Grounds Maintenance Service:</u> This is now happening on newer sites, and MyMaps can be updated to reflect.</p> <p><u>Housing Management Service:</u> In agreement, Streetscene have been involved in the Woburn Development but require clarification of who is responsible for updating Mymaps.</p>

	Recommendation	Reason	Officer Comments
2.3	Repair Co-Ordinators to take photographs of garden at void inspection and send to Streetscene Co-Ordinators.	This would enable Streetscene Co-Ordinators plan work required, to ensure the team that attend have the correct equipment and sufficient staff.	<u>Dragonfly Management (Bolsover) Ltd.:</u> This can be done as part of the void inspection which can then generate the instruction and photo's TM form that is emailed to Streetscene.

Objective 3: Evaluation of the quality of maintenance works and how this is assessed by the service

	Recommendation	Reason	Officer Comments
3.1	Implement 10% quality checks are completed by Streetscene Area Co-ordinator within 1 week of work being completed.	The only quality checks are currently carried by the Team Leader who is not impartial. The timescale is necessary to assess grass cutting standard before regrowth.	<u>Grounds Maintenance Service:</u> Informal quality checks are carried out by Co-ordinators on site visits, but this is not recorded. Comments or complaints from tenants are investigated.
3.2	Spot checks by Tenancy Management Officer, Housing Assistant (Tenancy) without the team knowing when and where checks are to take place.	This would allow for an impartial check on the standard of work by the Housing Department. This would allow monitoring of the service and whether the service is delivered to a satisfactory standard.	<u>Housing Management Service:</u> The team workload is currently too high to incorporate this but we could ask the team to report back if they see anything of concern whilst they are

	Recommendation	Reason	Officer Comments
			out on visits in the district.
3.3	Set up a dedicated team within Streetscene to work solely on void properties/Assisted Gardening.	There are currently delays in maintaining void gardens due to other commitments, for example to cut graveyards. This results in overgrown, untidy gardens at void properties which can have a detrimental effect on the neighbourhood. A dedicated team would ensure void properties are given the required level of priority alongside wider service requirements.	<u>Grounds Maintenance Service:</u> The Voids team also work on closed churchyards, and the difference in standard of the garden at tenancy surrender means some properties need far more work to bring them to an acceptable standard. <u>Housing Management Service:</u> We would need to do further work to understand the costs vs the benefits e.g. turning voids around quicker

Objective 4: Analysis of complaints related to grounds maintenance and action taken

	Recommendation	Reason	Officer Comments
4.1	Streetscene to analyse complaints data.	At the meeting on 24.03.25 it was confirmed there is no analysis undertaken of complaints on the grounds	<u>Grounds Maintenance Service:</u>

	Recommendation	Reason	Officer Comments
		maintenance service. Analysing complaints will establish trends which can lead to customer influenced improvements.	Themes of complaints are discussed at Contact Centre meetings
4.2	Streetscene to publish via social media, contact centre/town centre boards & Use email/text service to notify tenants on Assisted Gardening that they will be visiting within a date range.	On attending an Assisted Gardening, if there is dog faeces in the lawn, they will not cut the grass. On occasion Assisted Gardening tenants are not in when the team attend. These missed visits and dog faeces issues result in gardens being overgrown, impacting on the appearance of the local area. Prior notification may result in less missed visits due to no access and provide the tenant an opportunity to clear up dog faeces.	<u>Grounds Maintenance Service:</u> This could be implemented for assisted gardens using the GovNotify text service (if tenants sign up), but may still be subject to change at short notice due to weather, breakdowns or staffing issues.
4.3	Housing Assistants (Tenancy) to obtain feedback from new tenants at New Tenancy visits on standard of communal gardening/Assisted Gardening.	Officers are in contact with new tenants up to 4 times a year. Officers can use this opportunity to capture tenant feedback on standard of garden when property let and ongoing communal maintenance.	<u>Housing Management Service:</u> We can capture tenant feedback by adding a question to the New Tenant Visit form. We can consider adding a question to the New Letting Satisfaction survey about condition of the garden when the property was let.
4.4	Streetscene to consider publishing when they are working in an area via of Bolsover District Council website, Contact Centre/town centre boards, text	There is limited information available for tenants to know what service is provided by Streetscene and how often. This can lead to additional complaints. For example, grass cuttings not collected, when are they attending? This could	<u>Grounds Maintenance Service:</u> This could be done, but possibly less detailed (e.g. "we are starting

