



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.

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## **HOUSING LIAISON BOARD AGENDA**

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

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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
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7.	<b>Communal Areas Policy and Mobility Scooter Policy Review</b>	Verbal Update
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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**

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|------------|---|---------------|
| <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

# Agenda Item 2

## 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, 27<sup>th</sup> 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 21<sup>st</sup> 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 4<sup>th</sup> 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.

## HOUSING LIAISON BOARD

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 28<sup>th</sup> November 2025. The Council had so far received 528 responses (as of 6<sup>th</sup> January 2026) and required a minimum of 536 valid responses to meet the quota.

## HOUSING LIAISON BOARD

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).

## HOUSING LIAISON BOARD

### 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 (1<sup>st</sup> October 2025 to 31<sup>st</sup> 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.

## HOUSING LIAISON BOARD

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.

## HOUSING LIAISON BOARD

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.

## **HOUSING LIAISON BOARD**

**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).

## HOUSING LIAISON BOARD

**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 26<sup>th</sup> 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.

## HOUSING LIAISON BOARD

### **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 1<sup>st</sup> 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.

## HOUSING LIAISON BOARD

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 1<sup>st</sup> 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 9<sup>th</sup> December 2025 with consultation running until 3<sup>rd</sup> 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.

## HOUSING LIAISON BOARD

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 1<sup>st</sup> 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 5<sup>th</sup> 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).

## **HOUSING LIAISON BOARD**

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, 20<sup>th</sup> April 2026.

The meeting concluded at 12:22 hours.



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Tenant Satisfaction Measures**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	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 2025/26 – Management Information Measures Q4 2025/26**

Attached at Appendix 4.1 is the Q4 data for the 10 management measures. Performance is generally on track and comparable to Q4 last year. The number of anti-social behaviour cases has been amended for Q1 and Q2 following a review of data and is now at a lower rate. Complaint numbers are lower compared with the same period last year, but as our stock figure has decreased the rate will also naturally be affected. Following a change to our data management system, our compliance with the Decent Homes Standard is currently being calculated from revised stock quality analysis.

**Tenant Satisfaction Survey 2025/26**

This year’s survey commenced on 28<sup>th</sup> November 2025. We require a minimum of 536 valid responses to meet our quota. We have sent 5,027 emails and posted 2,015 paper copies. The profile of the response data is not representative of our stock/tenant profile. As such we will need to apply a weighting calculation to the final figures to generate representative data.

There has been no change to the survey questions that the Council includes, but a more automated approach is being used for respondents requiring further contact re repairs, downsizing and involvement in engagement due to software updates.

We have not commenced the trialling of an automated approach to inviting tenants to complete the survey as we originally planned. We are currently trialling this with smaller surveys initially to ensure invite emails are being received and tenants are able to navigate responding in an accessible way.

The data presented in Appendix 4.2 is the final unweighted data. Final end of year analysis is now taking place and the ultimate data submitted to the Regulator will be weighted data due to the higher proportion of tenants in 'Housing for older people' category responding.

It is expected that our final figures will still remain quite high in comparison to previous years.

### **RECOMMENDATION(S)**

1. That the performance for the Management Information Measures Q4 2025/26 is reviewed and acknowledged (Appendix 4.1).
2. That the approach for the 2025/26 survey be acknowledged.
3. That the provisional performance for the Perception Measures 2025/26 is acknowledged (Appendix 4.2).

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Housing</p> <p>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</p> <p>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.</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
4.1	TSMs Q4 2025/26 – Management Information Measures
4.2	TSMs 2025/26 – Perception Measures

#### 4.1 Management Information Measures as at 31.03.26

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	7.9	12.0	15.7	15.7	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	1.2	1.6	2.2	2.2	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%	100%	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%	100%	100%	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	14.4**	22.5**	30.8	<i>Pending</i>	<i>Pending</i>	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	0.4	0.4	<i>Pending</i>	<i>Pending</i>	N/a

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%	0.25%	0.25%	Pending	Pending	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%	91.7%	95.3%	Pending	Pending	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%	94.1%	95.1%	Pending	Pending	90%
BS01	Gas safety checks	99.2%	99.5%	99.5%	99.3%	99.2%	Pending	Pending	100%
BS02	Fire safety checks	100%	100%	100%	100%	97.7%	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%	100%	100%	100%	100%	100%
BS04	Water safety checks	69%	100%	100%	76%	89.2%	100%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%	100%	100%	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 Anti-social behaviour cases related to tenants/tenancy.  $93/4919 \times 1000 = 18.90$   
**\*\*Revised figure of 71 cases,  $71/4919 \times 1000 = 14.43$  (14.4)**
- 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.

Notes Q2:

- Stock figure as of 30.09.25 – 4934 (This includes both Old Woburn House and New Woburn House due to pending changes by the Valuation Office).
- CH01 (1) – 16 out of 18 were from tenants,  $16/4934*1000 = 3.24$ . Cumulative total of 39 out of 43 YTD,  $39/4934*1000 = 7.90$
- CH01 (2) – 2 out of 3 were from tenants,  $2/4934*1000 = 0.41$ . Cumulative total of 6 out of 7 YTD,  $6/4934*1000 = 1.22$
- CH02 (1 and 2) – At present all responses in time. There are 2 outstanding stage 1 complaints and 2 outstanding stage 2 complaints which have not received a response but are still within timescales.
- RP02 (1) – 2616 out of 2853 repairs completed in time – 91.69%
- RP02 (2) – 796 out of 846 repairs completed in time – 94.09%
- NM01 (1) – 100 Anti-social behaviour cases related to tenants/tenancy.  $100/4934*1000 = 20.27$  (20.3). Cumulative outturn of 193 cases –  $193/4934*1000 = 39.11$  (39.1)  
**\*\*Revised figure of 40 cases,  $40/4934*1000 = 8.11$  (8.1) Cumulative  $111/4934*1000 = 22.496$  (22.5)**
- NM01 (2) – 2 Anti-social behaviour cases that were hate incidents.  $2/4934*1000 = 0.41$  (0.4). Cumulative outturn of 2 cases –  $2/4934*1000 = 0.41$  (0.4)
- BS01 – 34 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks. 4615 out of 4649 have a valid LGSR (99.26%).
- BS04 – 166 out of 218 properties. 218 properties, includes 32 properties within the Old Woburn House. The current legionella Risk Assessment expired in July 25, a new one was not commissioned as the Tenants moved out mid-July and the property was demolished in Sept but is still on the stock list until they have been removed from the Valuation Office. This is expected imminently. 20 properties relate to the new Woburn House; water samples were taken but no formal Risk Assessment. We have just procured a new supplier, and this is high priority for them.
- BS05 – All 218 properties compliant which includes 32 properties within the Old Woburn House, the lift compliance was in date as of 30th Sept (was due 3rd Oct but has since been demolished). New Woburn House – Lift checked as part of the build and handover to BDC.

Notes Q3:

- Stock figure as of 31.12.25 – 4901
- CH01 (1) – 20 out of 22 were from tenants,  $20/4901*1000 = 4.08$ . Cumulative total of 59 out of 65 YTD,  $59/4901*1000 = 12.04$
- CH01 (2) – 2 out of 2 were from tenants,  $2/4901*1000 = 0.41$ . Cumulative total of 8 out of 9 YTD,  $8/4901*1000 = 1.63$
- CH02 (1 and 2) – All responses processed in time.

- NM01 (1) – 40 Anti-social behaviour cases related to tenants/tenancy.  $40/4901*1000 = 8.16$  (8.2). Cumulative outturn of 151 cases –  $151/4901*1000 = 30.81$  (30.8)  
**\*\*Lower cumulative figure due to data revisions at Q1 and Q2.**
- NM01 (2) – 2 Anti-social behaviour cases that were hate incidents.  $0/4901*1000 = 0$ . Cumulative outturn of 2 cases –  $2/4901*1000 = 0.41$  (0.4)
- RP02 (1) – 3304 out of 3466 repairs completed in time – 95.33%
- RP02 (2) – 1046 out of 1100 repairs completed in time – 95.09%
- BS01 – 36 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks. 4608 out of 4644 have a valid LGSR (99.22%).
- BS02 – All properties have a fire risk assessment in place however 2 sheltered schemes annual re-inspections are delayed due to the extension of the fire risk assessment company's contract. These have been organised for fire risk assessments, so we are up to date. We work closely with the externally appointed fire risk assessor to ensure all FRA's are completed in required timescales. We are also in regular contact with them during refurbishment and building of independent Living Schemes to deal with any on-going issues. Fire risk assessments are carried out with a member of the Housing Management team and H&S team. This enables discussions to take place during the assessments.
- BS04 – 166 out of 186 properties. 20 properties outstanding relate to the new Woburn House, water samples were taken but no formal Risk Assessment. We have just procured a new supplier, and this is high priority for them during Q4.
- BS05 – All in date currently with three checks due in Q4. New Woburn House – Lift checked as part of the build and handover to BDC.

#### Notes Q4:

- Stock figure as of 31.03.26 – 4900
- CH01 (1) – 18 out of 18 were from tenants,  $18/4900*1000 = 3.67$ . Cumulative total of 77 out of 83 YTD,  $77/4900*1000 = 15.71$
- CH01 (2) – 3 out of 3 were from tenants,  $3/4900*1000 = 0.61$ . Cumulative total of 11 out of 12 YTD,  $11/4900*1000 = 2.24$
- CH02 (1 and 2) – All responses processed in time.
- RP01 – Following changes to internal software systems, the data is being tested and re-analysed. Final year-end figure is currently pending.
- All data shown as 'Pending' is still completing end of quarter/year checks.

## **4.2 Tenant Satisfaction Measures – Perception Measures**

### **Key points of note:**

- Our stock profile on commencing the survey was General needs (53.1%), Housing for older people (43.1%) and Sheltered Housing (3.8%).
- 3,147 emails sent on 04/12/25, and 2,015 paper copies posted 28/11/25. This covered a total of 6,042 tenants across 4,783 households.
- 528 responses as at 06.01.25 – we ideally need a minimum of 536 in total to meet our threshold, but this is still a low response rate. Our response rate at 06.01.25 was 11.03%.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People (60.8%) than General Needs (31.8%). 7.4% of responses are from tenants in Sheltered Housing, which is the highest return from this group since the TSMs commenced. Ideally, we need to secure further responses from tenants in General Needs Housing.
- The stock profile per patch as at end of Dec 25 – Clowne (27.08%), Bolsover (25.35%), Shirebrook (22.96%) and South Normanton (24.61%). Responses following the initial invite were not equal across the four contact centre areas.
- Further mailout via email on 19/01/26 to 1880 General needs tenants in Shirebrook and South Normanton to try and boost response rates and balance the return to our stock profile.

