



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 22<sup>nd</sup> April 2025**

**Agenda Item 10: Bolsover Homes Newsletter – next issue**

<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.

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**REPORT DETAILS**

**Background**

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

An editorial panel has not yet been established. There are time restrictions on printing deadlines given by the Communication Team which limit the option of an editorial panel to meet prior to each issue. This milestone has therefore been reviewed to be able to involve tenants in the contents/style of the newsletter. With the development of the new Tenant Engagement Leaflet we now hold a new database of tenants who wish to be involved in communications. A decision has been taken to use a virtual network of these tenants for feedback as an initial approach.

To deliver this action a survey on the last newsletter (issue 9) was created. In March 25 the survey was sent to 134 tenants who have expressed an interest at being involved. We received 20 anonymous responses.

**Survey Feedback**

The survey had 11 questions on issue 9 (November 2024):

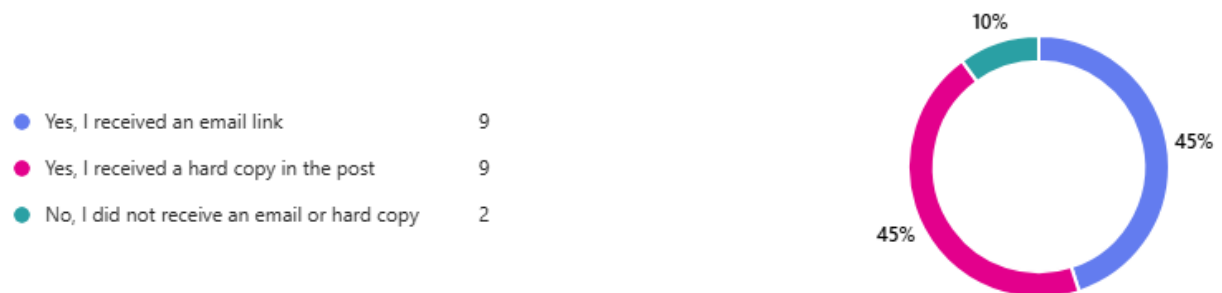
Q1. Did you receive your copy of the last issue in November?

Q2. Did you find the articles useful?

- Q3. Was everything easy to understand?  
 Q4. Were there any articles you did not find useful/interesting? If so which articles?  
 Q5. Do you have any comments on layout/design of the newsletter?  
 Q6. Please see in the last edition the article "Improving our Service" (pages 20-21).  
 Is the information clear?  
 Q7. How would you like to see complaints and performance information provided in the future?  
 Q8. Are there any topics or information you would like to be included in the next newsletter?  
 Q9. What would you like to see as "regular" articles?  
 Q10. What would you like to see as "one-off" articles?  
 Q11. Do you read the newsletter online or would you prefer to receive this in hard copy?

## Feedback

Q1 Did you receive your copy of the last issue in November?



Q3 Was everything easy to understand?



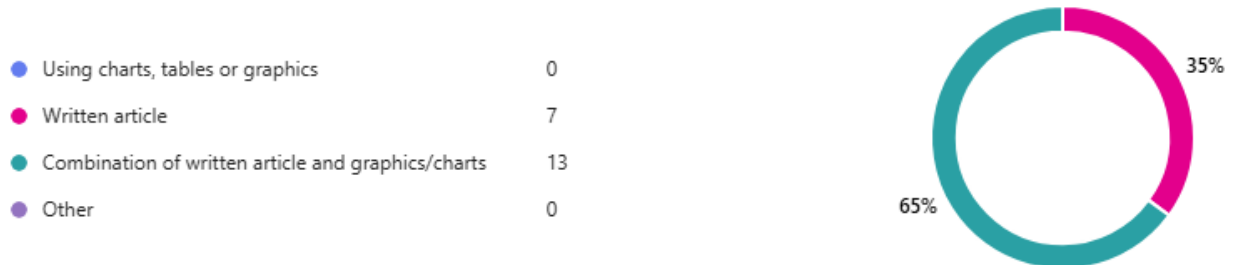
Q5 Do you have any comments on layout/design of the newsletter?

9 positive comments were received, including:

- It's a good layout and easy to read.
- It is very easy on the eye and very easy to read.
- Good modern layout. Very like a tabloid newspaper.
- The layout and format is good.

- At the moment it is clear to read and understand.

Q7 How would you like to see complaints and performance information provided in the future?



Tenant suggestions for articles in next edition:

- Repair requests, still not happy with that.
- Keeping our local areas clean so the neighbourhood retains some respectability.
- What are the council doing to stop dog fouling in the streets/ reports of responsible dog ownership and anti-fouling requirements.
- New social housing plans.
- Dates of when the grass is cut outside OAP bungalows. Improvements in off road parking.
- Boundary walls and fencing around property and between property and public footpaths/ roads etc.
- Updates regarding the construction and letting of new properties.
- More transparency where our money within BDC is going.
- Information about tenants' rights when ASB is from homeowner.

Tenant suggestions for one off articles:

- Information about tenant participation.
- Information on Right to Buy.
- More clarification all round in BDC decisions.
- Anti-social behaviour, abandoned vehicles and rubbish.
- Advice on various topics concerning how to look after your property.
- Cooking on a budget.

Tenant suggestions for regular articles:

- More housing options.
- What tenants really think.
- Recycling and public tipping sites.
- Reports on council decision making regarding property repairs and lettings
- Housing maintenance performance and tenant satisfaction.

Rant members have also suggested topics for articles:

- Repairs – tenant responsibility, self help guide
- Outreach worker
- Tenant Census

### **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 10 of Bolsover Homes.

<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>