

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, 27th January 2026 at 10:30 hours.

PRESENT:-

Members:-

Councillor Phil Smith in the Chair

Councillors Sandra Peake, Ashley Taylor, Rita Turner (from minute no. HLB29-25/26) and Vicky Wappington.

Tenants:- Mr. Steve Bramley, Mrs. Doreen Potts, Mrs. Angela Sharpe and Ms. Jackie Taylor.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Andy Clarke (Head of Property (Repairs and Maintenance) – Dragonfly Management), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Jordan Kyle (Housing Performance Manager), 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).

Also in attendance at the meeting, observing, was Councillor. Donna Hales and Mr. Kevin Kavaliunas.

HLB27-25/26 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf Tenant Mrs. Janice Payne and Officer Jane Calladine (Tenant Engagement Officer).

HLB28-25/26 MINUTES

Moved by Councillor Ashley Taylor and seconded by Mr. Steven Bramley

RESOLVED that the minutes of a meeting of the Housing Liaison Board held on 21st October 2025 be approved as a true and correct record.

HLB29-25/26 INSPECTION IMPROVEMENT PLAN

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

The Council was one of the first to be inspected under the new inspection regime and had received a C2 Grading (C1 the highest achievable, C4 the lowest).

The Council had met with the Regulator on 7 occasions since inspection, with the next meeting on 4th February 2026.

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A comprehensive Improvement Plan (attached at Appendix 1) summarised the standards, detailed the Regulatory Judgement with regards to each Standard, and provided an overview of the work accomplished.

Work being met (or would be met in the following months) included:

- Stock Condition Survey (the Council needed to ensure access was gained to the properties not yet accessed / surveyed. A report would be provided to Council to approve officer posts / associated salary costs to deliver an in-house rolling programme of future surveys);
- Decency (the Council needed to use the Savills and subsequent Stock Condition Survey data sets to drive capital programmes. The Council would then use these to update the Housing Revenue Account 30-year business plan – to be devised in conjunction with the Finance Team);
- Tenant Profile information (the Council needed to ensure it knew all its tenants to tailor available services around their needs. At present the Council had been seeking to update all key information held on tenants / occupants and had been analysing the data currently obtained);
- Information about Landlord Services (to ensure tenants were being provided essential information to hold the Council to account, the Council was providing its performance data. The Council was also reviewing the tenancy sign-up pack and developing a Tenant Portal to allow tenants easier access to their rent account and repairs records).

It was noted the Council was achieving additional work on top of what was required to achieve the C1 Grading.

The Stock Condition Survey would be finalised and presented to Council at its March 2026 meeting.

The Tenant Profile information would allow the Council to make any / all adjustments available / possible.

The Revised Rent Collection Policy was approved by Executive the day before the Committee.

Progress was being made and a meeting with the Regulator the following week would provide essential feedback and guidance before the Council would apply for reassessment to achieve the C1 Grading.

The Board was informed that for the previous Woburn House, Blackwell, due to the relocation of its tenants to demolish and redevelop the unit, assessments were not carried out (they were not needed but remained included in the data).

As for tenants denying access for essential safety checks, some had refused outright, others could not get the time from work to allow entry, and other properties were void and so awaiting refurbishment / turnover.

For properties where access had remained difficult, the Council could seek possession / injunction to ensure mandatory safety checks were carried out.

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The education of tenants on the importance of these checks was ongoing, but the enforcement of safety checks would take place when required.

In answer to a question on the reassessment to achieve a C1 Grading, the Council knew it had only really required the Stock Condition Survey and Tenant Census be completed.

It was also noted, even when no comment was received, the Council would regardless carry out work in its constant drive to provide better services.

In question to the number of tenants completing the Tenant Census, 1,300 had completed by October 2025 and this had risen to 1,900 in December 2025. While the Council would pursue close to 100% completion (if possible with available staff resources), if clear and well defined trends had emerged at 70% completion, the Council could confidently show this evidence to the Regulator.

To a question on asking tenants to complete the census during site visits / repairs, the Board was informed staff resources and UK GDPR prevented this.

Property information was also the only information available on site employees' devices.

The Board was informed the Tenant Census had been provided to tenants along with the Stock Condition Survey when these were delivered.