### **Responses as at 06/02/26:**

- General needs (34.3%), Housing for older people (58.7%), Sheltered Housing (7.0%).
- Geographic response is split as follows: Clowne (27.9%), Shirebrook (25.5%), Bolsover (24.1%) and South Normanton (22.5%), which does not fully match the current stock profile.
- Response rate of 569 which equates to 11.896% (11.9%).
- The largest number of responses is from single tenants (71.3%).
- There is limited interest in downsizing.
- Over half of respondents are female (56.9%), but it should be noted that not all respondents answered this question.
- Over 77% of respondents are 65+
- We have not invited responses via text message, as last year this method had very limited effect. Those receiving a paper copy also have access to a QR code to enable electronic response if preferred. 79.6% have responded by post and 18.3% have responded via email link. These ratios are very different to last year.

**Responses as at 31/03/26:**

- 571 responses as of 31.03.26 – final data cleansing still to take place.
- General needs 196 (34.3%), Housing for older people 335 (58.7%), Sheltered Housing 40 (7.0%).
- Geographic response is split as follows: Clowne 160 (28.0%), Shirebrook 146 (25.6%), Bolsover 137 (24.0%) and South Normanton 128 (22.4%), which does not fully match the current stock profile.
- Response rate of 571 which equates to 11.938% (11.9%).
- The largest number of responses is from single tenants 393 (68.8%).
- There is limited interest in downsizing – 37 (6.8%), but it should be noted that not all respondents answered this question.
- Over half of respondents are female 313 (56.9%), but it should be noted that not all respondents answered this question.
- Over 77% (428) of respondents are 65+, but it should be noted that not all respondents answered this question.
- 79.5% (454) have responded by post and 18.4% (105) have responded via email link. These ratios are very different to last year.

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\*\*Due to the higher response from older tenants the data shows elevated satisfaction levels for 2025/26. The final reported figures will be lower once weighting is applied.

	Above national median average OR meet internal target
	Within 5% of national median average OR internal target
	More than 5% difference of national median average or internal target

TSM Code	TSM Issue	Bolsover published 2023/24	Bolsover published 2024/25	National median average 2024/25 (Benchmark)	In-year Unweighted data (31.03.26)
TP01	Overall satisfaction	86.8%	86.0%	71.8	87.9%
	% of tenants reporting a repair (last 12 months)	66%	68%	67.8 (sector total)	68.0%
TP02	Satisfaction with repairs	89.1%	83.9%	73.6	91.5%
TP03	Satisfaction with time taken to complete most recent repair	86.4%	84.2%	69.5	90.4%
TP04	Satisfaction that the home is well maintained	84.2%	81.4%	71.9	89.2%
TP05	Satisfaction that the home is safe	87.1%	85.4%	77.6	89.5%

<b>TSM Code</b>	<b>TSM Issue</b>	<b>Bolsover published 2023/24</b>	<b>Bolsover published 2024/25</b>	<b>National median average 2024/25 (Benchmark)</b>	<b>In-year Unweighted data (31.03.26)</b>
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	61.6	<b>72.6%</b>
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.7%	75.7%	72.0	<b>78.9%</b>
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect	83.8%	82.9%	77.9	<b>87.3%</b>
	% of tenants having made a complaint (last 12 months)	18%	17.5%	26.2 (sector total)	<b>16.6%</b>
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	35.5	<b>55.6%</b>
	% of tenants reporting living in a property with a communal area	31.0	21.9%	50.9 (sector total)	<b>27.5%</b>
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained	74.6%	76.1%	66.7	<b>79.9%</b>
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	64.6	<b>76.3%</b>
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	59.5	<b>74.3%</b>



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20<sup>th</sup> April 2026**

**Customer Service Compliments, Comments and Complaints and Standards**

**Report for Housing & Repairs Quarter 4 - 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026 & Annual Summary**

<b>Classification</b>	This report is Public.
<b>Report By</b>	Customer Service, Standards and Complaints Manager
<b>Contact Officer(s)</b>	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 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026 and annually for 2025/26.

**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

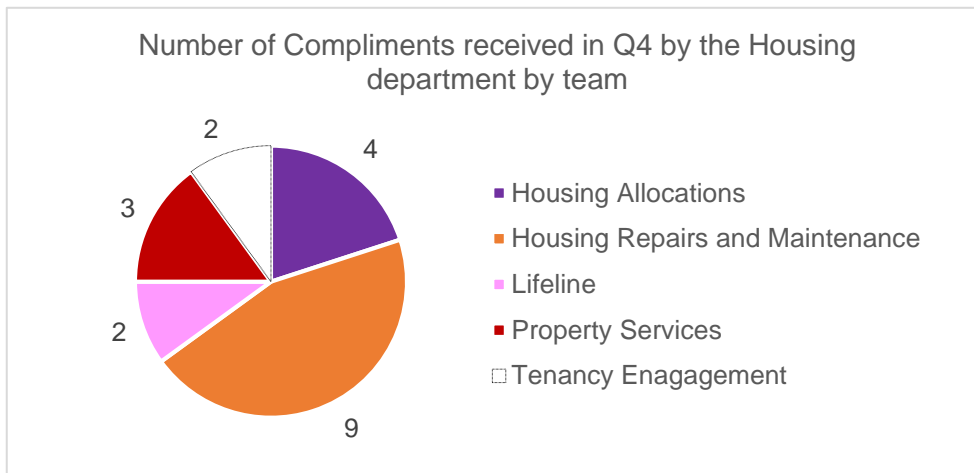
### 2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q4 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 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026. 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 Q4, Housing Repairs and Maintenance received the most compliments, followed by Housing Allocations.

As also shown throughout 2025-26, it is useful to note whilst repairs and maintenance have 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.

Compliment themes for Housing Repairs and Maintenance included:

- Friendly, polite and approachable behaviour from operatives
- Professionalism consistently demonstrated

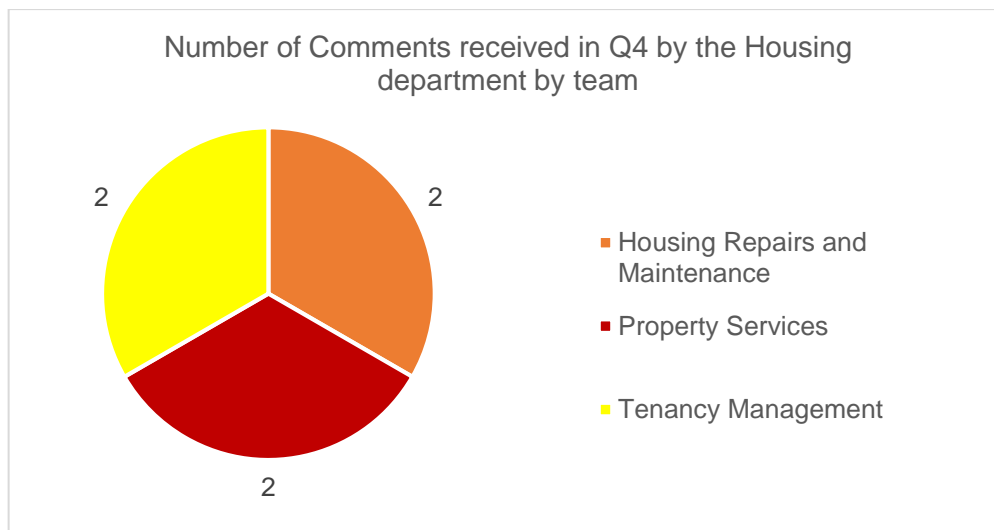
- Operatives going above and beyond to support residents / delivering excellent work
- Clear explanations and helpful communication
- Clean and tidy working practices
- Care taken with customers' homes and belongings
- Positive experiences across multiple operatives and repairs

Compliment themes for Housing Allocations included:

- Exceptional or outstanding service
- Professionalism
- Support provided during stressful or difficult situations
- Kind, caring and supportive behaviour

### Comments

There were 5 comments received for the period 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



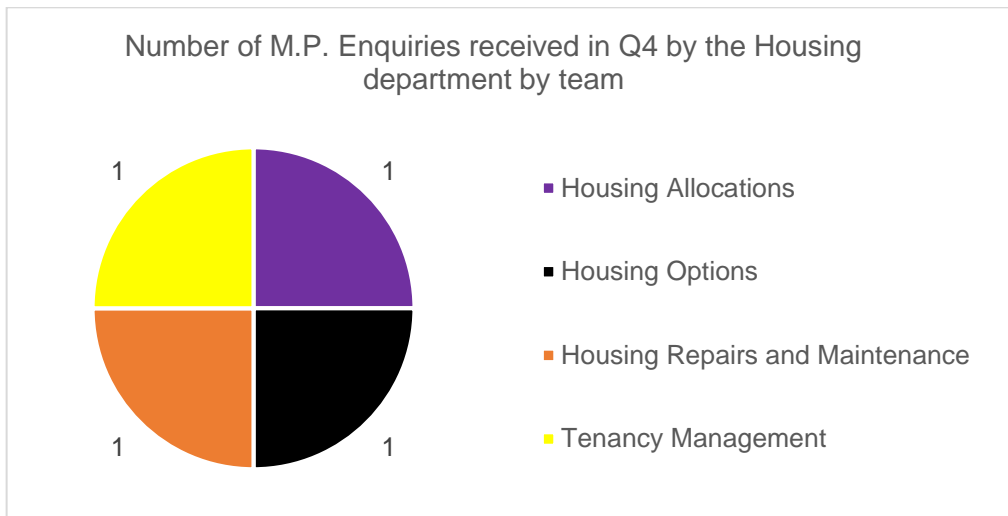
Comments were equally split for Housing Repairs and Maintenance, Property Services and Tenancy Management. No themes could be derived from this data.

