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Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 9: Proposed Introduction of Housing Service Standards

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report proposes the introduction of Housing Service standards.

Background

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

The Transparency, Influence and Accountability Standard states:

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

2.3.1 Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect.

We would like to ensure we are providing tenants with information so they can hold us to account. Tenants can only do that when they have been provided with a set of service standards and they know what level of service to expect.

We have a Customer Service Standard (see appendix 1). We would like to introduce a similar set of service standards for all Housing services.

We would like the Board to consider and provide comment on the proposed standards. These cover the following areas:

- General
- Rent Collection
- Allocations
- Tenancy Management
- Repairs and Maintenance
- Tenant Involvement

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- Managing your Estate
- Compliment, Comments and Complaints
- Performance

Other areas not yet included but which we seek Board comments on could include:

- Anti-social Behaviour
- Domestic Abuse
- Equality, Diversity and Inclusion
- Lifeline
- Treating People Fairly

Examples of possible service standards are in appendix 2.

RECOMMENDATION(S)

1. That members of the Board note the contents of the report and confirm their agreement to introducing Housing service standards.

Links to Council Ambition: Customers, Economy, Environment and Housing Unsure of below

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

DOCUMENT INFORMATION

Appendix No	Title
1.	Customer Service Standards
2.	Examples of Possible Housing Service Standards