	Recommendation	Reason	Officer Comments
	service/emails/social media posts.	result in greater customer satisfaction, reduced calls to contact centres, less complaints.	mowing from next week” or “teams are out gritting Council areas this morning, so normal works may be impacted.” Other general posts could be considered (concerning dog fouling, collection of grass cuttings)

7. Next Steps

The Challenge and Change Group welcome consideration of this report by senior management and Scrutiny Councillors. The report includes recommendations and an outline action plan which can be developed further in order to implement the recommendations. We welcome further discussion with Housing Liaison Board once this report has been considered.

Appendix 1: Tenancy Agreement

The following clauses in the Tenancy Agreement relate to grounds maintenance.

Condition Of the Property

Clause 4.14 Defines condition tenants need to keep their property.

Communal Areas

Clause 4.22 and 4.23 defines what can/cannot be kept on communal land.

Gardens and Boundaries

Clause 4.35 - defines expected garden condition, garden boundaries, use of garden, tenant alterations, boundary maintenance.

Pets and Animals

Clause 4.51 defines no dog fouling in communal gardens, keeping gardens clear of dog waste.

Vehicles and Parking

Clause 4.55 stipulates no parking on communal areas, gardens or land used for amenity purposes.

Repairs and Maintenance

Clause 5.2 defines criteria where fencing, gates and path are tenant responsibility.

Clause 5.4 stipulates tenants are to take care of the property, including external space and communal areas.

Appendix 2: Sample work schedules

SouthWinter									
	Town	Ht.	Description	Top M²	Side M²	Work SMs	Total SMs	Comp	
		1.5	Assisted	16.0	40.0	72.8	352.7		
		2	Adjacent	7.4	24.6	36.5	412.2		
		1.4	Adjacent	6.4	14.9	27.7	439.9		
		2	Adjacent Motorway bridge	80.8	269.2	650.9	1090.7		6/11
		1.5	Junction with Hilltop Road	12.4	31.1	59.6	1147.3		
		1.5	Open space, junction with Aitherton Road	33.0	62.6	150.3	1297.6		
	South Normanton	1	Verge, Front 5-12	4.7	7.9	16.4	1414.6		
Day 22	South Normanton	2	The Spider - rear of No. 7 - 9 Larkspur Close	40.0	135.2	322.0	365.9		
		1.5	Open space, opposite Stormont Close	70.7	176.8	321.8	767.6		7/11
		1.5	Assisted	26.9	64.8	117.9	835.6		
		1.5	Assisted	68.8	222.0	404.0	1339.4		
Day 23	South Normanton	1.5	Assisted	47.2	118.0	214.8	194.2		
		1.5	Assisted	30.4	76.0	136.3	332.5		
		1	Rear 45	12.3	29.8	42.8	375.3		
		1.5	Adjacent	6.6	16.5	30.1	405.3		11/11
		1.5	Assisted	12.0	30.0	64.6	459.9		
		1.2	Rear 2	6.8	13.3	26.3	486.3		
		1	Between 11/13	17.3	28.8	60.0	548.2		
		1	Side/Rear 8	13.0	21.7	45.1	591.4		
		2	Adjacent 27	19.7	66.8	199.0	750.4		
		1.4	Open space adjacent 1	7.8	16.3	33.9	764.3		
		1.5	Assisted	5.6	14.0	25.5	809.8		
		1.5	Assisted	73.6	184.0	334.9	1144.7		
		1.5	Rear 27-33	27.0	87.5	122.9	1398.4		25/11
Day 24	South Normanton	1.5	Assisted	74.4	186.0	338.5	355.9		
		1.8	Open space, rear 2	20.2	53.8	137.5	493.4		
	FLAIL	2	Recreation Ground, Rear Coronation Drive Properties	43.8	146.0	353.0	846.4		
		1.5	Assisted	17.6	44.0	80.1	926.5		
		1.5	Assisted	43.2	106.0	196.6	1123.0		
		1.5	Assisted	14.8	37.0	67.3	1190.4		
		1.5	Assisted	24.0	59.9	108.0	1296.4		
		1.5	Assisted	14.0	35.0	63.7	1463.9		26/11
Day 25	South Normanton	1.5	Assisted	23.8	59.0	107.4	220.3		
		1.3	Adjacent 45	6.1	13.3	25.2	245.9		
		1.3	Rear 39-43	18.1	36.2	74.4	319.9		
		1.3	Rear 35/37	15.2	32.9	62.5	362.4		
		1.3	Rear 35	3.7	9.2	16.7	396.1		27/11
		1.75	Rear 66/68	36.6	89.3	223.1	432.2		
		1	St Michael's Church, Southern Boundary	55.5	92.5	192.3	814.5		
	FLAIL	1.5	St Michael's Church	34.8	87.6	158.4	972.9		
		1.5	St Michael's Church	16.9	42.2	78.7	1049.6		27/11
		2	Side of 185 South Road	11.4	38.0	91.9	1242.3		
Day 26	South Normanton	1.5	Open Space Between 169/171	99.0	247.5	450.5	341.7		
		2	Between 10/12	17.4	58.0	140.2	482.0		
		2	Between 10/12	26.0	66.6	209.4	691.4		2/12
		1.5	Path to Newlyn Drive	32.4	81.0	147.4	639.6		
		2	Adjacent Motorway Bridge	45.4	151.4	366.1	1305.7		
Day 27	South Normanton	2	Adjacent Motorway Bridge	37.6	125.0	304.7	299.4		