### MP Enquiries

In the period 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026, the Housing department received 4 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early 2024. 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

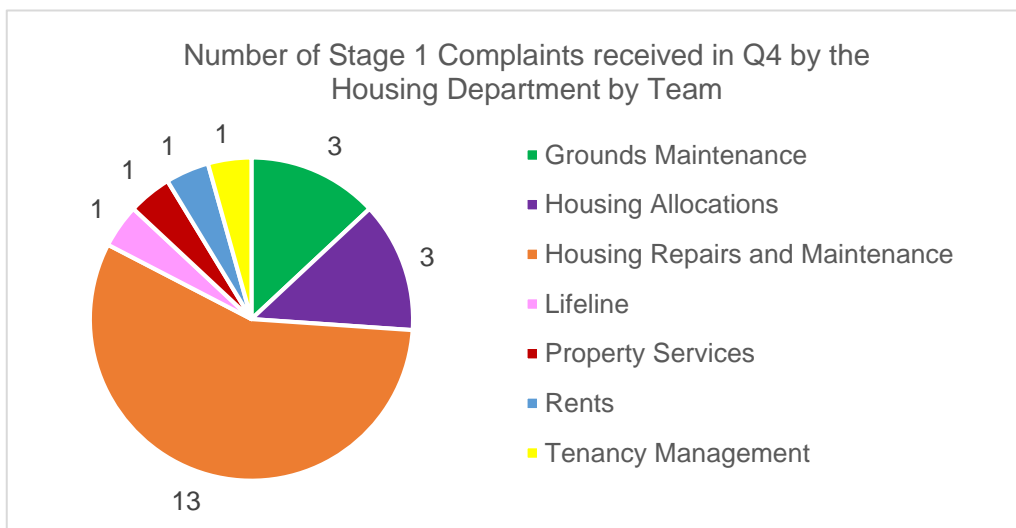
have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.



As all M.P. Enquiries received were for different teams, no themes could be derived from the data.

Complaints – Stage 1

In total 18 Stage 1 Complaints were recorded from the 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026.



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 Housing Repairs and Maintenance followed by Grounds Maintenance and Housing Allocations.

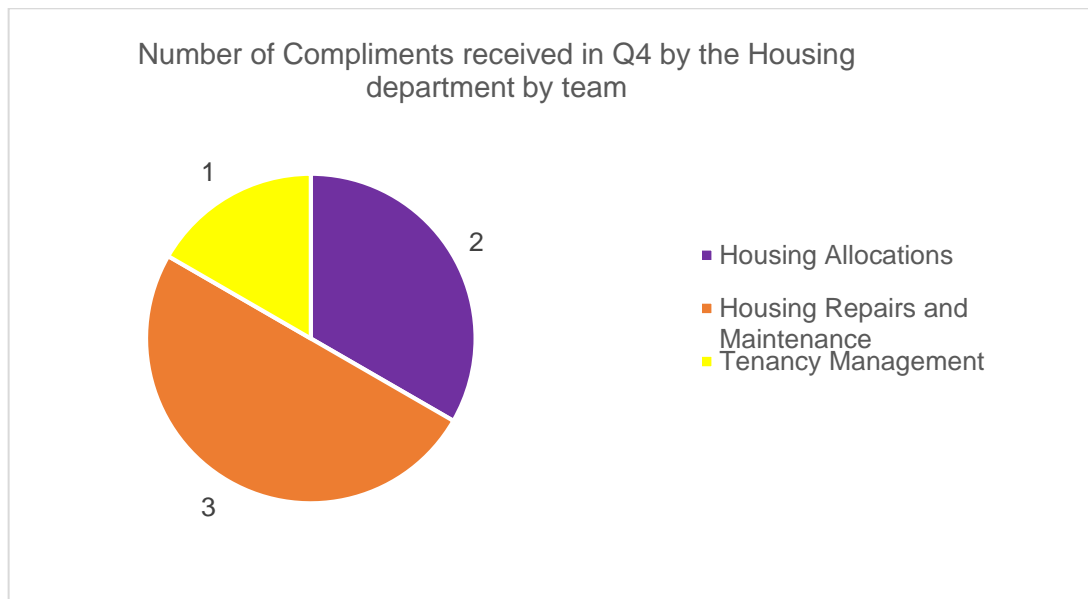
Complaint themes for Housing Repairs and Maintenance included:

- Dissatisfaction with repair work
- Delays and outstanding repairs
- Poor communication about repairs
- Reports of damp and mould
- Concerns about overall property condition

For Housing Allocations, the majority of complaints related to the handling of housing cases/applications when damp/mould was present. Grounds Maintenance themes included overgrown/poorly maintained areas and a lack of action to tackle issues.

### Complaints – Stage 2

3 Stage 2 complaints were recorded, from the 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026. All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days.



Most stage 2 complaints were for Housing Repairs and Maintenance. The only themes that could be derived were related to damp and mould and housing applications to relocate.

### Ombudsman

No Ombudsman complaints were reviewed during this period.

## Summary for Quarter 4 2025/26

	Jan	Feb	Mar	Total
Compliments	6	9	5	20
Comments	2	1	2	5
Stage 1 Complaints	7	5	6	18
Stage 2 Complaints	0	3	0	3
MP Enquiries	0	1	2	3

### Complaints Feedback

During Q4, the following service improvement was implemented as a consequence of complaints.

1. Going forward, staff will ensure that if a call needs to be terminated, the caller is clearly informed of the reason and is given a warning before the call ends.
2. In the future, the Repairs Admin team will liaise with the Finance department to ensure that a cancellation invoice is sent from either department.
3. The Street Scene Co-ordinator has added a shrubbed area of the communal garden to their maintenance schedules to ensure work is carried out annually.

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.

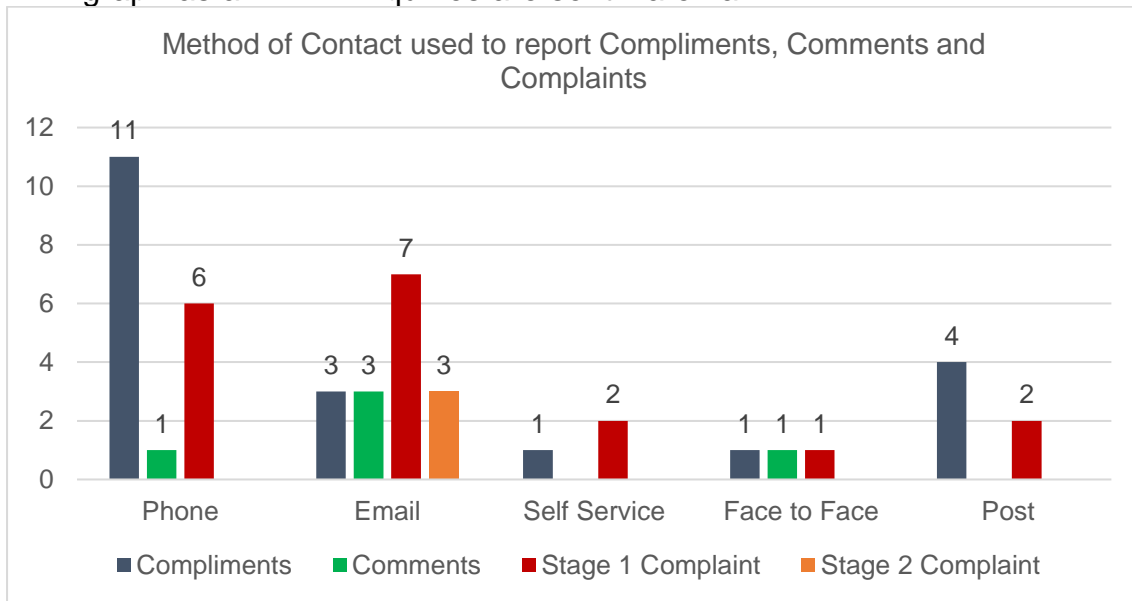
### Method of Contact

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, most compliments were made via telephone, followed by post. Stage 1 Complaints were mostly made via email followed by telephone and Stage 2 Complaints were only made by email.

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 100% of the data for Q4.

### Comparison to Q4 2024-2025

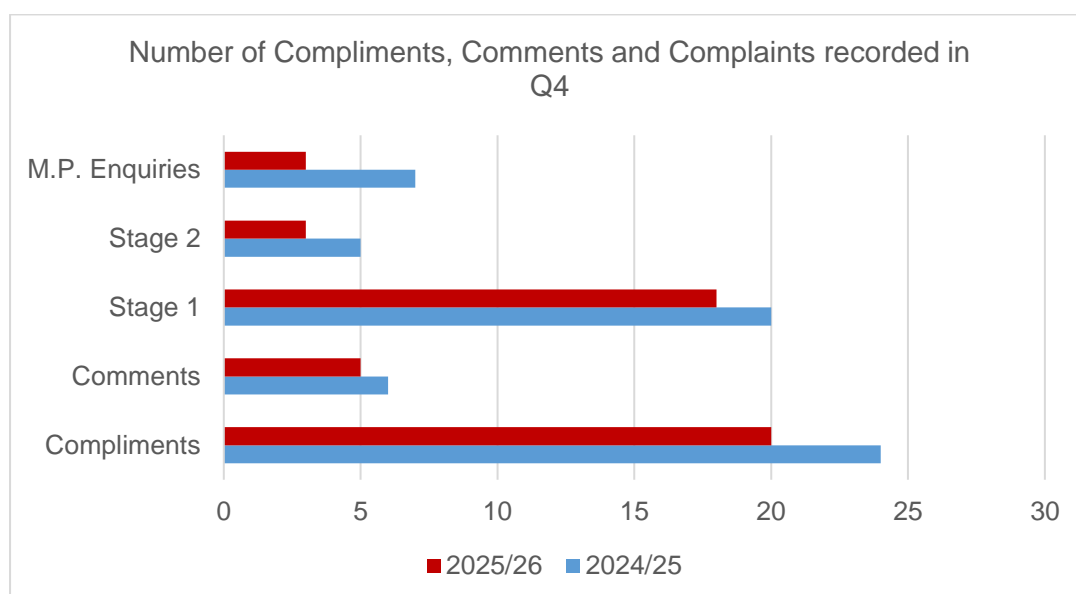
	2024/25	2025/26
<b>Compliments</b>	24	20
<b>Comments</b>	6	5
<b>Stage 1</b>	20	18
<b>Stage 2</b>	5	3
<b>M.P. Enquiries</b>	7	3

The data for Q4 2025/26 shows a slight reduction in overall customer contact compared with Q4 2024/25, with small decreases across all categories. Overall, the dataset indicates a stable pattern of engagement, with a marginally lower volume of customer interactions while maintaining consistent service trends.

Across both years, the Q4 data shows that phone contact remained the most common method for all types of feedback, showing consistent use. Email continued to be a key channel but saw a drop in compliments and comments in Q4 2025/2026, though it still generated a similar level of complaints. Self-service and face-to-face contact were used less frequently in both years, with only small variations. Post, which was not used at all in Q4 2024/2025, became a more

active channel in Q4 2025/2026, generating several compliments and Stage 1 complaints.