The Board theorised why some tenants might always simply refuse to complete the Tenant Census (e.g. they were satisfied with the services provided, they might have felt uncomfortable in providing the requested information, etc.).

It was imperative that if the Council knew of any / all tenant vulnerabilities, it could tailor its services accordingly.

RESOLVED that members of the Board note comments of the Improvement Plan.

HLB30-25/26 TENANT SATISFACTION MEASURES

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

The Quarter 3 2025/26 data for the 10 Tenant Satisfaction Measures was attached at Appendix1.

Performance was generally on track and comparable to Quarter 3 2024/25.

The number of Anti-social Behaviour cases has been amended for Quarter 1 2025/26 and Quarter 2 2025/26 following a review of the data and was now at a lower rate.

Complaint numbers were lower compared with the same period last year. The Council's compliance with the Decent Homes Standard had significantly improved due to stock surveys and improved data quality / analysis.

2025/26's survey had commenced 28th November 2025. The Council had so far received 528 responses (as of 6th January 2026) and required a minimum of 536 valid responses to meet the quota.

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The Council had sent 3,147 emails and posted 2,015 paper copies, but currently the profile responses was not representative of the Council's stock / tenant profile – the Council would need to apply a weighting calculation to the final figures to generate representative data (a reminder round to target specific groups of tenants based on stock / geography to create a balanced response was likely).

There had been no change to the survey questions (that the Council included), but a more automated approach was being used for respondents requiring further contact (e.g. repairs, downsizing and involvement in engagement due to software updates).

Trialling of an automated approach when inviting tenants to complete the survey (as originally planned) had not yet commenced. The Council would review with smaller surveys to ensure invite emails were being received and tenants were able to navigate responses (in an accessible way).

Further to the above, the Board was informed that a change in the delivery of electronic surveys should auto-populate tenant information (e.g. tenancy no.), making it more convenient for tenants to complete.

The data attached at Appendix 2 was in-year data and would change when the survey closed and the final analysis completed.

For NM01, it was noted some cases of Anti-social Behaviour would be the same case reported multiple times – the true figure would be lower.

For BS01, there were only 36 properties left to access to carry out Gas Safety Checks.

For BS04, Water Safety Checks were incomplete due to the intention to demolish the previous tenanted site Woburn House, Blackwell.

For Perception Measures, a high response had been received from older tenants – it had been theorised the general needs stock had a larger number of older tenants than previously known.

It was reiterated a formula would be used to calculate a more representative data set – while overall satisfaction measures would decrease to achieve this, the Council would still be performing beyond the required quota.

It was noted low numbers of Complaints had been received.

Moved by Councillor Sandra Peake and seconded by Councillor Rita Turner
RESOLVED that: 1) the performance for the Management Information Measures Q3 2025/26 is reviewed and acknowledged (Appendix 1);

2) the approach for the 2025/26 survey be acknowledged; and,

3) the performance for the Perception Measures 2025/26 to date is acknowledged (Appendix 2).

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HLB31-25/26 HOUSING AND REPAIRS COMPLIMENTS, COMMENTS AND COMPLAINTS - QUARTER 3 2025/26

The Customer Standards and Complaints Officer presented the report to the Board.

32 Compliments had been received in Quarter 3 2025/26 (1st October 2025 to 31st December 2025) – Dragonfly (Housing Repairs and Maintenance) had received the most Compliments, followed by Community Safety and Enforcement.

Shown through 2025/26 to date, whilst Dragonfly (Housing Repairs and Maintenance) had also featured under Complaints, a tenant's personal experience of the service appeared to influence their bias in their response to the Council.

Compliments for Dragonfly (Housing Repairs and Maintenance) involved:

- Repair Operatives' professionalism and politeness;
- High-quality workmanship across repairs and installations;
- Going above and beyond customer expectations;
- Respectful behaviour and care shown in customers' homes;
- Clean and tidy work practices;
- Prompt, efficient and reliable service;
- Strong teamwork and coordination across roles;
- Kindness, empathy and understanding toward residents; and,
- Positive representation of the Council and its services.

Compliment themes for Community Safety / Community Enforcement Rangers included:

- Rangers' professionalism, respectfulness and supportive approach;
- Prompt and effective responses to urgent issues;
- Providing reassurance and helping residents feel safe;
- Listening carefully and showing empathy toward residents' concerns;
- Delivering practical help that made a meaningful difference to residents' wellbeing; and,
- Positive representation of community safety and wider Council services.