South Mowing Route

	STREET/TOWN	TYPE	DESCRIPTION	AREA M ²	WORK SMs	TOTAL SMs	DATE COMP.
		OS	Front 2-8	231.28	8.41	1710.88	
		OS	Adjacent path to Denwerl Drive	67.29	2.45	1713.33	
		Verges		116.87	5.22	1718.54	
	West Brook Lane	OS	Turning head, adjacent pumping station	155.21	5.64	1724.19	
		OS	Opposite 7/9	58.24	2.08	1726.23	
		OS	Opposite 2-5, adjacent Denwerl Drive	1310.02	47.55	1773.88	
		OS	Play Area	226.91	8.25	1782.13	
	Peveril Road	Verges		811.09	36.20	1818.33	
	Monsal Crescent	OS	Front 7-12	436.08	15.95	1834.19	27/8
		Enc	Path to track (Church Lane)	141.40	15.35	1849.54	
		OS	Adjacent path to Back Lane	260.10	9.46	1859.00	
		Verges		45.76	2.09	1861.09	
	Harrison Lane	Verges		80.05	2.58	1863.77	
	Back Lane	OP	Outside 37	58.91	2.90	1866.67	
		OP	Outside 35/37	43.01	2.12	1868.78	
		OP	Outside 33/35	62.77	3.09	1871.87	
		OP	Between 33/35	2.46	0.12	1871.99	
		OP	Outside 31/33	31.26	1.54	1873.53	
		OP	Between 29/31	1.75	0.09	1873.62	
		OP	Outside 29/31	67.07	3.30	1876.91	
		OP	Outside 29	10.01	0.49	1877.41	
		OP	Outside 27/29	18.64	0.92	1878.32	
		OP	Outside 27	41.57	2.04	1880.37	
		Verges		237.59	10.60	1890.97	
	High Street	OS	Outside Village Hall	95.04	3.45	1894.43	
		OS	Adjacent access to Village Hall/Garage	16.15	0.59	1895.01	
		OS	Front 106	4.73	0.17	1895.19	
		OS	Front 104/105	29.07	1.05	1896.24	28/8
		OS	Front 104	25.71	0.94	1897.18	
		OS	Access to Church	62.63	2.28	1899.46	
Day 7.		OP	Outside 61-65	167.41	8.23	3.13	
		OP	Outside 61-65	22.62	1.11	4.24	
		OP	Outside 55-59	22.62	1.11	5.35	
		OP	Outside 55-59	137.21	6.75	100.90	
		OS	Outside 102	29.80	1.08	190.78	
		Enc	Adjacent path between school/Waverley Street	77.11	8.37	199.16	
		OS	Site of Old Plate	2895.97	98.05	297.21	
		Verges		387.91	17.31	314.52	
	Hardwick Street	OP	Outside 5a	24.27	1.19	315.71	
		OP	Outside 5a/5b	73.49	3.61	319.33	
		OP	Outside 5b/5c	68.61	3.37	322.70	
		OP	Outside 5c/5d	81.56	4.01	326.71	
		OP	Outside 5d/5f	84.54	4.16	330.87	
		OP	Outside 5f/5g	77.99	3.84	334.71	
		OP	Adjacent 5g	6.60	0.32	335.03	
	Kedleston Court	Verges		141.44	6.31	341.34	
	Haddon Street	Verges		88.95	3.97	345.31	
	Babbington Street	OS	Opposite 26-50	187.42	6.82	352.13	
	Brooke Street	OP	Outside 35	184.20	9.06	361.19	
		OP	Outside 35	16.42	0.81	362.00	
		OP	Outside 40	43.39	2.13	364.13	
		OP	Adjacent 40	13.08	0.64	364.77	
	Lincoln Close	OS	End of road, outside 13/17 and 22/24	267.02	9.71	374.48	
	Lincoln Street	OP	Outside 5	11.94	0.59	375.07	
		OP	Outside 5	16.95	0.83	375.91	
		OS	Between 3/4	421.48	15.33	391.23	
		OP	Adjacent 7	4.55	0.22	391.45	
		OP	Outside 7/5	58.73	2.89	394.35	