In Q4 2024/2025, feedback was received from a mix of council tenants, wider district residents, and a small proportion of unknown contacts. However, for Q4 2025/2026 the dataset shows 100% of contacts coming from council tenants. This shift is not a reflection of a change in who provided feedback, but instead the result of a change in reporting practice introduced at the start of 2025/2026. From this point onwards, only tenancy-related cases were included to align our reporting with Housing Ombudsman expectations, meaning non-tenancy housing enquiries or wider resident contacts were no longer counted in this dataset.



Comparison to Q1, Q2 and Q3 2025-2026

	Q1	Q2	Q3	Q4
<b>Compliments</b>	20	29	32	20
<b>Comments</b>	5	3	4	5
<b>Stage 1</b>	25	18	22	18
<b>Stage 2</b>	4	3	2	3
<b>M.P. Enquiries</b>	2	3	1	3

Customer contact remained broadly consistent across the four quarters of 2025/2026, with some expected variation between categories. Compliments increased steadily from Q1 to a peak in Q3 before reducing again in Q4, while comments stayed low and stable throughout the year. Stage 1 complaints were highest in Q1, fell in Q2, and then saw a small increase in Q3 before reducing again in Q4. Stage 2 complaints remained low across all quarters, with only

minor fluctuations. M.P. enquiries also stayed minimal, with small increases in Q2 and Q4. Overall, the quarterly data shows a stable pattern of customer engagement with no significant shifts in contact volume.

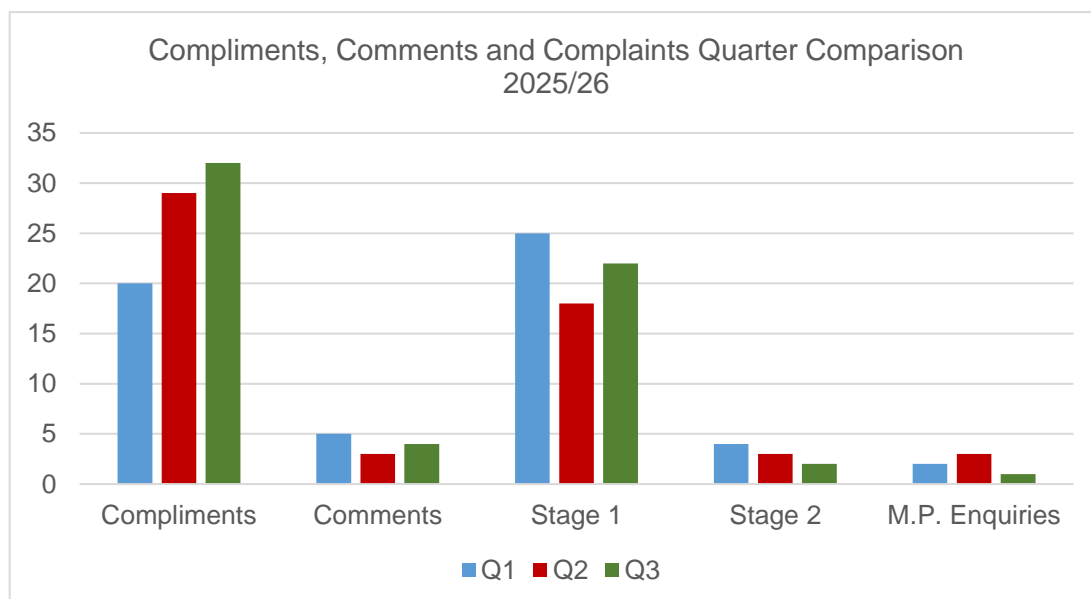
Housing Repairs & Maintenance continued to be the highest area for both compliments and Stage 1 complaints in Q4, consistent with all previous quarters. Housing Allocations saw a small rise in both compliments and complaints in Q4 compared with earlier quarters. Grounds Maintenance complaints were higher in Q4 than in Q1–Q3. Other departments saw lower or stable contact levels with no significant change across the year.

Q4 compliment themes for Housing Repairs & Maintenance and Housing Allocations were consistent with Q1–Q3: professionalism, helpfulness, communication, and positive customer experience. No new themes emerged in Q4.

Q4 complaint themes aligned with patterns across Q1–Q3, particularly for Repairs: delays, communication concerns, damp/mould, and repair quality. Housing Allocations complaints continued to centre around handling of housing applications (same as Q1–Q3). Grounds Maintenance complaints again related to overgrown areas and perceived lack of action, consistent with earlier quarters.

Across all four quarters, telephone and email remained the dominant contact methods, replacing historic reliance on post. Q4 followed the same pattern as Q1–Q3, with telephone continuing as the main route for compliments, and email and telephone remaining the key channels for Stage 1 and Stage 2 complaints.

Q4 showed a sharper concentration of tenant-submitted contacts (100%), compared with Q1–Q3 where tenants consistently made up the majority (around 90%). The year-long pattern of tenants driving most contacts remained unchanged.



**Compliments/complaints for Q4 included:**

<b>Compliments</b>	<b>Complaints</b>
Customer complimented the Gas Operative for being mild, friendly, patient and considerate.	Customer has complained regarding their daughter's housing application and mould at their property.
Customer passed on their thanks for the improvements at one of the Council's Independent Living schemes. They were very impressed with the standard of work carried out and feel it is much improved, and they are very grateful.	Customer is dissatisfied with the response from the Repairs Co-ordinator and communication regarding the outstanding repairs on their property.
Customer complimented the Repairs Operative for the work they have completed. They stated they have done an excellent job and gone above and beyond; the customer is highly satisfied.	Customer is complaining about Grounds Maintenance not taking enough action in regard to a fence.
The tenant complimented the Allocations Officers for being absolutely exceptional, professional and kind.	Son has complained regarding the handling of their mother's housing situation and housing repairs required.
The customer has complimented the Warden at an independent living facility, describing them as excellent and efficient, with a pleasant manner. They report that the Warden is always ready to help with any problems, keeps the place running very well, and does so with a smile. The customer feels the Warden makes life very interesting with things like craft mornings and bingo.	Customer is complaining on behalf of their son regarding the condition of the property and outstanding repairs.

Compliments	Complaints
<p>Customer was really impressed with the Repair Operative who fit their radiator. They were professional, moved furniture around, wore plastic shoe coverings, covered the floor and cleaned up after themselves. The customer also complimented all other Repair Operatives who had attended their property as they have always provided good service.</p>	<p>Constituent has complained regarding black mould at their mother's property.</p>
<p>The customer wanted to say how polite and professional the Repair Operatives were. They were very clean and tidied up after themselves.</p>	<p>Customer is not happy with parking of Dragonfly vehicles on a building site.</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.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Housing</p> <p>Priorities: Building more, good quality, affordable housing, and being a decent landlord.</p> <p>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.</p> <p>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.</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Housing Key Performance Indicators**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	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.

At appendix 2 is the Q3 and Q4 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.
2. That members review the figures in the Q3 and Q4 performance poster and raise any queries.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>	
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.	

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 4 2025/26)
2.	Q3 2025-26 Performance poster <i>(to follow at meeting)</i> Q4 2025-26 Performance poster <i>(to follow at meeting)</i>

## Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 3 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%	94%	96%	<i>Pending</i>		92%		
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	2.34%	2.63%	2.43%	<i>Pending</i>		3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.33%	2.18%	2.11%	<i>Pending</i>		2%		Q2 - A slight reduction on the last quarter as the Income Management Team are starting to pick up the former tenants arrears work. We also have a large write off report with Finance which will reduce the debt in Q3.
04	Current tenants arrears as a % of rent due in the financial year	4.59%	4.58%	3.66%	<i>Pending</i>		4%		Q2 – The work of the Tenancy Management Officers has had some successes and we anticipate these will be reflected in Q3 performance reports.  The team continue to work hard with tenants to signpost to

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>support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p> <p>Q1 - To address the arrears we have made some temporary changes to the Officers working on arrears. April to Oct 25/26 one Tenancy Management Officer will be working solely on rent arrears to progress the high level rent arrears cases.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	40	25	11	<i>Pending</i>		14		<p>Q3 – As the long term voids start to decrease following Safe and Warm works the figure is starting to level out.</p> <p>Q2 – This figure includes the relet of 3 Management Voids consisting of 2 ILS safe and warm properties as below and 1 purpose built fully adapted property. Adapted properties are direct matched to families with a need and are allocated outside of the choice-based allocation process. This</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
									<p>particular property was put on hold to allow multi-agency support for a specific family. If these 3 properties were removed the figure would reduce to 10 days and would be within target.</p> <p>Q1 - This figure includes the relet 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%	79%	82.0%	89.0%	82.0%	75%		<p>Annual – 200 out of 244 were successful prevention cases (81.96%)</p> <p>Q4 – Of 58 cases closed under prevention duties, 52 were successful housing outcomes. Totalling 89% of cases closed in Q4 that were successful prevention cases.</p> <p>Q3 - Of 64 cases closed under prevention duties, 53 were successful housing outcomes. Totalling 82% of cases closed in Q3 that were successful prevention cases.</p> <p>Q2 - Of 63 cases closed under prevention duties, 50 were successful housing outcomes. Totalling 79% of cases closed in Q2 that were successful prevention cases.</p> <p>Of 59 cases closed under prevention duties, 45 were successful housing outcomes. Totalling 76% of cases closed in Q1 that were successful prevention cases.</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
07	Homelessness successful relief cases	75%	78%	67%	79%	74.5%	45%		<p>Annual – 108 out of 145 were successful relief cases (74.48%)</p> <p>Q4 - Of 29 cases closed under relief duties, 23 were successful housing outcomes. Totalling 79% of cases closed in Q4 that were successful relief cases.</p> <p>Q3 - Of 36 cases closed under relief duties, 24 were successful housing outcomes. Totalling 67% of cases closed in Q3 that were successful relief cases.</p> <p>Q2 - Of 40 cases closed under relief duties, 31 were successful housing outcomes. Totalling 78% of cases closed in Q2 that were successful relief cases.</p> <p>Q1 - Of 40 cases closed under relief duties, 30 were successful housing outcomes. Totalling 75% of cases closed in Q1 that were successful relief cases.</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
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%	100%	100%	100%	100%		Q4 - 18 stage one complaints all responded to in time Q3 - 22 Stage one complaints all responded to in time. Q2 - 18 Stage one complaints all responded to in time. 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%	100%	100%	100%	100%		Q4 - 3 stage 2 complaints all responded to in time Q3 - 2 stage 2 complaints all responded to in time. Q2 - 3 stage 2 complaints all responded to in time. Q1 - 4 stage 2 complaints all responded to in time.
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	100%	90%	90%	<i>Pending</i>		90%		
11	95% falls responded to within 30 minutes	99.96%	99.96%	98.26%	<i>Pending</i>		95%		



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Update on Tenant Engagement Strategy**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

**PURPOSE/SUMMARY OF REPORT**

- To inform the Board of current tenant engagement activity, and provide an update on the proposed Tenant Engagement Strategy 2026 -2029 following tenant consultation.

