



OFFICIAL

**Bolsover District Council**

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

**Agenda Item 4: Update on Tenant Engagement Strategy Action Plan**

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

This report forms the next six-monthly update on progress against the Action Plan.

**Action Plan Update (Appendix 4.1)**

In relation to Action Plan progress, please see appendix 4.1 for full details. Officers have been progressing the following key activity:

Action	Update
1.3 a	Promotion of Tenant Engagement through the TSM 24/25 survey, new tenancy visits and Tenant census. 53 Tenants expressed an interest in being involved. All have been contacted.
1.3 b	36 have completed the tenant engagement leaflet and are registered to be engaged. 1 of these is to join RANT from May 25.
1.3 c	TEO undertaking joint visits with HAT to promote tenant engagement
2.2 b	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. 321 completed, 653 received (as of 17.03.25)
3.1 b	Locality events held in January and February 25 at 4 geographical locations. Repairs Performance figures presented. Tenants were consulted on repairs priorities. 18 tenants attended the sessions.  Tenants feedback indicates our repair priorities meet their expectations. TSM and KPI's repairs performance show the majority of targets are exceeded. The consultation outcome therefore indicates that we do not need to make any changes to repair priorities and targets.

Action	Update
	Further locality events planned for June 25 and tenants have requested the topic is to be complaints.
3.3 a	Design options for annual TSM outcomes presented to tenants October 24, final design approved by tenants at HLB January 24.
3.5 a	Tenants invited to join online TPAS events on Tenant Involvement week in October 24.  January 25, 3 Involved tenants booked onto TPAS Webinar – “Getting the most from your membership”.
3.5 b	Planning Tenants Conference Joint with CBC and Rykneld Homes for 14.05.25
3.5 d	Challenge and Change members attended a TPAS Scrutiny Members meetup (networking) on-line January 25. Invited to join next TPAS Scrutiny Members meetup on-line 30 <sup>th</sup> April 25
3.6 b	April 24 153 tenants consulted on service areas for next Challenge and Change Review.
3.6 d	Review of Grounds Maintenance review is due to complete May- July 25. Meeting dates have been set for the next 12 months.
3.6 e	June 25 site visits planned with Challenge and Change members to evaluate completed void standards and that their agreed recommendations are being met.
4.1 a	RANT members consulted on newsletter ideas. Milestone reviewed and decision taken to use a virtual network of tenants for feedback as an initial approach. Newsletter survey completed March 25.
4.3 a	TSM survey completed for 24/25.
4.3 b	Tenant feedback obtained from Locality events (repairs) and positive feedback obtained: Event overall -excellent 86.7%, good 13.3% Information provided – excellent 86.6 %, good 6.7%, fair 6.7%
4.3 c	Report template developed and approved by RANT members November 24. Tenant feedback obtained for repairs and satisfaction reported to RANT and Housing Stock.
4.3 d	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%

## **RECOMMENDATION(S)**

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

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

Priorities:

- *Improving the customer experience and removing barriers to accessing information and services*
- *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*

<b>DOCUMENT INFORMATION</b>	
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<b>Appendix No</b>	<b>Title</b>
1.	<b>Tenant Engagement Strategy 2023- 2026 – Action Plan Update April 2025</b>