Appendix 3: Sample Notification of Void Property

Originator: Bolsover District Council Job: (CRM Ref:)

Service Type:	Vacant House Garden Cut
Requested Date:	16/12/2024
Scheduled Date:	17/12/2024
Completion Date:	
Completion Target:	30/12/2024
Status:	Raised - Assigned
Resource:	
Comment:	
Customer:	
Home Tel:	
Work Tel:	
Mobile Tel:	
Location:	

Service Detail

Start grass cut at this property	16/12/2024
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Appendix 4: Photos of site visits

New Build Schemes

Willow Close, Langwith

Images showing overgrown shrubs and weeds within borders. Overgrown trees not on Bolsover District Council land but overhanging onto communal area



The Paddock, Bolsover

Image showing maintained communal grass



Image showing an overgrown shrub on edge of the car park.



Images showing overgrown shrubs around car parking, impacting on visibility for vehicles and the appearance of the neighbourhood.



Existing Properties

Birks Close, Hodthorpe



Image showing an untidy hedge with self-set trees growing at different heights.

The hedge is maintained on the side adjacent to the pavement in summer months as per service standards.



Image showing two hedges owned by Bolsover District Council which tenants have chosen to maintain themselves.

Hides Green, Bolsover



Image showing an overgrown tree where the height of the tree is above the roof of the flats.



Image showing a hedge with weeds growing through.

Void Property Photographs

Ridgeway, Langwith Junction

Images showing the grass in the front garden is overgrown and not being maintained.



Images showing the grass and hedges in the back garden are overgrown and not being maintained.



Slant Lane, Shirebrook



Image showing the back garden has cut grass and is well maintained.



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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 12: Housing Sector Update

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report summarises some key changes that have been announced recently with regards to the Housing Sector.

Background

Electrical Safety in the Social Rented Sector

Following the formation of the Electrical Safety in Social Rented Homes Working Group in 2021, a consultation in summer 2022, invited views on proposals to introduce mandatory checks for electrical installation, bringing parity with the private rented sector, and requiring mandatory checks of appliances provided by social landlords.

On 25th June 2025 government issued a response to the consultation with the conclusion being that there would be mandatory electrical safety checks at least every five years in the social rented sector and made it a requirement that a copy of the EICR report is issued to social tenants within 28 days, or to any new tenant before they occupy the property. A copy of the EICR report can be issued to the tenant in person, by post or electronically.