**REPORT DETAILS**

**1. Action Plan Update**

This update provides the final progress report for the 2023–2026 Action Plan. Full details of the Action Plan’s progress can be found in Appendix 1. Officers have continued to advance the following key activities:

Action	Update
1.3 a & 1.3 c	Promotion of Tenant Engagement through new tenancy visits and the Tenant census. Between 1 October 2025- 31 March 2026, 74 tenants have expressed an interest in being involved. All have been contacted. Of these fourteen have now registered to be involved.  Tenant consultation on the review of the Communal Area and Mobility Scooter Policies took place on 9 April 2026.
2.2 b	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. At 31 March 2026, 2678 received (56% of current tenants), 2,166 inputted with no further action.
2.3 a	The tenant magazine was circulated to 3,147 tenants via Gov.Notify in November 2025.
3.1 a & c	Housing Service standards developed and approved at HLB 22.07.25. Three further service standards developed – ASB, Domestic Abuse and Equality, Diversity and Inclusion- see Agenda item 9 – Communications.

Action	Update
3.1 b	Two Locality events held on 23 March 2026 and 8 April 2026, with a further two sessions to be held during April 2026. One evening session was planned but no tenants attended. Current tenant Engagement opportunities were discussed, and the proposed Tenant Engagement Strategy 2026-2029 was presented.
3.5 b	Planning a Joint tenant event with CBC and Rykneld Homes in September 2026. TEO attends monthly RING online meetings. TEO and HSDO attended Tpas National Engagement Professionals Conference 04.03.26.
3.5 c	Nine tenants attended inhouse training by Tpas on 26.03.26. The training covered interpreting data and questioning/challenging skills. All tenant feedback rated the training as excellent.
4.1a	Tenant Magazine (Bolsover Homes) survey completed in March 2026 to obtain tenant feedback for future design and articles.
4.2	You said We Did article included in Issue 11 Tenant Magazine.
4.3 a	Check It, Change It Champions launched March 2026. Surveys sent for feedback on Bolsover Homes Magazine.
4.3 b	Feedback forms completed for Locality Groups on the proposed Tenant Engagement Strategy 2026- 2029.
4.3 c	RANT have suggested introducing a QR code to capture repair satisfaction.

## 2. Update on the Proposed Tenant Engagement Strategy 2026-2029

The proposed Tenant Engagement Strategy 2026-2029 was presented to the Board at its January 2026 meeting. The draft strategy document will be circulated at the meeting.

Following the January 2026 meeting, the draft Strategy was shared with tenants through Locality Group sessions to enable review and gather feedback. To date, two sessions have taken place, with a further two sessions scheduled. A verbal report on completion of the sessions will be provided at the meeting.

During the sessions, discussions focused on:

- Tenant perceptions of good tenant engagement
- The importance and value of tenant involvement
- A brief overview of the history of tenant engagement at Bolsover
- The proposed Tenant Engagement Strategy

Tenants were asked to identify which existing engagement activities should stop or continue and to suggest any new approaches they would like to see introduced.

All tenant feedback and suggestions will be used to develop the Tenant Engagement Action Plan for 2026–2029.

All responses will be considered before the final version of the Strategy is presented to the Customer Service Scrutiny Committee and Executive.

### **RECOMMENDATION(S)**

1. That progress against the action plan, as stated, is reviewed and members provide feedback on current activity.
2. That members of the Board note tenant feedback on the Proposed Tenant Engagement Strategy.

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Tenant Engagement Strategy 2023- 2026 – Action Plan Update April 2026.

## Tenant Engagement Strategy 2023- 2026 – Action Plan – Updated April 2026

Status Key:

Complete	In progress, on track	Alert
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**Objective 1:** Make tenants and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.51	Work alongside tenants to publish and promote the Tenant Engagement Strategy	H	a. Recruit 5 tenants to join Tenant Participation Review Development Group (TPRDG)	Tenants joined the TPRDG as from 29 <sup>th</sup> September 22  24/25 a further 3 substitute members recruited prior to July 24 meeting  Main strategic group changed name from TPRDG to Housing Liaison Board (HLB)	TEO	April 23 Completed	
		H	b. Publish and promote strategy on the Council website and tenants newsletter	Strategy in development. Strategy published September 2023.	ADH TEO	Executive September 2023 Completed	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
52 1.2	Regularly monitor the strategy to ensure it continues to meet its objectives	M	a. To review and monitor by HLB to ensure the strategy meets the tenants needs and aspirations	<p>First review to be completed within 6 months of the approved strategy</p> <p>6 monthly review completed:            2 November 23            March 24            October 24            April 25            October 25  <a href="#">April 26</a></p>	ADH TEO	Every 6 months	
1.3	Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies	M	a. Increase tenant data base using various consultation methods (including set milestones below):	<p>Tenant Satisfaction Measure survey asks for new tenants to provide contact details, where they are interested in further involvement in service design and decision-making.</p> <p>58 Tenants expressed an interest in being involved from the 23/24 survey, 4 have since engaged and 1 of these is now a regular attendee.</p> <p>TSM Survey 24/25 53 tenants have expressed an interest in being involved. Some of these are existing engaged tenants.</p> <p>From 01.04.25- 30.09.25 16 tenants have expressed an interest in being involved via the New</p>	TEO HSDO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
53				<p>Tenant Survey. Of these 12 have now registered to be involved.</p> <p>A number of tenants who have had Welfare Adaptions completed have been consulted on the Welfare Adaption Policy review in July 2025.</p> <p>RANT members consulted on Decent Homes Standard 2 consultation in August 25.</p> <p><u><a href="#">From 01.10.26 31.03.26 74 tenants have expressed an interest in being involved via TSM, Tenant Census and New tenancy visits. Of these 14 have now registered to be involved.</a></u></p> <p><u><a href="#">In April 25 a number of tenants consulted on the Communal Area Policy and Mobility Scooter Policy.</a></u></p>			

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
54		H	b. Developing a leaflet in line with the strategy promoting tenant involvement and encouraging tenants to get involved at the level they wish	<p>Leaflet used as part of both 'New Tenant' visits and general officer visits to highlight opportunities and encourage engagement.</p> <p>Leaflet updated to cover latest engagement options</p> <p>From November 24-to date 49 tenants have completed the Tenant Engagement leaflet.</p>	TEO	<p>September 23 Completed</p> <p>October 24 Completed</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
55		H	c. TMO/HAT/HAA to use as part of their visits to promote and increase engagement.	<p>From April 2024 onwards, recruitment/referrals from officer visits to be tracked.</p> <p>Since 1<sup>st</sup> April 24 18 tenants expressed an interest in being involved via New Tenant Visits. Initial low level engagement planned at geographic locations; new option developed "Tea with Tenants".</p> <p>TEO undertaking joint visits with HATs to promote Tenant Engagement.</p> <p>6 tenants have registered to be involved from promotion by HATs at New Tenancy Visits for the period from 1<sup>st</sup> April 25 – 30<sup>th</sup> September 25.</p>	TEO TMO	Ongoing from December 23	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.4 56	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		a. Develop and implement regular evaluation of engagement sessions, to ensure approach meets both tenant and service needs.	<p>Feedback form developed for: Challenge Days; Tea with Tenants and Locality Group sessions.</p> <p>Evaluation Form to be developed for completion at end of Challenge and Change Reviews.</p> <p>Evaluation of Challenge and Change Review on Grounds Maintenance obtained in June 2025.</p>	TEO	<p>Ongoing from Sept 24</p> <p>To be in use 2025 onwards</p> <p>June 25 Completed</p>	

**Objective 2:** Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.1 57	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	a. Review menu of involvement annually and measure by number of tenants held within each section of the database.	<p>Menu of involvement and database created April 2022. Ongoing until next review.</p> <p>As noted in 1.3 this forms part of the leaflet used by officers to further encourage engagement.</p> <p>New Engagement Officer in post as of August 24, menu of engagement reviewed and updated to reflect current activity.</p>	TEO	<p>1 year from approval of strategy – September 24</p> <p>Completed Nov 24 – to include ongoing review and evaluation of offer.</p>	
2.2	Offer a range of options for engagement both traditional and technology based	M	a. Explore options to what extent both methods are welcomed.	<p>Measure of tenants held on data base, indicating openness to use of technology for communications and engagement.</p> <p>Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys.</p> <p>Tenants supported to join online Tpas sessions for networking/training.</p>	ADH TEO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
58		M	b. Use information obtained via the previous STAR survey and current TSM responses	<p>Ongoing work by officers to gather current telephone and email contact details to enable communication and engagement using technology.</p> <p>Tenant census form developed to capture desired communication options. Volume of email address on file increased significantly and hopefully this will increase cost efficiencies. 903 have been completed and processed, with approximately 200 more received and to be processed (as of 07.10.25.25).</p>	TEO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
59	Expand communication channels used by the service to create improved modern interaction and cost efficiencies		a. Establish gov.notify accounts for use for TSM Survey; Newsletter distribution; and general communication, to offer greater coverage via digital channels. This should also generate service efficiencies.	<p>Used for consultation on new draft Housing Strategy 2024-2029</p> <p>Used for mailout of 2024/25 TSM survey. 3000+ emails and 2200+ text messages, alongside reduced postal contact.</p> <p>Gov.notify used to circulate Tenant Census link to all email addresses on file. This has led to a surge in responses following each use.</p> <p>Gov.notify used to circulate 2850 Tenant Newsletter May 2025.</p> <p><a href="#">Gov.notify used to circulate 3147 Tenant Magazine November 2025.</a></p>	ADH HSDO	August 24 onwards	
			b. Establish self-service options for registering for tenant involvement.	Form re-developed as part of the refresh of the leaflet.	TEO	October 24 Completed Nov 24	
			c. Develop and implement a Tenant Census form, with hard copy and digital formats, to be completed every two years (to establish data on preferred method of contact).	<p>Initial roll-out alongside Stock Condition Survey.</p> <p>903 completed on file, approximately 1100 received in total (as of 07.10.25)</p>	ADH	October 24 Form Completed October 24 and roll-out commenced	

**Objective 3:** To be more accountable for the services we deliver by empowering our tenants to challenge us and to get involved in setting priorities