4 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 concerns about service quality and professionalism: 1 comment related to clarity on contractor procedures; 1 was regarding unprofessional behaviour.

As noted from previous reports, due to the small number of Comments received in Quarter 3 2025/26, customers might not be using Comments as frequently as they utilised the Customer Services Department to make enquiries, service requests, or liaising with teams directly with suggestions.

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1 M.P. Enquiry had been received in the same period. It was believed information provided to the M.P.'s Office had led to a reduction in M.P. Enquiries overall as constituents were being appropriately advised of the action required (and dealt with) through other Council processes (i.e. as a service request / first enquiry).

The 1 M.P. Enquiry regarded Housing Allocations – no themes could be derived due to the lack of data.

22 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.

Complaint themes for Dragonfly (Housing Repairs and Maintenance) included:

- Missed or inflexible appointments;
- Repair Officers / Operatives attitude, conduct and communication;
- Delays or unresolved repairs and safety concerns; and,
- Workmanship / quality of repair.

1 Stage 1 Complaint theme for Tenancy Management was identified: treatment, attitude and manner of the Tenancy Management Officers / Team.

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

Both Complaints were for different teams and reasons – no common themes could be drawn.

No Ombudsman Complaints were reviewed during this period.

Service improvements included:

- 1) The Gas Team were looking into changing the wording on the gas service letters regarding pre-pay meters;
- 2) The Gas Team had ensured their system stipulated whether a morning or afternoon appointment had been arranged, which notified the Engineer; and,
- 3) The apprentice and their mentor had received additional training to ensure lessons were learned and prevent recurrence;

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.

Most Compliments were made by telephone, followed by email.

Stage 1 and Stage 2 Complaints were both mostly made via telephone, followed by email.

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

The 1 M.P. Enquiry had been received via email.

When analysing the data on who were making reports to the Council for Compliments, Comments, Complaints and M.P. Enquiries, it was found that tenants had submitted the most reports when compared to residents.

When compared to Quarter 3 2024/25, there proved a similar number of Compliments and Comments received in Quarter 3 2025/26.

Stage 1 Complaints had slightly increased and Stage 2 Complaints had decreased by a third.

For both Quarter 3 2024/25 and Quarter 3 2025/26, Dragonfly (Housing Repairs and Maintenance) had received the most Compliments Complaints.

Overall feedback volumes had remained consistent. A continued and notable increase in Compliments was observed, rising steadily from 20 in Quarter 1 2025/26, to 29 in Quarter 2 2025/26, and to 32 in Quarter 3 2025/26.

By Quarter 3 2025/26, Compliments had represented over half of all feedback received, indicating a sustained improvement in customer satisfaction and a positive perception of service delivery.

Complaint volumes and escalation levels had showed an overall downward trend. Importantly, Stage 2 Complaints had reduced consistently across the period, falling from 4 in Quarter 1 2025/26, to 3 in Quarter 2 2025/26, to 2 in Quarter 3 2025/26, demonstrating improved early resolution and fewer escalations.

Dragonfly (Housing Repairs and Maintenance) continued to be the largest area of concern for tenants and accounted for almost half of all Stage 1 Complaints in Quarter 3 2025/26. However, this reflected the high demand for repairs services and the volume of work being delivered for tenants throughout 2025/26, rather than a change in the type of concerns being raised.

Examples of Compliments and Complaints were detailed in the report.

The Board voiced thanks for the report and noted the number of Complaints received in relation to the number of repairs / maintenance work accomplished was overall exceptionally small in comparison (22 Stage 1 and 2 Stage 2 Complaints received with around 4,500 visits made).

Dragonfly (Housing Repairs and Maintenance) was also a front facing service with a high level of contact with tenants – a review of how best to show such information at future meetings would be undertaken.

It was noted 2 examples of Complaints detailed in the report might have been the same case.

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

The Customer Standards and Complaints Officer left the meeting at 11:17 hours.

HLB32-25/26 HOUSING KEY PERFORMANCE INDICATORS

The Assistant Director of Housing Management & Enforcement and Housing Strategy and Development Officer presented the report to the Board.

The Council's Plan "The Future 2024 - 2028" had outlined the provision and delivery of essential key services.

