



The Arc  
High Street  
Clowne  
S43 4JY

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

Contact: Jane Calladine  
Telephone: 01246 593060  
Email: [Jane.Calladine@bolsover.gov.uk](mailto:Jane.Calladine@bolsover.gov.uk)

Thursday, 9<sup>th</sup> April 2026

Dear Councillor / Tenant,

**HOUSING LIAISON BOARD**

You are hereby summoned 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 Monday, 20<sup>th</sup> April, 2026 at 10:30 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 3 onwards.

Yours faithfully,

A handwritten signature in black ink that reads "J. S. Fieldhead".

Solicitor to the Council & Monitoring Officer

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

## HOUSING LIAISON BOARD AGENDA

*Monday, 20<sup>th</sup> April, 2026 at 10:30 hours taking place in Committee Room 1, The Arc,  
Clowne*

Item No.		Page No.(s)
1.	<b>Apologies for Absence</b>	
2.	<b>Minutes</b>	5 - 19
	To review the minutes of a Housing Liaison Board meeting held 27 <sup>th</sup> January 2026.	
	<b><u>REGULATOR OF SOCIAL HOUSING UPDATES</u></b>	
3.	<b>Inspection Improvement Plan</b>	Verbal Update
	<b><u>PERFORMANCE UPDATES</u></b>	
4.	<b>Tenant Satisfaction Measures</b>	20 - 28
	Tenant Satisfaction Measures:	
	<ul style="list-style-type: none"><li>• Q4 2025/26 Management Information Measures</li><li>• Unweighted Perception Measures (in-year data to date)</li><li>• Q4 poster – Current Service Performance (to follow)</li></ul>	
5.	<b>Customer Service Compliments, Comments and Complaints and Standards Housing and Repairs Quarter 4 2025/26 &amp; Annual Summary</b>	29 - 39
6.	<b>Housing Key Performance Indicators</b>	40 - 47
	<b><u>POLICY UPDATES</u></b>	
7.	<b>Communal Areas Policy and Mobility Scooter Policy Review</b>	Verbal Update
	<b><u>TENANT ENGAGEMENT</u></b>	
8.	<b>Update on the Tenant Engagement Strategy and Action Plan</b>	48 - 77
9.	<b>Communications</b>	78 - 92
	<ul style="list-style-type: none"><li>• Easy Read Tenancy Agreement (update)</li><li>• Service Standards (update)</li></ul>	

## **MISCELLANEOUS ITEMS**

- |            |   |               |
|------------|---|---------------|
| <b>10.</b> | <b>Bolsover Homes - Tenant Magazine</b> | 93 - 100      |
| <b>11.</b> | <b>Future Agenda Items</b>              | Verbal Update |
| <b>12.</b> | <b>Date of Next Meeting</b>             |               |

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

- Tuesday, 28<sup>th</sup> July 2026