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.1 09	Publish and promote our service standards and ensure tenants know how to challenge them	M	a. Publish on Council website, tenants newsletter and produce standalone leaflet	<p>Article planned for May 24 newsletter</p> <p>Leaflets for Customer Service Standards Leaflet and How to make a complaint updated</p> <p>A set of Housing Service Standards have been approved by Housing Liaison Board 29 July 25 to be implemented by end of March 2026</p>	TEO CSSCM CMDM	<p>May 24 Completed</p> <p>June 24 Completed and in use</p> <p>March 26</p>	
		M	b. Hold Tenant Challenge Days/Locality meetings	<p>4 events in held April 24.</p> <p>4 Drop-in sessions "Tea with Tenants" planned October 24. Service standards for repairs and customer standards to be promoted at event.</p> <p>4 Locality events held in January and February 25.</p>	TEO	<p>Ongoing</p> <p>Completed October 24</p> <p>Completed Jan/Feb 25</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
61				<p>Repairs Performance figures presented. Tenants were consulted on repairs priorities.</p> <p>5 Locality Group events on compliments, comments and complaints held July and August 2025.</p> <p>Future Locality group events to be held February/March 2026.</p> <p><a href="#">5 Locality Groups events on Tenant Engagement held in March/April 2026.</a></p>		Completed August 25	
		M	c. Define service standards per team and review annually.	<p>Project agreed as part of TEO workplan for 25-26. Target date revised from April 25 to March 26.</p> <p>Housing Service standards developed and approved at HLB 22.07.25. To be implemented by March 2026.</p> <p><a href="#">3 further service standards developed – ASB, Domestic Abuse and Equality, Diversity and Inclusion</a></p>	ADH HSDO TEO	March 26	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	d. Regular review of approach taken by C1 authorities.	Initial assessment of C1 authorities following receipt of Bolsover judgement in August 24.	TEO	Ongoing	
3.2 62	Develop and implement a quarterly service performance report to be submitted to Housing Liaison Board, and Executive twice a year.	H	a. Implement quarterly report format for use at Housing Stock Management Group and Housing Liaison Board.	Developed format of report in October 24 meeting, for refinement and use thereafter.	ADH HDSO	Jan 25 onwards  Completed Jan 25	
		H	b. Implement bi-annual service performance report for use at Executive.	Q1-Q3 Report presented to Executive in March 25.	ADH HSDO	October 24 onwards	
3.3	Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.	H	a. Annual Tenant Summary of Tenant Satisfaction Measures outcomes.	Draft developed and to be reviewed by tenants alongside other authority examples, prior to agreement of final version.  Design options presented to tenants; final version agreed January 25.  Video explaining both the Measures and each set of annual results in development, for use on website.	HSDO	July 24 and annual thereafter	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
63		H	b. Annual Tenant Summary of Housing Complaints Handling and Service Improvement Report.	First report developed and published in July 24 with tenant input.  2 <sup>nd</sup> edition covering 2024/25 complete and on website	HSDO	July 24 and annual thereafter  Completed July 24  September 25 Completed	
	3.4	Produce an annual report, in conjunction with tenants, providing an overview of the last 12-months	H	a. Annual release within Bolsover Homes Newsletter.	First edition released in November 23 Bolsover Homes Newsletter; tenants involved in design  2023/24 report to be released in November 24 Bolsover Homes Newsletter, tenants agreed to retain design.  Performance page on website reviewed to accommodate revised approaches.  <i>2024/25 report to be released in November 25 Bolsover Homes Newsletter, tenants agreed to retain design.</i>	TEO ADH	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.5	Empower tenants to hold us to account by providing appropriate training, support and feedback	M	<p>a. Work with tenants to provide a training programme based on their needs</p> <p>Measure = Number of tenants involved in training events</p>	<p>Evidenced by the number of tenants we get involved in training events.</p> <p>Tenants invited to join online TPAS events on Tenant Involvement week in October 24.</p> <p>January 25, 3 Involved tenants booked onto TPAS Webinar – “Getting the most from your membership”.</p>	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
65		M	b. Support joint training with other tenants and landlords	<p>Tenants Conference joint with CBC and Rykneld Homes</p> <p>Exploring options to learn from CBC and Rykneld Homes use of Estate Walkabouts and Mystery Shopping.</p> <p>Second Tenants Conference joint with CBC and Rykneld Homes to be held 14.05.2025.</p> <p>2026 event planning commenced autumn 2025</p> <p><a href="#">Planning Joint Tenants event with CBC and Rykneld Homes.</a></p> <p><a href="#">TEO joined monthly RING online meetings.</a></p> <p><a href="#">TEO and HSDO attended Tpas National Engagement Professionals Conference 04.03.26</a></p>	TEO	<p>Conference held 15<sup>th</sup> May 2024</p> <p>Dec 2026</p> <p>Completed 14<sup>th</sup> May 2025</p> <p>Provisional date of 13 May 2026.</p> <p><a href="#">Provisional date September 2026</a></p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
69		H	c. Utilise online/face to face training provided by TPAS	<p>Officers regularly attend; some tenants have engaged with Awaab Law events.</p> <p>TEO attended TPAS Scrutiny training 17.04.25.</p> <p><a href="#">Tenants invited to attend Tpas inhouse training held on 26.03.26.</a></p>	TEO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
67		H	d. Encourage tenants to engage with workshops/ networking provided by TPAS.	<p>Promote in Tenants Newsletter – Nov 23 and then ongoing. Tenants have attended TPAS online events</p> <p>July 24 Challenge and Change meeting - tenant members signed up for TPAS accounts.</p> <p>Challenge and Change members attended a TPAS Scrutiny Members meetup on-line January 25.</p> <p>Tenants invited to attend next TPAS Tenant Scrutiny Members meetup on-line 30<sup>th</sup> April 25.</p> <p>Tenants invited to attend next TPAS Tenant Scrutiny Members meetup on-line Nov 25.</p>	TEO	Ongoing and as part of the conference on 15 <sup>th</sup> May 24	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
88		H	e. Produce quarterly KPIs poster/report to ensure key data is shared with tenants via Contact Centres, to encourage greater interaction with the service.	Initial Performance Poster format developed for use in Contact Centres and on website.  Quarterly performance poster finalised at Jan 25 HLB meeting. Posters can be used in Contact Centres, website and in Bolsover Homes newsletter.	ADH HSDO	October 24  January 25 onwards Completed	
		H	f. Ensure quarterly KPIs report is considered by Housing Liaison Board.	Report in place from October 24 onwards.	ADH HSDO	January 25 onwards Completed Oct 24	
3.6	Develop and support a tenant led scrutiny process that will challenge the housing service and make recommendations and improvements.	H	a. Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process	Officers/members attended training 5 <sup>th</sup> Oct 23.  Officers/tenants to engage with Involvement Week 2024  TPAS event altered for 2025, no longer a full week of mixed events, full conference attendance outside of budget limits.	ADH TEO HSDO	Ongoing  Completed Oct 24	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
69		H	b. Recruitment of scrutiny panel members	<p>Challenge and Change – June 23 recruitment (Review of Void process July 23-April 24) – 6 tenants.</p> <p>Recruitment of new review panel for current Challenge and Change review (Grounds maintenance) May 24 – 11 tenants.</p> <p>April 24 -153 tenants consulted on service areas for next Challenge and Change Review.</p> <p>1 new Challenge and Change member recruited and involved from June 2025.</p>	TEO	Recruitment ongoing	
		H	c. Training of tenant scrutiny members	<p>Introductory briefing delivered.</p> <p>Training skills survey planned. Promote TPAS Involvement week Oct 24.</p>	TEO HSDO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
70		H	d. Set timetable of projects to scrutinise – 2 per year	<p>First project “The voids process” completed.</p> <p>Review of Grounds Maintenance commenced June 24. Due to complete May-July 25.</p> <p>Meetings set for next 12 months.</p> <p>Review of Anti-Social Behaviour commenced June 2025. Due to complete March/April 2026.</p>	TEO	<p>Completed April 24</p> <p>July 25</p>	
		H	e. Ensure a tenant evaluation is completed following every challenge and change review to ensure continuous learning and process improvement is embedded.	<p>Form to be designed for use with Review of Grounds Maintenance and thereafter.</p> <p>Site visits to completed voids planned for 12 June 25 for tenants to evaluate completed void standards and that the recommendations are being met.</p> <p>Tenant Evaluation forms completed June 2025 on Grounds Maintenance Review.</p>	TEO	<p>December 24</p> <p>Completed June 25</p> <p>Completed June 25</p>	

**Objective 4:** Use customer feedback to improve our housing service, keep tenants informed about how their contributions have been used to drive continuous improvement