The Council's Housing Service had developed a number of Key Performance Indicators (KPIs) that showed its contribution to these ambitions. Attached at Appendix 1 was a summary of current performance for 2025/26.

A significant amount of performance related information (Complaints information, the Tenant Satisfaction Measures, the Council's own KPIs, etc.) were produced by the Council's Housing Management Team – the Council wanted to ensure tenants were provided with useful and informative data to ensure accountability.

A summary of performance against service indicators so far for 2025/26 was attached at Appendix 1.

The Quarter 3 2025/26 performance poster for circulation in contact centres was attached at Appendix 2 – following the recent refresh of the Council's website, a specific page for performance information had now been developed.

The quarterly performance posters would now be included in the Bolsover Homes Newsletter.

It was noted some figures were still being awaited on – apologies were given.

There had been a dedicated member of staff temporarily allocated to pursuing / supporting tenants with rent debts, so while figures had been excellent, this high level of performance would end due to lean officer resources – it was stated the Council would review establishing a dedicated role for this work.

It was noted many organisations / charities that had once supported such tenants in financial difficulty no longer existed, leaving tenants and the Council in a more challenging environment (e.g. in cases involving children, more officer time was involved in such important meetings / cases).

The Board was informed that, due to UK GDPR and different Council I.T. services being utilised, there would be no option for data sharing to take place between the Housing Team and the Council Tax, Revenues & Benefits Team (to help better manage casework / tenant contact).

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RESOLVED that: 1) the performance documented in the attached reports is reviewed and acknowledged;

2) members review the figures in the Q3 performance poster and raise any queries.

HLB33-25/26 RENT ARREARS POLICY - REVIEW

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

The Council owned and managed its housing stock (4,900 properties as of November 2025).

All Council tenants had signed a tenancy agreement, setting out their and the Council's rights and responsibilities.

The agreement stated that tenants should pay their rent on a weekly basis. The Council could apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time) if tenants failed to pay their rent and fell into debt.

The Rent Collection Policy (the 'Policy') explained the Council's approach to prevention and collection of rent debts – in summary, the Council would take a firm but fair approach, ensuring tenants had available financial expertise to resolve any difficulties.

The Council would not tolerate tenants who were unwilling to pay their debt nor receive help. Legal action would be taken where necessary.

The current Policy was 3 years old and due for renewal. It had been reviewed and updated to reflect changes. The updated policy was attached at Appendix 1 (amendments / additions were shown with track changes) and the report highlighted the main changes made to the Policy.

The Equality Act 2010's assessment and wording throughout the document had also been updated.

The Policy was aimed at Tenants and so the language and layout had been updated to reflect this.

Information for officers had been removed (if officer work procedures needed altering, the whole Policy would now not need reviewing and delaying all work efforts for up to 6 months).

The Policy had been provided to Customer Services Scrutiny Committee December 2025 and presented to Executive the day before the meeting.

The use of the term 'Arrears' would be replaced with 'Debt' to highlight the fact these debts were Priority Debts (similar to Council Tax – to be paid immediately and above other debts such as credit card or mobile phone tariff debt).

The Board agreed with the changing of wording and the removal of officer work procedures to prevent unnecessary review of the whole Policy if / when required.

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To a question on why the Council might not pursue former tenants in rent debt, the Board was informed the Council would handle all rent debt cases on a case-by-case basis, that the retrieval of some rent debts might cost more than the litigation process, and that only as a last resort would the Council pursue the write-off of rent debts (a decision not taken lightly).

RESOLVED that members note the updated Rent Collection Policy, which was approved by Executive on 26th January 2026.

Councillor Donna Hales left the meeting at 11:37 hours.

HLB34-25/26 DRAFT TENANT ENGAGEMENT STRATEGY

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

The current Tenant Engagement Strategy (the 'Strategy') was implemented July 2023 and was due for revision.

The Housing Services Manager left the meeting at 11:38 hours and returned at 11:40 hours.

The revised Strategy, attached at Appendix 1, set out the following 4 new clear objectives:

- Objective 1 – Ensure 2-way information and communication;
- Objective 2 – Provide accessible and varied ways to achieve meaningful engagement which added value;
- Objective 3 – Empower tenants to influence and scrutinise landlord services, strategies, and policies; and,
- Objective 4 – Ensure tenants views were welcomed, respected and acted upon to drive continuous improvement.

