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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 29<sup>th</sup> July 2025**

**Agenda Item 9: Challenge and Change Group Update**

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

**PURPOSE/SUMMARY OF REPORT**

To update the board on the work of Bolsover Tenants Challenge and Change Group:

- Monitoring of the completed Void Process review
- Completion of the recent Grounds Maintenance on Council Estates review and recommendation action plan.

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**Background**

As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).

**Update on Monitoring of Voids Process review completed in 2024.**

At the previous Housing Liaison Board meeting on 22 April 2025 the Void Process review monitoring action plan was presented, showing all actions were completed. One action was to carry out site visits to monitor completion of works and to ensure the lettable standard is being met. The site visits took place on 12 June 2025.

7 tenants attended, visiting 3 void properties, 2 were standard voids and 1 was refurbished flat at Valley View.

Tenants agreed:

- the standard of the voids had improved
- the lettable standard was being met
- both of the 2 standard voids were eligible for full redecoration allowance

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- the standard of finish was a “typical council standard”

### **Completion of Ground Maintenance Review**

The review has taken place between June 2024 and March 2025, across six meetings and one day of site visits.

Tenants were supported by the Tenant Engagement Officer, Jane Calladine; the Housing Strategy and Development Officer, Joanne Wilson and Grounds Maintenance and Street Cleansing Manager, Richard Camps.

The tenants chose to review the Grounds Maintenance on Council Estates (provided by Streetscene). Tenants had concerns on the quality of the service, whether void gardens are being maintained to the required standard and the negative impact this can have on neighbourhoods.

As part of the review tenants spoke to a number of officers. They completed a site visit to three new build schemes, two existing estates with communal open space, and two void properties to assess the standard of grounds maintenance.

Tenants have looked at the different areas of ground maintenance - grass cutting, hedge cutting, weed spraying, assisted gardens service, and tree management and maintenance.

Tenants have reviewed work schedules and sought clarification on how the service adjusts when impacted by the weather.

The tenants have agreed recommendations across four areas (see section 6 Appendix 2):

- Clarification of responsibilities for both tenants and the Council.
- Clarification of the current maintenance programme and potential factors which can impact planned works.
- Evaluation of the quality of maintenance works and how this is assessed by the service.
- Analysis of complaints related to grounds maintenance and action taken

Attached at Appendix 2 is the final report from the review for Members information.

### **RECOMMENDATION(S)**

1. That the Board note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Grounds Maintenance on Council Estates.

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### 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.	Tenant Engagement and Governance Structure
2.	Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance on Council Estates
3.	Recommendation Action Plan