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.1 71	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	a. Establish tenants editorial team. Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account.	1 <sup>st</sup> review meeting  Review meeting at TPRDG July 23  Aim to recruit Editorial panel from tenants who have recently expressed an interest to be involved.  Milestone reviewed and decision taken to use a virtual network of tenants for feedback as an initial approach.  March 25, 134 tenants sent newsletter survey.  Promotion of edition 10 of Bolsover Homes via Facebook_  <a href="#">Tenant Magazine, survey completed in March 2026 to obtain tenant feedback for future design and articles.</a>	TEO	July 26          Commenced Jan 25	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.2 72	Produce regular <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services	H	a. Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year.	<p>Articles published in various newsletters and format to be reviewed to improve clarity of information.</p> <p>Included in next issue 9, due November 24.</p> <p>Included in Issue 10, due June 25.</p> <p><u>Included in Issue 11, November 26.</u></p>	TEO	<p>Ongoing with each edition</p> <p>Issue 7 released Nov 23.</p> <p>Completed in Issue 8 May 24 Newsletter.</p> <p>Completed Issue 9, November 24.</p> <p>Completed Issue 10, June 25.</p> <p><u>Completed November 25.</u></p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.3	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	a. Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures – annually.	<p>Guidance by social housing regulator. 2023/24 survey complete and return submitted.</p> <p>Survey for 24/25 due for circulation for autumn 24.</p> <p>TSM survey for 24/25 completed 31.03.25.</p> <p><a href="#">TSM survey for 25/26 completed 31.03.26.</a></p> <p><a href="#">Check It, Change It Champions launched March 2026. Surveys sent for feedback on Bolsover Homes Magazine.</a></p>	TEO ADH HSDO	<p>April 23 Completed</p> <p>Target completion of data collection March 2025. Completed March 25</p> <p>Submission completed June 2025.</p>	
		H	b. Ensure all face to face consultation workshops provide feedback forms.	<p>Ongoing</p> <p>Feedback forms completed for Tea with Tenants and Repairs Locality Group.</p> <p>Feedback form completed for Locality Groups on compliments, comments and complaints.</p>	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
74		H	c. Gather repairs feedback on PDA after each repair.	<p>Operatives endeavour to secure feedback on all repairs completed, and management complete regular audits of both repairs standards and customer satisfaction feedback.</p> <p>Review of processes taking place.</p> <p>10% of repairs over £250 in value get a post-inspection evaluation on Total Mobile and an in-person visit.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p> <p>Satisfaction reported to Housing Stock and Rant from November 2024.</p> <p>Additional information provided on number of satisfaction surveys are completed and percentage per jobs completed from April 25, reported to RANT.</p> <p><a href="#">RANT have suggested introducing a QR code to capture repair satisfaction, which we are looking into.</a></p>	HOP	<p>June 24</p> <p>Autumn 24</p> <p>Ongoing</p> <p>November 24</p> <p>Ongoing</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
75		M	d. Aim for 5% telephone feedback on completed repairs.	<p>Where a call back is requested as part of the repairs satisfaction survey a callback is completed.</p> <p>Currently high satisfaction levels on repair surveys resulting in limited requirement for call backs. This % will be considered as part of repairs satisfaction review.</p> <p>Report template to be developed to enable performance reports to RANT and HLB. Incorporate into report template for RANT.</p> <p>Consistently high satisfaction levels being maintained, which is further evidenced with benchmarking and 24/25 TSM results. Repairs satisfaction for 24/25 is 99.8%</p>	HOP	June 24  Completed Nov 24	
		L	e. Explore real time methods of consultation e.g. gov matrix	<p>Explored but not considered a viable option at this time.</p> <p>Customer Services have introduced Real Time feedback in July 24 for email and Live Chat contact</p>	ADH CSSCM	Discussed at TPRDG (Now HLB) meeting March 24	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
76		M	f. TEO to complete evaluation/consultation with tenants on their journey in their first year and other tenancy visits to determine current issues/trends.	Potential area for Challenge and Change review	TEO	April 25 onwards	
		M	g. TEO to complete evaluation/consultation with all tenants allocated on new build developments to ensure build design/standards remains fit for purpose and in line with tenant expectations.	Retrospective evaluation with tenants on sites completed by Dragonfly Developments Ltd. This led to changes in design at Alder Close development.  Consider further evaluation by involving tenants living in new build properties in potential Challenge and Change review.  <a href="#">TEO to door knock to complete a survey on S106 new build homes summer 2026.</a>	TEO	Ongoing as sites complete and are let.	
4.4	Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis	H	a. Implement quarterly reports for Housing Liaison Board (HLB).	Quarterly reports now form part of the regular agenda for HLB. This report is then adapted to be repairs specific for the quarterly RANT meetings.	CSSCM HSDO	July 24 onwards Completed and ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	b. Develop simplified quarterly graphics from complaints report, for use on contact centre posters/TV screens, and website (once performance 'hub' created).	Under development for Q4 data.	CSSCM HSDO TEO	December 24 onwards	

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**Lead Staff Code:**

ADH - Assistant Director Housing Management and Enforcement

HSDO - Housing Strategy and Development Officer

HOP - Head of Property (Repairs and Maintenance) Dragonfly Development Ltd

TEO - Tenant Engagement Officer

CMDM - Communications, Marketing and Design Manager

CSSCM - Customer Service, Standards & Complaints Manager

TMO – Tenancy Management Officer

HAT – Housing Assistant Tenancy

HAA – Housing Assistant Applications



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Communications**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

**PURPOSE/SUMMARY OF REPORT**

- To update the Board on the Easy Read Tenancy Agreement and Housing Service Standards.

**Easy Read Tenancy Agreement**

The draft Easy Read Tenancy Agreement was presented to the Board on 27 January 2026. Following tenant feedback, revisions have been made and additional consultation has now been completed to ensure the document reflects the changes requested by tenants.

These changes have been approved by tenants, with comments “superb” and “perfect”.

The final version of the Easy Read Tenancy Agreement is now available to use at sign up appointments for new tenants. The document is available in English and Polish (see appendix 1)

**Housing Service Standards**

The Board approved the introduction of Housing Service Standards at the July 2025 meeting. The board approved service standards for the following services:

- General
- Rent Collection
- Allocations
- Tenancy Management
- Repairs and Maintenance
- Tenant Involvement
- Managing your Estate
- Compliment, Comments and Complaints

- Performance

The Board agreed that 3 further standards were to be introduced for:

- Anti-Social Behaviour
- Domestic Abuse
- Equality, Diversity and Inclusion.

These have now been drafted and a leaflet produced (see appendix 2).

The Challenge and Change group are undertaking a review Anti-Social Behaviour. The draft ASB service standard has been written by the Challenge and Change group (see appendix 3) and will need to be also approved at Customer Services Scrutiny Committee on completion of the review.

Once approved the ASB service standard will be included in the Service Standards leaflet.

### **RECOMMENDATION(S)**

1. That members of the Board note the final version of the Easy Read Tenancy Agreement.
2. That members of the Board confirm their agreement to the 3 additional service standards.

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

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

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	Easy Read Tenancy Agreement
2.	Draft Housing Service Standards Leaflet
3.	Draft Anti-Social Behaviour Service Standard



# EASY READ GUIDE TENANCY AGREEMENT

This is a guide to help you understand your tenancy agreement.  
It does not replace the full tenancy agreement.

## Your tenancy agreement



**Bolsover District Council** is your landlord.

**You** are the tenant.

### You must:



Keep to all other rules in the agreement and make sure your visitors do.  
The Council as a landlord also has rules it has to follow.



Ask any questions about information you don't understand before you  
sign your tenancy agreement, as it is a legal contract.



Pay the rent each and every week. This is the money that you pay to live  
in your home. If you don't have a lot of money you may be able to claim  
Housing Benefit or Universal Credit which helps pay for your rent.

### You will also have to:



Pay bills for gas, electric, council tax and other things you have.



Live at the address as your only home.



Keep your home clean and tidy.



Tell the council if something needs repairing. Always ask the people coming to show you their ID and let them in to fix things.



Keep your garden tidy, including keeping grass and hedges cut.



Only keep 1 cat and/or 1 dog, and pick up any dog poo.



Park legally and respectfully, or on your drive if you have one.

### If you share an area such as hallway, stairs or garden with neighbours:



**You must not** store your own things (including a mobility scooter) or keep rubbish in this area.



**You must ask for permission** before making any changes to the property, including installing a shed or greenhouse, removing a tree, or altering hedges or fencing.



**You must ask for permission** to have a lodger move in, run a business from home, or have more than 1 dog, 1 cat or to keep another pet.

### You must NOT:



Damage your home.



Cause a problem for other people, be too noisy or let your pets be too noisy.



Have bonfires or ponds.



Break the law, have anyone else visit and break the law, take or sell drugs at your home.

If you do not follow the rules you could be asked to leave your home. It is important to talk us if you are having problems with your home or tenancy.

### What Bolsover District Council must do



Keep your home in good repair and fix things that are broken. This includes the heating, plumbing and electrics.



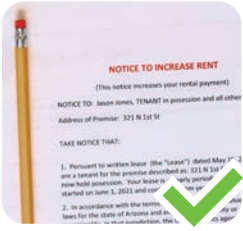
Carry out gas and electrical safety checks. You must let us enter your home do to these checks to keep you and other people safe.



Tell us how you can make a complaint if you are unhappy about something.



Follow all rules. This includes policies, procedures and laws.



Tell us in writing if your rent increases.



We will not go into your home without you asking, except in an emergency.

## Moving Out

If you want to move out you must:



Give 4 weeks written notice. Your tenancy will end on a Sunday after the 4 weeks notice. You can complete a form to do this.



Remove all your things, inside and outside. Clean your property and remove any rubbish.



Give us all your keys back at a Bolsover District Council Contact Centre.

**If you need to speak to us call 01246 242424**



# Appendix 2



## Housing Services Standards



**A:** The Arc, High Street, Clowne S43 4JY  
**T:** 01246 242424  
**E:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)  
**W:** [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

**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 debt with your rent.
- 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 large amounts of rubbish.
- Carry out quarterly inspections of communal areas of blocks 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.

# Domestic Abuse

## We will:

- Provide a Specialist Domestic Abuse Officer to work with and signpost/refer support victims and survivors of domestic abuse to relevant organisations.
- Ensure our staff are trained to recognise signs of domestic abuse and respond to you with empathy and professionalism.
- Be sensitive to the needs of your individual circumstances and be victim and survivor focused.
- Assess if there is an immediate risk of harm. If emergency help is needed we will contact the emergency services.
- Support you to remain in your home where it is safe to do so, and provide security measures.

- Assist you to find temporary/permanent housing where it is not safe to remain in your home.
- Support and encourage you to obtain legal advice on your options in respect of your tenancy.
- Keep consistent, accurate and relevant records.

## Diversity, Equality & Inclusion

We are committed to delivering fair, inclusive services that reflect and respect the diverse needs of our communities.

### Equality

Equality means ensuring everyone has fair access to opportunities and outcomes.

#### **We will:**

- Tailor our services to meet individual needs.
- Treat people fairly and equally.
- Provide an online hate incident reporting form (omit?)
- Consult tenants on services and policies.
- Carry out Equality Impact Assessments (EIAs).
- Offer accessible communication options including BSL and webchat.
- Make reasonable adjustments and provide interpreter support.
- Use tenant data to improve service accessibility.
- Meet our legal duties under the Equality Act 2010.

### Diversity

Diversity is respecting, valuing and celebrating people's differences.

#### **We will:**

- Recognise and respect people's differences and value the unique contributions of every individual.

# Inclusion

Inclusion means everyone feels valued, and able to be themselves.

## We will:

- Encourage diverse communities to engage with our services.
- Take action against hate crime and discrimination.
- Promote positive relationships through community activities.
- Continuously improve by adopting best practice standards.

# 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.

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

- [Our service performance](#)

## 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](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** 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.

## **Anti-Social Behaviour Service Standard**

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.
- Assess the level of risk of every report we receive.
- Respond within 10 working days and agree an initial action plan with you.
- Allocate a named officer to manage your case, keep you updated, and provide support, including working with other partner agencies such as the police when necessary.
- Use the full range of tools and powers available, including legal action against perpetrators.
- Only close a case once actions are completed, or when evidence thresholds cannot be met. We will explain decisions, provide a closure letter, and signpost further options (including Case Review or the complaints process).



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Bolsover Homes Newsletter**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

This report is to advise members of the Board of feedback from a recent tenant survey on the Tenants Newsletter Bolsover Homes. The purpose of this report is to provide information on the next planned edition of tenant newsletter Bolsover Homes.

**REPORT DETAILS**

**Background**

A priority of the current Tenant Engagement Strategy action plan (4.1) is to “Publish and promote our tenant magazine and encourage tenants to become actively involved in its production.”