A new action plan that would set out the proposals would enable the Council to meet these 4 objectives and demonstrate to tenants and leaseholders the Council's commitment to work in partnership with them to help shape and improve the services provided.

Tenants would be consulted on the proposed Strategy and all responses would be considered before the final version of the Strategy was presented to the Customer Service Scrutiny Committee and Executive.

It was noted the Strategy was precise in its wording.

It was offered the provision of regularly used abbreviations would further assist tenants.

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

RESOLVED that members of the Board review the proposed new Tenant Engagement Strategy in appendix 1 and provide initial comments prior to wider tenant consultation.

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HLB35-25/26 CHALLENGE AND CHANGE - GROUND MAINTENANCE ON COUNCIL ESTATES UPDATE ON RECOMMENDATION ACTION PLAN

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

The Review of Grounds Maintenance on Council Estates (the 'Review') had first been presented to the Board at its July 2025 meeting. The update, attached at Appendixes 1 and 2, provided details on the progress of the Review.

It was suggested recommendations 1.1, 1.2 and 3.3 were potentially non-deliverable, with 1.1 and 1.2 directly related to the Tree and Woodland Strategy 2025-2035 (which had recently been subject to public consultation).

The Board was asked to consider whether to extend the delivery timescale of these 2 recommendations (pending formal approval of the strategy which would give Executive approval to the delivery of the 2 recommendations).

The Board agreed that a District wide Tree and Woodland Strategy 2025-2035 might prove to have greater effect than what the Review had proposed on Council-owned land / property only.

It was noted that as long as areas were kept tidy, the Board would support the proposed changes to the Review and provide time to the Executive to approve the Tree and Woodland Strategy 2025-2035.

RESOLVED that: 1) the Board note the progress on recommendations of the review of Grounds Maintenance on Council Estates;

2) the Board agree to extend the delivery timescale of recommendations 1.1 and 1.2 to provide time for the approval of the Tree and Woodland Strategy 2025-2035.

HLB36-25/26 SOCIAL HOUSING INNOVATION FUND

The Housing Performance Manager presented the report to the Board.

The Council served a dispersed and rural geographic area with limited public transport, constraining day-to-day contact with tenants.

The Engagement Express had been conceived as a practical way to provide a mobile, fully branded participation van that would meet people where they were.

The proposal aligned with the UK Government's Social Housing Innovation Fund (SHIF), administered by the Ministry of Housing, Communities and Local Government (MHCLG). SHIF provided competitive grants to test new or significantly improved approaches that strengthened tenant engagement and ensured residents could influence decisions about their homes.

The Engagement Express would offer a practical local route to change. The van would operate as a roaming engagement hub, bringing face-to-face services to estates, village centres and community events across the District.

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A steering group of 10 to 15 tenant representatives would now oversee the transition into delivery. Their remit had been made deliberately broad: reviewing procurement options, advising on internal layout and accessibility, testing the digital journey for repairs reporting and surveys, helping to script the welcome and privacy messages, and acting as ambassadors on the road.

Volunteers would support officers during sessions by greeting neighbours, signposting what services were available, and guiding residents through consultations.

The steering group would also review engagement data, satisfaction results and case studies each quarter, recommending route changes, pop-up themes and partner involvement in response to what tenants sought / recommended.

The requested £117,706.72 would cover the procurement, retrofit and running of a durable vehicle.

The van would be a long-lived asset that could be maintained by the in-house fleet team, and the digital tools provided would reduce paper costs while improving the speed and quality of feedback.

The report detailed the key millstones and timescales expected.

The MHCLG was expected to let applicants know of their successful by end of February 2026.

The Board felt that, if the Council was not successful, for alternative funding to be pursued due to the high potential of such an excellent scheme / proposal.

RESOLVED that the report be noted and if a bid successful, reports that required decisions from the Board be provided in future.

HLB37-25/26 COMMUNICATIONS

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

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

An easy read Tenancy Agreement was to be introduced – a shorter, simplified version of the tenancy agreement with photographs which would assist tenants with additional needs, literacy issues and non-readers to understand the terms of their tenancy agreement (a Polish translated version would also be available).