It was noted that the EICR reports are technical and potentially confusing for tenants and so landlords are encouraged to provide a summary sheet or cover letter alongside the report that explains the content to tenants. We will consult with the RANT group on the content and format of the explanation to tenants, in due course.

It is proposed that these changes will commence in November 2025 for new tenancies and May 2026 for existing tenancies. We are currently working towards achieving an EICR every 5 years by the end of this financial year.

Decent Homes 2

The Decent Homes Standard (DHS) was first implemented in 2001, and last updated in 2006, acting as a technical standard specifying minimum criteria that social landlords must meet to ensure their properties are decent.

Beyond basic health and safety requirements, the DHS defines the features of a decent rented home, including effective heating and insulation, the facilities that should be available, and the general state of repair. The DHS is structured to provide clear thresholds for social landlords to take action to improve their stock over time, for example by requiring landlords to upgrade kitchens and bathrooms after a stated period to keep facilities up to a reasonably modern standard.

In the social rented sector, the RSH regulates the DHS through its Safety and Quality Standard. Should the DHS be updated following the consultation, it is proposed the government will issue a direction to the Regulator of Social Housing to set a new standard requiring social housing providers to meet the new DHS.

On 2nd July 2025, the government launched a 10-week consultation on proposed changes to the Decent Homes Standard. The proposed changes are:

- Updating the definition of disrepair – removing the age requirement and updating thresholds.
- Revising the list of building components which must be kept in a reasonable state of repair.
- Revising our approach to facilities so that landlords need to provide three out of the four facilities listed in proposal 2.
- Introducing a window restrictor requirement.
- Considering a new home security requirement.
- Considering a requirement for floor coverings for new tenancies.
- Streamlining and updating the thermal comfort requirements.
- Introducing a new standard for damp and mould.

Housing Management and Dragonfly Management will work together to provide a comprehensive response to the on behalf of the Council. Tenants are also invited to respond to this consultation either individually or as part of a group.

Competency Standards for Housing Managers

Between February and April 2024, the Government consulted on proposals to introduce a new, regulatory standard relating to the competence and conduct of social housing staff. It would ensure that staff have up-to-date skills, knowledge, and experience, and that they exhibit the right behaviours to deliver a high quality, professional service and treat residents with respect. This standard would require senior housing managers to hold a Level 4 Housing qualification and senior housing executives to hold a Level 5 Housing qualification.

On 2nd July 2025 government announced that the Competence and Conduct Standard for Social Housing will be implemented from October 2026, with a three-year transition period for most providers. Further details are expected to follow but it

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is anticipated the Housing Management team will have 14 members of staff who require the qualification, and a further 12 within Dragonfly Management repairs and asset management teams.

Further Reforms to Right to Buy

The Government has also announced that following the reduction in maximum right to buy discount last Autumn, and a period of consultation, that there will be further reforms to the Right to Buy. These include:

- increasing the length of time someone needs to have been a public sector tenant to qualify for Right to Buy from 3 to 10 years.
- reforming discounts so they start at 5% of the property value, rising by 1% for every extra year an individual is a secure tenant up to the maximum of 15% of the property value or the cash discount cap (whichever is lower); and
- exempting newly built social homes from Right to Buy for 35 years, ensuring councils are not losing homes before they have recovered the costs of building them.

Legislation will need to be implemented to bring these reforms into force, however it was announced they will reform the receipts regime and extend existing flexibilities on spending Right to Buy receipts indefinitely. Councils will also continue to be able to retain the share of the receipts that was previously returned to HM Treasury. In addition, from 2026-27, Councils will be able to combine receipts with grant funding for affordable housing to accelerate council delivery of new homes.

RECOMMENDATION(S)

1. That members of the Board note the update.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Customers Priorities:</p> <ul style="list-style-type: none">○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i>○ <i>Improving the customer experience and removing barriers to accessing information and services</i>○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i> <p>Ambition: Housing Priority:</p> <ul style="list-style-type: none">○ <i>Building more, good quality, affordable housing, and being a decent landlord</i>

Links to Council Ambition: Customers, Economy, Environment and Housing

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
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