This milestone has been reviewed to be able to involve tenants in the contents/style of the newsletter. To deliver this action a survey on the last newsletter (issue 11) was created. In March 26 the survey was sent to 50 tenants who have registered an interest in communications. We received 13 responses.

**Survey Feedback**

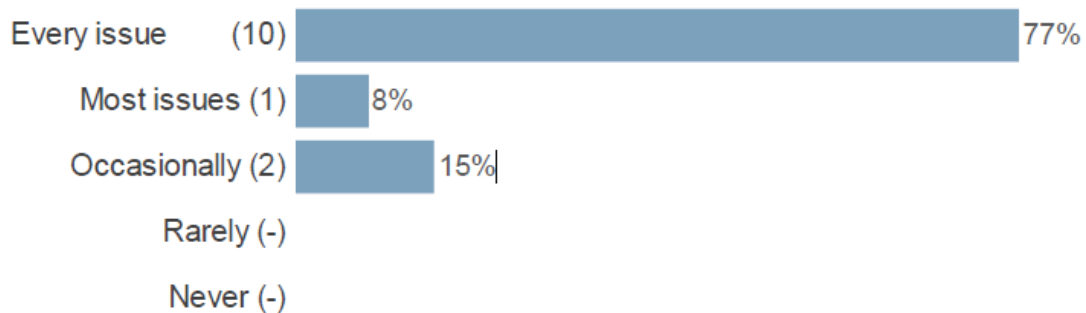
The survey had thirteen questions on issue 11 (November 2025):

- Q1. Did you receive Issue 11 of Bolsover Homes (November 2025)?
- Q2. How often do you read the magazine?  
If occasionally, rarely or never please give your reason why?
- Q3. What would make you more likely to read the magazine?
- Q4. Where we have an email contact for you, Bolsover Homes is now issued electronically. Do you prefer the magazine in: Digital format (email, website), printed format or both
- Q5. Did you read all the articles?
- Q6. Which articles did you find most useful?
- Q7. Were there any articles you did not find useful/interesting? If so, which articles?

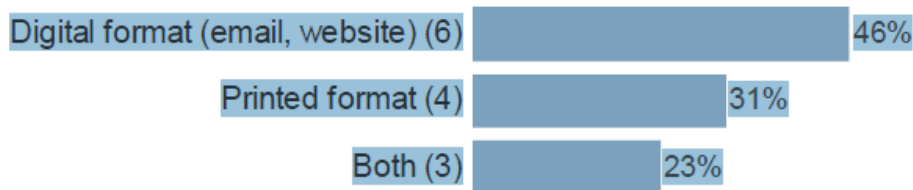
- Q8. How easy is the magazine to read and understand?
- Q9. Would you prefer to receive information in visual articles or by written text?
- Q10. Are there any housing/tenancy topics or information you would like to be included in a future magazine?
- Q11. Is there anything you dislike about the current magazine?
- Q12. Do you have any comments on layout/design of the magazine?
- Q13. Do you prefer the contents listed on the cover or in the inside?

**Feedback**

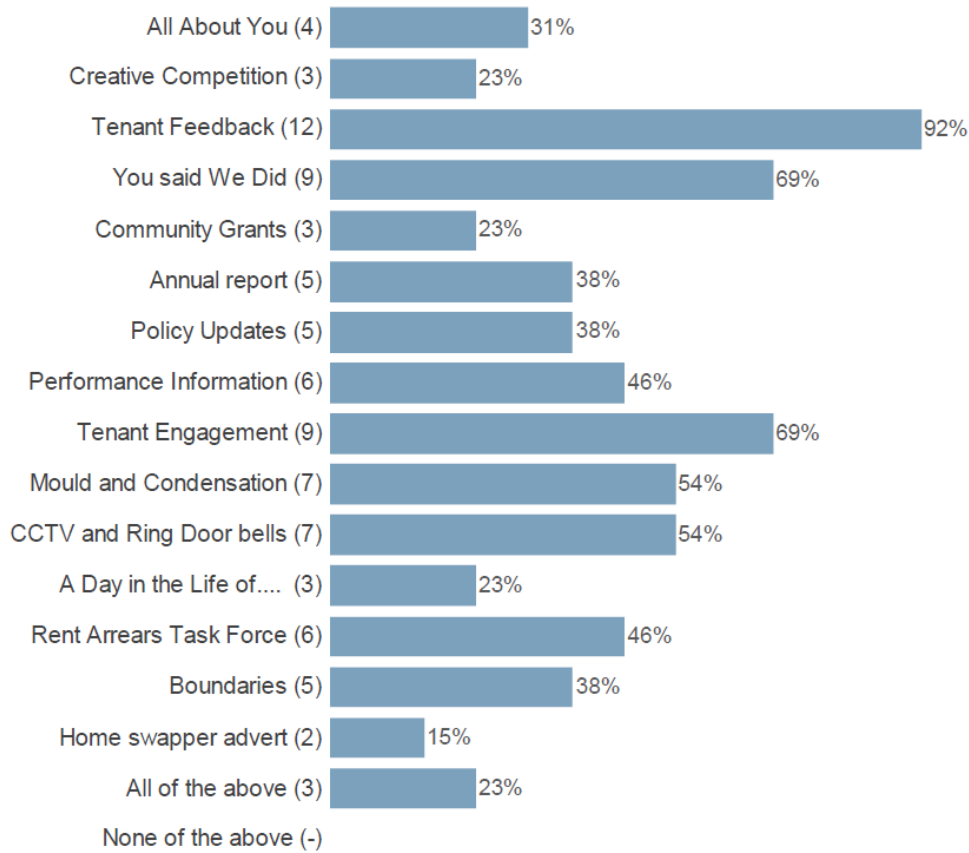
Q2. How often do you read the magazine?



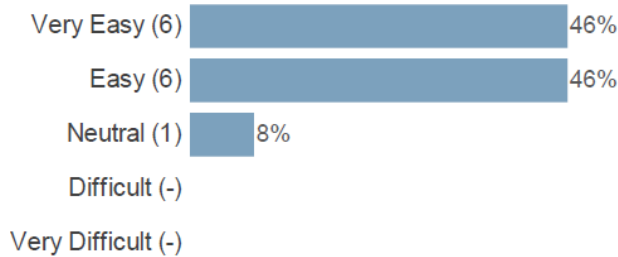
Q4. Where we have an email contact for you, Bolsover Homes is now issued electronically. Do you prefer the magazine in:



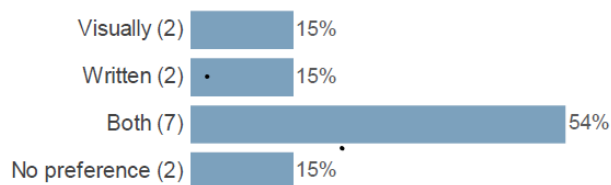
Q6. Which articles did you find most useful?



Q8. How easy is the magazine to read and understand?



Q9. Would you prefer to receive information in visual articles or by written text?



Q13. Do you prefer the contents listed on the cover or in the inside?



### Next Edition (Issue 12)

A working group has been established to review and shape the design and content of future magazine editions.

A new template has been developed, and the magazine will include the following eight main sections:

- **Contents and Welcome** – located on the inside cover, including a welcome article
- **Tenants Talk**
- **Influence and Engagement**
- **Performance**
- **Safety and Quality**
- **Newsround**
- **Team Spotlight**
- **Supporting You**

The articles for issue 12, under each section, are detailed in Appendix 1.

We are also seeking a tenant representative to join the working group to help shape and agree the content of future editions.

### Future Edition (issue 13)

The working group will commence working on issue 13 in May 2026. We are seeking the Boards suggestions for articles within the new sections.

### RECOMMENDATION(S)

1. That members of the Board review the contents of the report and comments received.
2. That members of the Board agree if there are specific suggestions they want to see taken forward for content in issue 13 of Bolsover Homes.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
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Ambition: Customers
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Priorities:
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| <ul style="list-style-type: none"><li>○ <i>Improving the customer experience and removing barriers to accessing information and services</i></li></ul> |
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**Links to Council Ambition: Customers, Economy, Environment and Housing**

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*

Ambition: Housing

Priority:

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

## Issue 12 – Articles

<b>Contents and Welcome</b>	Magazine Survey launch fresh new look Promote damp and mould kits
<b>Tenants Talk (orange)</b>	
Tenant Rep	What been involved with- Xmas thankyou C & C RANT tested mould kits TPAS training
Positive Feedback	Use a compliment or comment
<b>Influence and Engagement (navy)</b>	
Engagement Activities	Easy Read Tenancy Agreement  Locality Event- summary include photos  ILS Forums launched- meetings outcome widen out TPAS conference (photo Jane to provide) Meeting regulators expert on TE Policy Review meeting Check it Change it - New electric leaflet launched see safety and quality
Engagement calendar	List what's booked
You said we did	Service changes/improvements Use Janice comment re electric test not knowing changed letter
Above and Beyond	Done more for someone- DW speaking to team re providing info
<b>Performance (green)</b>	
Posters service performance	Q3 & Q4 Performance posters
Complaints and Compliments	From CCC report to HLB

<b>Safety and Quality (red)</b>	
Electric and Gas safety checks	Why need, safety for you and family/need to give access, legal action rework article from issue 10
SCS	
Fire Safety	Communal areas
E-bikes	Include poster from fire service
Spot the Hazard	Image of spot the hazard
<b>Newsround (purple)</b>	
LGR	Update, re-assure services unaffected
Policy Updates	Rent Collection Policy- renamed from rent arrears policy, improve profile of importance of paying rent, rent debt. Do we include communal areas and mobility scooter policy?
Food caddies	Small article
Engagement Hub	Bolsover Engagement Hub, small article
<b>Team Spotlight (light blue)</b>	
Meet your Repair Co-ordinators	2 long standing members retired, wish them will meet your 2 new RC. Who covers each area/ villages, what they do.
<b>Supporting You (dark blue)</b>	
All about you	Promote help us help you
Include case study	Positive outcome of support given by housing team
New sign-up procedure	
Lifeline	Accreditation of Team Promote service- include real life story where its been used/glad not opted out
ILS Schemes	Promote schemes/ benefits/ safety/low energy costs/activities
Property clearance	Ending tenancy remind property (including garden) needs to be cleared. Promote bulky collections, free re-cycling centres, charities, use charity leaflet for info (sent with termination letter)

	We will be working with tenants to draw up a moving checklist and will provide an update in a future issue
Gardens	Spring has sprung- keep tidy, trusted traders, promote assisted gardens. Broken strimmer/hedge cutters/lawn mower - promote Bolsover repair café
DD payments	Usual poster

ISSUE 12