The proposed Easy Read Tenancy Agreement was attached at Appendix 1.

The Board shared that the above was an excellent idea, especially for those with learning difficulties.

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Rent increase letters would be issued to all tenants at the end of February 2026, which would provide an opportunity to send additional Tenancy information to all tenants. Officer suggestions to include in 2026 were:

- Dragonfly update;
- “All about you” form;
- Damp and Mould; and,
- Stock Condition Survey Update.

An example of information provided in 2024 was attached on Appendix 2.

RESOLVED that: 1) members of the Board note the contents of the report on the introduction of an Easy Read Tenancy Agreement; and,

- 2) members review and make suggestions for Housing/Tenancy updates to be included with the rent increase letter 2026.

HLB38-25/26 SOCIAL HOUSING REGULATOR - CONSULTATION ON PROPOSED CHANGES TO THE TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY STANDARD

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

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

The proposed changes to the Transparency Influence and Accountability (TI&A) Standard were published on 9th December 2025 with consultation running until 3rd March 2026.

These changes were largely with regards to introducing recent legislation and UK Government policies to the code.

There were 3 areas:

- Social Tenant Access to Information Requirements (STAIRs);
- Competence and conduct requirements; and,
- new electrical safety checks Tenant Satisfaction Measure (TSMs).

A copy of the proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice were attached at Appendixes 1 and 2. Changes were shown by highlighted text.

There were a series of Consultation questions the Council needed to respond to – the Board was invited to comment on these.

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The questions were as follows:

1. Do you agree or disagree that the proposed change to the TI&A Standard accurately reflects the government's STAIRs Direction to the regulator?
2. Do you agree or disagree that the proposed changes to the TI&A Standard accurately reflect the government's Competence and Conduct Direction to the regulator?
3. Do you agree or disagree with the proposed changes to the specific expectations in the TI&A Standard for the TSMs?
4. Do you agree or disagree with the proposed changes to the Code?
5. Do you agree or disagree that the proposed TSMs will provide an appropriate level of information about landlord performance in carrying out?
6. Do you agree or disagree with our regulatory and equality impact considerations?

The Council wanted to explore whether there might be any other regulatory impacts to tenants with protected characteristics (which had not yet been thought of in relation to the changes proposed subject of the consultation).

The Board agreed with the proposed changes and were offered further contact with officers for the following days to provide any further considerations.

RESOLVED that members of the Board consider the proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice and provide any comments for consultation responses.

HLB39-25/26 DRAGONFLY UPDATE

The Assistant Director of Housing Management & Enforcement provided a verbal update on the Dragonfly Companies being brought in-house to the Board.

All Dragonfly Companies staff would be brought back into the Council, under Transfer of Undertakings Protection of Employment (TUPE), on 1st February 2026.

The Head of Property (Repairs and Maintenance) would be brought into the Housing Team and be under the direction of the Assistant Director of Housing Management & Enforcement.

Property Services and the Projects and Construction Team would be under the direction of the future Strategic Director of Property, Construction & Assets.

HLB40-25/26 LOCAL GOVERNMENT REORGANISATION

The Assistant Director of Housing Management & Enforcement provided a verbal update on Local Government Reorganisation to the Board.

At the Extraordinary Council meeting on 5th November 2025, it had been agreed the Council would support Option A1 of the 4 options proposed for the Unitary Authority / Authorities (5 including the late submission by Derbyshire County Council for a single Unitary Authority covering all of Derbyshire).

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Option A1 (for the proposed North Derbyshire Unitary Authority) would include the District, High Peak, Derbyshire Dales, North East Derbyshire, Chesterfield, and part of Amber Valley.

This would result in a population of 567,000, and area of 2,068 square kilometres, and a Council Tax Base of 187,572.

Elections for the Shadow North Derbyshire Unitary Authority were intended to take place April / May 2027 (around the time when the Council would be due to hold its next local elections).

The North Derbyshire Unitary Authority would then be elected May 2028 (at which point the Council, along with all other local authorities intended for this authority, would be dissolved).

All Council services would remain the same for the foreseeable future, and tenants would likely not see any difference for multiple years.

HLB41-25/26 DATE OF NEXT MEETING

The Board's next meeting would take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Monday, 20th April 2026.

The meeting concluded at 12:22 hours.